

Serenity Care PACE

Quality Improvement Orientation and Annual In-Service Training

What is Quality Improvement and why is it important?

Quality Improvement (QI) upholds the mission and values of Serenity Care PACE and reflects a commitment to provide quality services and to achieve desired outcomes for all participants enrolled in our program. The QI plan incorporates the key elements of participant rights, caregiver and participant satisfaction, service delivery and participant care, quality management and outcome measures. The QI Plan provides systematic, objective, ongoing monitoring, and evaluation of data regarding participant care and identifies areas for needed improvement. Achievement of the plan objectives requires the support, participation and ownership of all employees and contractual providers and is integrated into the overall strategic plan for Serenity Care PACE.

To achieve these goals, we have two important committees: the Quality Improvement Committee and Participant Advisory Committee (PAC) that work closely together to make sure everyone involved with Serenity Care PACE is providing the highest level of care.

The Quality Improvement Committee which includes the QA/QI Manager, Compliance Officer, Director of Ancillary Services, PACE Director, and Medical Director organize and implement the QI Plan. The Quality Improvement Committee tracks, analyzes and reviews data from quality indicators to see if there are any trends noted and to identify areas of improvement. The Quality Improvement Committee develops QI projects dedicated to the identified areas of needed improvement.

The Participant Advisory Committee is made up of participants and PACE staff and reports to the Board of Directors. The Participant Advisory Committee meets monthly to make suggestions regarding program issues; to increase understanding of participant feedback; give assistance and guidance for future and offer suggestions to improve participant and/or family concerns.

The Board of Directors of Serenity Care PACE is made up of PACE leadership, outside professionals and a participant representative who review and discuss ongoing QI data and QI projects underway. This group is responsible in making sure Serenity Care PACE staff provide excellent care and identify, address and correct problems that may arise in a timely manner.

Indicators

Indicators are specific topics related to the organization that we exam closely by collecting and analyzing data. This data helps us to identify areas of the program that may have room for improvement. The indicators we track on a monthly basis to identify trends and areas of improvement include:

- Satisfaction: Participant, caregiver, and employee satisfaction.
- Grievance: Participant and caregiver grievances related to activities, contracted facilities and specialists, communication, dietary, disenrollment, enrollment, home care, marketing medical care, medication and supplies, transportation, and PACE services.
- Service Requests: any requested services identified from a participant or caregiver.
- Routine Immunizations: Routine immunizations including the Influenza vaccine, Pneumococcal Vaccine, and the COVID-19 vaccine for both participants and employees.
- Risk and Safety: Participant falls, infections, medication errors, and other unusual incidents to identify trends and areas of improvement.
- Unplanned Hospitalizations and ER admissions: All emergency room visits, and hospital

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admissions are tracked and analyzed. Prevention of unplanned ER and Hospital admissions remains a top priority in participant care.

- Enrollment/Disenrollment/Prospective Enrollees: data from all enrollments, disenrollment, and prospective enrollees.
- Deaths: All participant deaths.