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Q&A WITH THE EXPERTS

Performance Improvement Projects (PIPs)

Question from Weatherbee Retainer Client via email (10/09/2018):

What format can we use to document our Performance Improvement Projects (PIP) that would meet the intent of the 2008 Medicare Conditions of Participation (CoPs) regulations that speak to Quality Assurance and Performance Improvement (QAPI)?

Thanks for any guidance!

Answer from Lynn Stange, Principal / President, Weatherbee Resources

From: "Lynn Stange" <lstange@weatherbeeresources.com> Date: October 9, 2018 at 11:30 AM
Subject: PIP Template

Good morning and thank you for your question!

In keeping with the 2008 Medicare CoPs, PIP projects need to be focused in scope and activity to ensure they are addressing the individual needs of the hospice as identified through the QAPI program. The identification of problem prone and high risk areas as well as those affecting overall hospice quality is a good starting point.

Once the area(s) have been identified, use a standard PIP template like the one on the following page (editable Word version available in the Regulatory & Consulting Reference Library / CMS folder). An overarching template would include the following:

- Date PIP team formed
- PIP problem to be solved
- PIP goal
- PIP team members
- Interventions
- Auditing and Monitoring
- PIP activity reporting
- Ongoing monitoring
- End date once the goal is reached

This PIP Q&A document is an example of an entry in the Regulatory & Consulting Reference Center Forum library / Consulting Corner, a service included in the Hospice Compliance Network (HCN) Membership.

The PIP template is also a good place to capture the ongoing documentation of PIP activity and meetings. Keeping these templates serves to validate the work being done by each PIP team.



A tip for success would include considering the PIP template as a fluid document that captures ongoing efforts toward the PIP goal even if that goal is not initially reached and new interventions must be implemented in order to achieve success. Finally, the PIP templates can also serve as a reporting mechanism for providing the Governing Body and QAPI committee an overview of ongoing PIP activity as referred to in the CoPs.

Good luck!

Lynn Stange



PIP TEAM TEMPLATE

| | |
|--|--|
| Date of PIP formation / update | |
| PIP Problem: <i>What problem is the PIP team trying to solve?</i> | |
| PIP Goal(s): <i>What is the goal of the PIP team i.e., reduce falls by 5% in 2 months</i> | |
| PIP Team leader: <i>Does not have to be a nurse</i> | |
| PIP Team Members: <i>No more than 6 that represent all departments affected by problem and solution</i> | |
| PIP Interventions: <i>What action is the PIP team going to take?</i> | |
| PIP Reporting: <i>Results and activities are generally reported at QAPI by the PIP team leader</i> | |
| PIP Monitoring: <i>How are the interventions and results going to be monitored i.e., by whom and how often?</i> | |
| PIP project close date: <i>Once interventions have worked for at least 3 months</i> | |
| PIP project re-eval date: <i>Annually is recommended to make sure the PIP intervention(s) are still working</i> | |
| PIP Notes: <i>Summary of meeting minutes</i> | |