

# QAPIShield™ Staff Responsibility Policy

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**Document Type:** Official Policy Documentation

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## Purpose

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This policy establishes the responsibilities and expectations for all staff members who access and use QAPIShield™ in the performance of their duties, ensuring accurate documentation, proper system usage, and compliance with facility policies.

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## Scope

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This policy applies to all nursing staff, clinical personnel, supervisors, and administrators who have been granted access to QAPIShield™.

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## Policy Statement

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### 1. Reference ID Usage

Staff members are responsible for using correct Resident Reference IDs when entering data into QAPIShield™.

**Reference ID Requirements:**

Requirement	Description	Example
Accuracy	Verify Reference ID matches resident's EHR record	Cross-check with census or EHR
Consistency	Use the same Reference ID format facility-wide	MRN-12345, not "12345" or "MRN12345"
Verification	Confirm ID before submitting assessments	Double-check before clicking submit
Reporting	Report any Reference ID discrepancies immediately	Notify charge nurse or supervisor

### Common Reference ID Errors to Avoid:

- Transposing numbers (e.g., 12345 vs 12354)
- Using outdated or discharged resident IDs
- Creating duplicate entries for the same resident
- Using informal identifiers or nicknames

## 2. Documentation Expectations

All staff must maintain accurate and timely documentation in QAPIShield™.

### Documentation Standards:

Standard	Requirement	Timeframe
Completeness	All required fields must be completed	At time of assessment
Accuracy	Observations must reflect actual clinical findings	Real-time documentation
Objectivity	Use clinical terminology, avoid subjective language	Always
Timeliness	Submit assessments within required timeframes	Per assessment type

### Documentation Best Practices:

- Document observations as they occur when possible

- Use specific, measurable descriptions
- Avoid copying and pasting from previous assessments
- Review entries before submission for accuracy
- Correct errors promptly using proper amendment procedures

### 3. System Access and Security

Staff must maintain the security of their QAPIShield™ access credentials.

#### Security Responsibilities:

Responsibility	Action Required
Password Protection	Never share passwords or login credentials
Workstation Security	Log out when leaving workstation unattended
Session Management	Do not leave active sessions open
Incident Reporting	Report suspected unauthorized access immediately
Device Security	Do not access QAPIShield™ on unauthorized devices

### 4. Risk Alert Response

Staff must respond promptly to risk alerts generated by QAPIShield™.

#### Alert Response Protocol:

- 1. Review Alert** - Read the complete alert information
- 2. Assess Resident** - Perform bedside assessment as indicated
- 3. Implement Interventions** - Apply appropriate prevention measures
- 4. Document Response** - Record actions taken in QAPIShield™
- 5. Notify Supervisor** - Escalate high-risk situations as required

#### Response Timeframes:

Alert Level	Response Time	Escalation
High Risk	Within 1 hour	Immediate supervisor notification
Moderate Risk	Within 4 hours	Document and monitor
Low Risk	Within shift	Standard care planning

## 5. Training and Competency

Staff must complete required training and maintain competency in QAPIShield™ usage.

### Training Requirements:

Training Type	Frequency	Requirement
Initial Training	Before access	Complete all modules, pass competency test
Annual Refresher	Yearly	Review updates, complete assessment
New Feature Training	As released	Complete within 30 days of release
Privacy Training	Annually	HIPAA and privacy policy review

## 6. Shift Handoff Procedures

Staff must include QAPIShield™ information in shift handoff communications.

### Handoff Requirements:

- Report any new high-risk alerts
- Communicate pending assessments due
- Share intervention effectiveness observations
- Note any system issues or access problems
- Transfer responsibility for alert monitoring

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# Role-Specific Responsibilities

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## Nursing Staff (CNAs, LPNs, RNs)

- Complete assigned risk assessments accurately
- Respond to risk alerts within required timeframes
- Document interventions and resident responses
- Report changes in resident condition promptly
- Participate in care plan development

## Charge Nurses

- Oversee assessment completion for assigned unit
- Review and approve care plans
- Monitor alert response compliance
- Provide guidance to nursing staff
- Escalate concerns to DON as needed

## Directors of Nursing

- Ensure facility-wide compliance with documentation standards
- Review QAPI analytics and trends
- Lead quality improvement initiatives
- Manage user access and permissions
- Coordinate survey readiness activities

## Administrators

- Ensure adequate staffing for documentation requirements
- Support training and competency programs
- Review facility performance metrics
- Allocate resources for quality improvement

- Maintain BAA and compliance documentation

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## Performance Expectations

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Staff performance related to QAPIShield™ usage will be evaluated based on:

### Key Metrics:

Metric	Target	Measurement
Assessment Completion Rate	100%	Completed vs. assigned assessments
Documentation Timeliness	100% on time	Submissions within required timeframes
Alert Response Time	Within required timeframe	Time from alert to acknowledgment
Documentation Accuracy	% error rate	Audit findings and corrections

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## Policy Violations

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Violations of this policy may result in progressive disciplinary action:

### First Violation:

- Verbal counseling and additional training

### Second Violation:

- Written warning and supervised documentation review

### Third Violation:

- Performance improvement plan

### Serious Violations:

- Immediate suspension of system access

- Disciplinary action up to and including termination
- Reporting to appropriate regulatory authorities if required

### **Examples of Serious Violations:**

- Intentional falsification of documentation
- Sharing login credentials
- Accessing records without legitimate purpose
- Failure to report security incidents

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## **Support and Resources**

Staff can access support through:

- **Immediate Supervisor** - First point of contact for questions
- **Charge Nurse** - Clinical documentation guidance
- **DON** - Policy interpretation and escalation
- **IT Help Desk** - Technical issues and access problems
- **QAPIShield™ Support** - System-specific assistance

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## **Acknowledgment**

All staff must acknowledge receipt and understanding of this policy before receiving QAPIShield™ access. Acknowledgment can be completed through the Policy Acknowledgment Form on the Policies & Procedures page.

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## **Document Control**

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Changes</b>
1.0	December 2024	QAPIShield HR Team	Initial release

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**QAPIShield™ — AI-Powered Risk Prevention & Survey Protection for Skilled Nursing Facilities**

*This document is confidential and intended for authorized facility use only.*