



Department of Health

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DAL: DRS #25-01
Subject: Quality Assurance Resources

Dear Nursing Home and Adult Care Facility Administrators:

Knowledge sharing in health care is essential to ensure that best practices are consistently implemented across the continuum of care. By disseminating proven best practices, health care professionals can improve resident outcomes and realize operational efficiencies. Open communication and collaboration enable providers to learn from experiences, reducing the risk of errors and ultimately enhancing the quality of care being delivered. Accordingly, as part of the Center for Residential Surveillance (“Center”) Quality Assurance and Performance Improvement (“QAPI”) Committee’s commitment to improving care quality, five (5) webinars are now available on [New York Public Health Learns Learning Management System](#) as a resource to provide support and re-education to facilities. These presentations offer valuable insights through a back-to-basics approach to quality care and surveillance preparedness. The available quality-oriented webinars are:

- The Nursing Care Plan (OALTC-1101);
- The Matrix (OALTC-1102);
- Critical Element Pathways (OALTC-1103);
- Quality Assurance Process Improvement (OALTC-1104); and
- New Administrator Checklist (OALTC-1105).

The courses may be taken ad hoc and are located under the program “OALTC Back to Basics Series.”

In addition, be advised that facilities may request in-person delivery of these webinars by the Center’s Quality Assurance Performance Improvement Committee. This endeavor is not to be considered consultative guidance or directed corrective action, but rather supportive re-education and sharing of recognized best practices.

If you have any questions regarding this communication or the available webinars, please email ltresidentialsurveysupport@health.ny.gov.

Sincerely,

Kristen M. Pergolino, Director
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