



Qsource's Culture of Safety Center: Collaborative Statewide Improvement Across Tennessee SNFs

The Culture of Safety Center (CSC), administered by Qsource and funded through Civil Monetary Penalty (CMP) reinvestment funds, completed its fourth year in 2023. This Tennessee-wide initiative was designed to elevate safety, quality of care, and clinical consistency across skilled nursing facilities (SNFs) through structured, collaborative education and evidence-based interventions. The project focused on core improvement areas including falls, staffing stability, psychotropic medication use, and pressure injuries.

Engagement Strategy

Qsource supported 42 SNFs through two primary mechanisms:

- **Annual Summit:** Provided CE-accredited education featuring expert-led sessions on infection control, medication safety, MDS changes, and advancing health equity.
- **Regional Collaboratives:** Grouped facilities into East, Middle, and West Tennessee regions, offering monthly virtual sessions, peer-to-peer learning, and 1:1 technical assistance (TA).

Facilities received comprehensive support including:

- Root Cause Analysis and PIP facilitation
- Data analysis and goal tracking
- Access to custom training modules and documentation tools
- Targeted coaching to meet QAPI requirements and compliance expectations

Outcomes

By July 2023, all 42 participating SNFs had:

- Completed a customized PIP based on selected quality priorities
- Received monthly TA calls and RCA guidance from QI Advisors
- Demonstrated measurable improvement across target metrics

Key outcome trends included:

- **Falls:** 10% reduction in overall fall rates and falls with major injury
- **Staff Turnover:** Nursing/admin turnover declined from 4.4% to 2.5%
- **Psychotropics:** Notable reductions in antipsychotic, antidepressant, and anxiolytic use
- **Pressure Injuries:** Decreased prevalence in most participating facilities

Key Insight

Statewide quality initiatives succeed when anchored by collaborative peer learning, 1:1 technical assistance, and structured regulatory coaching. Embedding evidence-based QAPI practices improves measurable care outcomes and survey readiness across multiple domains.

"We enhanced our culture of safety through the expertise of Qsource Advisors."
- Generations of Spencer

"Our QAPI meetings became more meaningful and productive."
- Community Care of Rutherford

