



# One Agency's QI Journey...



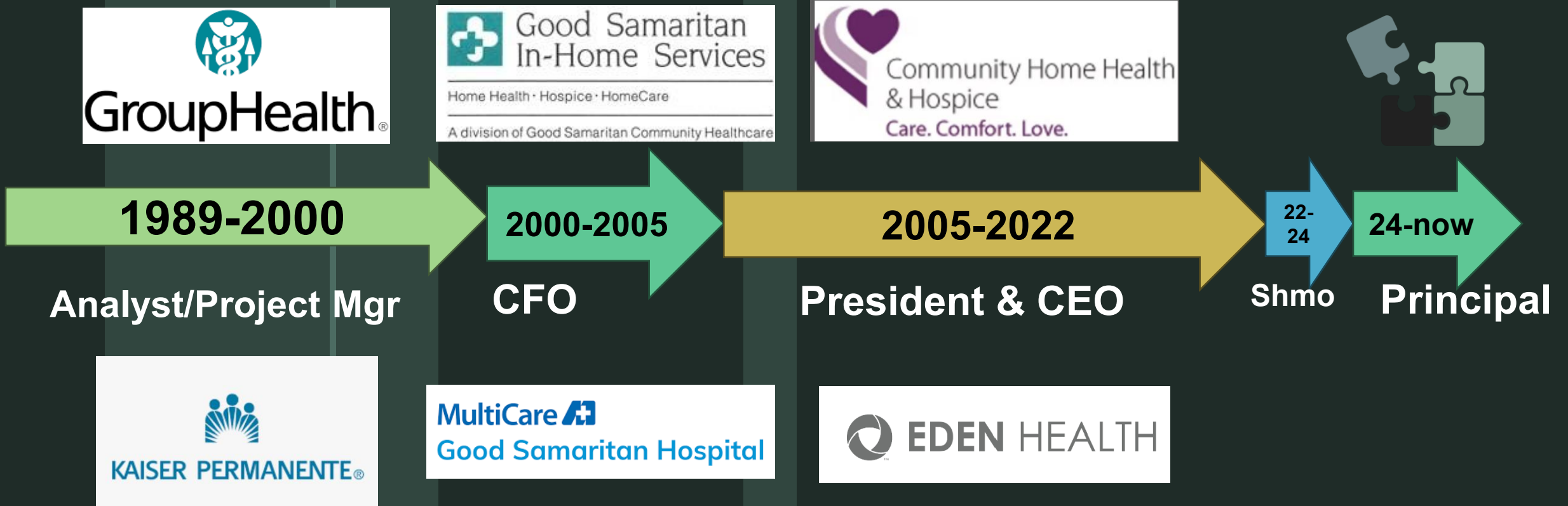
WSHPCO Spring Conference

May 8, 2026

Presented by Greg Pang, MHA, Principal  
[Gregpangconsulting.com](http://Gregpangconsulting.com)



# My Bio Timeline



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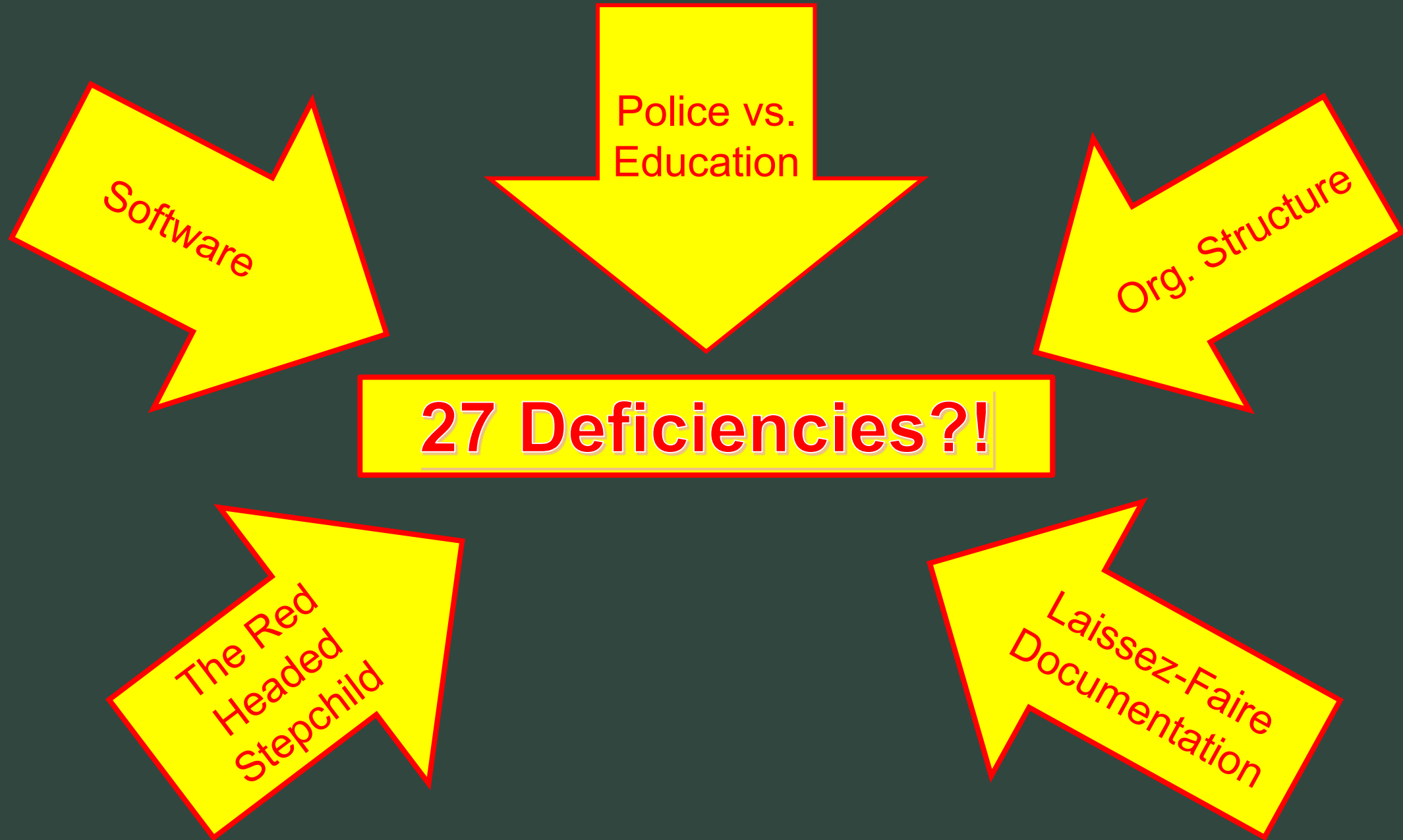
**27 Deficiencies?!**

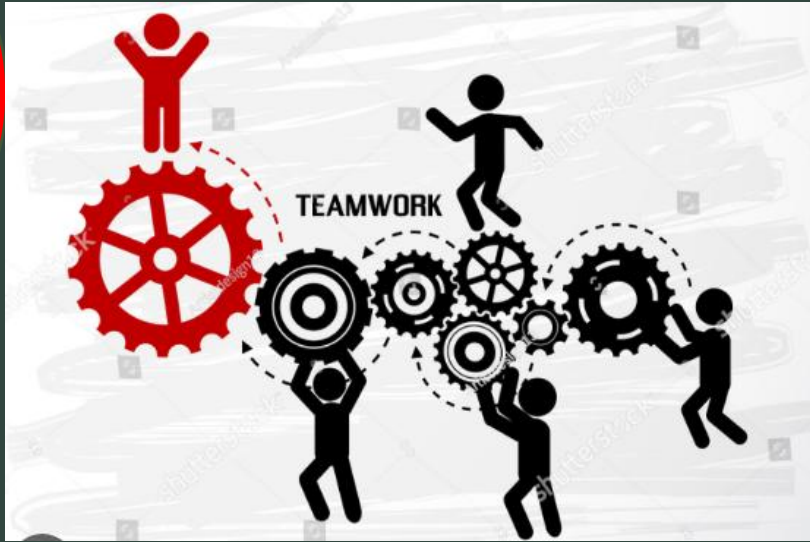
**A Complete QI Culture Change**



# A Multi-Year Journey Begins...







## QI: from Quality Police to Collaborative Educators

- Change Accreditation Organization
- Say it with Data

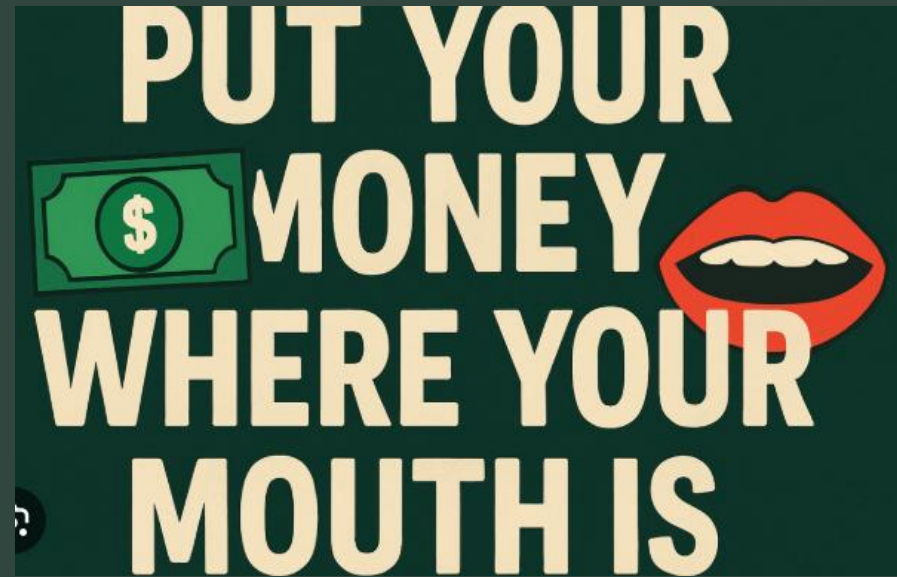
## QI Project Plan Document

- Lead/Team
- Relevant Regulation, Law, Standard, Outcome
- Measurable Goal
- Performance Record toward the Goal
- Timelines
- Chart Review Procedure
- Next Steps



# Software Switch = Attitude Switch

- New Software in 2011 that will enforce compliance and standardize staff practice.
- Culture of Staff Involvement:
  - RFPs
  - Vendor Selection
  - Charting Committee



# QI/Compliance Education Must Be A Top Priority

- Priority = It Appears in Strategic Plan AND Budget
- Ongoing Education
- Clinical Trainers in Each Program
- Peer Review



# Change the Organizational Structure



- CHAP Surveyors 2009
- Home Health and Hospice are separate Specialties.

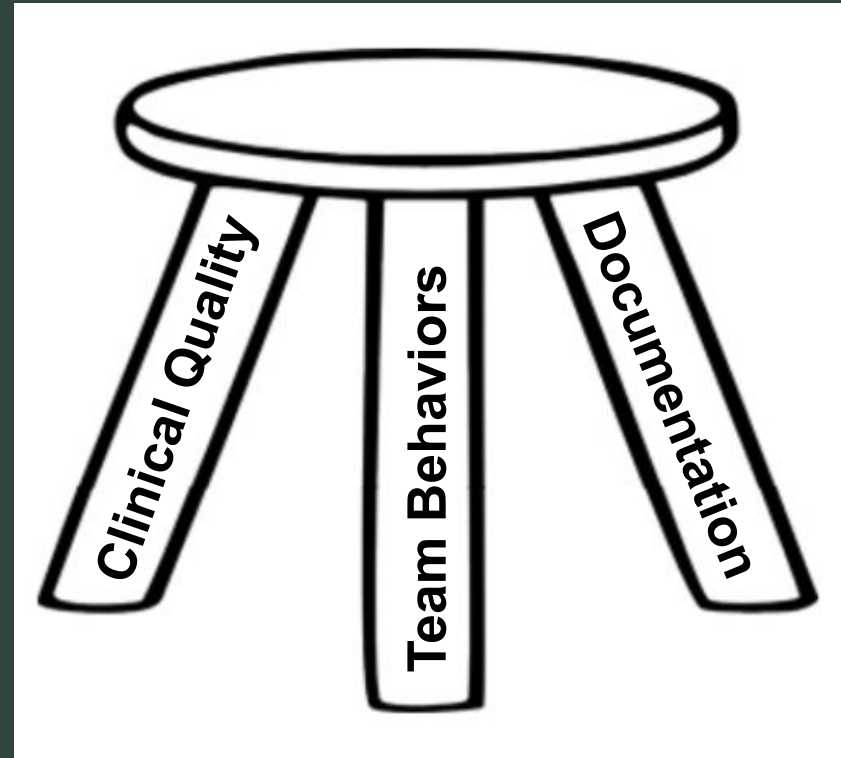
<b>Director Home Health</b>	<b>Longview Home Health</b>	<b>Vancouver Home Health</b>
<b>Director Hospice</b>	<b>Longview Hospice</b>	<b>Vancouver Hospice</b>

**QI?**

# Change the Organizational Structure

- CHAP Surveyors 2009
- Home Health and Hospice are separate Specialties.
- QI Department remains a separate support department, but added Medical Records.





## The 3 Legs of the Stool

- Good Care is “Good” only if it is documented. Disciplinary if not.
- Transformation Depends on Leadership.



**Questions/  
Comments?**

**THANK YOU SO MUCH!!**

