.46 Quality Assurance Plan.

A. The facility's quality assurance committee shall develop and implement a quality assurance plan that includes procedures for:

(1) Concurrent review;

(2) Ongoing monitoring;

(3) Patient complaints;

(4) Accidents and incidents; and

(5) Abuse and neglect.

B. Concurrent Review. The quality assurance plan shall include:

(1) The procedures for conducting concurrent review of each resident including:

   (a) Criteria to determine any change in a resident's condition;

   (b) A method to document the concurrent review; and

   (c) Identification of the licensed nurse or nurses conducting the concurrent review;

(2) The procedures to evaluate clinical data for any resident with a change in condition including at least:

   (a) Medications;

   (b) Laboratory values;

   (c) Intake and output;

   (d) Skin breakdown;

   (e) Noted weights;

   (f) Appetite;

   (g) Injuries resulting from accidents or incidents; and

   (h) Any other relevant parameters that may affect the resident's physical or mental status;

(3) Procedures to take action when there is a change in the resident's condition; and

(4) Procedure for referral of data to the quality assurance committee, when appropriate.

C. Ongoing Monitoring. The quality assurance plan shall include:

(1) A description of the measurable criteria for ongoing monitoring of all aspects of resident care including:

   (a) Medication administration;

   (b) Prevention of decubitus ulcers, dehydration, and malnutrition;

   (c) Nutritional status and weight loss or weight gain;

   (d) Accidents and injuries;

   (e) Unexpected death; and
(f) Changes in physical or mental status;

(2) The methodology for collection of data;

(3) The methodology for evaluation and analysis of data to determine trends and patterns;

(4) A description of the thresholds and performance parameters that represent acceptable care for the measured criteria;

(5) Time frames for referral to the quality assurance committee;

(6) A description of the plan for follow-up to determine effectiveness of the recommendations; and

(7) A description of how the quality assurance activities will be documented.

D. Patient Complaints. The quality assurance plan shall include:

(1) A description of a complaint process that effectively addresses resident or family concerns including:
   (a) The designated person or persons and their phone numbers to receive complaints or concerns;
   (b) The method to be used to acknowledge complaints received; and
   (c) The time frames for investigating complaints dependent upon the nature or seriousness of the complaint;

(2) A description of a logging system that will be used including the:
   (a) Name of the complainant;
   (b) Date the complaint was received;
   (c) Nature of the complaint; and
   (d) Date that the complainant was notified of the disposition or resolution of the complaint; and

(3) The procedures for:
   (a) Notifying residents of their right to file a complaint with the Office of Health Care Quality;
   (b) Informing residents, families, or guardians of the complaint process upon admission; and
   (c) Posting the complaint process or making it available without the need to request it.

E. Accidents and Injuries. The quality assurance plan shall include:

(1) A definition of accident and injury that is appropriate to the type of resident served by the nursing home;

(2) A description of the process for reporting accidents and injuries including:
   (a) Who shall report incidents;
   (b) The time frame for reporting incidents; and
   (c) The procedure for reporting incidents;

(3) A policy statement that includes a provision that reporting incidents can be done without fear of reprisal;

(4) A description of how internal investigations of accidents and injuries will be handled including:
   (a) Assessment of any injury;
   (b) Interview of the resident, staff, and witness;
   (c) Review of any relevant records including the resident's medical records, discharge summary, hospital records, etc.;
(d) Time frames for conducting the investigation;

(5) A description of the process for notifying family or guardian about the incident;

(6) A description of a process for the ongoing evaluation of accidents and injuries to determine patterns and trends; and

(7) A description of how relevant information will be referred to the quality assurance committee.

F. Abuse and Neglect. The quality assurance plan shall include:

(1) The process for implementing COMAR 10.07.09.15 concerning abuse of residents;

(2) A description of the process for providing immediate notification to the family, guardian, or responsible party about the incident;

(3) A description of the process for the ongoing evaluation of validated incidents of abuse and neglect to determine patterns and trends; and

(4) A description of how relevant information will be referred to the quality assurance committee.