

.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.;

and

(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.