
42 C.F.R. § 403.732

Condition of participation: Quality assessment and performance improvement.

The RNHCI must develop, implement, and maintain a quality assessment and performance improvement program.

- (a) *Standard: Program scope.* (1) The quality assessment and performance improvement program must include, but is not limited to, measures to evaluate:
- (i) Access to care.
 - (ii) Patient satisfaction.
 - (iii) Staff performance.
 - (iv) Complaints and grievances.
 - (v) Discharge planning activities.

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