

42 C.F.R. § 417.106

Quality assurance program; Availability, accessibility, and continuity of basic and supplemental health services.

(a) *Quality assurance program.* Each HMO or CMP must have an ongoing quality assurance program for its health services that meets the following conditions:

- (1) Stresses health outcomes to the extent consistent with the state of the art.
- (2) Provides review by physicians and other health professionals of the process followed in the provision of health services.
- (3) Uses systematic data collection of performance and patient results, provides interpretation of these data to its practitioners, and institutes needed change.
- (4) Includes written procedures for taking appropriate remedial action whenever, as determined under the quality assurance program, inappropriate or substandard services have been provided or services that ought to have been furnished have not been provided.

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