

## **G656**

**(Rev. 182, Issued: 09-28-18, Effective: 09-28-18, Implementation: 09-28-18)**

**§484.65(c)(3) The HHA must take actions aimed at performance improvement, and, after implementing those actions, the HHA must measure its success and track performance to ensure that improvements are sustained.**

### **Interpretive Guidelines §484.65(c)**

“High risk” areas may include global concerns such as a type of service (e.g., pediatrics), geographic concerns (e.g., safety of a neighborhood served); or specific patient care services (e.g., administration of intravenous medications or tracheostomy care). All factors would be associated with significant risk to the health or safety of patients.

“High volume” areas refers to care or service areas that are frequently provided by the HHA to a large patient population, thus possibly increasing the scope of the problem (e.g. laboratory testing, physical therapy, infusion therapy, diabetes management).

“Problem-prone” areas refer to care or service areas that have the potential for negative outcomes and that are associated with a diagnosis or condition for a particular patient group or a particular component of the HHA operation or historical problem areas.

“Adverse patient events” are those patient events that are negative and unexpected, impact a patient’s HHA plan of care, and have the potential to cause a decline in a patient’s condition.