

**G660**

*(Rev. 219; Issued: 04-12-24; Effective: 04-12-24; Implementation: 04-12-24)*

***§484.65(e) Standard: Executive responsibilities.***

**The HHA's governing body is responsible for ensuring the following:**

- (1) That an ongoing program for quality improvement and patient safety is defined, implemented, and maintained;**
- (2) That the HHA-wide quality assessment and performance improvement efforts address priorities for improved quality of care and patient safety, and that all improvement actions are evaluated for effectiveness;**
- (3) That clear expectations for patient safety are established, implemented, and maintained; and**
- (4) That any findings of fraud or waste are appropriately addressed.**

**Interpretive Guidelines §484.65(e)(1)-(4)**

*The governing body must assume overall responsibility for ensuring that the QAPI program reflects the complexity of the HHA and its services, involves all services (including those provided under contract or arrangement), focuses on indicators related to improved outcomes, and takes actions that address the HHA's performance across the spectrum of care. Additionally, the HHA's governing body must appropriately address any findings of fraud or waste in order to assure that resources are appropriately used for patient care activities and that patients are receiving the right care to meet their needs (82 FR 4504, 4510, 4561 (Jan. 13, 2017)). If the HHA identifies or otherwise learns of an action by an HHA employee, contractor or responsible or relevant physician or allowed practitioner that may be illegal, the HHA **should** report the action to the appropriate authorities in accordance with applicable law.*

***Survey Procedures §484.65(e)(1)-(4)***

- Ask the HHA for information about its governing body. If there are questions about who constitutes the HHA's governing body, it may help to review the information the HHA reported on its CMS Form 855A application, identifying those individuals with ownership interest or managing control of the HHA.*
- Ask to see meeting minutes or other evidence of how the governing body exercises ongoing oversight of and accountability for the HHA's QAPI program.*