

**WAC 246-50-020 Coordinated quality improvement program—Components.** A program under the provisions of RCW 43.70.510 shall include, at a minimum:

(1) The following components, as modified and approved by the department to reflect the structural organization of the health care entity:

- (a) A governing body;
  - (b) A committee, appointed by the governing body, with a broad representation of the services offered, responsible for:
    - (i) Reviewing services rendered, both retrospectively and prospectively, to improve the quality of health care by measuring key characteristics such as effectiveness, accuracy, timeliness, and cost;
    - (ii) Reviewing categories and methodologies of services rendered and to be rendered with the goal of improving health care outcomes;
    - (iii) Overseeing and coordinating the program;
    - (iv) Ensuring information gathered for the program is reviewed and used to revise health care policies and procedures; and
    - (v) Reporting to the governing body, at least semiannually, on program activities and actions taken as a result of those activities;
  - (c) Periodic evaluation of each provider under the purview of the program, including mental and physical capacity, competence in delivering health care, and verification of current credentials;
  - (d) A procedure for promptly resolving all complaints pertaining to accidents, injuries, treatment and other events that may result in claims of health care malpractice;
  - (e) A method for continually collecting and maintaining information concerning:
    - (i) Experience with negative health care outcomes and injurious incidents; and
    - (ii) Professional liability premiums, settlements, awards, costs for injury prevention and safety improvement activities;
  - (f) A method for maintaining information gathered under the purview of the program concerning a provider in that provider's personnel or credential file, assuring patient confidentiality;
  - (g) A process for reporting accidents, injuries, negative health outcomes, and other pertinent information to the quality improvement committee;
  - (h) A process assuring compliance with reporting requirements to appropriate local, state, and federal authorities;
  - (i) A method for identifying documents and records created specifically for and collected and maintained by the quality improvement committee;
  - (j) Educational activities for personnel engaged in health care activities including, but not limited to:
    - (i) Quality improvement;
    - (ii) Safety and injury prevention;
    - (iii) Responsibilities for reporting professional misconduct;
    - (iv) Legal aspects of providing health care;
    - (v) Improving communication with health care recipients; and
    - (vi) Causes of malpractice claims; or
- (2) Components determined by the department to be substantially equivalent to those listed in subsection (1) of this section.

[Statutory Authority: RCW 43.70.510 and 43.70.250(2). WSR 21-09-077, § 246-50-020, filed 4/20/21, effective 5/21/21. Statutory Authority: RCW

43.70.510. WSR 94-24-001, § 246-50-020, filed 11/23/94, effective  
12/24/94.]