**Section 300.7070 Quality Assessment and Improvement**

The unit shall have a written plan that is part of the facility's overall quality assurance plan to assess residents' quality of care, quality of life, and overall well-being.

a) The licensee shall develop and implement a quality assessment and improvement program designed to meet at least the following goals:

1) Ongoing monitoring and evaluation of the quality of care and service provided at the facility, including, but not limited to:

A) Admission of residents who are appropriate to the capabilities of the facility;

B) Resident assessment;

C) Development and implementation of appropriate individualized, ability-centered treatment plans;

D) Resident satisfaction;

E) Infection control;

F) Appropriate numbers of staff; and

G) Staff turnover.

2) Identification and analysis of problems.

3) Identification and implementation of corrective action or changes in response to problems.

b) The program shall operate pursuant to a written plan that shall include, but not be limited to:

1) A detailed statement of how problems will be identified, including procedures to elicit insights from residents, residents' families, and residents' representatives;

2) The methodology and criteria that will be used to formulate action plans to address problems, which shall include the insights of residents, residents' families, and residents' representatives;

3) Procedures for evaluating the effectiveness of action plans and revising action plans to prevent reoccurrence of problems;

4) Procedures for documenting the activities of the program; and

5) Identifying the persons responsible for administering the program.

c) A copy of the plan shall be provided to residents, residents' families, or residents' representatives.

(Source: Added at 28 Ill. Reg. 14623, effective October 20, 2004)