

Key Office Holders (KOH)

for Nursing Homes

Under the Healthcare Services Act (HCSA), nursing homes (NHs) are required to put in place governance frameworks to better safeguard patient safety and welfare

KOHs for NHs refers to the **Licensee** and its governing body (a.k.a. **Key Appointment Holders**), the **Principal Officer** and **Clinical Governance Officer**.

Licensee

Responsible and accountable for overall compliance with HCSA.

The Licensee may be an individual or corporate entity

KAHs

For a corporate entity, KAHs are members of the governing body responsible for strategic leadership and general management oversight.

KAHs refer to:

- All members of the board, or
- All partners in a partnership, or
- The owner in a sole proprietorship

PO

Oversees the day-to-day management and operational compliance to HCSA

The PO may be the Chief Operations Officer, the Operations Manager or an equivalent managerial role

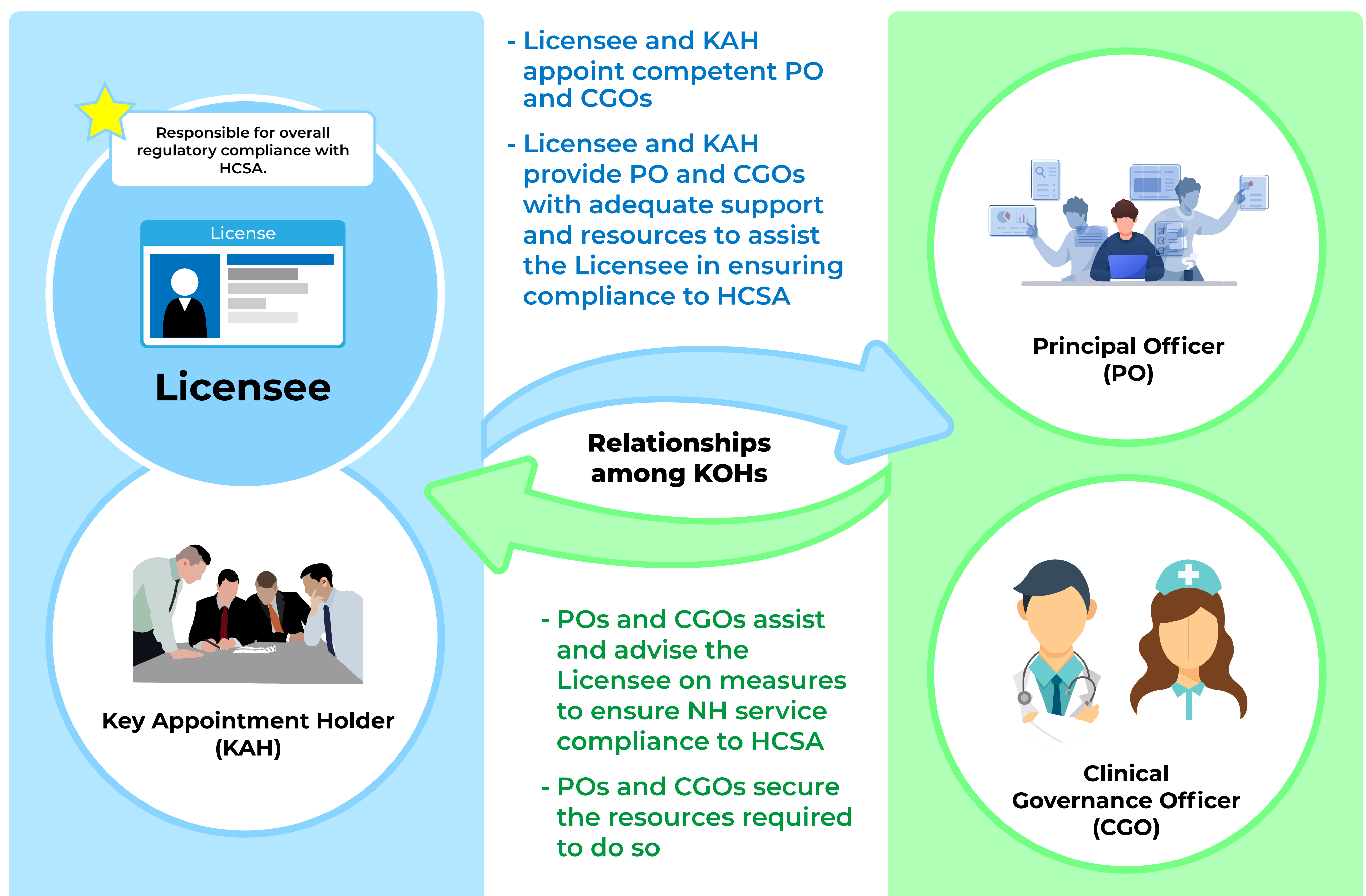
CGO

Oversees the clinical aspects of the NH service to ensure safe and quality care

*The CGO may be a Medical Doctor or a Registered Nurse who meets the specified qualification and experience requirements

For **smaller nursing home providers**, the licensee, KAH, PO and CGO may be the same individual so long as that individual:

- Meets the requisite requirements of the various roles, and
- Has the bandwidth and capacity to perform the duties expected of each role effectively.



For more information, you may refer to the Code of Practice for Key Office Holders and related FAQs on Healthcare Services (General) Regulations 2021 on [HCSA.sg](https://www.hcsa.gov.sg) or contact HCSA_Enquiries@moh.gov.sg



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