

2960.0140 PROGRAM QUALITY, ASSURANCE, AND IMPROVEMENT.**Subpart 1. Resident and family satisfaction survey.**

A. The license holder may ask the commissioner of human services or corrections for permission to use a random sample of residents, parents, and guardians. At a minimum, the license holder must attempt to survey each released resident, the resident's parents or legal guardians and custodians, and the referring agency regarding the license holder's satisfaction with the services in subitems (1) to (7):

(1) daily care and support of the resident during the resident's stay, including recreation, food, sleeping accommodations, general care, and emotional support of the resident;

(2) the accuracy, usefulness, and appropriateness of the screening and assessment of the resident's physical and emotional well-being and functioning;

(3) provisions for the resident's safety;

(4) support of the resident's regular and special education, related services, and support for implementing the resident's individualized education program;

(5) support of obtaining needed medical, dental, mental health, and other services identified in the resident's screening and assessments or otherwise observed or reported by staff or other persons involved with the resident's care;

(6) the positive and negative effects on the resident and the resident's family of the treatment offered to the resident, such as mental health, chemical dependency, or sex offender treatment; and

(7) support of family and community reintegration, if appropriate.

B. The results of each resident's survey must be available on file in the facility for review for at least two inspection cycles.

Subp. 2. Treatment plan compliance. Following the resident's discharge, the license holder must document the extent to which the resident's stay in the facility met the goals and objectives identified in the resident's treatment plan. Documentation must include at least:

A. the services identified in the resident's treatment plan that were provided to the resident directly by the license holder and the services that were provided by a provider other than the license holder; and

B. the extent to which the services provided to the resident contributed to achieving the goals and objectives identified in the resident's treatment plan.

Statutory Authority: *L 1995 c 226 art 3 s 60; MS s 241.021; 245A.03; 245A.09*

History: *28 SR 211; L 2011 1Sp11 art 3 s 12*

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