

**2955.0170 STANDARDS FOR CONTINUING QUALITY IMPROVEMENT.**

A. Each treatment program must develop and follow a written quality assurance and program improvement plan and written procedures to monitor, evaluate, and improve all program components, including services provided by contracted entities. The plan and procedures must address the:

- (1) program's goals and objectives and the outcomes achieved;
- (2) quality of treatment delivered to clients in terms of the goals and objectives of their individual treatment plans and the outcomes achieved;
- (3) if offered, quality of pretreatment delivered to clients;
- (4) quality of staff performance and administrative support and how staff and administrative support contribute to the outcomes achieved in subitems (1) to (3);
- (5) quality of the planned therapeutic environment, as appropriate, and its contribution to the outcomes achieved in subitems (1) to (3);
- (6) quality of the client's clinical records;
- (7) use of resources in terms of efficiency and cost-effectiveness;
- (8) feedback from each referral source, as appropriate, regarding the referral source's level of satisfaction with the program and suggestions for program improvement; and
- (9) effectiveness of the monitoring and evaluation process.

B. The quality assurance and program improvement plan must specify:

- (1) how the requisite information is objectively measured, collected, and analyzed; and
- (2) how often the program gathers the information and documents the actions taken in response to the information.

**Statutory Authority:** *MS s 241.67*

**History:** *23 SR 2001; 50 SR 387*

**Published Electronically:** *December 1, 2025*