

2965.0170 STANDARDS FOR QUALITY ASSURANCE AND PROGRAM IMPROVEMENT.

Each program must maintain and follow a quality assurance and program improvement plan and procedures to monitor, evaluate, and improve all components of the program. The review plan must be written and consider the:

- A. goals and objectives of the program and the outcomes achieved;
- B. quality of service delivered to clients in terms of the goals and objectives of their individual treatment plans and the outcomes achieved;
- C. quality of staff performance and administrative support and their contribution to the outcomes achieved in items A and B;
- D. quality of the therapeutic milieu, as appropriate, and its contribution to the outcomes achieved in items A and B;
- E. quality of the client's clinical records;
- F. use of resources in terms of efficiency and cost-effectiveness;
- G. feedback from referral sources, as appropriate, regarding their level of satisfaction with the program and suggestions for program improvement; and
- H. effectiveness of the monitoring and evaluation process.

The review plan must specify the manner in which the requisite information is objectively measured, collected, and analyzed. The review plan must specify how often the program gathers the information and document the actions taken in response to the information.

Statutory Authority: *MS s 241.67*

History: *23 SR 1997*

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