

**9533.0160 QUALITY ASSURANCE AND IMPROVEMENT.**

Subpart 1. **System to collect data for commissioner.** The certificate holder must implement and maintain a quality assurance system to evaluate the effectiveness of services being delivered and to capture program results. The certificate holder must:

- A. use procedures and outcome measurement methods approved by the commissioner; and
- B. submit process and outcome data as requested by the commissioner.

Subp. 2. **Quality improvement plan.** The certificate holder must adopt a quality improvement plan that requires the activities in items A to C. The quality improvement plan must include processes to perform these activities and to review the data or information obtained at least quarterly.

- A. The certificate holder must measure client outcomes by:
  - (1) obtaining and evaluating feedback from the client, family members, staff, and referring agencies about the services provided; and
  - (2) evaluating the outcome data to identify ways to improve the effectiveness of the services and improve client outcomes.
- B. The certificate holder must review significant incidents by:
  - (1) determining whether policies and procedures were followed;
  - (2) evaluating the staff's response to the critical and other significant incidents;
  - (3) assessing what could have prevented the critical and other significant incidents from occurring; and
  - (4) modifying policies, procedures, training plans, or recipients' individual treatment plans in response to the findings of the review.
- C. The certificate holder must monitor compliance by:
  - (1) developing and maintaining a system for routine self-monitoring for compliance with the requirements of parts 9533.0010 to 9533.0170;
  - (2) maintaining documentation of self-monitoring for review by the commissioner upon request; and
  - (3) documenting reasonable efforts and action taken to improve the program's compliance with parts 9533.0010 to 9533.0170 based on the results of self-monitoring.

Subp. 3. **Quality improvement plan review.** An integrated treatment team leader must:

- A. annually review, evaluate, and update the quality improvement plan;
- B. document the actions the certificate holder will take as a result of information gained from implementing the plan;
- C. establish goals for improved service delivery for the following year; and
- D. evaluate and document the status of the previous year's goal.

**Statutory Authority:** *MS s 245.4863*

**History:** *38 SR 523*

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