



ADMINISTRATIVE RULES OF MONTANA



37.106.1994 OUTPATIENT CRISIS RESPONSE FACILITY: QUALITY ASSESSMENT

- (1) Each outpatient crisis response facility shall implement and maintain an active quality assessment program using information collected to make improvements in the facility's policies, procedures and services. At a minimum, the program must include procedures for:
 - (a) conducting client satisfaction surveys, at least annually;
 - (b) maintaining records on the occurrence, duration, and frequency of seclusion and physical restraints used; and
 - (c) reviewing, on an ongoing basis, incident reports, grievances, complaints, medication errors, and the use of seclusion and/or physical restraint with special attention given to identifying patterns and making necessary changes in how services are provided.
- (2) Each crisis response facility shall prepare and maintain on file an annual report of improvements made as a result of the quality assessment program.

Authorizing statute(s): 50-5-103, MCA

Implementing statute(s): 50-5-103, MCA

History: NEW, 2006 MAR p. 1285, Eff. 5/19/06.