



ADMINISTRATIVE RULES OF MONTANA



37.106.1919 MENTAL HEALTH CENTER: QUALITY ASSESSMENT

- (1) Each mental health center shall implement and maintain an active quality assessment program using information collected to make improvements in the mental health center's policies, procedures and services. At a minimum, the program must include procedures for:
 - (a) conducting client satisfaction surveys, at least annually, for all mental health center programs. The survey must address:
 - (i) whether the client, parent or guardian is adequately involved in the development and review of the client's treatment plan;
 - (ii) whether the client, parent or guardian was informed of client rights and the mental health center's grievance procedure;
 - (iii) the client's, parent's or guardian's satisfaction with all mental health center programs in which the client participated; and
 - (iv) the client's, parent's, or guardian's recommendations for improving mental health center's services.
 - (b) maintaining records on the occurrence, duration and frequency of seclusion and physical restraints used;
 - (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; and
 - (d) a quarterly review with the appropriate school district of the effectiveness, financial status, staffing patterns, and staff caseload of any CSCT program provided pursuant to an endorsement under ARM 37.106.1955, 37.106.1956, 37.106.1960, 37.106.1961 and 37.106.1965.
- (2) Each mental health center 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, 50-5-204, MCA

History: NEW, 1998 MAR p. 539, Eff. 2/27/98; TRANS & AMD, 2002 MAR p. 916, Eff. 3/29/02; AMD, 2005 MAR p. 1787, Eff. 9/23/05.