



ADMINISTRATIVE RULES OF MONTANA



37.106.1727 QUALITY ASSESSMENT

- (1) Each 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 patient satisfaction surveys, at least annually, for all facility programs. The survey must address:
 - (i) whether the patient, parent, or guardian is adequately involved in the development and review of the patient's treatment plan;
 - (ii) whether the patient, parent, or guardian was informed of patient's rights and the facility's grievance procedure;
 - (iii) the patient's, parent's, or guardian's satisfaction with all facility programs in which the patient participated; and
 - (iv) the patient's, parent's, or guardian's recommendations for improving facility's services.
 - (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 facility shall prepare and maintain on file an annual report of improvements made resulting from the quality assessment program.

Authorizing statute(s): 53-21-194, MCA

Implementing statute(s): 53-21-194, MCA

History: NEW, 2009 MAR p. 1801, Eff. 10/16/09.