

Rule	Policy	Practice	Comments
<b>WAC 388-865-0450, Quality management process.</b> <small>[Statutory Authority: RCW 71.05.560, 71.24.035 (5)(c), 71.34.800 , 9.41.047, 43.20B.020, and 43.20B.335. 01-12-047, § 388-865-0450, filed 5/31/01, effective 7/1/01.]</small>			
Community support service providers must ensure continued progress toward more effective and efficient age and culturally competent services and improved consumer satisfaction and outcomes, including objective measures of progress toward rehabilitation, recovery and reintegration into the mainstream of social, employment and educational choices by maintaining an internal quality management process. The process must:			
(1) Review the services offered and provided to improve the treatment of consumers, including the <b>quality of intake evaluations</b>			
(1) Review the services offered and provided to improve the treatment of consumers, including the <b>effectiveness of prescribed medications;</b>			
(2) <b>Review the work of persons providing mental health services at least annually;</b> and			
(3) Continuously collect, maintain, and use information to correct deficiencies and improve services. Such data must include but is not limited to <b>reports of serious and emergent incidents</b>			
(3) Continuously collect, maintain, and use information to correct deficiencies and improve services. Such data must include but is not limited to <b>grievances filed by consumers or their representatives.</b>			
<b>Contract</b>			
<b>The contractor will develop and implement an internal quality management process to include:</b>			
Ongoing data collection of objective measures aimed at examining clinical services.			
Identification of areas warranting improvement.			
Implementation of plans to improve those areas.			
<b>The internal quality management process shall address at least the following:</b>			
Incorporation of <b>rehabilitation, recovery, and reintegration</b> philosophies.			
Consumer <b>choice and participation.</b>			
Incorporation of the <b>voice of family members</b> and other consumer identified <b>natural supports</b> in the evaluation and treatment process.			
<b>Age, Cultural, and linguistic</b> competency.			

Timely access to care for <i>non-emergency</i> services.			
Timely access to care for <i>emergency</i> services.			
Efficacy of treatment plan.			
Efficacy of prescribed medications.			
Quality of intake evaluations.	See above		
Quality of crisis services.			
Grievance and complaint patterns.	See above		
Serious and emergent incidents.	See above		
Work of persons providing mental health services.	see above		
<b>Additional areas</b> where deficiencies are suspected based on <b>anecdotal information, grievance and complaint patterns, or other quality processes.</b>			
<b>Performance Improvement Projects (PIP)- Contractors shall participate in the development and implementation of region-wide performance improvement projects.</b>			