

SOUTHEAST, INC.

Area: Board of Directors
Subject: Quality Improvement & Assurance Policy

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SE Doc#: 01.03.07.00

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Approved by: Board of Directors

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Signatory: Chief Executive Officer

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**BOARD OF DIRECTORS'
QUALITY IMPROVEMENT AND ASSURANCE POLICY**

POLICY:

It is the policy of Southeast to strive to provide high quality services for alcohol, drug addiction, mental health, primary healthcare, dental, vocational and related healthcare which meet or exceed local, state, and national accreditation, certification and licensing standards for quality improvement and quality assurance.

PROCEDURE:

The Policy shall be carried out through:

1. a "customer service and satisfaction" focus, with the customer being broadly defined,
2. a commitment to a quality improvement process which assures compliance with applicable standards and encourages participation by clients, clients' families and significant others, service providers, and the community,
3. a focus on selection and implementation of evidence based practices most related to populations served, and
4. the development, review and approval of an annual Quality Improvement/Quality Assurance Plan.

Quality improvement and assurance policies will meet the current requirements and/or standards found in:

1. Ohio Department of Mental Health and Addiction Services Licensure and Certification Standards
2. HRSA regulatory requirements
3. SAMHSA regulatory requirements
4. Americans with Disabilities Act as amended

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5. ADAMH Boards' contract requirements
6. The Joint Commission accreditation and certification standards
7. Equal Employment Opportunity Act
8. HIPAA and 42 CFR and
9. All other applicable federal, state, and local laws and regulations.

RESPONSIBILITIES:

Board of Directors
Compliance and Quality Improvement Director
All Employees