

Quality Assurance Plan

Mindful Health and Wellness LLC (“Mindful Health”) adopts the following policy:

A quality assurance plan is necessary to determine specific service outcomes, recipient satisfaction with services, safety within the workplace, and completeness and accuracy in the client clinical records and to make changes for improvement and efficiency. It is the mission of Mindful Health to provide leadership and services in the community, to foster positive, optimal mental health and to prevent, reduce, and minimize the effects of mental health problems. To stay on target at both strategic and tactical levels, Mindful Health will continually monitor and evaluate its performance and outcomes. The efficiency of this quality assurance plan will be reviewed at least every two years and changes will be made as needed to ensure outcomes and satisfaction are accurate and the most effective means of gathering data.

1. Client Outcome:

• Outcome Measure: Functional Improvement

- Methodology: Utilize standardized assessment tools, such as the Brief Psychiatric Rating Scale (BPRS) or the Global Assessment of Functioning (GAF) scale, to measure clients' functional abilities and symptom severity at intake and at regular intervals throughout their participation in the ARMHS program.
- Frequency: Conduct assessments at intake, every 3-6 months, and at discharge or transition to another level of care.
- Criteria for Success: Demonstrate statistically significant improvements in clients' functional abilities and reductions in symptom severity scores over the course of their participation in the ARMHS program.
- Action Plan:
 - Track clients' progress using objective outcome measures and review assessment data regularly to monitor changes in functional status and symptomatology.
 - Collaborate with clients to establish individualized goals and treatment plans aimed at improving functional outcomes and achieving meaningful recovery milestones.
 - Provide targeted interventions and evidence-based practices, such as skills training, psychoeducation, and goal-setting exercises, to support clients in achieving their goals and maximizing their functional independence.
 - Evaluate the effectiveness of interventions and adjust treatment plans as needed based on clients' progress and feedback.
 - A Mindful Health staff member, or an outside agency hired by Mindful Health who does not provide direct services to the client, will communicate with the client via phone, email, video call, or U.S. mail.
 - At this time, this person will be our Quality Manager.

Clients will be asked to report the following information:

- Any crisis intervention services and/or emergency services they have utilized within the time frame between their last report and the time of the current report.
- Any hospital visits and admissions (outside of routine mental health care, ie. Psychiatric visits with a psychiatrist who offices out of a hospital) they have had in the time since their last report.
- Any services they have utilized for daily living skills that they are directly working on with their ARMHS worker to decrease or eliminate from a professional, agency, or untrained community member.
- Medication compliance and/or lapses in compliance.
- How they would rate the quality of their life prior to receiving ARMHS services and the quality of their life now, at the point in time the inquiry is made.

2. Agency Outcome:

• Outcome Measure: Client Satisfaction

- Methodology: Conduct regular client satisfaction surveys using standardized assessment tools or questionnaires.

- Frequency: Surveys will be administered at regular intervals, such as quarterly or semi-annually, to capture ongoing feedback from clients.
- Criteria for Success: Achieve a minimum satisfaction rating of 85% across key indicators, including the perceived helpfulness of services, satisfaction with the ARMHS team, and overall experience with the program.
- Action Plan:
 - Analyze survey results to identify areas of strength and areas for improvement.
 - Develop targeted action plans to address areas of concern and enhance client satisfaction.
 - Implement changes based on client feedback and monitor outcomes over time to assess the effectiveness of interventions.

Data will be collected in the following areas:

- Client satisfaction of overall services received.
- Client satisfaction with the availability of staff assigned for direct care.
- Client satisfaction with the cultural competency of Mindful Health's direct care staff.
- Client satisfaction with the language competency of Mindful Health's staff who deliver direct care or with Company's use of interpretive services.
- Whether the client feels as though their wants, needs, desires, and issues are being heard by their ARMHS worker.
- Client satisfaction with the individuality of the care they are receiving (meaning their treatment plan and services received are tailored to their specific needs and are not just a template used for all clients).
- How effective the client feels the services they are receiving are improving the quality of their life.
- How likely the client would be to recommend Mindful Health to their family and/or friends for ARMHS services.

The Quality Manager will compile the data and set measurable goals for both survey completion rates and all areas of client satisfaction addressed on the surveys. Companywide adjustments will be made based on client responses in the areas of staff performance review goals, areas of improvement, and corrective actions as well as re-evaluation of services delivered. Mindful Health strives to deliver the highest quality care and will take seriously all feedback from clients.

3. Workplace Safety

Mindful Health desires to create a workplace that is safe, productive, communicative, and offers employee satisfaction and continuous improvement. Mindful Health can achieve this by mandating all employees to complete internal incident reports when certain circumstances arise and submitting them to the Quality Manager. Employees must complete internal incident reports within 72 hours of the shift worked in which the incident occurred. Circumstances in which employees must complete an internal incident report include, but are not limited to:

- Any type of violence or threatened violence by a client, client's family member or friend, a fellow employee, or any person that the staff member encounters while providing services to ARMHS clients.
- Sexual harassment, sexual innuendos or references, or inappropriate touching by an ARMHS client who is receiving services from Mindful Health or a person that a staff member encounters while providing ARMHS services.
- Sexual harassment, sexual innuendos or references, or inappropriate touching by a fellow staff person.
- Accidents, falls, and injuries that impact a staff member and that occur while the staff member was providing ARMHS services or completing work for Mindful Health.
- Any other hazards that a staff person encounters that concerns them and may have the potential to cause them harm or injury.

The Quality Manager will share the information with the Clinical Supervisor and Executive Director and follow up on all incident reports to mitigate harm, make changes, and ensure safety for the staff person. Investigative measures and reports may be necessary to gather more information. Staff members who are violating agency policies will be met with and potentially placed on workplace probation or terminated. Care conferences may be conducted by the Clinical Supervisor or the Executive Director with the ARMHS client to discuss any issues that

impact staff members, set boundaries, and create a progress improvement plan. If the issue is unable to be ameliorated, Mindful Health reserves the right to terminate services with the client but will give referrals and assist in connecting the client with services from another provider.

4. Chart Audits

The client clinical record is a tool that both staff members at Mindful Health and other health professionals use to deliver appropriate care, gauge the client's progress, and amend the treatment plan for increased positive outcomes. It is therefore imperative that the client medical record is accurate, complete, thorough, and in compliance with state law and regulations. To achieve this, Mindful Health will conduct internal audits several times throughout the year. The Quality Manager will be responsible for conducting most chart audits and will complete them monthly. Every month, the Quality Manager will randomly audit two charts. Quarterly, another management staff person will be responsible for auditing two charts. Audits will check for compliance with the following items:

- Staff signatures and co-signatures, if required.
- The completion of documentation within the statutory or regulatory timeframe.
- Documents are complete and all areas are filled in with text that is applicable to the area.
- That certain documents are scanned in, such as releases of information and signatures.
- Individualized treatment plans that include specific and measurable goals.
- That all necessary documents are present.

Audits will be documented on a checklist, and if not completed by the Quality Manager, they will be submitted to the Quality Manager. The Quality Manager will report findings to the Clinical Supervisor and/or Executive Director for deficiencies and non-compliance to be addressed either systemwide for process improvement or with specific employees for performance improvement. Any charts found to not be in compliance will be addressed with the appropriate staff member(s) and the staff member(s) will have fourteen days to bring the clinical record into compliance. The Quality Manager will compile data from all chart audits and address patterns of deficiencies with staff through staff education sessions or trainings.

By implementing this Quality Assurance Plan, Mindful Health and Wellness LLC is committed to continuously monitoring and improving the quality and effectiveness of our ARMHS program to ensure positive outcomes for our clients. We recognize the importance of accountability, transparency, and evidence-based practice in delivering services that meet the diverse needs of individuals living with mental illness in our community.