

TRANSMITTAL SHEET FOR  
NOTICE OF INTENDED ACTION

Control 580 Department or Agency Mental Health  
Rule No. Chapter 580-9-44  
Rule Title: Quality Assurance  
New        Amend        X Repeal        Adopt by Reference       

Would the absence of the proposed rule significantly harm or endanger the public health, welfare, or safety?        NO       

Is there a reasonable relationship between the state's police power and the protection of the public health, safety, or welfare?        NO       

Is there another, less restrictive method of regulation available that could adequately protect the public?        NO       

Does the proposed rule have the effect of directly or indirectly increasing the costs of any goods or services involved and, if so, to what degree?        NO       

Is the increase in cost, if any, more harmful to the public than the harm that might result from the absence of the proposed rule?        NO       

Are all facets of the rulemaking process designed solely for the purpose of, and so they have, as their primary effect, the protection of the public?        YES       

.....  
Does the proposed rule have an economic impact?        NO       

If the proposed rule has an economic impact, the proposed rule is required to be accompanied by a fiscal note prepared in accordance with subsection (f) of Section 41-22-23, Code of Alabama 1975.

Certification of Authorized Official

I certify that the attached proposed rule has been proposed in full compliance with the requirements of Chapter 22, Title 41, Code of Alabama 1975, and that it conforms to all applicable filing requirements of the Administrative Procedure Division of the Legislative Reference Service.

Signature of certifying officer Debbie S. Spwell

Date 10/14/11

**Alabama Department of Mental Health**

NOTICE OF INTENDED ACTION

AGENCY NAME: Alabama Department of Mental Health

RULE NO. & TITLE: Chapter 580-9-44 Quality Assurance "Repealed"

INTENDED ACTION: Repeal

SUBSTANCE OF PROPOSED ACTION:

Replaced by proposed new chapter 580-9-44, Program Operation

TIME, PLACE, MANNER OF PRESENTING VIEWS:

All interested persons may submit data, views, or arguments in writing to Debbie Popwell, Director, Office of Certification Administration, Alabama Department of Mental Health, 100 North Union Street, Montgomery, Alabama 36130 by mail or in person between the hours of 8:00AM and 5:00PM, Monday through Friday, or by electronic means to [debbie.popwell@mh.alabama.gov](mailto:debbie.popwell@mh.alabama.gov) until and including Dec 5, 2011. Persons wishing to submit data, views, or arguments orally should contact Ms. Popwell by telephone at (334) 353-2069 during this period to arrange for an appointment.

FINAL DATE FOR COMMENT AND COMPLETION OF NOTICE:

Dec. 5, 2011

CONTACT PERSON AT AGENCY:

Persons wishing a copy of the proposal may contact  
Debbie Popwell  
Department of Mental Health  
100 North Union Street  
Montgomery, Alabama 36130  
(334) 353-2069

A copy of the proposed change is available on the department's website at <http://mh.alabama.gov>  
Click on Commissioner's Office and then Certification Administrative to find code with changes.



Debbie Popwell, Director  
Office of Certification

**ALABAMA DEPARTMENT OF MENTAL HEALTH**

**AND MENTAL RETARDATION**

**SUBSTANCE ABUSE SERVICES**

**ADMINISTRATIVE CODE**

**CHAPTER 580-9-44 QUALITY ASSURANCE "Repealed"**

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**580-9-44-.01 Quality Assurance Plan.**

(1) The provider shall operate and maintain a Performance Improvement (PI) System designed to identify and assess important processes and outcomes, to correct and follow-up on problems, to improve the quality of services provided, and to improve client and family satisfaction with services provided. The PI system shall provide meaningful opportunities for input concerning the operation and improvement of services from clients, family members, consumer groups, advocacy organizations, and advocates. The PI system shall be described in a written plan which, at a minimum shall

(a) Identify and encompass all program service areas and functions including subcontracted client services.

(b) Provide for review and approval by the Board of Directors/Governing Body at least every two (2) years, and when revisions are made.

(c) Outline the provider's mission related to PI.

(d) Contain the provider's goals and objectives related to PI.

(e) Define the organization of PI activities and the person(s) responsible for coordinating the PI system.

(f) Define the methodology for assessment, evaluation, and implementation of improvement strategies for important processes and outcomes.

(g) Provide for the identification and monitoring of important processes and outcomes for the five components of Performance Improvement: Quality Assurance, Quality Improvement, Incident Prevention and Management, Consumer and Family Satisfaction, and Treatment Plan Reviews consistent with how they are defined in the SASD standards.

(h) Specify the manner in which communication of PI findings and recommendations, for all Pi components, occurs at the Governing Body level, and the manner in which this process is documented.

(2) The Quality Improvement component of the PI System, at a minimum, shall include all SA System level performance measures as specified by the DMH/MR SASD, as well as, program specific, provider identified performance indicators.

**Author:** Substance Abuse Services Division

**Statutory Authority:** Code of Ala. 1975, §22-50-11.

**History: New: Filed:** July 22, 1992. **Extended:** September 30, 1992. **Extended:** December 31, 1992. **Certified:** March 30, 1993. **Effective:** May 5, 1993. **Repealed and New Rule:** Filed November 19, 2003; effective December 24, 2003.

**580-9-44-.02 Quality Assurance Review.**

(1) The review shall result in the determination as to whether:

(a) The application of each service began at the appropriate point during the client's course of service;

(b) The appropriate services were provided for an adequate duration;

(c) The appropriate goals were stated for each service in the client's program;

(d) The services produced the desired results in terms of the stated goals of the client's program;

(e) The client has been actively involved in planning and making informed choices regarding his/her program.

(2) A staff member shall not be the sole reviewer of the program of service for which he/she is responsible.

(3) The review shall be conducted irrespective of sources of funding for persons served.

(4) The review shall involve at least a sampling of all clients served, including clients currently and formerly served.

(5) As a result of the review, problem(s) identified, action taken, and follow-up shall be documented and communicated through organized discussion with all concerned staff.

(6) Results of the review shall be documented and reviewed at least annually by the organization's administration and reported to the governing body.

(7) Findings and recommendations arising out of the internal, individual program review process shall be integrated into the program planning, evaluation, and management process.

**Author:** Substance Abuse Services Division

**Statutory Authority:** Code of Ala. 1975, §22-50-11.

**History:** **New:** Filed: July 22, 1992. **Extended:** September 30, 1992. **Extended:** December 31, 1992. **Certified:** March 30, 1993. **Effective:** May 5, 1993.

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