

The Right Door for Hope, Recovery and Wellness

Chapter Title	Section #		Subject #
Clinical	C		321
Subject Title <b>Persons served and Other Stakeholders Outcome and Satisfaction</b>	Adopted 10/26/98	Last Revised 3/26/18	Reviewed 7/18/05; 8/28/06; 3/23/09; 2/22/10; 3/28/11; 2/27/12; 4/22/13; 7/28/14; 4/27/15/4/25/16; 04/24/17; 03/26/18; 4/29/19; 5/26/20

**POLICY**

**Application**

This policy shall apply to the clinical services of The Right Door for Hope, Recovery and Wellness.

**1.0 Persons served, Personnel and Other Stakeholders Outcome and Satisfaction**

- 1.1. All services and supports provided or coordinated by The Right Door for Hope, Recovery and Wellness shall be intended to achieve specified organizational, program, or person served defined outcomes as applicable.
- 1.2. To the fullest extent possible, those supports and services shall be planned and delivered in such a way as to maximize satisfaction of persons served with the outcome, provider, and manner of service delivery using a variety of mechanisms
- 1.3. The Right Door for Hope, Recovery and Wellness will also seek input as appropriate from referral sources regarding the supports and services provided to mutual consumers. Required “release of information” documentation shall be obtained. A variety of mechanisms will be used.
- 1.4. The Right Door for Hope, Recovery and Wellness will obtain input from personnel as a way of continually focusing on the expectations of this stakeholder group.
- 2. Analysis of the input from persons served, personnel and other stakeholders
  - 2.1. The Leadership of The Right Door for Hope, Recovery and Wellness will analyze the input received and use it for:
    - 2.1.1. Program Planning
    - 2.1.2. Performance improvement
    - 2.1.3. Strategic Planning
    - 2.1.4. Organizational advocacy
    - 2.1.5. Financial Planning
    - 2.1.6. Resource planning
    - 2.1.7. Workforce planning

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**Reference**

MDHHS/CMHSP and Medicaid Managed Specialty and Support Services Contract, Quality Assessment and Performance Improvement Program Standards, and Service and Utilization Management  
 CARF Standards Manual, Input from Persons Served and Other Stakeholders, Performance Measurement & Management and Performance Improvement  
 MDHHS General Funds Contract, Consumerism  
 Practice Guideline, and attachment: Person-Centered Planning Policy and Practice Guideline  
 MSHN Quality Assessment and Performance Improvement Program

Melissa McKinstry, Board Chairperson	Date		