

The Right Door for Hope, Recovery and Wellness

Chapter Title <b>Clinical</b>	Section # <b>C</b>		Subject # <b>321</b>
Subject Title <b>Consumer 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

**POLICY**

**Application**

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

**1.0 Consumer 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 consumer 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 consumer satisfaction with the outcome, provider, and manner of service delivery.
- 1.3. The Right Door for Hope, Recovery and Wellness staff may 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.

**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, 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

Nancy Patera, Board Chairperson	Date		