

**10A NCAC 26D .0502 QUALITY ASSURANCE PLAN**

- (a) The Department shall establish and implement a written quality assurance plan for mental health and mental retardation services that describes how quality assurance activities will be carried out.
- (b) Quality assurance activities shall include, but need not be limited to, the following:
- (1) an objective and systematic process for monitoring and evaluating the quality and appropriateness of client care, incorporating a review of significant incidents, which may include but need not be limited to, suicides, sudden deaths, and major assaults;
  - (2) a written plan of professional and clinical supervision describing such activities and how they shall be carried out;
  - (3) the establishment and implementation of program evaluation activities;
  - (4) the strategies for improving client care; and
  - (5) evidence of corrective action.
- (c) The plan shall be reviewed annually, and may be revised at any time by the Department.

*History Note: Authority G.S. 148-19(d);  
Eff. January 4, 1994;*

*Pursuant to G.S. 150B-21.3A, rule is necessary without substantive public interest Eff. June 20, 2015.*