

Program: Behavioral Health and Human Services
Chapter: Leadership

LD.04.03.05: Services are defined through the collaboration of the organization's leaders with leaders of the various communities served by the organization and other external organizations.

Rationale: Not applicable.

Introduction: Introduction to Operations, Standards LD.03.07.01 Through LD.04.03.09

Although some leaders may not be involved in the day-to-day, hands-on operations of the organization, their decisions and work affect, either directly or indirectly, every aspect of operations. They are the driving force behind the culture of the organization. Leaders establish the ethical framework in which the organization operates, create policies and procedures, and secure resources and services that support client safety and quality care, treatment, or services. Policies, procedures, resources, and services are all influenced by the culture of the organization and, in turn, influence the culture.

Elements of Performance

1 A process is in place for physician input in planning for the provision of medical services.

EP Attributes

New	FSA	SAMHSA/OTP	DOC	ESP
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2 The severity of the needs of the individual served determines the resources used to meet those needs.

EP Attributes

New	FSA	SAMHSA/OTP	DOC	ESP
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4 For opioid treatment programs: The program selects its location based on community need and impact.

EP Attributes

New	FSA	SAMHSA/OTP	DOC	ESP
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5 For opioid treatment programs: The program solicits input from the community and uses both solicited and unsolicited input from the community to determine the program's impact in the neighborhood.

EP Attributes

New	FSA	SAMHSA/OTP	DOC	ESP
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6 For opioid treatment programs: The program obtains input from patients related to identified community concerns, and considers both patient and community input when developing or revising its policies and procedures.

EP Attributes

New	FSA	SAMHSA/OTP	DOC	ESP
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7 For opioid treatment programs: The program has written policies and procedures that address community problems (such as patient loitering and medication diversion). Program operations do not adversely affect community life.

EP Attributes

New	FSA	SAMHSA/OTP	DOC	ESP
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8 For opioid treatment programs: The program establishes a liaison with community leaders in order to foster good relations. Note: Examples of community leaders include publicly elected representatives; local health, substance abuse, and social and/or human service agency directors; business organization leaders; community and health planning agency directors; grassroots community organization leaders; local police and law enforcement officials; and religious and spiritual leaders.

EP Attributes

New	FSA	SAMHSA/OTP	DOC	ESP
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9 For opioid treatment programs: The program has a written community relations plan that is specific to the configuration and needs of the program within its community.

EP Attributes

New	FSA	SAMHSA/OTP	DOC	ESP
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10 For opioid treatment programs: The community relations plan includes goals and procedures and identifies the program staff who will function as community relations coordinators.

EP Attributes

New	FSA	SAMHSA/OTP	DOC	ESP
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11 For opioid treatment programs: The community relations plan addresses how the program will establish a liaison with the community representatives to share information about the program, the community, and mutual issues.

EP Attributes

New	FSA	SAMHSA/OTP	DOC	ESP
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12 For opioid treatment programs: The community relations plan addresses how the program will serve as a community resource on substance abuse and related health and social issues as well as how it will promote the benefit of medication-assisted treatment in preserving public health.

EP Attributes

New	FSA	SAMHSA/OTP	DOC	ESP
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13 For opioid treatment programs: The program documents its community relations efforts and community contacts.

EP Attributes

New	FSA	SAMHSA/OTP	DOC	ESP
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14 For opioid treatment programs: The program evaluates its community relations efforts over time and addresses any outstanding problems.

EP Attributes

New	FSA	SAMHSA/OTP	DOC	ESP
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15 For opioid treatment programs: The program’s building is clean and orderly, and the physical setting does not impede pedestrian or traffic flow.

EP Attributes

New	FSA	SAMHSA/OTP	DOC	ESP
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16 For opioid treatment programs: The program has a communication mechanism so that interested parties and potential patients can obtain general information about the program outside regular operating hours.

EP Attributes

New	FSA	SAMHSA/OTP	DOC	ESP
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