

**California DMH/SQIC**  
**IOM Quality Chasm Principles and Rules for Behavioral Health**

## **Overarching principles**

- Care is provided in a way that promotes the self-defined recovery goals, family and child resiliency goals and the positive development of each person served.
- Care is provided in a culturally and linguistically competent way with sensitivity to and awareness of the persons' self-identified culture, race, ethnicity, language preference, age, gender, sexual orientation, disability, religious/spiritual beliefs and socio-economic status.
- There are no disparities for individuals or groups of individuals in accessibility, availability or quality of mental health services provided.

## **Rules**

1. Care is based on continuous, effective, healing partnerships and respectful relationships. The mental health care system provides flexible access and is responsive at all times.
2. Individualized care is based on the unique needs and values, including cultural sensitivity, of the person and/or family served.
3. The person and/or family served is informed and understands they are the source of control in their treatment.
4. Persons served and those whom they may designate have the right to shared knowledge and the free flow of information.
5. The best available evidence is used in each situation to create the best possible chance for achieving the desired outcomes as defined by the person and/or family served
6. Assuring the safety of persons and families served is a system priority at all times.
7. All stakeholders in the mental health system have the knowledge to participate in both person/family-centered and systems-level decision-making.
8. The mental health system anticipates and plans for individual, family and community needs.
9. There is an ongoing and continuous effort to provide effective care and decrease waste of both system and person/family resources.
10. There is cooperation across systems and among mental health providers to ensure the appropriate and timely exchange of information and coordination of effective care.
11. Correcting current disparities in the behavioral health system is a critical step towards assuring timely equal access, utilization and quality of care to multicultural populations.