



**CONSUMER QUALITY
TEAM OF MARYLAND**

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The Consumer Quality Team of Maryland (CQT) would like to thank you and your staff for supporting our unique program.

The goal of CQT is to empower partnerships between providers, consumers and funding agencies to present, discuss and find resolutions to problems experienced by individuals served by the public mental health system. CQT Site Visit Reports can provide honest, real-time feedback about consumers' satisfaction with the agencies that serve them as well as highlight individuals' needs or concerns. We hope that you will be able to use this information to foster a dialogue between management, staff and consumers that results in high-quality, effective and efficient services.

Enclosed are materials about the CQT program, including an *Overview for Providers* addressing frequently asked questions and copies of our most recent *Annual Report*. Additional FAQs and information can be found on our website (www.cqtm.org).

Please do not hesitate to contact us with any questions or concerns. We know how much planning and effort goes into every day in inpatient facilities, and we look forward to partnering with you in this process.

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