



Ohio Department of Mental Health

30 East Broad Street
Columbus, Ohio 43215-3430

DATE: NUMBER: ORIGINATOR & TITLE:
March 31, 2008 C-03-08-04 Anita Lieser, Chief

OFFICE:
Licensure and Certification

APPROVED BY:
Marc Baumgartner, Acting Deputy Director:

DISTRIBUTION:
 BHO's Boards Provider Agencies Shareholder Organizations

SUBJECT:
 Allocations Certification Community Plan Critical Information
 Licensure MACSIS Medicaid Policy
 Procedure Other (specify):

TITLE OF CORRESPONDENCE: Consumer Outcomes Compliance Update

CONTENT: Changes in communication of compliance with Ohio Administrative Code 5122-28-04, Consumer Outcomes

REQUIRED ACTION: none

DATES FOR REQUIRED ACTION: n/a

NAME, TELEPHONE NO., AND EMAIL OF CONTACT PERSON(S): Anita Lieser, Chief, Office of Licensure and Certification, liesera@mh.state.oh.us, 614-752-8880

In order to provide better quality in our communications with providers of certified services, the Office of Licensure and Certification will be issuing all future correspondence to providers regarding compliance with this standard. This will provide consistency with how ODMH communicates with respect to all certification standards. We regret any past situations where Consumer Outcomes enforcement responses may have seemed disproportionate to the circumstances involved.

The Department will continue its work with system constituents to revise the Outcomes instruments with a stronger emphasis on reducing the effort required to comply with the Outcomes Rule, such as reduced reporting requirements, creating shorter instruments, and streamlining procedures. As a first step, the process for monitoring data use has been streamlined. The revised "Attachment 7" reflecting the changes is attached.

In the interim, correspondence will reasonably reflect areas of compliance, or non-compliance, with the current standard. Technical assistance will still be available from James Healy, Office of Program Evaluation and Research at healyj@mh.state.oh.us. If you require technical assistance related to provisions of performance improvement, please contact Bayard Paschall, Chief, ODMH Office of Quality Improvement at paschallb@mh.state.oh.us.

Thank you for your patience and assistance in this matter.