

5122-28-04 Consumer outcomes.

(A) The purpose of this rule is to ensure that each agency collects data on consumer outcomes in order to improve its ability to provide quality mental health services.

(B) The following definition applies to this rule:

“Consumer outcomes” means indicators of health or well-being for an individual or family as measured by statements or observed characteristics of the consumer/family, not characteristics of the system. These measures provide an overall status measure with which to better understand the life situation of a consumer or family.

(C) Each agency shall use a system to measure consumer outcomes for children, youth and adults.

(1) Data to be collected shall include:

(a) Whether treatment plan goals were met; and

(b) Satisfaction with services.

(2) The frequency of data collection shall be:

(a) Beginning of services;

(b) End of services; and

(c) At intervals as defined in agency policies.

The agency shall include attention to client population and needs in determining the appropriate intervals at which to collect data. The agency may describe different intervals based on varying population characteristics.

(D) An agency may, but is not required to, utilize the Ohio mental health consumer outcomes system as a method of measuring consumer outcomes. Additional information may be found in the “consumer outcomes procedural manual” which is located at [Click to view Pdf](#) .

Replaces: 5122-28-04

Effective: 07/01/2011

R.C. [119.032](#) review dates: 07/01/2016

Promulgated Under: [119.03](#)

Statutory Authority: [5119.06\(A\)](#), [5119.61\(A\)](#), [5119.611\(C\)](#)

Rule Amplifies: [5119.06\(A\)](#), [5119.61\(A\)](#), [5119.611\(C\)](#)

Prior Effective Dates: 9/4/03