

5122-28-04 **Consumer outcomes.**

(A) The purpose of this rule is to ensure that each agency provider collects data on consumer outcomes in order to improve its ability to provide quality mental health and addiction 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~~/or~~ 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 provider 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 polices.

The agency provider shall include attention to client population and needs in determining the appropriate intervals at which to collect data. The agency provider 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 <http://mentalhealth.ohio.gov/assets/consumer-outcomes/instruments/procedural-manual.pdf>.~~

(D) A service provider may determine when to clinically or administratively discharge a client from provider services, if ever. However, for the purposes of required

reporting in accordance with section 5119.61 of the Revised Code, a service provider shall report data if requested by the department.

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CERTIFIED ELECTRONICALLY

Certification

12/17/2015

Date

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