



SOLUTIONS FOR OHIO'S QUALITY IMPROVEMENT AND COMPLIANCE

## WHAT IS SOQIC?

Solutions for Ohio's Quality Improvement and Compliance (SOQIC) is a statewide initiative within the mental health system dedicated to improving quality, reducing costs, and ensuring compliance with federal requirements.

SOQIC brings together all three levels of the mental health delivery system in Ohio – the Ohio Departments of Mental Health and Alcohol and Drug Addiction Services, Boards and Providers – in an integrated process of problem solving and decision-making to move the system forward in a disciplined, results-oriented manner.

A number of mental health board representatives, providers, consumers, advocates, and Department employees have worked to develop statewide standardized, integrated clinical forms that provide enhanced compliance and quality for Ohio's public mental health system. The forms have been designed to accommodate the various certification, national accreditation and Medicare/Medicaid compliance requirements that providers of mental health services must meet.

## WHY SOQIC?

Individual mental health provider agencies in different regions of Ohio have traditionally established very diverse types of forms and processes to collect clinical and non-clinical information. While this opportunity to establish agency-specific documentation helps to meet the individual documentation needs of each organization, it has also led to examples of inefficiency, non-compliance, and an inability to compare useful data among agencies throughout the system.

## WHAT ARE THE BENEFITS OF SOQIC?

### Clinical Care Benefits:

- Enhances clinical care approach
- Provides a client-centered Recovery/Resiliency focus
- Reduces redundant collection of clinical information
- Enhances measurement and duplication of positive outcomes
- Enhances accessibility to services

### Fiscal Benefits:

- Enhances cost efficiency of standardized process
- Provides electronic conversion of forms
- Enhances system-wide accountability

### Enhanced Compliance Benefits:

- Meets certification and national accreditation compliance guidelines
- Reduces use of multiple forms/processes statewide
- Provides more objective reviews/audits
- Provides a reduced compliance risk environment

## HOW DO I USE STANDARDIZED DOCUMENTATION?

The Quality Management Council (QMC) is encouraging provider agencies to review the forms and obtain the training materials to become familiar with the forms and their benefits. Initial implementation provides a year of training, learning, using the forms and becoming familiar with the use of electronic forms. After the first year, a review will be conducted and any adjustments will be made.

The forms and manual to be used as paper forms are available to download from the SOQIC Web site and are available on CD-Rom by request. Simple electronic forms are being pilot tested and will be available late this spring at no cost to providers. These forms are "smart" forms with drop down boxes and expandable text fields. Providers will be able to download these forms, fill them out and save them to their desktop or system. E-forms specifications will also be available to providers who have electronic systems and to software vendors.

## WHERE CAN I GET MORE INFORMATION ABOUT SOQIC?

For more information, contact Dana Harlow at the Ohio Department of Mental Health by email at [harlowd@mh.state.oh.us](mailto:harlowd@mh.state.oh.us) or visit the SOQIC Web site at <http://www.mh.state.oh.us/cmtymh/soqic/soqic.index.html>.