A high percentage of adults and children are experiencing harmful medication side effects. Communication from providers to individuals regarding harmful medication side effects needs to be increased.

Increase individual empowerment for adults and youth

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Provide specific medication management education, along with literature using multi delivery systems

Develop education program to increase consumers ability to self-advocate

Individuals, family and youth consumers request information regarding available resources in their area.

Develop resource map and contact listing of consumer run agencies. Update State/OHMM websites with current information

Consumers have been involved but not engaged in the Consumer Survey Process

Engage consumers in the survey process and decision making

SCORECARD 2011 Consumer, Family and Youth Survey Results Highlights

Effectiveness Domain positive responses dropped in 2011 and continue to remain low

Conduct detailed analysis of questions in the domain to determine which questions have the highest number of negative responses

Contract with external analyst to conduct further studies

Compile and distribute resource materials to providers for consumer usage

Identify 2-4 consumers to participate in process. Publish article quarterly regarding changes in CSP process