



**COMMUNITY SERVICES, HOUSING, AND COMMUNITY
DEVELOPMENT DEPARTMENT**
Kathleen Torella, Director

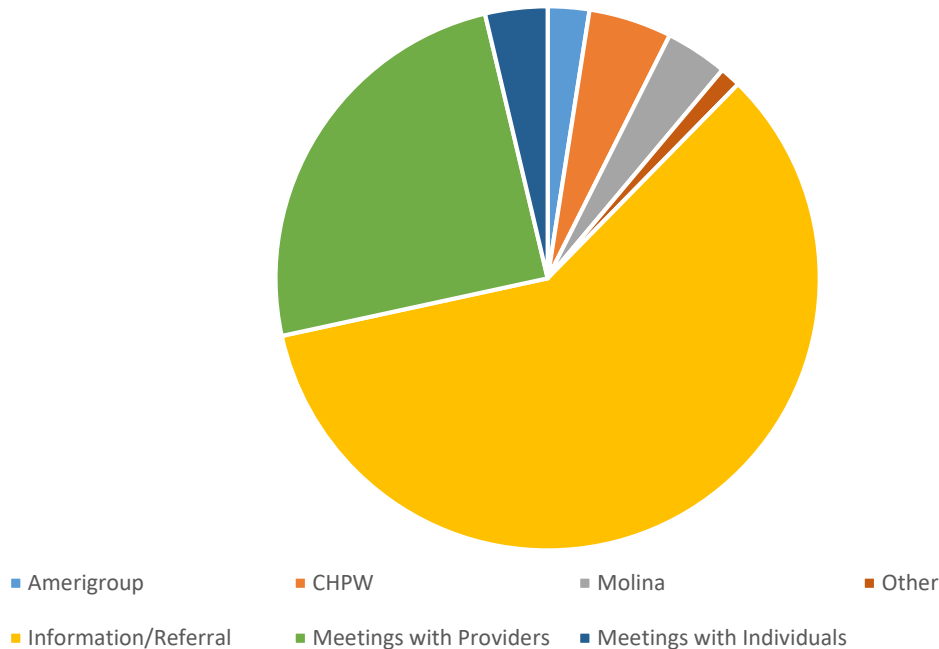
Spokane County Regional Service Area Ombuds Report

Quarter: 1st Quarter 2021

(January 1 – March 15)

Quarter 1 Summary of Activities & Cases	
Amerigroup	2
Community Health Plan of WA	4
Coordinated Care	0
Molina Health Care	3
SCRBH (ASO)*	0
Other (ex. Past SCRBO)**	1
Information/Referral Calls & Emails	48
Meetings with Providers/Stakeholders	20
Meetings with Individuals	3

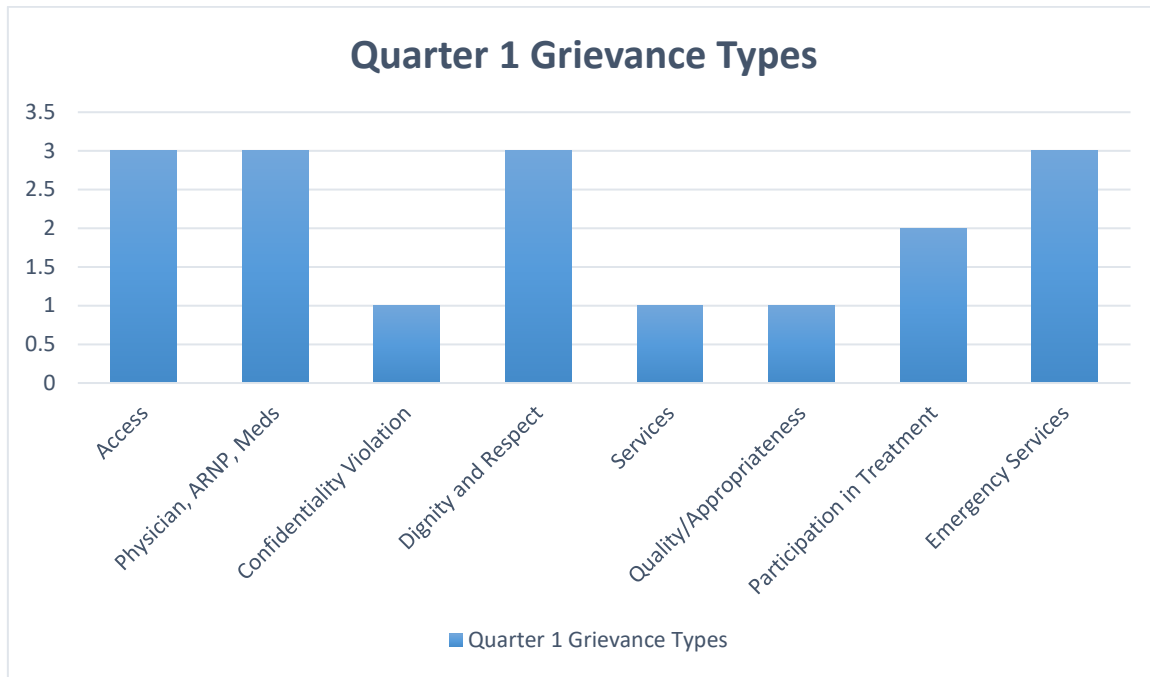
Quarter 1 Summary of Activities & Cases



*SCRBH (ASO) - Spokane County Regional Behavioral Health (Administrative Services Organization)

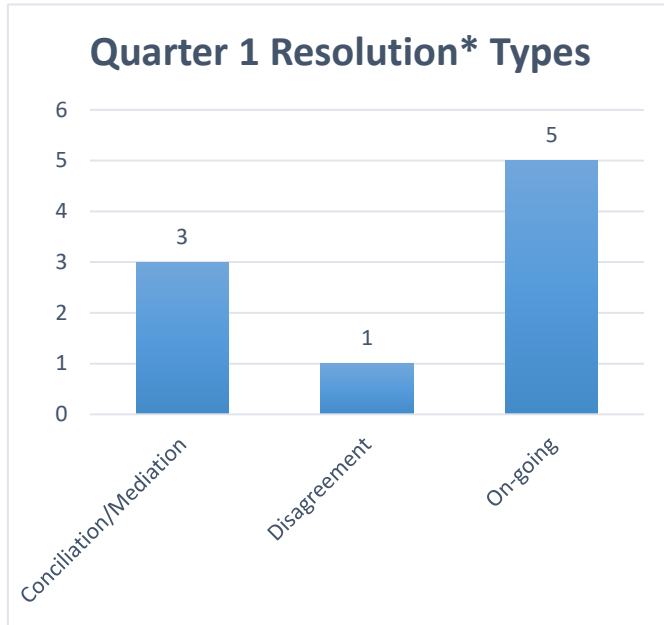
**SCRBO - Spokane County Regional Behavioral Health Organization





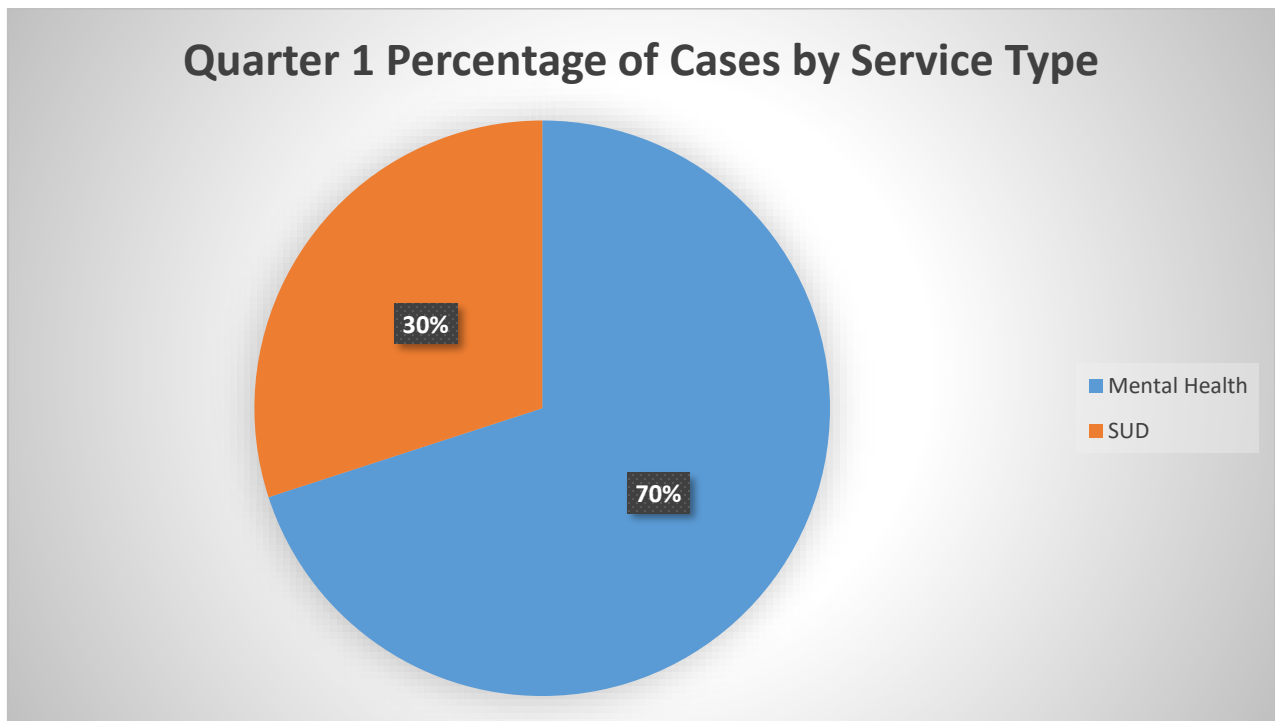
Quarter 1 Grievance Types	
Access	3
Phone calls not returned	0
Physician, ARNP, Meds	3
Housing	0
Confidentiality Violation	1
Dignity & Respect	3
Services (intensity/not available)	1
Residential	0
Transportation	0
Other rights violation	0
Quality/Appropriateness	1
Participation in Treatment	2
Financial & Admin Services	0
Emergency Services	3
Other	0
Total	14

Definitions of Grievance Types	
<i>Grievance Type</i>	<i>Definition</i>
Access	Concerns about ability to receive intake appointments, admittance to outpatient and inpatient services, including timeliness of referrals and appointments.
Dignity & Respect	Issues regarding courtesy, tone of voice, language or other treatment seen as disrespect.
Quality/Appropriateness	Issues regarding poor quality treatment or treatment errors.
Phone calls not returned	Calls not being returned in a timely manner.
Services (intensity/not available)	Disagreement on the level of services provided, whether too much or too little, problems with coordination between providers or regions.
Participation in Treatment	Issue regarding the individual feeling their voice is not being included in treatment planning or when a parent is dissatisfied with level of participation in their child's treatment.
Physicians, ARNP's & Medications	Issues with communication, scheduling or disagreement with specific medications between the individual and physician or ARNP.
Financial/Administrative Services	Generally, has to do with incorrect paperwork or billing issues.
Residential	Issues regarding services while in a residential treatment facility.
Housing	Issues related to the effectiveness in assisting individuals in obtaining or maintaining housing.
Transportation	Issues related to Medicaid funded transportation services.
Emergency Services	Grievances that are related to services provided by crisis lines, Evaluation & Treatment Centers, Crisis Stabilization, hospital alternative programs and/or detainments.
Violation of Confidentiality	Any issues regarding information being inappropriately disclosed; including; name, diagnosis, treatment and/or providers.
Other Rights Violation	A violation of rights not covered in the other categories listed. This may include issues regarding interpreters, cultural differences and Advanced Directives.
Other	This category is used for other hard to categorize issues.

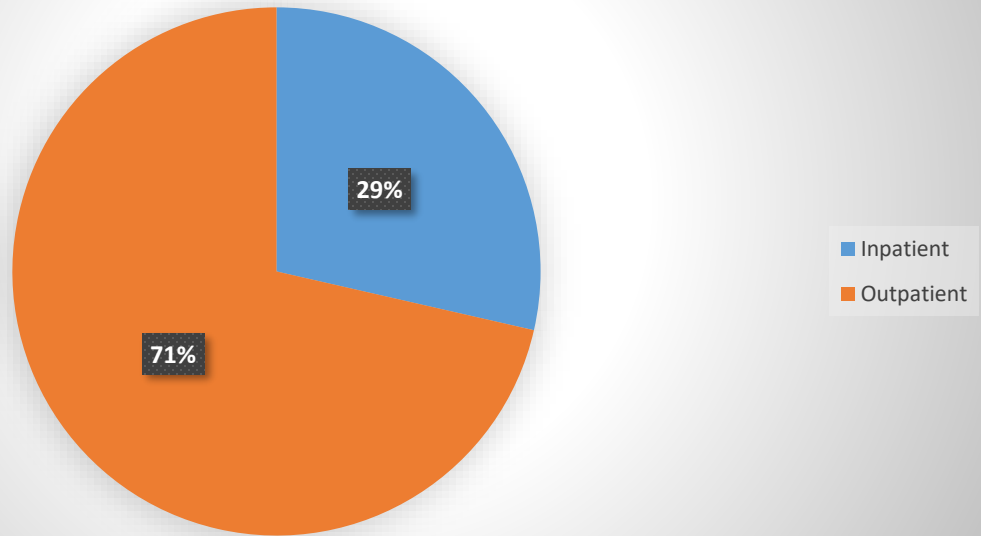


Quarter 1 Resolution Types	
Conciliation/Mediation	3
Disagreement	1
Not Pursued	0
Information/Referral	0
Other	0
On-going	5
Total	9

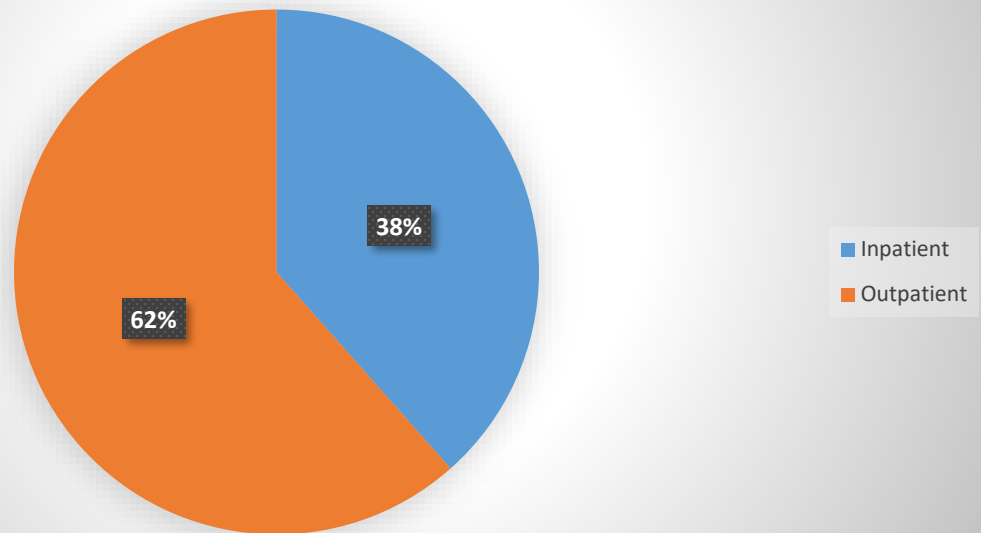
*As of March 15th, 2021



Percentage of Mental Health Inpatient vs Mental Health Outpatient Cases



Percentage of Inpatient SUD* vs Outpatient SUD Cases



*SUD = Substance Use Disorder

