



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

Spokane County Regional Service Area Ombuds Report
Quarter: 3rd Quarter 2022 (July – Sept 23)

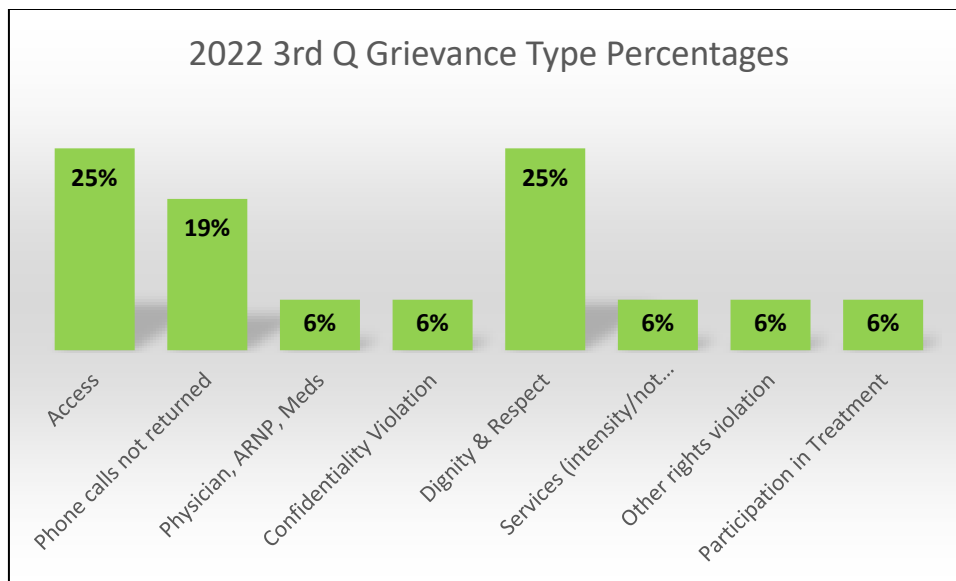
2022 Quarter 3 Summary of Activities & Cases	
Amerigroup	0
Community Health Plan of WA	3
Coordinated Care	0
Molina Health Care	1
SCRBH (ASO)*	0
Other (ex. Past SCRBO, Medicare) **	0
Information/Referral Calls and Emails	122
Meetings: Providers, Stakeholders, Community	28
Meetings with Individuals***	3
Training events	4

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

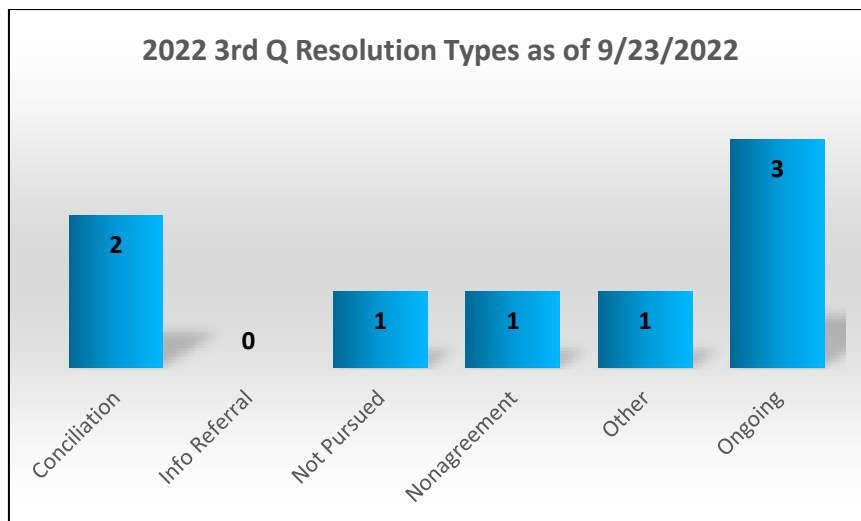
**SCRBO - Spokane County Regional Behavioral Health Organization

*** Meetings with individuals were in person, by phone or over Zoom

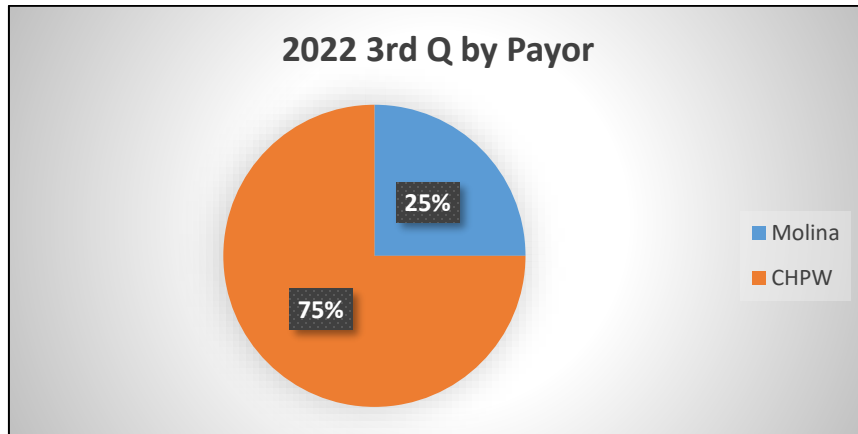
Two 2nd Q cases were closed during Q3



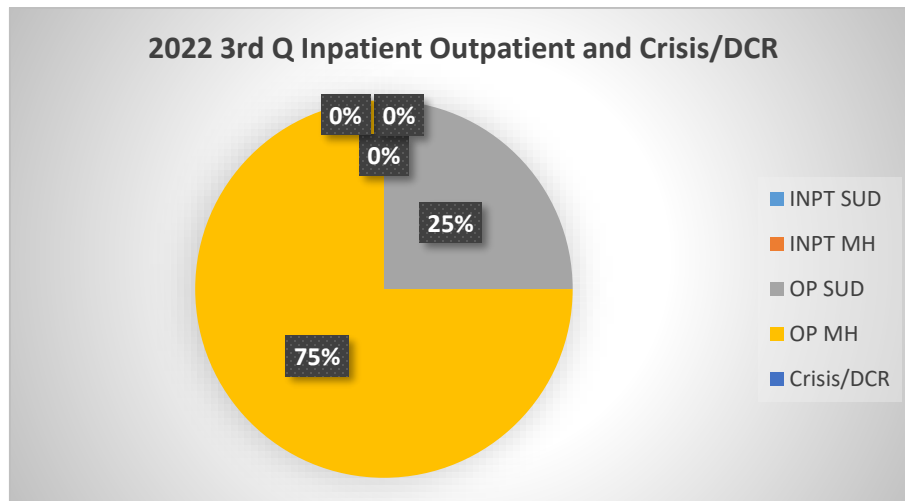
2022 Quarter 3 Grievance Types	
Access	4
Phone calls not returned	3
Physician, ARNP, Meds	1
Housing	0
Confidentiality Violation	1
Dignity & Respect	2
Services (intensity/not available)	4
Residential	1
Transportation	0
Other rights violation	0
Quality/Appropriateness	1
Participation in Treatment	1
Financial & Admin Services	0
Emergency Services	0
Other	0
Total	16



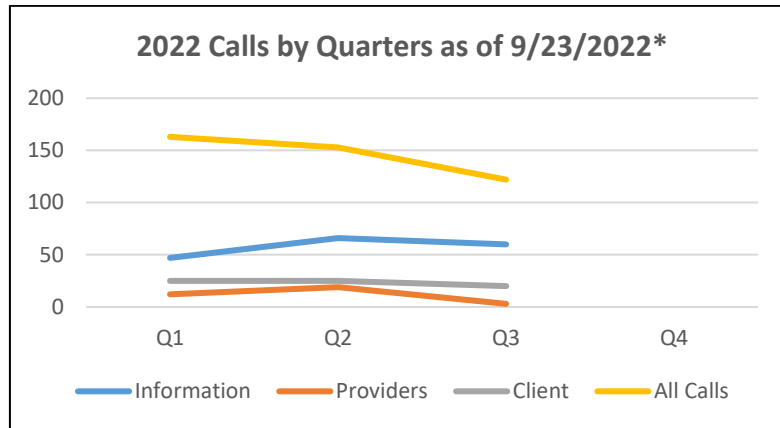
Current 3rd Quarter Cases: Four (4) total (Ongoing three (3), Conciliation: two (2), Nonagreement/Disagreement: one (1), Other: one (1) client went to another agency)
 Cases closed from 2nd Q: Two (2),



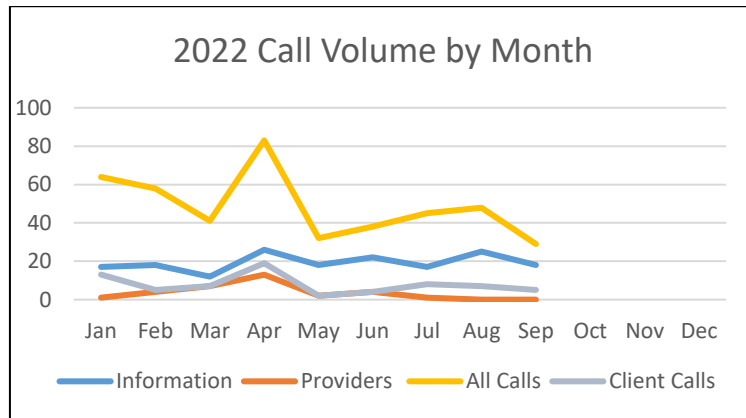
No grievance cases for Amerigroup, Coordinated Care, SCRBH-ASO or Other for 3rd Quarter 2022.



No SUD or MH Inpatient or Crisis/DCR grievances for 3rd Quarter 2022.



Q 3 Totals: Information Referral Calls: 60; Provider Calls: 3; Client Calls: 20; Total All Calls: 122



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.