



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

Spokane County Regional Service Area Ombuds Report  
Quarter: 2nd Quarter 2022 (April - May)

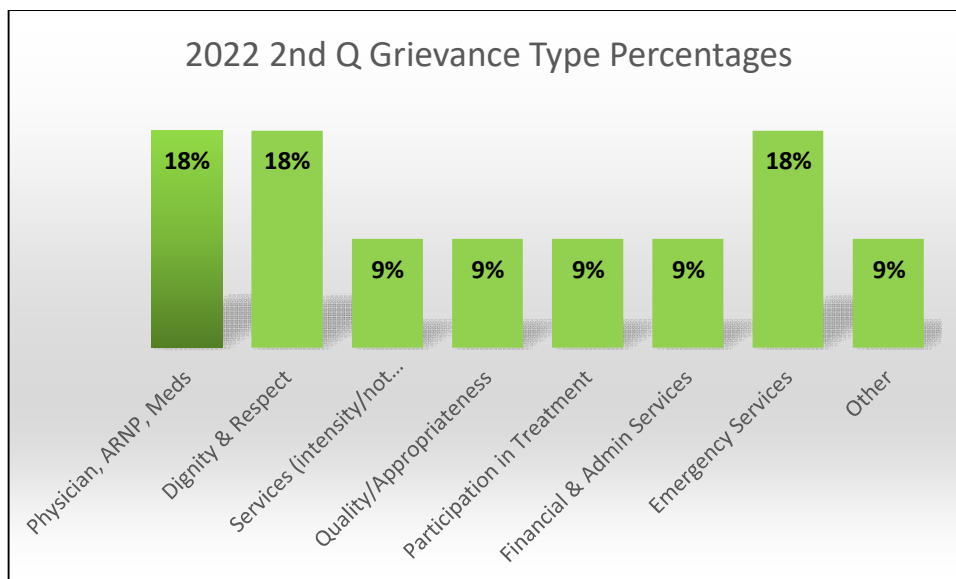
<b>2022 Quarter 2 Summary of Activities &amp; Cases</b>	
Amerigroup	1
Community Health Plan of WA	0
Coordinated Care	0
Molina Health Care	3
SCRBH (ASO)*	0
Other (ex. Past SCRBO, Medicare) **	0
Information/Referral Calls and Emails	153
Meetings: Providers, Stakeholders, Community	44
Meetings with Individuals***	9
Training events	9

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

\*\*SCRBO - Spokane County Regional Behavioral Health Organization

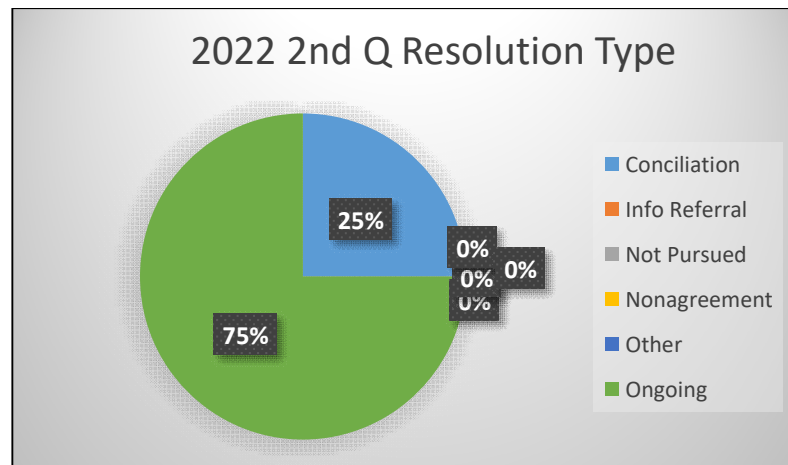
\*\*\* Meetings with individuals were in person or over Zoom

Two 1<sup>st</sup> Q cases were closed during Q2

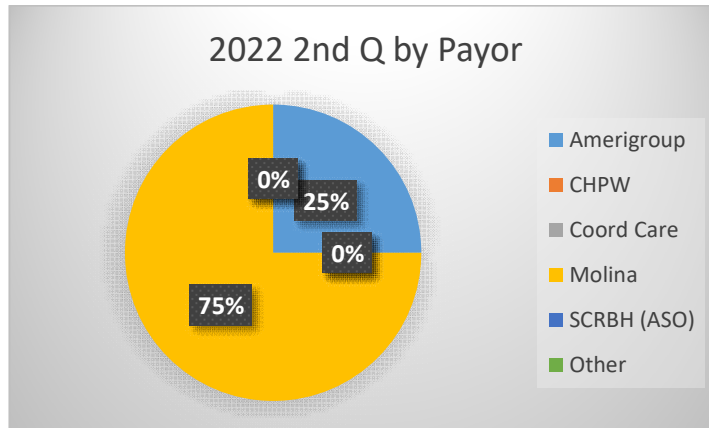


2022 Quarter 2 Grievance Types	
Access	0
Phone calls not returned	0
Physician, ARNP, Meds	2
Housing	0
Confidentiality Violation	0
Dignity & Respect	2
Services (intensity/not available)	1
Residential	0
Transportation	0
Other rights violation	0
Quality/Appropriateness	1
Participation in Treatment	1
Financial & Admin Services	1
Emergency Services	2
Other	1
<b>Total</b>	<b>11</b>

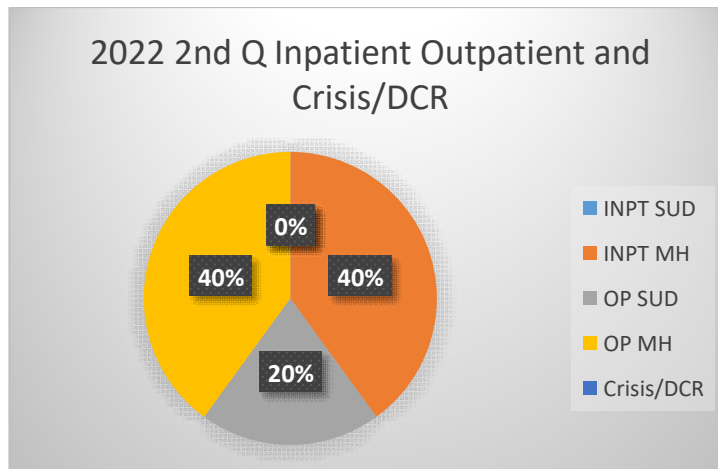
Emergency Services: DCR Services (1), Ambulance (1), Inpatient Services (1)



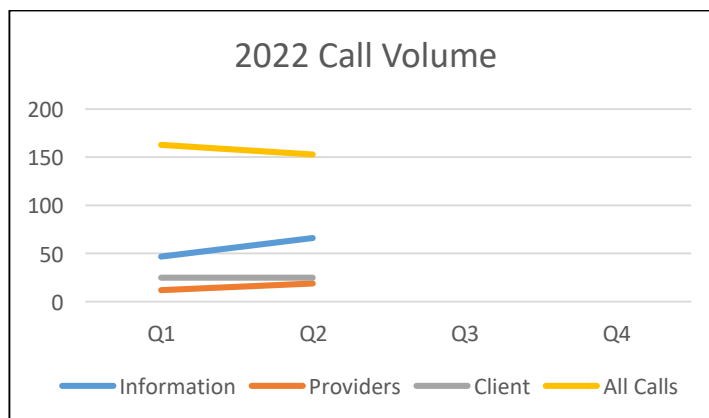
Current 2<sup>nd</sup> Quarter Cases: Four (4) total (Ongoing three (3), Conciliation one (1))  
Cases closed from 1<sup>st</sup> Q: Two (2),



No grievance cases for CHPW, Coordinated Care, SCRBH-ASO for 2nd Quarter 2022.



No Substance Use Disorder inpatient or Crisis/DCR grievances for 2nd Quarter 2022.



Totals: Information and Referral Calls: 66; Provider Calls: 19; Client Calls: 25; Total All Calls: 153

<b>Definitions of Grievance Types</b>	
<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.

