2019 Annual Spokane Regional Behavioral Health Ombuds Report
2019 Annual Report

Summary of Activities

• 60 total Grievances
  • Amerigroup: 7
  • Community Health Plan of Washington: 13
  • Coordinated Care: 0
  • Molina: 33
  • SCRBH (ASO): 2
  • Other: 5

Spokane County Community Services, Housing, and Community Development Department
2019 Annual Report

Summary of Activities

- The Ombuds met with 46 Individuals in person.
- The Ombuds met with providers and community stakeholders 67 times in 2019.
- Provided Ombuds trainings to 19 different providers in 2019.
- The Ombuds received 221 information and referral calls and emails.
- Created a satisfaction survey and sent it out to Individuals we served.
Top 3 most common Grievance types:

1. **Dignity & Respect**
   - Issues regarding courtesy, tone of voice, language or other treatment seen as disrespect.

2. **Physician, ARNP & Medications**
   - Issues with communication, scheduling or disagreement with specific medications between the Individual and physician or ARNP.

3. **Quality & Appropriateness**
   - Issues regarding poor quality treatment or treatment errors.
Grievances by Month

<table>
<thead>
<tr>
<th>Month</th>
<th>Number of Grievances</th>
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<tbody>
<tr>
<td>January</td>
<td>6</td>
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<td>February</td>
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<td>December</td>
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Crisis Related Grievances

Crisis-Related Grievances

- Crisis: 12%
- Non-Crisis: 88%

Grievances by Crisis Type

- Regional Behavioral Health Hotline: 2
- Designated Crisis Responder/Detainment: 5
- Crisis Services: 0
• 58% of Grievances were related to outpatient mental health services.

• 15% of Grievances were related to inpatient mental health services.

• 12% of Grievances were related to crisis services, DCR/Detainment and the 24-hour Regional Crisis Hotline.
• 9% of Grievances received were about services provided to an adult older than the age of 60.

• 86% of Grievances received were about services provided to adults between the ages of 18 & 59.

• 5% of Grievances received were about services provided to youth (17 & Younger).

• Average age of Individual in services that shared a Grievance with the Ombuds is 41.
• 42% Conciliation/Mediation
• 33% Not Pursued
• 10% Disagreement
• 8% Ongoing
• 5% Information/Referral
• 2% Other
• The Ombuds created a survey to get an idea of how Ombuds services are being viewed by the Individuals we serve.

• We plan to use this survey to improve our service delivery.

• Out of 24 survey that were mailed out, we received 4 surveys back, resulting in a 17% response rate.

• Once we receive more surveys, we will analyze the responses and work to improve service delivery.

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Planned Improvements for 2020

• Plan to track reasons for “not pursued” Grievance resolution type.
  • Through tracking reasons for an Individual not pursing a Grievance, we can implement changes to our service delivery to increase the number of Individuals that continue to pursue their Grievances.

• Improve engagement from Youth who may have Grievances with their behavioral health provider.
  • Only 5% of our Grievances have been regarding services provided to Youth. We want to ensure that our Youth population, know that they have the right to file a Grievance if they are not happy with their services.

• Continue to educate providers on the role and scope of Ombuds services.
  • Continue to meet with providers to share updated Ombuds information to ensure that accurate information is being provided to Individuals in services. With a focus on rural county providers and those whom did not contract with the Behavioral Health Organization in the past.
THANK YOU

Please reach out to us at Spokane County’s Community Services, Housing, and Community Development Department, should you have any questions or concerns.

- Email: SCRBHOmbuds@spokanecounty.org
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