

January 2020 Summary of Activities & Cases	
Amalgam	0
Community Health Plan of WA	1
Coordinated Care	0
Maternal Health Care	0
SCRBH (ASO)**	0
Other (ex. Past SCRBH) **	0
Information/Referral Calls & Emails	18
Meetings with Providers/ Stakeholders	9
Meetings with Individuals	2

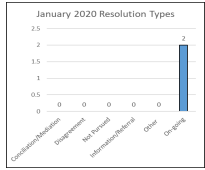
January 2020 Resolution Types	
Conciliation/Mediation	0
Disagreement	0
Not Pursued	0
Information/Referral	0
Other	0
On-going	2
Total	2

January 2020 Summary of Activities & Cases	
Amalgam	0
Community Health Plan of WA	2
Coordinated Care	0
Maternal Health Care	0
SCRBH (ASO)**	0
Other (ex. Past SCRBH) **	0
Information/Referral Calls & Emails	18
Meetings with Providers/ Stakeholders	9
Meetings with Individuals	2

January 2020 Resolution Types	
Conciliation/Mediation	0
Disagreement	0
Not Pursued	0
Information/Referral	0
Other	0
On-going	2
Total	2

January 2020 Grievance Types	
Access	0
Phone calls not returned	0
Physician, ABNP, Meds	0
Housing	0
Confidentiality Violation	1
Dignity & Respect	1
Services (Intensity/Not available)	0
Residential	0
Transportation	0
Other rights violation	0
Quality/Appropriateness	1
Participation in Treatment	0
Physician, ABNP & Medications	0
Financial & Admin Services	0
Emergency Services	0
Other	0
Total	4

January 2020 Grievance Types	
Access	0
Phone calls not returned	0
Physician, ABNP, Meds	1
Housing	0
Confidentiality Violation	1
Dignity & Respect	1
Services (Intensity/Not available)	0
Residential	0
Transportation	0
Other rights violation	0
Quality/Appropriateness	1
Participation in Treatment	0
Financial & Admin Services	0
Emergency Services	0
Other	0
Total	4



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

Definitions of Grievance Types	
Grievance Type	Definition
Access	Concerns about ability to receive intake appointments, access 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)	Generally, issues in this category are actions.
Participation in Treatment	Issues 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, ABNPs & Medications	Issues with communication, scheduling or disagreement with specific medications between the individual and physician or ABNP.
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 transportation.
Emergency Services	Grievances that are related to services provided by crisis lines, Evaluation & Treatment Centers, Crisis Stabilization, hospital alternative programs and/or departments.
Violation of Confidentiality	Any issues regarding a information being inappropriately disclosed, including name, diagnosis, treatment and/or outcomes.
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.

February 2020 Summary of Activities and Cases	
Amerigroup	0
Community Health Plan of WA	0
Coordinated Care	0
Molina Health Care	2
SCRBH (ASO)	0
Other (ex. Past SCRBH)**	0
Information/Referral Calls & Emails	9
Meetings with Provider/Stakeholders	9
Meetings with Individuals	2

February 2020 Resolution Types	
Conciliation/Mediation	0
Disagreement	0
Not Pursued	0
Information/Referral	0
Other	0
On-going	4
Total	4

January - February 2020 Summary of Activities and Cases	
Amerigroup	0
Community Health Plan of WA	2
Coordinated Care	0
Molina Health Care	2
SCRBH (ASO)	0
Other (ex. Past SCRBH)**	0
Information/Referral Calls & Emails	27
Meetings with Provider/Stakeholders	18
Meetings with Individuals	4

January 2020 Resolution Types	
Conciliation/Mediation	0
Disagreement	0
Not Pursued	0
Information/Referral	0
Other	0
On-going	4
Total	4

February 2020 Grievance Types	
Access	0
Phone calls not returned	0
Physician, ARNP, Medic	1
Housing	0
Confidentiality Violation	0
Dignity & Respect	2
Services (intensity/not available)	0
Residential	0
Transportation	0
Other rights violation	0
Quality/Appropriateness	1
Participation in Treatment	0
Financial & Admin Services	0
Emergency Services	0
Other	1
Total	5

January - February 2020 Grievance Types	
Access	0
Phone calls not returned	0
Physician, ARNP, Medic	2
Housing	0
Confidentiality Violation	1
Dignity & Respect	3
Services (intensity/not available)	0
Residential	0
Transportation	0
Other rights violation	0
Quality/Appropriateness	2
Participation in Treatment	0
Financial & Admin Services	0
Emergency Services	0
Other	1
Total	9

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Grievance Type	Definition
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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)	Generally, issues in this category are actions.
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, ARNPs & 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 transportation.
Emergency Services	Grievances that are related to services provided by crisis lines, Evaluation & Treatment Centers, Crisis Stabilization, hospital alternative programs and/or detentions.
Violation of Confidentiality	Any issues regarding a information being inappropriately disclosed, including name, diagnosis, treatment and/or procedures.
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.

March 2020 Summary of Activities & Cases	
Amalg/oup	0
Community Health Plan of WA	1
Coordinated Care	0
Molina Health Care	1
SCRH (ASO)	0
Other (ex. Past SCRH/O)**	0
Information/Referral Calls & Emails	18
Meetings with Provider/ Stakeholders	9
Meetings with Individuals	4

March 2020 Resolution Types	
Conciliation/Mediation	1
Disagreement	0
Not Pursued	1
Information/Referral	0
Other	1
On-going	3
Total	6

January - March 2020 Summary of Activities & Cases	
Amalg/oup	0
Community Health Plan of WA	3
Coordinated Care	0
Molina Health Care	3
SCRH (ASO)	0
Other (ex. Past SCRH/O)**	0
Information/Referral Calls & Emails	44
Meetings with Provider/ Stakeholders	27
Meetings with Individuals	8

January - March 2020 Resolution Types	
Conciliation/Mediation	
Disagreement	
Not Pursued	
Information/Referral	
Other	
On-going	
Total	

March 2020 Grievance Types	
Access	0
Phone calls not returned	0
Physician, ARNP, Meds	0
Housing	0
Confidentiality Violation	0
Dignity & Respect	1
Services (intensity/not available)	1
Residential	0
Transportation	0
Other rights violation	0
Quality/Appropriateness	1
Participation in Treatment	1
Financial & Admin Services	0
Emergency Services	0
Other	0
Total	4

January - March 2020 Grievance Types	
Access	0
Phone calls not returned	0
Physician, ARNP, Meds	2
Housing	0
Confidentiality Violation	1
Dignity & Respect	4
Services (intensity/not available)	1
Residential	0
Transportation	0
Other rights violation	0
Quality/Appropriateness	3
Participation in Treatment	1
Financial & Admin Services	0
Emergency Services	0
Other	1
Total	13

*SCRH (ASO) - Spokane County Regional Behavioral Health (Administrative Services Organization)
 **SCRH/O - Spokane County Regional Behavioral Health Organization

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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)	Generally, issues in this category are actions: 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.
Participation in Treatment	Issues with communication, scheduling or disagreement with specific medications between the individual and physician or ARNP.
Physicians, ARNPs & Medications	Generally, has to do with incorrect paperwork or billing issues.
Financial/Administrative Services	Issues regarding services while in a residential treatment facility.
Residential	Issues related to the effectiveness in assisting individuals in obtaining or maintaining housing.
Housing	Issues related to transportation.
Transportation	Grievances that are related to services provided by crisis lines, Evaluation & Treatment Centers, Crisis Stabilization, hospital alternative programs and/or detentions.
Emergency Services	Any issues regarding a information being inappropriately disclosed including name, diagnosis, treatment and/or records.
Violation of Confidentiality	A violation of rights not covered in the other categories listed. This may include issues regarding interpreters, cultural differences and Advanced Directives.
Other Rights Violation	This category is used for other hard to categorize issues.

April 2020 Summary of Activities & Cases	
Amalg/oup	1
Community Health Plan of WA	0
Coordinated Care	0
Molina Health Care	0
SCRBH (ASO)	0
Other (ex. Past SCRBH)**	0
Information/Referral Calls & Emails	18
Meetings with Provider/ Stakeholders	7
Meetings with Individuals	0

April 2020 Grievance Types	
Access	0
Phone calls not returned	0
Physician, ARNP, Meds	2
Housing	0
Confidentiality Violation	0
Dignity & Respect	0
Services (intensity/not available)	0
Residential	0
Transportation	0
Other rights violation	0
Quality/Appropriateness	0
Participation in Treatment	2
Financial & Admin Services	0
Emergency Services	0
Other	0
Total	4

April 2020 Resolution Types	
Conciliation/Mediation	2
Disagreement	0
Not Pursued	2
Information/Referral	0
Other	0
On-going	2
Total	6

January - April 2020 Summary of Activities & Cases	
Amalg/oup	1
Community Health Plan of WA	4
Coordinated Care	0
Molina Health Care	3
SCRBH (ASO)	0
Other (ex. Past SCRBH)**	0
Information/Referral Calls & Emails	62
Meetings with Provider/ Stakeholders	34
Meetings with Individuals	8

January - April 2020 Grievance Types	
Access	0
Phone calls not returned	0
Physician, ARNP, Meds	4
Housing	0
Confidentiality Violation	1
Dignity & Respect	4
Services (intensity/not available)	1
Residential	0
Transportation	0
Other rights violation	0
Quality/Appropriateness	0
Participation in Treatment	3
Financial & Admin Services	0
Emergency Services	0
Other	1
Total	17

January - April 2020 Resolution Types	
Conciliation/Mediation	3
Disagreement	0
Not Pursued	4
Information/Referral	0
Other	1
On-going	0
Total	8

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Physicians, ARNPs & 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 transportation.
Emergency Services	Grievances that are related to services provided by crisis lines, Evaluation & Treatment Centers, Crisis Stabilization, hospital alternative programs and/or detentions.
Violation of Confidentiality	Any issues regarding a information being inappropriately disclosed including name, diagnosis, treatment and/or records.
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.

May 2020 Summary of Activities & Cases	
Amergi/cup	0
Community Health Plan of WA	1
Coordinated Care	0
Molina Health Care	1
*SCRH (ASO)	0
Other (ex. Past SCRH(s)**	0
Information/Referral Calls & Emails	19
Meetings with Provider/ Stakeholders	4
Meetings with Individuals	0

May 2020 Resolution Types	
Conciliation/Mediation	0
Disagreement	0
Not Pursued	1
Information/Referral	0
Other	0
On-going	1
Total	2

January - May 2020 Summary of Activities & Cases	
Amergi/cup	0
Community Health Plan of WA	3
Coordinated Care	0
Molina Health Care	3
*SCRH (ASO)	0
Other (ex. Past SCRH(s)**	0
Information/Referral Calls & Emails	44
Meetings with Provider/ Stakeholders	38
Meetings with Individuals	8

January - May 2020 Resolution Types	
Conciliation/Mediation	1
Disagreement	0
Not Pursued	4
Information/Referral	0
Other	1
On-going	3
Total	11

May 2020 Grievance Types	
Access	1
Phone calls not returned	0
Physician, ARNP, Meds	0
Housing	0
Confidentiality Violation	0
Dignity & Respect	1
Services (intensity/not available)	0
Residential	0
Transportation	0
Other rights violation	0
Quality/Appropriateness	1
Participation in Treatment	1
Financial & Admin Services	0
Emergency Services	0
Other	1
Total	5

January - May 2020 Grievance Types	
Access	1
Phone calls not returned	0
Physician, ARNP, Meds	4
Housing	0
Confidentiality Violation	1
Dignity & Respect	5
Services (intensity/not available)	1
Residential	0
Transportation	0
Other rights violation	0
Quality/Appropriateness	4
Participation in Treatment	4
Financial & Admin Services	0
Emergency Services	0
Other	2
Total	22

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

Definitions of Grievance Types	
Grievance Type	Definition
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Quality/Appropriateness	Issues regarding poor quality treatment or treatment errors.
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Services (intensity/not available)	Generally, issues in this category are actions: 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.
Participation in Treatment	Issues with communication, scheduling or disagreement with specific medications between the individual and physician or ARNP.
Physicians, ARNPs & Medications	Generally, has to do with incorrect paperwork or billing issues.
Financial/Administrative Services	Issues regarding services while in a residential treatment facility.
Residential	Issues related to the effectiveness in assisting individuals in obtaining or maintaining housing.
Housing	Issues related to transportation.
Transportation	Grievances that are related to services provided by crisis lines, Evaluation & Treatment Centers, Crisis Stabilization, hospital alternative programs and/or detentions.
Emergency Services	Any issues regarding information being inappropriately disclosed including name, diagnosis, treatment and/or records.
Violation of Confidentiality	A violation of rights not covered in the other categories listed. This may include issues regarding interpreters, cultural differences and Advanced Directives.
Other Rights Violation	This category is used for other hard to categorize issues.
Other	

Grievances by Month	2019	2020
January	6	2
February	7	2
March	6	2
April	5	
May	4	
June	7	
July	6	
August	4	
September	3	
October	4	
November	4	
December	4	
Total	60	6

January 2020 Summ of Activities & Cases	2019	2020
Amerigroup	7	
Community Health Plan of WA	13	
Coordinated Care	0	
Molina Health Care	33	
SCRBH (ASO)*	2	
Other (ex. Past SCRBO)**	5	
Information/Referral Calls & Emails	221	
Meetings with Providers/Stakeholders	67	
Meetings with Individuals	46	