



COMMUNITY SERVICES, HOUSING, AND COMMUNITY DEVELOPMENT DEPARTMENT
SPOKANE COUNTY REGIONAL BEHAVIORAL HEALTH

Kathleen Torella, Director

Calls to SCRBH Ombuds September 2020

Information/Referral	1 (housing and/or rental assistance)
Calling on behalf of family/concerned about family member in BH system	3 <ul style="list-style-type: none"> o 1 Emergency Services/Coordination o 1 Facility/COVID o 1 Coordination of services
Medication	1
Emergency Services	2
ESH	2
Services (type, nature, intensity)	4
Dignity and respect	1
Violation of confidentiality	1
Other/unknown	1
Total calls for September	16

Of these calls, 2 moved forward with grievances. One dignity and respect has been resolved and one services has been resolved.

The two ESH calls were referred to the ESH patient advocate.

The other/unknown call was a voicemail that did not specify the nature of their issue/concern and they did not return our follow up message back to them.

The information/referral call was an individual calling about rental assistance in Oregon.

It is of note that we are receiving calls from family members with specific concerns related to the treatment of their family member in the behavioral health system. However, in each case we cannot take direct action without the Individual contacting us. With each call from family this month the Individual has not yet contacted us. With each call we reached out to the provider to obtain information that could help the family member while preserving confidentiality of the Individual.

Meetings attended

DBHR COVID19 Update for behavioral health	9/8
AL TSA/HCS "A" team meeting	9/8
QAPI	9/14
LTC Advisory Board	9/16
Quarterly Ombuds training	9/22 and 9/23
BHAB	9/28
Spokane Regional Behavioral Health Task Force	9/30

