

January 2020 Summary of Activities & Cases	
Amerigroup	0
Community Health Plan of WA	1
Coordinated Care	0
Madina Health Care	0
SCRBH (ASG)**	0
Other (ex. Past SCRBH43)**	0
Information/Referral Calls & Emails	18
Meetings with Providers/Caseholders	9
Meetings with Individuals	2

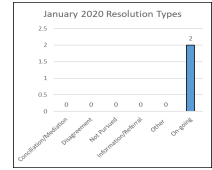
January 2020 Resolution Types	
Conciliation/Mediation	0
Disagreement	0
Not Pursued	0
Information/Referral	0
Other	0
On-going	2
Total	2

January 2020 Summary of Activities & Cases	
Amerigroup	0
Community Health Plan of WA	2
Coordinated Care	0
Madina Health Care	0
SCRBH (ASG)**	0
Other (ex. Past SCRBH43)**	0
Information/Referral Calls & Emails	18
Meetings with Providers/Caseholders	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, 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	0
Participation in Treatment	0
Financial & Admin Services	0
Emergency Services	0
Other	0
Total	1

January 2020 Grievance Types	
Access	0
Phone calls not returned	0
Physician, ARNP, 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 (ASG) - 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 disrespectful.
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 detention.
Violation of Confidentiality	Any issues regarding a 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.

February 2020 Summary of Activities and Cases	
Amalgam	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	
Consultation/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	
Amalgam	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	
Consultation/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

**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 disrespectful.
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 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.

March 2020 Summary of Activities & Cases	
America's Cup	0
Community Health Plan of WA	1
Coordinated Care	0
Molina Health Care	1
SCRBH (ASO)**	0
Other (ex. Past SCRBHs)**	0
Information/Referral Calls & Emails	18
Meetings with Providers/Staff/Providers	9
Meetings with Individuals	4

March 2020 Resolution Types	
Conciliation/Mediation	1
Disagreement	0
Not Pursued	1
Information/Referral	0
Other	1
Outgoing	2
Total	6

January - March 2020 Summary of Activities & Cases	
America's Cup	0
Community Health Plan of WA	3
Coordinated Care	0
Molina Health Care	3
SCRBH (ASO)**	0
Other (ex. Past SCRBHs)**	0
Information/Referral Calls & Emails	44
Meetings with Providers/Staff/Providers	27
Meetings with Individuals	8

January - March 2020 Resolution Types	
Conciliation/Mediation	
Disagreement	
Not Pursued	
Information/Referral	
Other	
Outgoing	
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)	0
Residential	0
Transportation	0
Other Rights Violation	0
Quality/Appropriateness	1
Participation in Treatment	1
Physician & 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

**SCRBH (ASO) - Spokane County Regional Behavioral Health (Administrative Services Organization)
 **SCRBHO - 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	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 providers.
Other Rights Violation	A violation of rights not covered in the other categories listed. This may include issues regarding interpretation, cultural differences and Advanced Directives.
Other	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 Providers/Stakeholders	1
Meetings with Individuals	0

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 Providers/Stakeholders	34
Meetings with Individuals	8

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

April 2020 Grievance Types	
Access	0
Phone calls not returned	0
Physician, ARNP, Meds	2
Housing	0
Confidentiality Violation	0
Dignity & Respect	0
Services (Intensify/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

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

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

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 disrespectful.
Quality/Appropriateness	Issues regarding poor quality treatment or treatment errors.
Phone calls not returned	Calls not being returned in a timely manner.
Services (Intensify/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 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.

May 2020 Summary of Activities & Cases	
Amerigroup	0
Community Health Plan of WA	1
Coordinated Care	0
Molina Health Care	1
SCRBH (ASO)*	0
Other (ex. Past SCRBO)**	0
Information/Referral Calls & Emails	19
Meetings with Providers/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	
Amerigroup	1
Community Health Plan of WA	5
Coordinated Care	0
Molina Health Care	4
SCRBH (ASO)*	0
Other (ex. Past SCRBO)**	0
Information/Referral Calls & Emails	81
Meetings with Providers/Stakeholders	38
Meetings with Individuals	8

January - May 2020 Resolution Types	
Conciliation/Mediation	3
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

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

June 2020 Summary of Activities & Cases	
Amerigroup	0
Community Health Plan of WA	1
Coordinated Care	0
Molina Health Care	1
SCRBH (ASO)*	0
Other (ex. Past SCRBOH)**	0
Information/Referral Calls & Emails	21
Meetings with Providers/Stakeholders	4
Meetings with Individuals	0

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

January - June 2020 Summary of Activities & Cases	
Amerigroup	1
Community Health Plan of WA	6
Coordinated Care	0
Molina Health Care	5
SCRBH (ASO)*	0
Other (ex. Past SCRBOH)**	0
Information/Referral Calls & Emails	102
Meetings with Providers/Stakeholders	38
Meetings with Individuals	8

January - June 2020 Resolution Types	
Conciliation/Mediation	4
Disagreement	0
Not Pursued	4
Information/Referral	0
Other	1
On-going	2
Total	11

June 2020 Grievance Types	
Access	0
Phone calls not returned	0
Physician, ARNP, Meds	1
Housing	0
Confidentiality Violation	0
Dignity & Respect	2
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	5

January - June 2020 Grievance Types	
Access	1
Phone calls not returned	0
Physician, ARNP, Meds	4
Housing	0
Confidentiality Violation	1
Dignity & Respect	7
Services (intensity/not available)	1
Residential	0
Transportation	0
Other rights violation	0
Quality/Appropriateness	4
Participation in Treatment	6
Financial & Admin Services	0
Emergency Services	0
Other	2
Total	26

*SCRBH (ASO) - Spokane County Regional Behavioral Health (Administrative Services Organization)
 **SCRBOH - 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.
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
Physicians, ARNPs & Medications	Issues with communication, scheduling or disagreement with specific medications between the
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
Violation of Confidentiality	Any issues regarding a information being inappropriately disclosed, including, name, diagnosis,
Other Rights Violation	A violation of rights not covered in the other categories listed. This may include issues regarding
Other	This category is used for other hard to categorize issues.

Spokane County Regional Service Area Ombuds Report

Month/Year: July 2020

Spokane County Regional Service Area Ombuds Report

Month/Year: May 2020

July 2020 Summary of Activities & Cases	
Amalgamap	1
Community Health Plan of WA	0
Coordinated Care	0
Molina Health Care	2
SCRIB (ASO)**	0
Other (ex. Past SCRIB(AO)**)	1
Information/Referral Calls & Emails	22
Meetings with Providers/Caseholders	4
Meetings with Individuals	0
Total	13

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

July 2020 Resolution Types	
Conciliation/Mediation	1
Disagreement	1
Not Pursued	0
Information/Referral	0
Other	0
On-going	5
Total	7

January - July 2020 Summary of Activities & Cases	
Amalgamap	2
Community Health Plan of WA	7
Coordinated Care	0
Molina Health Care	7
SCRIB (ASO)**	0
Other (ex. Past SCRIB(AO)**)	1
Information/Referral Calls & Emails	142
Meetings with Providers/Caseholders	39
Meetings with Individuals	8

January - July 2020 Resolution Types	
Conciliation/Mediation	4
Disagreement	1
Not Pursued	2
Information/Referral	0
Other	1
On-going	6
Total	20

January - July 2020 Grievance Types	
Access	2
Phone calls not returned	2
Physician, ARNP, Meds	5
Housing	1
Confidentiality Violation	3
Dignity & Respect	10
Services (Intensity/Not available)	1
Residential	0
Transportation	0
Other rights violation	0
Quality/Appropriateness	4
Participation in Treatment	10
Financial & Admin Services	0
Emergency Services	0
Other	4
Total	40

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

Grievance Type	Definition
Access	Concerns about ability to receive intake appointments, access to outpatient and inpatient services.
Dignity & Respect	Issues regarding courtesy, tone of voice, language or other treatment seen as disrespectful.
Quality/Appropriateness	Issues regarding quality of 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
Physicians, ARNPs & Medications	Issues with communication, scheduling or disagreement with specific medications between the
Financial/Administrative Services	Generally, how to do with incorrect charges/bills 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
Violation of Confidentiality	Any issues regarding a information being inappropriately disclosed including name, diagnosis,
Other Rights Violation	A violation of rights not covered in the other categories listed. This may include issues regarding,
Other	This category is used for other hard to categorize issues.

August 2020 Summary of Activities & Cases	
Amnistrup	1
Community Health Plan of WA	0
Coordinated Care	0
Alaska Health Care	1
CRSBA (ASO)	0
Other (ex. Past SCRBA/CSO)	0
Information/Referral Calls & Emails	23
Meetings with Providers/Stateholders	4
Meetings with Individuals	0

August 2020 Resolution Types	
Conciliation/Mediation	3
Disagreement	0
Not Pursued	0
Information/Referral	1
Other	4
Total	8

January - August 2020 Summary of Activities & Cases	
Amnistrup	1
Community Health Plan of WA	6
Coordinated Care	0
Alaska Health Care	2
CRSBA (ASO)	0
Other (ex. Past SCRBA/CSO)	0
Information/Referral Calls & Emails	163
Meetings with Providers/Stateholders	38
Meetings with Individuals	8

January - August 2020 Resolution Types	
Conciliation/Mediation	4
Disagreement	0
Not Pursued	0
Information/Referral	0
Other	3
Disagrees	2
Total	11

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

January - August 2020 Grievance Types	
Access	2
Phone calls not returned	0
Physicians, ARNP, Meds	1
Housing	2
Confidentiality Violation	2
Dignity & Respect	10
Services (Intensely/Not available)	1
Residential	0
Transportation	0
Other rights violation	0
Quality/Appropriateness	4
Participation in Treatment	11
Physician & Admin Services	0
Emergency Services	0
Other	5
Total	45

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

Definitions of Grievance Types	
Access	Definition: concerns about ability to receive intake appointments, access to outpatient and inpatient services.
Dignity & Respect	Issues regarding courtesy, tone of voice, language or other treatment seen as disrespectful.
Quality/Appropriateness	Issues regarding poor quality treatment or treatment errors.
Phone calls not returned	Calls not being returned in a timely manner.
Services (Intensely/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
Physicians, ARNP & Medications	Issues with communication, scheduling or disagreement with specific medications between the
Residential/Administrative Services	Generally, issues to do with rooming 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
Violations of Confidentiality	Any issue regarding information being inappropriate disclosure includes name, diagnosis.
Other Rights Violation	A violation of rights not covered in the other categories listed. This may include issues regarding
Other	This category is used for other hard to categorize issues.

September 2020 Summary of Activities & Cases	
Amnertagroup	1
Community Health Plan of WA	0
Coordinated Care	0
Modena Health Care	0
SCRIBH (ASO)	1
Other (see Page 2-ORR40)**	0
Informational/Referral Calls & Emails	16
Meetings with Providers/Stakeholders	7
Meetings with Individuals	0

September 2020 Resolution Types	
Conciliation/Mediation	4
Disagreement	0
Not Pursued	0
Information/Referral	0
Other	0
Open	4
Total	8

January - September 2020 Summary of Activities & Cases	
Amnertagroup	4
Community Health Plan of WA	7
Coordinated Care	0
Modena Health Care	8
SCRIBH (ASO)	1
Other (see Page 2-ORR40)**	1
Informational/Referral Calls & Emails	179
Meetings with Providers/Stakeholders	85
Meetings with Individuals	8

January - September 2020 Resolution Types	
Conciliation/Mediation	11
Disagreement	1
Not Pursued	4
Information/Referral	0
Other	1
Open	4
Total	21

September 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	1
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 - September 2020 Grievance Types	
Access	2
Phone calls not returned	0
Physician, ARNP, Meds	2
Housing	2
Confidentiality Violation	3
Dignity & Respect	11
Services (Intensity/Not available)	2
Residential	1
Transportation	0
Other rights violation	0
Quality/Appropriateness	5
Participation in Treatment	11
Financial & Admin Services	0
Emergency Services	0
Other	6
Total	59

**SCRIBH (ASO) - Spokane County Regional Behavioral Health (Administrative Services Organization)
 **SCRIBHO - 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, incl.
Phone calls not returned	Issues regarding poor quality treatment or treatment errors.
Dignity & Respect	Issues regarding courtesy, tone of voice, language or other treatment seen as disrespectful.
Quality/Appropriateness	Issues regarding poor quality treatment or treatment errors.
Phone calls not returned	Issues 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
Physician, ARNP & Medications	Issues with communications, scheduling or disagreement with specific medications between the individual
Financial/Administrative Services	Generally, has to do with incorrect paperwork or billing issues.
Residential	Issues regarding services within a residential treatment facility.
Housing	Issues related to the effectiveness in assisting individuals in obtaining or maintaining housing.
Transportation	Issues related to transport failures.
Emergency Services	Circumstances that are related to services provided by crisis lines, Evaluation & Treatment Centers, Crisis St
Violation of Confidentiality	Any issues regarding a information being inappropriately disclosed including name, diagnosis, treatment
Other Rights Violation	A violation of rights not covered in the other categories listed. This may include issues regarding internet
Other	This category is used for other hard to categorize issues.

Spokane County Regional Service Area Ombuds Report Month/Year: October 2020 Spokane County Regional Service Area Ombuds Report Month/Year: May 2020

October 2020 Summary of Activities & Cases	
Amalgam group	3
Community Health Plan of WA	1
Coordinated Care	0
Medina Health Care	0
SCRIBH (ASO)	1
Other (see Page SCRIBH)**	1
Informational/Referral calls & Emails	7
Meetings with Providers/Stakeholders	7
Meetings with Individuals	0

October 2020 Resolution Types	
Conciliation/Mediation	0
Disagreement	0
Not Pursued	0
Information/Referral	0
Other	0
Open	6
Total	6

January - October 2020 Summary of Activities & Cases	
Amalgam group	7
Community Health Plan of WA	8
Coordinated Care	0
Medina Health Care	0
SCRIBH (ASO)	2
Other (see Page SCRIBH)**	2
Informational/Referral calls & Emails	186
Meetings with Providers/Stakeholders	52
Meetings with Individuals	0

January - October 2020 Resolution Types	
Conciliation/Mediation	11
Disagreement	1
Not Pursued	4
Information/Referral	0
Other	1
Open	10
Total	27

October 2020 Grievance Types	
Access	0
Phone calls not returned	1
Physician, ARNP, Meds	1
Housing	0
Confidentiality Violation	0
Dignity & Respect	4
Services (intensity/not available)	2
Residential	0
Transportation	0
Other rights violation	0
Quality/Appropriateness	0
Participation in Treatment	2
Financial & Admin Services	0
Emergency Services	1
Other	2
Total	14

January - October 2020 Grievance Types	
Access	2
Phone calls not returned	1
Physician, ARNP, Meds	2
Housing	2
Confidentiality Violation	3
Dignity & Respect	15
Services (intensity/not available)	4
Residential	1
Transportation	0
Other rights violation	1
Quality/Appropriateness	5
Participation in Treatment	13
Financial & Admin Services	0
Emergency Services	1
Other	0
Total	64

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

Definitions of Grievance Types	
Grievance Type	Definition
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Phone calls not returned	Issues regarding poor quality treatment or treatment errors.
Dignity & Respect	Issues regarding courtesy, tone of voice, language or other treatment seen as disrespectful.
Quality/Appropriateness	Issues regarding quality of care or treatment.
Phone calls not returned	Issues not being returned in a timely manner.
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Violation of Confidentiality	Any issues regarding a "information being inappropriately disclosed" including name, diagnosis, treatment
Other Rights Violation	A violation of rights not covered in the other categories listed. This may include issues regarding internet
Other	This category is used for other hard to categorize issues.

Grievances by Month	2019	2020
January	6	2
February	7	2
March	6	2
April	5	2
May	4	2
June	7	2
July	6	5
August	4	2
September	3	2
October	4	6
November	4	
December	4	
Total	60	27

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	