



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

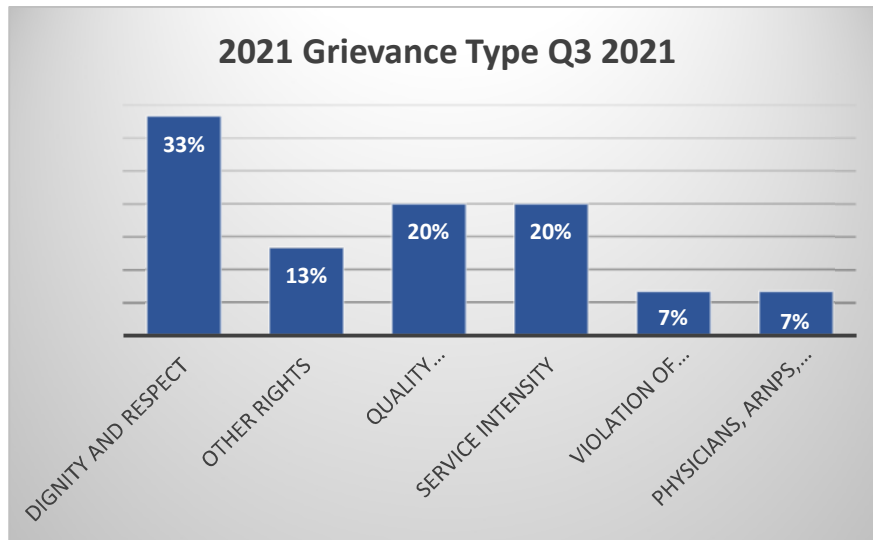
Spokane County Regional Service Area Ombuds Report

Quarter: 3rd Quarter 2021 (July – September 2021)

<b>2021 Quarter 3 Summary of Activities &amp; Cases</b>	
Amerigroup	0
Community Health Plan of WA	3
Coordinated Care	0
Molina Health Care	4
SCRBH (ASO)*	0
Other (ex. Past SCRBO)**	0
Information/Referral Calls & Emails	57
Meetings with Providers/Stakeholders	28
Meetings with Individuals	7

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

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

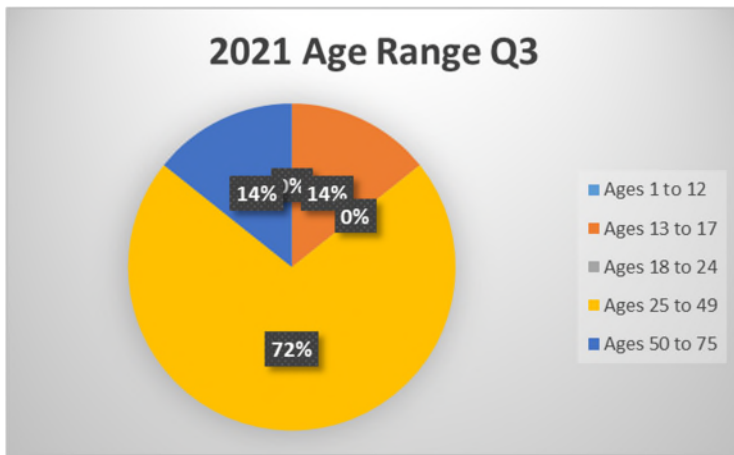


<b>2021 Quarter 3 Grievance Types</b>	
Access	0
Phone calls not returned	0
Physician, ARNP, Meds	1
Housing	0
Confidentiality Violation	1
Dignity & Respect	5
Services (intensity/not available)	3
Residential	0
Transportation	0
Other rights violation	2
Quality/Appropriateness	3
Participation in Treatment	0
Financial & Admin Services	0
Emergency Services	0
Other	0
<b>Total</b>	<b>15</b>

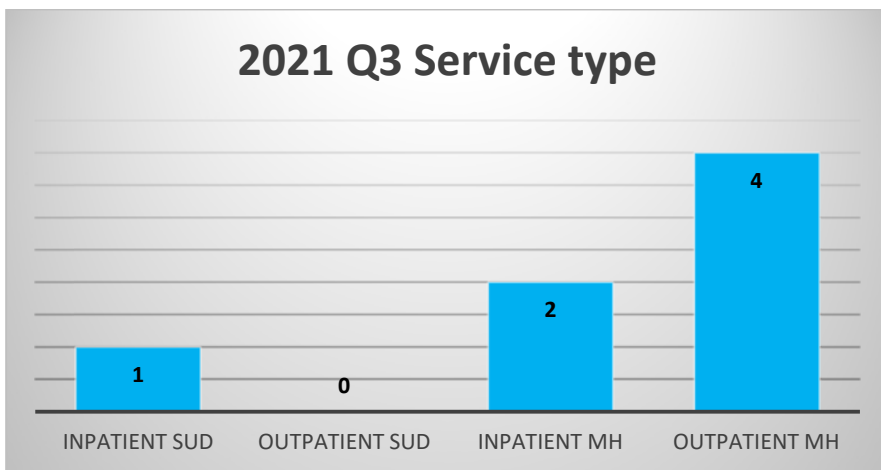
<b>Definitions of Grievance Types</b>	
<i>Grievance Type</i>	<i>Definition</i>
<b>Access</b>	Concerns about ability to receive intake appointments, admittance to outpatient and inpatient services, including timeliness of referrals and appointments.
<b>Dignity &amp; Respect</b>	Issues regarding courtesy, tone of voice, language or other treatment seen as disrespect.
<b>Quality/Appropriateness</b>	Issues regarding poor quality treatment or treatment errors.
<b>Phone calls not returned</b>	Calls not being returned in a timely manner.
<b>Services (intensity/not available)</b>	Disagreement on the level of services provided, whether too much or too little, problems with coordination between providers or regions.
<b>Participation in Treatment</b>	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.
<b>Physicians, ARNP's &amp; Medications</b>	Issues with communication, scheduling or disagreement with specific medications between the individual and physician or ARNP.
<b>Financial/Administrative Services</b>	Generally, has to do with incorrect paperwork or billing issues.
<b>Residential</b>	Issues regarding services while in a residential treatment facility.
<b>Housing</b>	Issues related to the effectiveness in assisting individuals in obtaining or maintaining housing.
<b>Transportation</b>	Issues related to Medicaid funded transportation services.
<b>Emergency Services</b>	Grievances that are related to services provided by crisis lines, Evaluation & Treatment Centers, Crisis Stabilization, hospital alternative programs and/or detainments.
<b>Violation of Confidentiality</b>	Any issues regarding information being inappropriately disclosed; including; name, diagnosis, treatment and/or providers.
<b>Other Rights Violation</b>	A violation of rights not covered in the other categories listed. This may include issues regarding interpreters, cultural differences and Advanced Directives.
<b>Other</b>	This category is used for other hard to categorize issues.



Conciliation/Mediation	1
Disagreement	1
Not Pursued	1
Information/Referral	1
Other	2
On-going	2
<b>Total</b>	<b>8</b>



Ages 1 - 12	0
Ages 13 - 17	1
Ages 18 - 24	0
Ages 25 - 49	5
Ages 50 - 75	1
<b>Total</b>	<b>7</b>



SUD = Substance Use Disorder

