

North Sound BHO - Grievance Report Categories

Important Note: Medicaid enrollees have rights to receive a Notice of Action (Notice or NOA) and to file an appeal for some service issues. It is important to ensure Medicaid enrollees receive a Notice of Action in these cases and that they are directed to file appeals, not grievances. A non-Medicaid individual, however, may file a grievance over any BHO decision or service issue-these are reported on the State-only grievance form.

CATEGORIES

Access:

- Concerns about ability to receive intake appointments, timeliness of referrals and appointments, or other issues with the intake or referral process (within available resources per North Sound BHO Policy (formerly NSMHA) 1574 for state funded individuals).
- Inability to access services due to language barriers.
- Denials, terminations, suspensions or reductions of services for Non-Medicaid clients.

(A denial or termination of services for a Medicaid client is not a grievance, it is an Action and the BHO must provide a Notice of Action. Notices of Actions may then be appealed.)

Dignity and 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: May involve calls made to multiple clinicians or supervisors.

Service Intensity, Not available or Coordination of Services: Generally issues in this category would be Actions (disagreement with treatment plan), except for Non-Medicaid clients. May include problems with coordination between providers, peer support services, health care providers, or others involved in the treatment plan.

Participation in Treatment: A grievance might be an individual's voice and viewpoint is not being included in treatment planning, or a parent is dissatisfied with their level of participation or requested other supports are not involved in treatment planning.

Physicians, ARNPs, and Medications: Problems with communication or scheduling issues or concerns involving medication. A person may also request a 2nd opinion.

Financial and Administrative Services: Generally deals with payees employed by the Community Mental Health Agency (CMHA) and funded by the BHO, or incorrect paperwork or billing issues. An individual may not file a grievance regarding eligibility for SSI or regarding private payees.

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Residential: Any issue with BHO-related services. These should primarily concern mental health treatment activities, noise, or privacy. An individual may, however, file a grievance with other issues including food, health or safety. These issues should be investigated by the BHO as well as be referred to the Department of Health.

Housing: Issues related to effectiveness in assisting clients to obtain and maintain housing. This does not include Landlord/Tenant issues.

Transportation: Issues relating to transportation that are BHO-related.

Emergency Services: These grievances would always involve an additional category, to clarify the nature of the problem. Grievances generally relate to services the BHO provides, including crisis lines, crisis services, Evaluation & Treatment (E&T) centers, hospital alternative programs, or detentions.

A person may file a BHO grievance about a Designated Mental Health Professional (DMHP) or detention services. The result of the detention process is under the jurisdiction of a Superior Court and is not grievable. BHOs should note any trends in detentions. Examples of grievances might be dignity and respect issues, privacy, lack of timeliness, or lack of due process.

Violation of Confidentiality: Any information regarding a client that is inappropriately disclosed, including name, diagnosis, treatment or providers.

Other Rights Violations: Violation of any consumer rights that are **not** covered in other categories (such as dignity and respect and confidentiality). These could include issues involving interpreters, cultural differences, or Advance Directives.

Other: A rarely used category for hard to categorize issues.

RESOLUTION TYPES

Information or Referral: A grievance is resolved mutually through providing additional information or referral to other services. An example would be a person believing their rights had been violated but was satisfied by being directed to Washington Administrative Code (WAC).

Conciliation/Mediation: A resolution agreed to mutually.

Not Pursued: Client requested to end grievance, discontinued participation in grievance process, moved away, was hospitalized, died, etc. A letter of resolution should be sent whenever possible, using discretion and sensitivity.

Other: A BHO resolution decision without mutual agreement. Other hard to categorize resolutions.

(A Fair Hearing is not a resolution. The grievance resolution letter is sent with its explanation that is the resolution. The filing of a Fair Hearing is a separate decision.)