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North Sound Mental Health Administration

Section 4500 – Consumer Affairs: Ombuds Services

Authorizing Source:

Cancels:

See Also:

Responsible Staff: Consumer Affairs Coordinator

Executive Director Signature:

Approved by: Board of Directors
Motion #05-046

Date: 7/14/2005

Date: 5/15/2007

POLICY #4517.00

SUBJECT: QUALITY REVIEW TEAM

PURPOSE

The North Sound Mental Health Administration (NSMHA) sets out this policy governing the provision of Quality Review Team (QRT) services.

POLICY

North Sound Mental Health Administration (NSMHA) QRT Mission

The QRT mission is to:

1. Gather, analyze and report information from consumers, family members and organizations within and allied with the NSMHA.
2. Review and improve the quality of services provided.
3. Advocate for compassionate, respectful and confidential mental health services in compliance with state guidance.
4. Fairly and independently review the performance of the NSMHA and its providers.
5. Evaluate system-wide customer service issues using objective indicators of consumer outcomes in rehabilitation, recovery and reintegration back into society.
6. Measure if treatment is consumer focused and directed.
7. Measure if treatment is age and culturally appropriate.
8. Measure whether treatment incorporates strength-based collaboration with family and community.
9. Measure the quality of care provided.
10. Measure the availability of hospitalization alternatives.
11. Measure the adequacy of cross-system linkages and coordination with such allied agencies as schools, hospitals, jails and shelters.
12. Measure the range of treatment options.
13. Measure the continuity of care to ensure it meets the needs of the whole person and provides seamless access to services.
14. Provide regular reports, at least annually, to the NSMHA Board of Directors, Advisory Board and quality management committees to emphasize client issues and concerns.

Administrative Responsibilities

QRT administrative responsibilities include:

1. Stay current on knowledge of the RCWs, WA Cs, contracts, Clinical Eligibility and Care Standards and similar documents that provide the legal basis of providers' obligations and clients' rights.
2. Collect, analyze and act on Washington Institute for Mental Health Research and Training (WIMIRT) surveys of service recipients and family members.

FUNCTIONAL INDEPENDENCE, ANTI-RETIALIATION AND DISPUTE RESOLUTION

Functional Independence

QRTs are functionally independent from the NSMHA, in accordance with NSMHA Policy 4504, Functional Independence. Additionally, QRTs are entirely independent from public mental health service providers. The policy enables QR Ts to perform their duties with functional independence and without fear of retaliation. The policy provides definition to functional independence and establishes the parameters of responsibilities for all concerned.

Anti-Retaliation Policy

NSMHA Policy 4502 sets forth anti-retaliation guidance.

Dispute Resolution Process

If there is a dispute with the NSMHA, Attachment XV of the Associated Provider Network Contract describes the Dispute Resolution Process.

DUTY TO REPORT-DUTY TO WARN

QRT must "report and warn" to protect the health, safety and well-being of clients and associates.

If a client makes a statement regarding harm to self or others, the following procedure applies:

1. Reality test the statement. If it meets the test, inform the client that you will report it.
2. Determine who to report it to. Consult with the QRT supervisor if necessary.
3. Report it and debrief the supervisor.

Clearly document any incidence of abuse or suspected abuse, neglect, or exploitation. Report such situations to the appropriate authorities responsible for investigating them, such as the Health Department or DSHS Adult or Child Protective Services. Inform the client that outside assistance is being sought. The timing and detail of such notice needs to be sensitive to the condition and needs of the client.

QRT ETHICS POLICY

This policy is designed to define ethical behavior expected of QRT. It is intended to support RCW ethical standards.

These standards seek to meet expectations of public opinion and expectation. They do not attempt to exhaust the moral and ethical values that guide QRT actions. They help create a working environment that promotes honesty and integrity in providing professional QRT services.

1. The QRT will treat every client fairly, equally and with courtesy and respect. It will not dispense special favors or privileges to anyone for any reason.
2. The QRT will avoid the appearance of improper influence and refrain from receiving, soliciting, or accepting gifts, gratuities, or anything of value. The QRT will not accept favors or special benefits. The QRT will not accept gifts or items of value from clients except for official donations made to the NSMHA. In some cases, to refuse a gift will greatly offend the client. In these cases, QRT should thank the client graciously but make it clear that gifts present an awkward situation and gifts will be turned over to the NSMHA for use within the public mental health program.

DATA REPORTING

The QRT will provide reports regularly to the IQMC, QMC, QMOC, NSMHA Advisory Board and Board of Directors, the MHD and local advocacy groups. The QRT input will be an important contribution to the overall NSMHA Quality Management Program.

Current QRT files are stored in the QRT office. Prior year files are stored at InfoCare, the NSMHA records storage facility in Bellingham.

ATTACHMENTS

None