

NORTH SOUND MENTAL HEALTH ADMINISTRATION COMPLAINT, GRIEVANCE, APPEAL, DENIAL, AND FAIR HEARING SUMMARY

OCTOBER 1, 2007 THROUGH DECEMBER 31, 2007

INTRODUCTION

- The NSMHA will continue to report grievance, fair hearing, appeal, and denial data in accordance with the Mental Health Division's reporting templates and requirements. The NSMHA will also continue to provide information about complaint data in a separate format as complaints account for the majority of complaint, grievance, and fair hearing information used for quality management activities.
- The Mental Health Division has begun requiring grievance, fair hearing, appeal, and denial reporting on a quarterly rather than biannual basis. The NSMHA will report this data to MHD on a quarterly basis.
- The NSMHA will also collect complaint data on a biannual basis. The NSMHA has collected and maintained overall complaint, grievance, and fair hearing data since 1999 and denial and appeal data since 2004.
- *The NSMHA continues to promote a "no-blame" atmosphere in which to view complaint data – that information about complaints creates opportunities for improvement and that consumers' voicing concerns or ideas for improvement is one form of consumer voice in a recovery-based system.*
- For this reporting period of October through December 2007 the NSMHA will report grievances, fair hearings, appeals, and denials. The NSMHA continues to report and unduplicate this information through multiple reporting sources (Ombuds services, providers, designees, and the NSMHA).

GRIEVANCE, DENIAL, APPEAL, and FAIR HEARING DATA

- There were four (4) grievance cases and eleven grievance occurrences reported for October through December 2007. All reported cases and occurrences were for adults and all were for Medicaid consumers. All grievances were processed within required timelines.
- There were 57 denials for October through December 2007. Eighteen denials were for adults and 39 for children/youth. All denials were for outpatient services. There were no appeals reported. (*See Attachments A (1) PIHP Medicaid Grievances, Fair Hearings, and Actions, and (2) RSN State Funded Grievances and Fair Hearings, and Attachment B Notice of Action Appeals Report*).

QUALITY MANAGEMENT PROCESSES

- One grievance resulted in a corrective action process with a provider. The corrective action involves the hours of operation and scope of services at one of the contracted drop in centers.
- The NSMHA Internal Quality Management Committee (IQMC) will review this summary, make recommendations for further study and review or quality improvement, and present these recommendations to the Quality Management Committee (QMC) and Quality Management and Oversight Committee (QMOC).
- NSMHA providers and designees continue to use complaint and grievance information in their internal quality management processes and provide a biannual summary of this information to the NSMHA. NSMHA providers and designees also continue to provide a summary about how complaint and grievance information is integrated into provider/designee Quality Management Plans.
- The North Sound regional Ombuds services provide a biannual summary of their data and recommendations for quality improvement.
- There were no new recommendations for quality improvement or further study and review generated through the quality management committee process during the last reporting cycle. Ongoing Quality Management recommendations or activities include:
 - ✓ Further study and review of **Dignity and Respect, Consumer Rights, and systems tensions and frustrations**
 - ✓ Evaluation of best practices related to **eating disorders**, clarification of RSN responsibility for eating disorders, and identification and development of continuum of care for eating disorders within the network and/or out of the network.

- ✓ Development of a process to review Clinical Practice Guidelines for **Adult Attention Deficit Hyperactivity Disorder (ADHD)** to see that they address client concerns.
- ✓ Development of a regional **database for Complaints, Grievances, and Fair Hearings**
- ✓ Continued work towards **broad and consistent reporting of complaints and grievances** across multiple reporting sources
- ✓ Review of the current status of the **trauma project** in the region.
- ✓ Consolidation of efforts towards review of **inpatient capacity, inpatient reduction, and diversion**
- ✓ Further study and review of **medication management services**, including access and triage to medication management services, medication management capacity, and discharge from medication management services
- ✓ Further study and review of the processes used to gather information and records during the **access process** from the initial call to access through the assessment process.
- Complaint, grievance and appeal data has been one factor in quality improvement efforts towards:
 - ✓ Increasing **Flex Funds**
 - ✓ Providing **trauma based services**
 - ✓ Assuring staff is trained on **Dignity and Respect** and **Consumer Rights**
 - ✓ Clarifying policies and procedures regarding the **outpatient discharge process**
 - ✓ The development of a **medication management transfer policy** to ensure seamless transition to primary care physicians
 - ✓ The development of region wide **diagnostic practice standards**

FUTURE PLANS

- The NSMHA continues to work towards broad and consistent reporting of complaints and grievances across multiple reporting sources and will continue to work towards increased reliability in reporting. Creating a database to collect complaint and grievance information may assist with the increased reliability of the reporting process.
- The NSMHA Internal Quality Management Committee (IQMC) will review the current summary, make recommendations for further study and review or quality improvement, and present these recommendations to the QMC and OMOC.
- In addition to reviewing the aggregate data in these reports to identify any trends, individual complaints, grievances, or appeals with system implications, or patterns or clusters of complaints, grievances, or appeals with system implications will be reviewed and used to generate quality improvement activities or identify areas for further study and review. The NSMHA will continue to work closely with Ombuds services to address any emerging patterns or clusters of complaints or grievances and incorporate this information into quality management processes.
- The NSMHA and providers will continue to collaborate to use information about complaints, grievances, appeals, denials, and fair hearings as opportunities for quality improvement.
- The NSMHA will also continue to work with the Mental Health Division to clarify changes in the reporting format and changes in the contract regarding the grievance system. The NSMHA will update the Complaint, Grievance, Appeal, and Fair Hearing Policies to reflect these changes.

05-07 Report - PIHP - Medicaid Services Only

ATTACHMENT A

PIHP Name NSMHA **Contact Name:** Diana Striplin **Reporting Period:** October 2007 through December 2007
Contact Phone No. 360 416-7013 **(Month and Year)**

Total Unduplicated Number of Adult Cases 4

Total Unduplicated Children Cases 0

Occurrence					
	CMHA Grievances	PIHP Grievances	Fair Hearings	Outstanding	Denials
Adult (21 Yrs. and over)					
Access to Outpatient	1	0	0	0	18
Dignity and Respect	1	0	0	0	
Quality/ Appropriateness	1	0	0	0	
Phone calls not returned	0	0	0	0	
Service -- Intensity, Not Available, Coordination	1	1	0	1	
Consumer Rights	1	0	0	0	
Physicians & Medications	1	0	0	0	
Financial & Admin Svs	1	0	0	0	
Transportation	0	0	0	0	0
Emergency Services	1	0	0	0	0
Access to Inpatient	0	0	0	0	0
Violation of Confidentiality	0	0	0	0	
Participation in Treatment	0	0	0	0	
Other	1	1	0	1	0
Total	9	2	0	2	18

Occurrence					
	CMHA Grievances	PIHP Grievances	Fair Hearing	Outstanding	Denials
Children (0-20 Yrs.)					
Access to Outpatient	0	0	0	0	39
Dignity and Respect	0	0	0	0	
Quality/ Appropriateness	0	0	0	0	
Phone calls not returned	0	0	0	0	
Service -- Intensity, Not Available, Coordination	0	0	0	0	
Consumer Rights	0	0	0	0	
Physicians & Medications	0	0	0	0	
Financial & Admin Svs	0	0	0	0	
Transportation	0	0	0	0	0
Emergency Services	0	0	0	0	0
Access to Inpatient	0	0	0	0	0
Violation of Confidentiality	0	0	0	0	
Participation in Treatment	0	0	0	0	
Other	0				0
Total	0	0	0	0	39

Resolutions				
	CMHA Grievances	PIHP Grievances	Fair Hearings	Outstanding from Last Period
Adult (21 Yrs. and over)				
Info/Referral	4	0	0	0
Referral to QRT	0	0	0	0
Conciliation/Mediation	5	0	0	9
Arbitration	0	0	0	4
Fair Hearing	0	0	0	0
Other	0	0	0	0
Not Pursued	0	0	0	0
Total	9	0	0	13

Resolutions				
	CMHA Grievances	PIHP Grievances	Fair Hearing	Outstanding from Last Period
Children (0-20 Yrs.)				
Info/Referral	0	0	0	0
Referral to QRT	0	0	0	0
Conciliation/Mediation	0	0	0	0
Arbitration	0	0	0	0
Fair Hearing	0	0	0	0
Other	0	0	0	0
Not Pursued	0	0	0	0
Total	0	0	0	0

RSN Name NSMHA

Contact Name: Diana Striplin

Reporting Period: October 2007 through December 2007
(Month and Year)

Contact Phone #: 360 416-7013

Total Unduplicated Number of Adult Cases 0

Total Unduplicated Number of Children Cases 0

Occurrence				
	CMHA Grievances	RSN Grievances	Fair Hearings	Outstanding
Adult (21 Yrs. and over)				
Access	0	0	0	0
Dignity and Respect	0	0	0	0
Quality/ Appropriateness	0	0	0	0
Phone calls not returned	0	0	0	0
Service -- Intensity, Not Available, Coordination	0	0	0	0
Consumer Rights	0	0	0	0
Physicians & Medications	0	0	0	0
Financial & Admin Svs	0	0	0	0
Residential Housing	0	0	0	0
Transportation	0	0	0	0
Emergency Services	0	0	0	0
Violation of Confidentiality	0	0	0	0
Participation in Treatment	0	0	0	0
Other	0	0	0	0
Total	0	0	0	0

Occurrence				
	CMHA Grievances	RSN Grievances	Fair Hearings	Outstanding
Children (0-20 Yrs.)				
Access	0	0	0	0
Dignity and Respect	0	0	0	0
Quality/ Appropriateness	0	0	0	0
Phone calls not returned	0	0	0	0
Service -- Intensity, Not Available, Coordination	0	0	0	0
Consumer Rights	0	0	0	0
Physicians & Medications	0	0	0	0
Financial & Admin Svs	0	0	0	0
Residential Housing	0	0	0	0
Transportation	0	0	0	0
Emergency Services	0	0	0	0
Violation of Confidentiality	0	0	0	0
Participation in Treatment	0	0	0	0
Other	0	0	0	0
Total	0	0	0	0

Resolutions				
	CMHA Grievances	RSN Grievances	Fair Hearings	Outstanding from Last Period
Adult (21 Yrs. and over)				
Info/Referral	0	0	0	0
Referral to QRT	0	0	0	0
Conciliation/Mediation	0	0	0	0
Arbitration	0	0	0	0
Fair Hearing	0	0	0	0
Other	0	0	0	0
Not Pursued	0	0	0	0
Total	0	0	0	0

Resolutions				
	CMHA Grievances	RSN Grievances	Fair Hearing	Outstanding from Last Period
Children (0-20 Yrs.)				
Info/Referral	0	0	0	0
Referral to QRT	0	0	0	0
Conciliation/Mediation	0	0	0	0
Arbitration	0	0	0	0
Fair Hearing	0	0	0	0
Other	0	0	0	0
Not Pursued	0	0	0	0
Total	0	0	0	0

PIHP Notice of Action Appeals Report 05-07

ATTACHMENT B

PIHP NSMHA

Report Period October 2007 through December 2007

Expedited Appeals	ADULTS		Resolutions		
	Resolution within 3 working days	Wholly in favor of Enrollee	Partially in favor of Enrollee	Appeal Denied	
Referred to Standard Appeals	0				
Denials	0				
Reduction	0				
Suspensions	0				
Terminations	0				
Total	0				

Expedited Appeals	CHILDREN		Resolutions		
	Resolution within 3 working days	Wholly in favor of Enrollee	Partially in favor of Enrollee	Appeal Denied	
Referred to Standard Appeals	0				
Denials	0				
Reduction	0				
Suspensions	0				
Terminations	0				
Total	0				

Standard Appeals			Resolutions		
	Resolution within 45 days	Wholly in favor of Enrollee	Partially in favor of Enrollee	Appeal Denied	
Denials	0				
Reduction	0				
Suspensions	0				
Terminations	0				
Total	0				

Standard Appeals			Resolutions		
	Resolution within 45 days	Wholly in favor of Enrollee	Partially in favor of Enrollee	Appeal Denied	
Denials	0				
Reduction	0				
Suspensions	0				
Terminations	0				
Total	0				

Standard Appeals			Resolutions		
	Resolution within 59 days	Wholly in favor of Enrollee	Partially in favor of Enrollee	Appeal Denied	
Denials	0				
Reduction	0				
Suspensions	0				
Terminations	0				
Total	0				

Standard Appeals			Resolutions		
	Resolution within 59 days	Wholly in favor of Enrollee	Partially in favor of Enrollee	Appeal Denied	
Denials	0				
Reduction	0				
Suspensions	0				
Terminations	0				
Total	0				