

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

APRIL, 2008 THROUGH JUNE, 2008

INTRODUCTION

- The NSMHA will continue to report quarterly 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 collect complaint data, in a separate format, on a biannual basis as complaints account for the majority of complaint, grievance, and fair hearing information used for quality management activities.
- 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 quarterly reporting period of April through June 2008 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 thirteen (13) grievance cases and thirty seven (37) grievance occurrences reported for April through June 2008. All reported cases and occurrences were for Medicaid consumers. Twelve (12) of thirteen (13) cases reported were for adults and one (1) was for a child.
- There were sixty two (62) denials for April through June 2008. Twenty nine (29) denials were for adults and thirty three (33) for children/youth. There was one (1) appeal 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

- Two grievances resulted in a corrective action process with providers. Issues addressed in the corrective action process include continuation of services during the grievance process, delivery and authorization of services following the assessment process, and discussion of funding with consumers. The NSMHA also continues to monitor the corrective action process involving Drop-In Center services outlined in previous reports.
- The NSMHA Internal Quality Management Committee (IQMC) will review this summary, make any additional recommendations for further study and review or quality improvement, and present these recommendations to the 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 also provide a biannual summary of their recommendations for quality improvement or further study and review.
- There have been no new recommendations for quality improvement or further study and review generated through the quality management committee process since the last report. 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 Clinical Practice Guidelines for **Adult Attention Deficit Hyperactivity Disorder (ADHD)**
- ✓ 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, recommendations for further study and review or quality improvement, and present these recommendations to QMOC.
- 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.

07-09 Report - PIHP - Medicaid Services Only

PIHP Name North Sound MHA **Contact Name:** Diana Striplin **Reporting Period:** April through June 2008
Contact Phone No. 360 416-7013 **(Month and Year)**

Total Unduplicated Number of Adult Cases 12

Total Unduplicated Children Cases 1

Occurrence					
	CMHA Grievances	PIHP Grievances	Fair Hearings	Outstanding	Denials
Adult (21 Yrs. and over)					
Access to Outpatient					27
Dignity and Respect	4	4			
Quality/ Appropriateness					
Phone calls not returned					
Service -- Intensity, Not Available, Coordination	2				
Consumer Rights	4	5			
Physicians & Medications	2	2			
Financial & Admin Svs		1			
Transportation					
Emergency Services	1	1			
Access to Inpatient					2
Violation of Confidentiality					
Participation in Treatment		1			
Other	4	5			
Total	17	19	0	0	29

Occurrence					
	CMHA Grievances	PIHP Grievances	Fair Hearing	Outstanding	Denials
Children (0-20 Yrs.)					
Access to Outpatient	1				33
Dignity and Respect					
Quality/ Appropriateness					
Phone calls not returned					
Service -- Intensity, Not Available, Coordination					
Consumer Rights					
Physicians & Medications					
Financial & Admin Svs					
Transportation					
Emergency Services					
Access to Inpatient					0
Violation of Confidentiality					
Participation in Treatment					
Other					
Total	1	0	0	0	33

Resolutions				
	CMHA Grievances	PIHP Grievances	Fair Hearings	Outstanding from Last Period
Adult (21 Yrs. and over)				
Info/Referral	1			
Referral to QRT				
Conciliation/Mediation	8			
Arbitration		19		2
Fair Hearing				
Other	6			
Not Pursued	2			3
Total	17	19	0	5

Resolutions				
	CMHA Grievances	PIHP Grievances	Fair Hearing	Outstanding from Last Period
Children (0-20 Yrs.)				
Info/Referral				
Referral to QRT				
Conciliation/Mediation	1			
Arbitration				
Fair Hearing				
Other				
Not Pursued				
Total	1	0	0	0

RSN Name North Sound MHA

Contact Name: Diana Striplin

Reporting Period: April through June 2008

Contact Phone #: 360 416-7013 Ext 240

(Month and Year)

Total Unduplicated Number of Adult Cases 0

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

Total Unduplicated Number of Children Cases 0

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

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

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

PIHP Notice of Action Appeals Report 05-07

PIHP NSMHA

Report Period April through June 2008

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

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

ADULTS	Resolutions			
	Resolution within 45 days	Wholly in favor of Enrollee	Partially in favor of Enrollee	Appeal Denied
Standard Appeals				
Denials	1			1
Reduction	0			
Suspensions	0			
Terminations	0			
Total	1			1

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

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

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