RESOURCES

The Quality Review Team is part of Thurston Mason RSN. Contact QRT at:

Thurston Mason RSN
Quality Review Team
412 Lilly Rd NE ♦ Olympia WA 98506
Tel: (360) 867-2555 ♦ (800) 658-4105
TDD: (360) 867-2603
Fax: (360) 867-2601
Email: qrt@co.thurston.wa.us

For Ombuds assistance, contact the Ombuds at:

Thurston Mason RSN Ombuds
412 Lilly Rd NE ♦ Olympia WA 98506
Tel: (360) 867-2556 ♦ (800) 658-4105
TDD: (360) 867-2603
Fax: (360) 867-2601
Email: ombuds@co.thurston.wa.us

To contact Thurston Mason RSN:

Thurston County Public Health & Social Services
Thurston Mason RSN
412 Lilly Road NE ♦ Olympia WA 98506
Customer Service: (360) 867-2602 ♦ (800) 658-4105
TDD: (360) 867-2603 ♦ (800) 658-6384
Fax: (360) 867-2601
Email: tmrsn@co.thurston.wa.us
Website: http://www.co.thurston.wa.us/health/ssrsn

Interpreters and other accommodations are available upon request.

This brochure was developed in part by the Thurston Mason RSN Consumer Council

Ensuring Quality Mental Health Services through Provider and Client Feedback and Review

Also available in Spanish
MISSION

The mission of the Quality Review Team is to continuously support improvement in the quality of publicly funded mental health services.

HOW THE MISSION IS MET

This mission is accomplished with the support of clients through their own voices:

- QRT requests clients’ level of satisfaction with mental health services through several types of surveys, forums, and questionnaires.
- By listening to the client, the QRT recommends appropriate choices to the Thurston Mason RSN and Network Provider for changes within the mental health system of care.
- Through follow up assessments the QRT records whether changes are implemented in a timely manner and are positive.
- Using this active approach enables the system to improve as it continues to be responsive to the needs of clients.

GATHERING INFORMATION

The QRT gathers information through:

- Site visits
- One-to-one interviews
- Telephone interviews
- Group forums and focus group discussions

Phone calls to the QRT are always welcome, and meetings can be arranged either in office or another agreed upon location. The QRT focuses on three major categories:

- **Access and Availability.** Were you able to receive services when you needed them? How long did you have to wait for services to begin?
- **Acceptability.** Were the services delivered to your satisfaction? Were they acceptable and appropriate for you?
- **Impact.** How did the services affect your life?

THE QRT PROCESS HELPS EVERYBODY!

Client satisfaction is often overlooked when monitoring the quality of mental health services. Chances are if you are dissatisfied with a service, others may be as well.

The QRT cannot help you in resolving a complaint, but can listen and include your concern in the information gathering process. Individual complaints can be resolved by contacting the Ombuds Service (please see Ombuds section for details).

All opinions are welcome and are helpful. We can work together toward positive change.

Mental Health Ombuds

The Ombuds provides information and assistance regarding:

- Client rights
- Concerns, complaints, grievances, and appeals
- Resource information
- Creating and using Advance Directives

If you have a complaint about your mental health services and you want help in resolving it, the Ombuds service is available to you.

GET INVOLVED

Thurston Mason RSN is always seeking to improve. If you are interested in getting more involved you can:

- Share your ideas with the QRT and help improve mental health services for yourself and others in the community;
- Participate in the Consumer Council;
- Volunteer to assist in program development and in review activities.

For more information, contact Thurston Mason RSN or the QRT. Contact information is on the Resource page.