

RESOURCES

TMBHO Quality Review Team

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TMBHO Ombuds

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Thurston Mason BHO

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Interpreters and other accommodations are available upon request.

This publication is also available in Spanish.



Quality Review Team

**Working to ensure
quality mental health
and substance use
disorder services**

MISSION

The mission of the Quality Review Team (QRT) is to listen to and make use of participant experience related to the effectiveness of publicly funded mental health and substance use disorder services.

HOW THE MISSION IS MET

This mission is accomplished with the support of service participants, allied providers and other interested parties. The Quality Review Team:

- **Welcomes feedback** from service participants and community partners to determine whether mental health and substance use disorder services are accessible and meeting the needs of the individual in service.
- Reviews the performance of the services by **asking** participants how their services are contributing to effective recovery for them.
- Encourages participants to help their providers clearly **understand** their needs, what they are trying to gain, and how long they want to invest in the work for themselves towards recovery.
- **Recruits** volunteers to assist in surveys and activities.
- Provides reports and recommendations to the Division of Behavioral Health and Recovery (DBHR), the TMBHO Advisory Board, and the TMBHO Governing Board.

GATHERING INFORMATION

The QRT gathers information through:

- Site visits
- Interviews with service participants
- Surveys completed by service participants
- Forums that provide opportunity for further feedback to the service provider system.

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:**

- **Quality of Care.**
- **Ease of Accessing Services.**
- **Effective services** that address medically necessary needs.
- **Treatment plans** based on age and culture.
- **Availability of alternatives to hospitalization** including cross system coordination and range of treatment options.
- **Coordination with allied system.**
- **Benefits of services received.**

THE QRT PROCESS HELPS EVERYBODY!

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.

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

BEHAVIORAL HEALTH OMBUDS

The Ombuds provides Medicaid funded behavioral health (TMBHO) clients information and assistance regarding:

- ✓ Client rights
- ✓ Concerns, grievances, appeals and Fair Hearings
- ✓ Resource information
- ✓ Creating and using Advance Directives

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



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

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

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For more information, contact Thurston Mason BHO or the QRT. Contact information is on the Resources page.