

### Priority Concerns and Issues

- Co-sponsor discussion forums in three different King County regions and recruit more community members to serve on the Council.
- Continue work on case manager case load and turnover issues.
- Further review of King County mental health report cards.
- Focus more attention on concerns related to the lack of non-Medicaid services.

### Recovery Initiatives

The Council was instrumental in establishing a new subcommittee to the Advisory Board called the Recovery Initiatives Committee. The mission of the committee is to review and make recommendations about the King County Recovery Ordinance and supported housing and work initiatives. The Recovery Initiatives Committee invites you to join them in their efforts.

### Resources

The following information is available at [www.metrokc.gov/dchs/mhd](http://www.metrokc.gov/dchs/mhd) or by contacting the Council.

- Meeting agendas and minutes.
- Quality Council Annual Report.
- King County Mental Health Plan Report Cards.
- Case Manager Turnover Report (2001).
- After Hours Crisis Survey Report (2000).



### Mental Health Advisory Board

- Howard Miller, Chair  
206-232-8820  
<hjmiller@earthlink.net>

### Quality Council

- Ron Sterling, Chair  
206-784-7842  
<ronsterling@ronsterling.com>
- Lisbeth Gilbert, King County Staff  
206-205-1322  
<Lisbeth.Gilbert@metrokc.gov>

### Recovery Initiatives Committee

- Eleanor Owen  
206-322-0408  
<eleanor\_owen@mindspring.com>

### King County Mental Health, Chemical Abuse and Dependency Services

- Main Phone  
206-296-5213
- 24-Hour Crisis Line  
206-461-3222
- Client Services Coordinator  
1-800-790-8049
- Ombuds Services  
206-205-5329
- Quality Review Team  
206-205-1341
- Volunteer Applications  
206-296-7623

# Quality Council

A committee of the  
King County Mental Health  
Advisory Board



“Listen, Evaluate, Advocate”

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The Quality Council's primary mission is to review the quality of public mental health care provided to King County residents and to make recommendations to the Advisory Board about policies and procedures.

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Web Site  
[www.metrokc.gov/dchs/mhd/qc/](http://www.metrokc.gov/dchs/mhd/qc/)

### **Who Are We?**

The Quality Council (Council) is a standing committee of the King County Mental Health Advisory Board (Advisory Board) with ten members -- three who are Advisory Board members and seven who are community members. All members are volunteers.

Community Members have voting rights and are essential to the Council's mission.

### **When and Where Do We Meet?**

Quality Council meets on the fourth Monday of every month from 3:30-5:00 p.m. at the Exchange Building, Room 610, 821 2nd Avenue, Seattle, WA 98104-1598. Meetings are open to the public.

### **What Do We Offer?**

We offer a collective knowledge and experience for providing review, recommendations, and advocacy about the quality of public mental health care in King County.

### **Recruitment**

Interested persons are encouraged to apply for membership to the Council. Please call Rhoda Naguit (206-296-7623) for more information.

### **Opportunities**

Although the Council and the Advisory Board do not have direct administrative power, the Division has been responsive to our recommendations and there is a good working relationship between the Division, the Advisory Board and the Council.

### **What Happens at Council Meetings?**

The Council meets to evaluate quality of care concerns and issues. The focus of our reviews and discussions include:

- Access to appropriate and timely public mental health care.
- Satisfaction with public mental health care services.
- Outcomes of services.

Quite often our discussions and debates are very passionate and there is a shared sense of urgency and advocacy among our members.

We then formulate responses and recommendations and submit our findings and opinions in writing to the Advisory Board. The Advisory Board often passes our recommendations on to the Division for further consideration and action.

### **King County Mental Health Plan**

The King County Mental Health Plan is administered by the King County Mental Health, Chemical Abuse and Dependency Services Division (Division). Its mission is:

*“To provide quality, comprehensive, age and culturally competent inpatient and outpatient mental health care to persons with severe mental illness... providing a seamless, integrated system of service delivery and a comprehensive array of flexible services that will enable individuals to achieve and maintain the highest quality of life in the community.”*

### **Division's Role in Quality of Care**

The Division supports and addresses quality of care in several ways, including:

- Credentialing providers.
- Establishing best practices and policies and procedures for client care and administration.
- Developing contracts with clear expectations.
- Collecting and reviewing data and issuing frequent reports.
- Conducting on-site reviews.
- Responding to complaints and grievances.
- Implementing quality improvement initiatives.

### **Agency Role in Quality of Care**

At the agency level, each provider maintains a quality management plan in which treatment outcomes, clinical guidelines and quality indicators are addressed.

### **Ombuds Services**

The King County Ombuds Service is available to assist clients with complaints and grievances.

### **Quality Review Team**

The King County Quality Review Team (QRT) gathers information from clients and makes recommendations. The QRT utilizes written surveys, individualized interviews, client speakouts, focus groups, and site visitations to gather consumer satisfaction information.