

## What is the Quality Review Team (QRT)?

The QRT is an independent citizen group geared toward improving the public mental health system. Members are appointed by the Clark County Mental Health Advisory Board, as established by state law (WAC 257-57-150). It consists of nine members, at least five of whom must be consumers of public mental health services or their family members.

The Clark County QRT is working toward a proactive, accessible mental health system that responds to people's needs. To reach this goal, the QRT first seeks feedback from mental health consumers, family members and others in the community. It then determines whether the system is meeting people's needs, and if not, the QRT recommends any system improvements needed, wherever they may be.

**The QRT wants to hear from you about improving public mental health services in Clark County. Call to leave a message at 360-397-2075 ext. 7874 and a QRT member will call you back. Or, e-mail us at [ClarkCountyQRT@gmail.com](mailto:ClarkCountyQRT@gmail.com).**

The Mental Health Ombudsman program is available to help resolve individual complaints. Clark County's Mental Health Ombudsman, Dr. Melanie Maiorino, can be reached toll-free at 1-866-666-5070 or locally at 360-397-8470.



**As a consumer of public mental health services, you have the right to:**

- Be treated with respect and dignity.
- Develop a plan of care, services, and goals that meets your unique needs.
- Free access to language or sign language interpretation services.
- Refuse any proposed treatment consistent with the requirements in the Involuntary Treatment Act.
- Receive care that does not discriminate against you, and is sensitive to your gender, race, national origin, language, age, disability, and sexual orientation.
- Be free of any sexual exploitation or harassment.
- Review your care record.
- Receive an explanation of all medications prescribed, including expected effects and possible side effects.
- Confidentiality, as described in relevant statutes and regulations.
- Lodge a complaint with the Ombuds person, Regional Support Network, or provider agency if you believe your rights have been violated.
- Lodge a complaint without fear of retaliation.

**For a complete list of consumer rights, including rights for people enrolled in Medicaid, please visit:**

<http://www1.dshs.wa.gov/mentalhealth/>

## QRT Referral

Do you have a concern or an idea that you would like to share? Please answer the following questions. (Attach additional paper as needed).

1. What is your concern or idea?

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2. What do you think is causing this situation to happen?

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3. What will help this situation?

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*(Please turn over to complete other side)*

4. Who would it be helpful for the QRT to talk to in order to understand this situation better? (Name, role, phone number)

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5. OPTIONAL CONTACT INFO (*Your personal information is confidential.*):

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

6. Do you want your personal concern forwarded to the ombudsman for assistance?

- Yes       No

7. Are you interested in becoming a QRT member?

- Yes, please contact me  
 No, thanks

Mail to Quality Review Team  
@ Clark County DCS  
PO Box 5000  
Vancouver, WA 98666-5000

Quality Review Team  
@ Clark County Department of Community Services  
PO Box 5000  
Vancouver, WA 98666-5000

# Do you have ideas for improving mental health services in Clark County?



  
**Contact the  
Clark County  
Quality Review Team**

[ClarkCountyQRT@gmail.com](mailto:ClarkCountyQRT@gmail.com)  
360-397-2075 x7874