

# Facilities Complaint Process

## Who Is The Facilities Case Management Team?

### Office of Community Health Systems (OCHS)

- Executive Director or designee
- Program Manager specific to Facility type

Governing office who sets rules and issues credentials to healthcare facilities operating within the state of Washington.

### Office of Health System Oversight (OHSO)

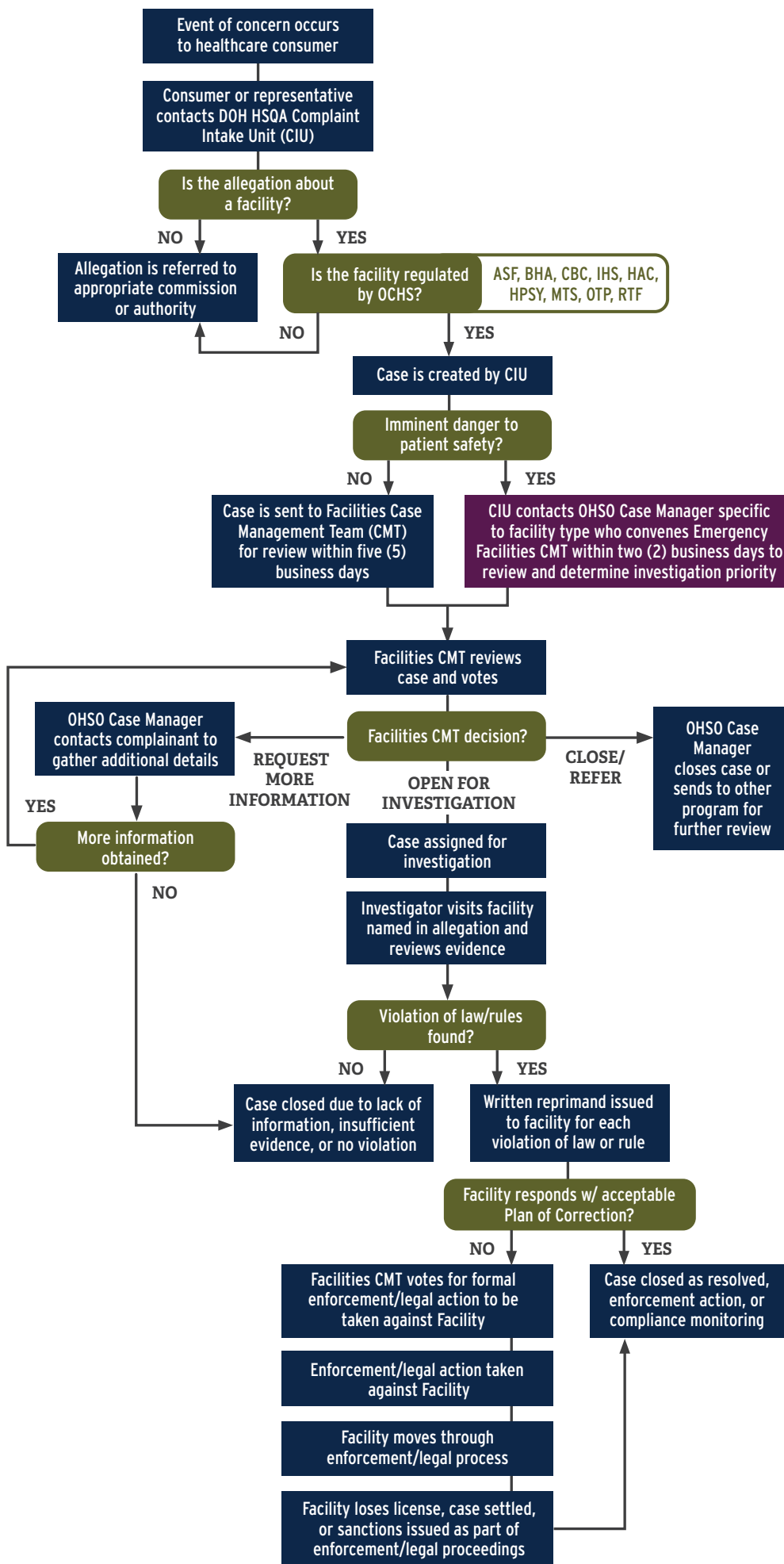
- Executive Director or designee
- Investigative and/or Survey Manager specific to facility type
- Case Manager specific to facility type

Investigative and survey office who when directed by Facilities CMT will enter facilities to gather facts and evidence to substantiate allegation(s) and/or ensure compliance with laws/rules.

### Office of Investigative and Legal Services (OILS)

- Executive Director or designee
- Staff Attorney involved in specific facility case

Legal office who when directed by Facilities CMT will issue and negotiate enforcement/legal actions against a facility when violation(s) of law or rule occur.



# Glossary

<b>ASF</b>	Ambulatory Surgical Facility
<b>Authority</b>	A separate governing body that regulates certain areas and/or investigates said areas. Example: Washington Health Care Authority regulates Medicare/Medicaid funding and areas of Behavioral Health
<b>BHA</b>	Behavioral Health Agency
<b>Case Manager</b>	Position processing complaint cases through investigation/survey and interacting with complainants as needed
<b>CBC</b>	Child Birth Center
<b>CIU</b>	Complaint Intake Unit
<b>CMT</b>	Case Management Team comprising of OCHS, OHSO, and OILS representatives that reviews case allegation(s) for potential investigation
<b>Commission</b>	A separate governing body that regulates professions and/or investigates allegations about said profession. Example: Washington Medical Commission regulates medical providers like doctors and physician assistants
<b>DOH</b>	Department of Health
<b>HAC</b>	Hospital Acute Care
<b>HPSY</b>	Hospital Psychiatric
<b>HSQA</b>	Health Systems Quality Assurance – Office within the Department of Health
<b>IHS</b>	In-Home Services
<b>Investigation</b>	Case opened when complaint is made alleging violation(s) of Washington laws or rules pertinent to the Facility
<b>MTS</b>	Medical Test Site
<b>OCHS</b>	Office of Community Health Systems
<b>OHSO</b>	Office of Health System Oversight
<b>OILS</b>	Office of Investigative and Legal Services
<b>OTP</b>	Opioid Treatment Program
<b>RTF</b>	Residential Treatment Facility