

## Consumer Rights

As a mental health consumer, you have the right to:

- Be treated with respect and dignity;
- Develop a plan of care and services which meets your unique needs;
- Refuse any proposed treatment, consistent with the requirements in the Involuntary Treatment Acts, chapters 71.05 and 71.34 RCW;
- Receive care which 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 and amend your case record;
- Receive an explanation of all medications prescribed, including expected effect and possible side effects;
- Confidentiality, as described in relevant statutes and regulations;
- Lodge a complaint with the ombuds person, RSN, or provider if you believe your rights have been violated. If you lodge a complaint or grievance, you shall be free of any act of retaliation. The ombuds person may, at your request, assist you in filing a grievance;
- Aligned with all HIPPA rules and regulations, as available at your local mental health agency.

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*Peninsula Regional  
Support Network*

*Quality Review Team*

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## *Questions and Answers*



*Peninsula Regional Support Network*

*Quality Review Team*

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# QRT

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## *What is the QRT?*

The Quality Review Team (QRT) of the Peninsula Regional Support Network (PRSN) is a state-mandated committee established to monitor and evaluate the delivery of publicly-funded mental health services in the tri-county region of Clallam, Jefferson, and Kitsap Counties.

The QRT consists of five to ten members who are appointed by the PRSN Advisory Board and are representative of the demographics of the region. It includes consumers, family members, and advocates.

## *What is the purpose of the QRT?*

It is the purpose of the QRT to assist the PRSN in its quality assurance process, in order to enable consumers to have their needs met and their welfare protected.

## *How does the QRT achieve this?*

The QRT evaluates PRSN and provider services by gathering information from recipients of services, family members, provider staff, allied service providers, and members of the community. Information is gathered by site visits, review of provider records and documents, interviews with interested



focus groups, and by surveys—either face-to-face, by telephone, or by mail-out questionnaire.

The QRT evaluates PRSN and provider services regarding:

- System quality of care;
- Degree to which services are consumer-directed;
- Outreach to under-served groups;
- Extent of development of alternatives to hospitalization, cross-system coordination, and range of treatment.

To gather this information, the QRT asks such questions as:

- “How easy was it for you to get the care you need?”
- “Are services provided helpful to you?”
- “What would you change about the way help is provided to you?”
- “Are you treated with respect?”

After gathering this information, the QRT prepares a written report of its findings and recommendations and submits this to the PRSN, to the PRSN Executive and Advisory Boards, to the State of Washington Mental Health Division, and to the provider agency.



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