September 15, 2014

ALTSA: ICF/IID #2014-007
UPDATES TO COMPLAINT HOTLINE SCRIPT

Dear ICF/IID Superintendent:

This letter contains important information regarding the Complaint Resolution Unit (CRU) Hotline. Provider, stakeholder and staff feedback is instrumental in guiding review/revision of hotline questions and addition/removal of existing features. Based on the feedback received, quality improvements are being made to the hotline script.

Much of the reporting process remains familiar. For example, the numerical options that you are accustomed to selecting for incident type remain unchanged.

Here are some highlights of what you can expect:
- Touch tone responses for keying in telephone numbers, ambulatory, mental and transfer statuses are eliminated and replaced with a verbal response.
- The script is shortened; questions are framed to gather more pertinent information and be respectful of the reporter's time.
- Additional caller talk time has been added to explain the incident.
- The numerical options for reporting medication errors, elopement/missing resident/client or "other" resident-related incidents have been reordered.

Enclosed is a copy of script revisions. **The revisions outlined in this letter will take effect immediately.** Please be reminded that as was stated in correspondence to you in June 2014, the "live call' feature is reserved for public calls only.

Please note that this revision replaces the October 2013 script. The complete script is accessible on the ALTSA website, ICF/IID professional page, at http://www.aasa.dshs.wa.gov/professional/icfid.htm.

Do not delay calling in a report because you do not have all of the information. Reporting timeline requirements have not changed.

Please contact your RCS Field Manager if you have any questions.

Sincerely,

Carl I. Walters II., Director
Residential Care Services

"Transforming Lives"

Enclosure: Hotline Script (Rev. September 2014)