

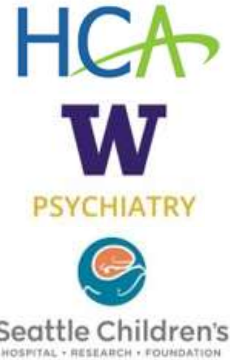


PROPOSED STUDY QUESTIONS UW and Seattle Children’s Consultation and Referral Lines for Mental and Behavioral Health

State of Washington Joint Legislative Audit and Review Committee

June 2021

The Legislature directed JLARC to review four consultation and referral lines for mental and behavioral health



In 2020, SHB 2728 directed JLARC to review four telehealth programs that provide mental and behavioral health expertise and assistance to health care providers and patients’ families. The Legislature asked whether these programs are increasing access to mental health and substance use disorder services.

The Health Care Authority (HCA) contracts with the University of Washington (UW) and Seattle Children’s Hospital (Children’s) to administer the programs.

The University of Washington Department of Psychiatry and Behavioral Sciences administers two consultation lines for health care providers

- The Partnership Access Line (PAL) for Moms is a perinatal mental and behavioral phone consultation line for health care providers who treat pregnant and postpartum patients.
- The Psychiatry Consultation Line (PCL) is a behavioral health consultation line for health care providers who treat adult patients for psychiatric conditions or substance use disorders.

Seattle Children’s Hospital administers one consultation line for providers and a referral service for families

- The Partnership Access Line (PAL) is a psychiatric consultation line for health care providers who treat pediatric patients up to 19 years old. Psychiatrists from the University of Washington staff this line.
- The Mental Health Referral Service for Children and Teens (MHRS) helps families find available outpatient mental and behavioral health services in their communities.

Study will address four questions about services and access to care

1. What mental and behavioral health services do PAL, PAL for Moms, PCL, and MHRS offer?
 - a. When are the services available?
 - b. Who uses the programs?
 - c. How well do the programs meet call demand?
2. How do HCA, UW, and Children’s promote and oversee the programs?
3. Are callers satisfied with how the programs addressed their issues related to accessing mental and behavioral health care? Are there disparities in call satisfaction?
4. Have the programs increased access to mental and behavioral health care? Are there disparities in access?

Study Timeframe

Preliminary Report: November 2022

Proposed Final Report: January 2023

Study Team

Team Lead	Casey Radostitz	(360) 786-5176	casey.radostitz@leg.wa.gov
Research Analyst	Amanda Eadrick	(360) 786-5174	amanda.eadrick@leg.wa.gov
Project Coordinator	Valerie Whitener	(360) 786-5191	valerie.whitener@leg.wa.gov
Legislative Auditor	Keenan Konopaski	(360) 786-5187	keenan.konopaski@leg.wa.gov

JLARC Study Process

