Health care providers across WA report high satisfaction with consultation lines

Providers say the lines deliver excellent, evidence-based advice that:
• Allow providers to give reliable, same-day treatment to their patients.
• Increase patient access to care by reducing barriers, training providers, and filling a need in parts of the state that lack of psychiatrists.

One mental and behavioral health referral service for families

Seattle Children’s referral service helps families find mental or behavioral health providers for minors who need outpatient care. It cost $2.6 million (fiscal year 2020-2022) and served over 6,700 families.
• Family satisfaction did not differ significantly by race, ethnicity, language spoken, or location.
• 62% of families surveyed say service helped them access care. Income, insurance, and other barriers may still exist.

Referral service struggles to send provider lists in 7 days, as directed by statute

97% of referral service participants are from Western WA

HCA and Children’s should develop a plan to meet timeliness requirements for the referral service and investigate disproportionately low participation from Eastern Washington families.

LEGISLATIVE AUDITOR’S RECOMMENDATION

The complete report is on the JLARC web site: www.leg.wa.gov/jlarc
For more information, contact: Keenan Konopaski, Washington State Legislative Auditor
keenan.konopaski@leg.wa.gov  •  (360) 786-5187

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