



PROPOSED FINAL REPORT

UW and Seattle Children's Consultation and Referral Lines for Mental and Behavioral Health

Legislative Auditor's Conclusion:

Providers were satisfied with consultation lines, which they said have improved patient access to mental and behavioral health care.

The referral service has helped families find outpatient care but has struggled to meet timeliness goals and achieve statewide participation.

JLARC evaluated three consultation lines and one referral service for mental and behavioral health

(SHB 2728, 2020)

Seattle Children's and University of Washington operate the lines under contract with the Health Care Authority.

Legislative Auditor made one recommendation to HCA and Seattle Children's about the referral service.





3 consultation lines for providers

Allow providers to discuss patients' condition with consulting psychiatrist.

- *Psychiatry Consultation Line (PCL)*
- *Perinatal PCL*
- *Partnership Access Line (PAL)*

1 referral service for families

Mental Health Referral Service provides a list of outpatient mental or behavioral health providers.

Providers report high satisfaction with consultation lines



Overwhelmingly satisfied

Excellent, evidence-based advice
Reliable and timely
Helps diagnose and treat

Increase access to care

Fills gap in system
Overcome barriers
Educates providers

Mental Health Referral Service helps families find outpatient providers for minors

Operated by Seattle Children's
6,700+ families since 2019



Families generally satisfied with referral service process

1,607 families who used the service in 2021 responded to JLARC survey.



No significant differences in satisfaction based on race, language, or location.

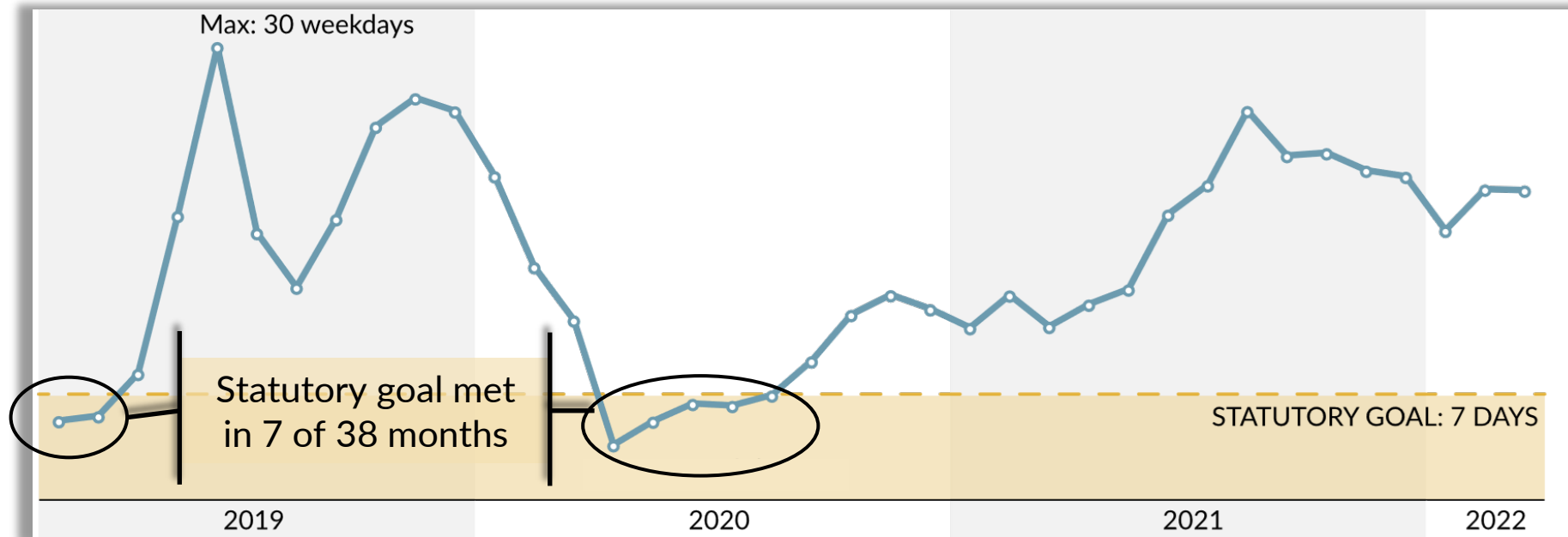
Families less satisfied with referral service timeliness

Families unsatisfied with time to speak with staff or receive a referral list.



Referral line has rarely met statutory goal to send list of providers in 7 days

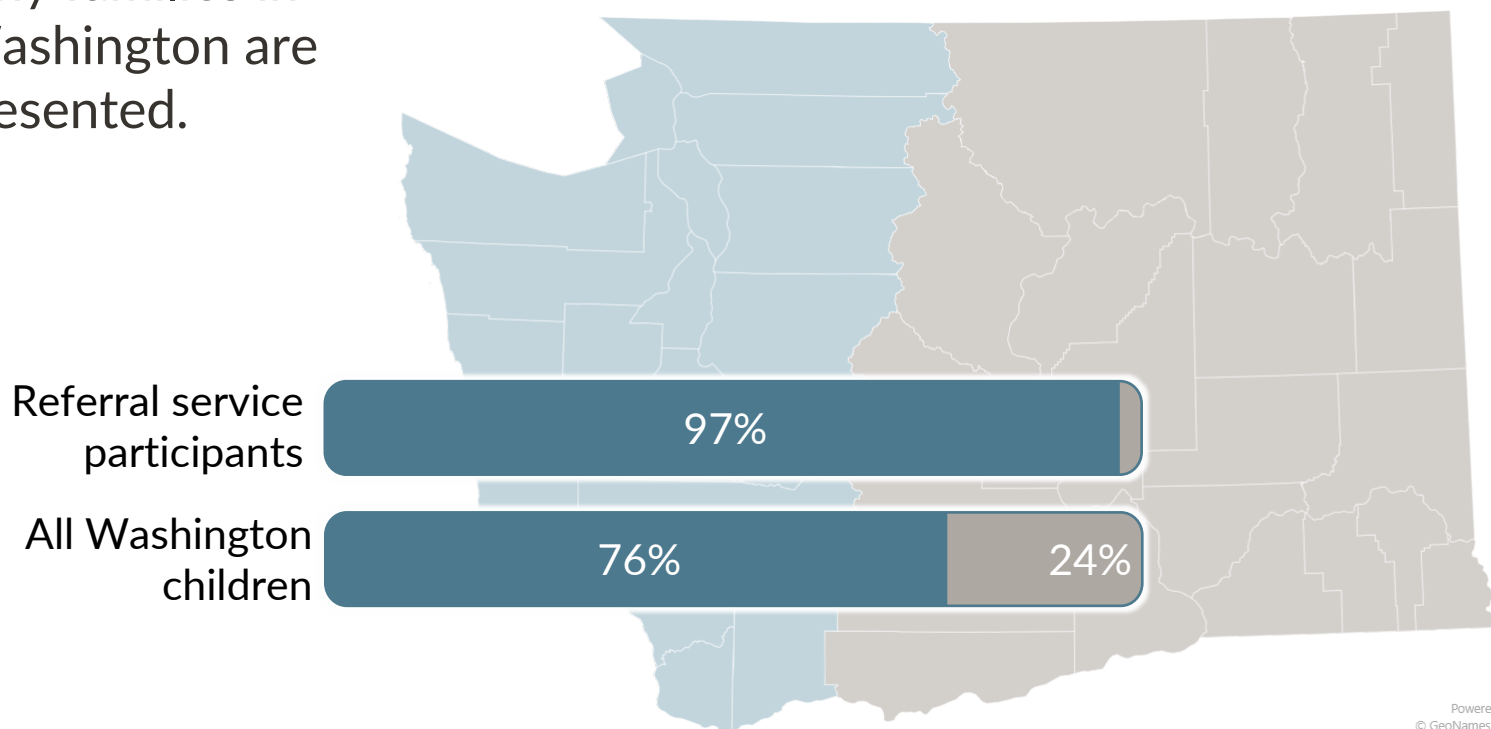
Children's cites rising demand, staffing shortages, and provider availability.



Some families receive referral lists more quickly than others.

Almost all referral service families are from Western WA

Unclear why families in Eastern Washington are underrepresented.



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Legislative Auditor's Recommendation

HCA and Children's should:

- Develop a plan to meet statutory and contractual timeliness requirements.
- Investigate disproportionately low participation in the referral service from Eastern Washington families.

HCA, Children's, UW, OFM concur

View the full report:
www.leg.wa.gov/jlarc



Video Summary



One Page Overview



PDF Version



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