



North Sound Mental Health Administration

Regional Support Network for Island, San Juan, Skagit, Snohomish, and Whatcom Counties

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THE NORTH SOUND MENTAL HEALTH ADMINISTRATION TRAINING MODULE

The North Sound Mental Health Administration Training Module

What is the North Sound Mental Health Administration?

The North Sound Mental Health Administration is the public mental health authority for Island, San Juan, Skagit, Whatcom and Snohomish counties. The NSMHA is a Prepaid Inpatient Health Plan (PIHP) and contracts for direct services with a variety of providers in the five county region including the Associated Provider Network, Sea Mar, Volunteers of America, the Tulalip Tribes and others to ensure the provision of high quality mental health services.

What is the Mission of the North Sound Mental Health Administration?

“We join together to enhance our community’s mental health and support recovery for people with mental illness served in the North Sound Region, through high quality culturally competent services”.

The NSMHA is committed to:

1. Ensuring that the mental health system of the five counties is "consumer-driven."
2. Ensuring that consumers receive services that meet their individual needs appropriately.
3. The development and management of an Integrated Delivery System.
4. Ensuring that services are accessible and locally available 24 hours a day, 7 days per week.
5. Ensuring that services are culturally sensitive, appropriate and built on recipient strengths.
6. Treating people with mental illness with respect and dignity.
7. The provision of services that are community based and designed to assist the individual maintain an optimal level of functioning.

What is the History of the North Sound Mental Health Administration?

NSMHA was formed by an Interlocal agreement between Island, San Juan, Skagit, Snohomish and Whatcom in January 1991. NSMHA contracts with the Mental Health Division (MHD) of the State of Washington to provide public mental health services for these five counties (the North Sound Region). NSMHA is governed by a Board of Directors comprised of elected officials or their designated alternates, the President and Vice-President of the regional Advisory Board, and representatives of the eight Tribal sovereign nations within the North Sound Region. The NSMHA Advisory Board, which is comprised of consumers and advocates, reviews all items going to the Board of Directors each month to assure consumer involvement across the region.

What is the Purpose of the North Sound Mental Health Administration?

The primary purpose of NSMHA is to fulfill its contract with the State of Washington's Mental Health Division (MHD) by assuring that appropriate mental health services, both inpatient and outpatient, are provided to all eligible consumers throughout the North Sound Region.

NSMHA fulfills its purpose by assuring that:

- Crisis mental health services are available 24 hours a day, 7 days a week to anyone in the region
- Timely access to medically necessary mental health services is available to anyone who is eligible
- All services provided meet the highest standards of care

- All mental health treatment is both consumer driven and responsive to public need
- Treatment is individualized, incorporating strength-based collaboration with family and community, opening doors for recovery and hope for the individual and his/her family
- Public safety is a paramount consideration
- Continuity of care meets the needs of the whole person, and access to other services is seamless
- Services are culturally sensitive and appropriate (American Indians and Alaskan Natives according to Federal and State law, may receive traditional/cultural treatment services in addition to or instead of standard services. Upon request, providers will contact one of the eight tribes in the NSMHA region to arrange traditional/cultural treatment services.)

In order to fulfill its contractual obligations to MHD, NSMHA provides Administrative, Fiscal and Quality Assurance and Improvement oversight to all contracted providers in the region. Also, NSMHA staff participate in Mental Health Division licensing reviews of regional providers throughout the course of specific contract periods. NSMHA staff prepare a Regional Quality Management Plan every contract period that specifies NSMHA Quality Assurance, Quality Improvement and Utilization Management goals and objectives.

NSMHA staff provide ongoing technical assistance to providers to assist them in understanding and complying with contractual expectations and conditions contained in the NSMHA Quality Management Plan. If necessary, NSMHA requests Corrective Action Plans from providers who do not satisfactorily meet conditions of NSMHA Administrative, Fiscal and Quality Assurance and Improvement Audits. These

NSMHA Regional Training Module- The North Sound Mental Health Administration

Corrective Action Plans are followed up on by staff of the NSMHA Quality Management Department.

The Board of Directors is comprised of elected officials (or their delegates) from Island, San Juan, Skagit, Snohomish, and Whatcom Counties, and Tribal representatives, along with the Chair and Vice Chair of the NSMHA Advisory Board. In regard to the Quality Management program, the Board is accountable for:

- adoption and oversight of the NSMHA's annual Quality Management Plan
- review of and action regarding the annual evaluation of the NSMHA's QM Program
- acting upon recommendations forwarded by NSMHA's Quality Management and Oversight Committee (QMOC)

The Executive Director of NSMHA and the Board of Directors of NSMHA delegate the detailed review and development of Quality Management recommendations to the Quality Management Oversight Committee. The Quality Management Oversight Committee evaluates the implementation of the QM programs of all contracted service providers as spelled out in the Roles and Responsibilities section below and in the Quality Management Work Plan.

What are the Roles and Responsibilities of North Sound Mental Health Administration staff?

The **Executive Director** has overall accountability for all aspects of NSMHA operations. The **Deputy Director** provides leadership and coordination within the NSMHA and amongst NSMHA staff related to strategic planning, new program development, clinical services, quality assurance, quality improvement and implementation of specific projects. The Deputy Director serves as the representative of the NSMHA on a variety of committees and task forces related to program planning and development. In addition, the Deputy Director serves as Acting Director in the absence of the Executive Director.

The **Quality Management Department** organizes and directs all clinical issues including monitoring the quality management plans of NSMHA and contracted providers during the NSMHA Administrative Audit, staffing the Quality Management Oversight committee, evaluating and reporting on clinical and quality issues of contracted providers, and performing onsite clinical quality assurance reviews of contracted providers.

The **Consumer Affairs Coordinator** advocates and provides leadership for mental health consumers throughout the North Sound Region. This staff member supports the Regional Advisory Board, handles inquiries from consumers and advocates,

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The **Tribal Liaison** consults and advocates government to government between the eight sovereign nations within the North Sound Regional area, collaborates with the eight sovereign nations to facilitate the yearly 7.01 plan and follows-up on all points of the 7.01 plan and provides subsequent action on 7.01 reporting, auditing, and tribal quarterly follow-up presentations.

The **Ombuds** staff members assist publicly funded mental health consumer and work with mental health providers to secure services for consumers. Ombuds staff members are important sources of aggregate information to the QMOC. The **Quality Review Team** members are key sources of information to QMOC, providing direct measurements of consumer satisfaction.

Other NSMHA staff include the Contracts Manager, the Fiscal Manager, the Information System Manager and the support staff.

What are other NSMHA functions and activities?

NSMHA sponsors activities like the annual poster contest that are designed to reduce stigma. NSMHA recognizes provider staff in the annual Exemplary Service Awards. Through the Regional Training Committee, training programs for the region are planned. NSMHA produces a regular newsletter, "Around the Sound" for consumers, advocates, stakeholders and providers. NSMHA also sponsors educational conferences such as

NSMHA Regional Training Module- The North Sound Mental Health Administration
the Recovery Conference and Tribal Conference. NSMHA is represented on many
local, county, and state committee's, work groups and task forces.

How can I contact NSMHA?

Contact Information

Telephone: 360-416-7013

Ombuds: (360) 416-7008, Toll-free 1-888-336-6164

TTY 360-419-9008

FAX 360-416-7017

Postal address 117 North First Street, Suite 8
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Electronic mail

General Information: nsrsn@nsrsn.org

PRE-TEST THE NORTH SOUND MENTAL HEALTH ADMINISTRATION TRAINING MODULE

1. The North Sound Mental Health Administration is:

- A provider of mental health services
- The public mental health authority for Island, San Juan, Snohomish, Skagit and Whatcom counties
- A part of the federal government
- A private for-profit organization

2. NSMHA was formed by:

- An interlocal agreement
- A corporation
- A group of agencies
- A corporate charter

3. What is the primary purpose of the North Sound Mental Health Administration

- To directly provide mental health services
- To license providers
- To fulfill its contract with the Mental Health Division
- To fulfill its contract with the counties

4. NSMHA is governed by:

- The Federal government
- The state of Washington
- The city of Everett
- The Board of Directors

5. Which agency is NOT a NSMHA provider?

- Compass Health
- Sea Mar
- Catholic Community Services Northwest
- Planned Parenthood

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