



**STATE OF WASHINGTON**  
**DEPARTMENT OF SOCIAL AND HEALTH SERVICES**  
*Aging and Long-Term Support Administration*  
*PO Box 45600, Olympia, WA 98504-5600*

August 11, 2015

**AL TSA: ICF/IID #2015-007**  
**REVISIONS TO QUESTIONS ON THE COMPLAINT HOTLINE**

Dear ICF/IID Superintendent or Administrator and Interested Parties:

**This letter contains important information regarding upcoming changes to the Complaint Resolution Unit (CRU) Hotline script.** From time to time, RCS reviews its hotline script for clarity and to ensure it aligns with current related business processes. Earlier this year, the CRU used Lean Value Stream Mapping (VSM) to identify opportunities to remove waste from its process and further streamline operations. One of the recommendations from the VSM project was to revise the hotline script with the goal of reducing the need for calling the reporter back and to improve customer satisfaction.

**Effective August 25, 2015**, hotline callers will hear the revised hotline questions. To assist you in this process, we are enclosing a copy of the revised script along with a worksheet that you may opt to use as a training tool or to complete as a guide when making your report.

Highlights of hotline revisions include:

- The script is shortened; questions are framed to gather more pertinent information and be respectful of the reporter's time.
- A confirmation number will be provided at the end of each call for assurance that the report was recorded.
- The hotline script and the upcoming online incident reporting system questions will be synchronized.

Please review and share this information as needed. The enclosed script and worksheet are posted on the AL TSA ICF/IID professional page at: <https://www.dshs.wa.gov/altsa/residential-care-services/information-icfsiid-providers>. Also, check the professional page for the new online reporting feature that should be available before the end of the year.

**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,

Kathy Morgan, Interim Director  
Residential Care Services

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Enclosures: [Hotline Script](#) (Rev. August 2015)  
[Optional Incident Description Worksheet](#)