

Consent Decree Paragraph 27 Report
Grievances filed from July 1, 2006 to December 31, 2006
January 23, 2007

As a component of the Bates vs. DHHS Consent Decree Settlement Agreement DHHS Office of Adult Mental Health Services is required to report on the numbers of grievances filed within the adult mental system on a semi-annual basis. This report summarizes Level II and Level III Grievances filed from July 1, 2006 to December 31, 2006.

Paragraph 27 states “Defendants shall prepare semi-annual reports of all complaints and of all grievances appealed to the Superintendent of AMHI (Riverview), the Director of Bureau of Mental Health (now Office of Adult Mental Health Services) and the Commissioner. Said reports shall summarize the issues raised, findings made, and remedial actions taken, and shall be submitted to the master, counsel for the plaintiff’s and the Office of Advocacy.”

Numbers of Grievances Filed Grievance data summary shows that a total of eight (8) Level II grievances were filed by six (6) consumers in the time period of July 1, 2006 to December 31, 2006. These were filed in the community and at Riverview Psychiatric Center. Dorothea Dix Psychiatric Center did not have any Level II or Level III Grievances filed in that time period. All grievances were processed within the required time frames as required by DHHS Rights of Recipients of Mental Health Services.

In the time frame of July 1, 2006 to December 31, 2006 the following grievances were addressed:

Community Based Grievances

- In the community two (2) grievances were filed at Level II by two consumers.

Issue

1. Courtesy and Dignity One consumer grieved regarding alleged lack of courtesy and dignity.

Finding Level II Grievance Officer found that consumer’s rights had not been violated. Consumer did not appeal the Level II Decision.

Remedy Not applicable

Issue

2. Restrictive Treatment One consumer grieved regarding restrictive treatment at Spring Harbor.

Finding CEO of Spring Harbor found that consumer's rights had not been violated. Consumer appealed to Level III. Level III Hearing being scheduled.

Remedy Not applicable

- **Riverview Psychiatric Center**

At Riverview Psychiatric Center six (6) grievances were filed at Level II by four patients.

Issue

1. Medical Services One patient grieved that he did not receive adequate access to medical services.

Finding Superintendent found that patient's rights had not been violated. Patient appealed decision to Level III. Patient withdrew his grievance prior to the Level III Hearing.

Remedy Not applicable

Issue

2. Courtesy and Dignity One patient grieved that she was treated with a lack of courtesy and dignity.

Finding Superintendent found that her rights had not been violated. She did not appeal this decision.

Remedy Not applicable

Issue

3. Abusive Treatment The same patient grieved that she was treated in an abusive way.

Finding Superintendent found that her rights had not been violated. She did not appeal this decision.

Remedy Not applicable

Issue

4. Confidentiality Patient grieved that he had been treated with a lack of confidentiality.

Finding Superintendent found that his right to confidentiality had not been violated. Patient did not appeal this decision.

Remedy Not applicable

Issue

5. Abusive Treatment The same patient grieved that he was treated in an abusive way.

Finding Superintendent found that his rights had not been violated. Patient did not appeal this decision.

Remedy Not applicable

Issue

6. Other/Reimbursement Patient grieved that he was not reimbursed for personal items damaged in transport to his mother's home.

Finding Superintendent found that his rights had not been violated. Patient appealed this decision to Level III. Recommended Decision from Administrative Hearing recommended that the grievance be dismissed.

Remedy Not applicable

Dorothea Dix Psychiatric Center

- At Dorothea Dix Psychiatric Center no Level II Grievances or Level III Grievances were filed in this time period.