

RESIDENT GRIEVANCE SYSTEM

**ANNUAL REPORT
FISCAL YEAR 2011**

**MENTAL HYGIENE
ADMINISTRATION FACILITIES**

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PART I

RESIDENT GRIEVANCE

SYSTEM

2011

RESIDENT GRIEVANCE SYSTEM FISCAL YEAR 2011 ANNUAL REPORT

BACKGROUND AND STRUCTURE OF THE PATIENT RIGHTS PROGRAM

The program for the protection of patients' rights in the State psychiatric hospitals in Maryland, the Resident Grievance System, was established in 1985 as part of the negotiated settlement of the class action lawsuit, *Coe v Hughes, et al.* The suit focused on patients' rights to effective access to the judicial system, which is guaranteed by the United States Constitution. The settlement stipulated creation of a two-tier patients' rights advocacy system that would protect rights guaranteed to patients by federal and state laws. The program is governed by the Code of Maryland Regulations (COMAR) 10.21.14, entitled Resident Grievance System, adopted March 28, 1994 and amended January 26, 1998.

Resident Grievance System

The first tier of the program, the Resident Grievance System, is a four stage administrative process that ensures that the rights of residents in the Mental Hygiene Administration facilities are protected through a fair, efficient, and complete mechanism for receiving, investigating, and resolving residents complaints in a timely manner.

The Resident Grievance System is under the auspices of the Deputy Secretary for Behavioral Health and Disabilities, Renata Henry, Department of Health and Mental Hygiene. The Director of the program is responsible for hiring, evaluating, and assigning Rights Advocates. The program provides services for residents of the eleven Mental Hygiene Administration Psychiatric Facilities. In July 1, 2000, by order of the Secretary of the Department of Health & Mental Hygiene, the program was expanded to provide rights advocacy to the four Developmental Disabilities Administration State Residential Centers.

The Rights Advisors respond to complaints alleging a rights violation, assist residents in preserving their rights (voting, confidentiality, etc), serve as advocates for patients at forced medication panels, and provide patient rights education to residents and staff.

Personnel

During fiscal year 2011, Michael A. Jackson and Lisa Olinger were hired as Rights Advisors for Clifton T. Perkins Hospital Center and the Finan Center respectively. Mr. Jackson replaced Mrs. Sonya Norman who resigned and, Ms. Olinger replaced Mr. Edward Zook who retired.

Legal Assistance Provider

The second tier of the patient rights program, Legal Assistance Provider, is a group of independent law firms, whose services are obtained through State procurement, to provide specific legal assistance and representation to residents.

A priority of the Legal Assistance Provider is the representation of residents in obtaining benefits/entitlements. Following admission to a MHA facility, the social work staff discusses benefits/entitlements with the individual and assists them in making an application for benefits. After obtaining the client's consent, the Resident Grievance System makes a formal referral for representation to the Legal Assistance Provider. Typically, the resolution of the referral can take months or even sometimes years; however, as long as the referral is made while the patient is in the MHA facility, the Legal Assistance provider can continue to represent them even though the client may be discharged prior to the resolution of the claim. Under the contract provisions, the Legal Assistance Provider is prohibited from accepting any percentage of the monies awarded to the client. These benefits and entitlements are an essential component in being able to discharge patients to the community.

In fiscal year 2011, the Legal Assistance Providers were successful in obtaining \$23,327.20 in lump sum benefits and \$ 3,572.00 in monthly benefits. The total amount of benefits awarded to clients in lump sum and monthly payments were \$ 26,899.20.

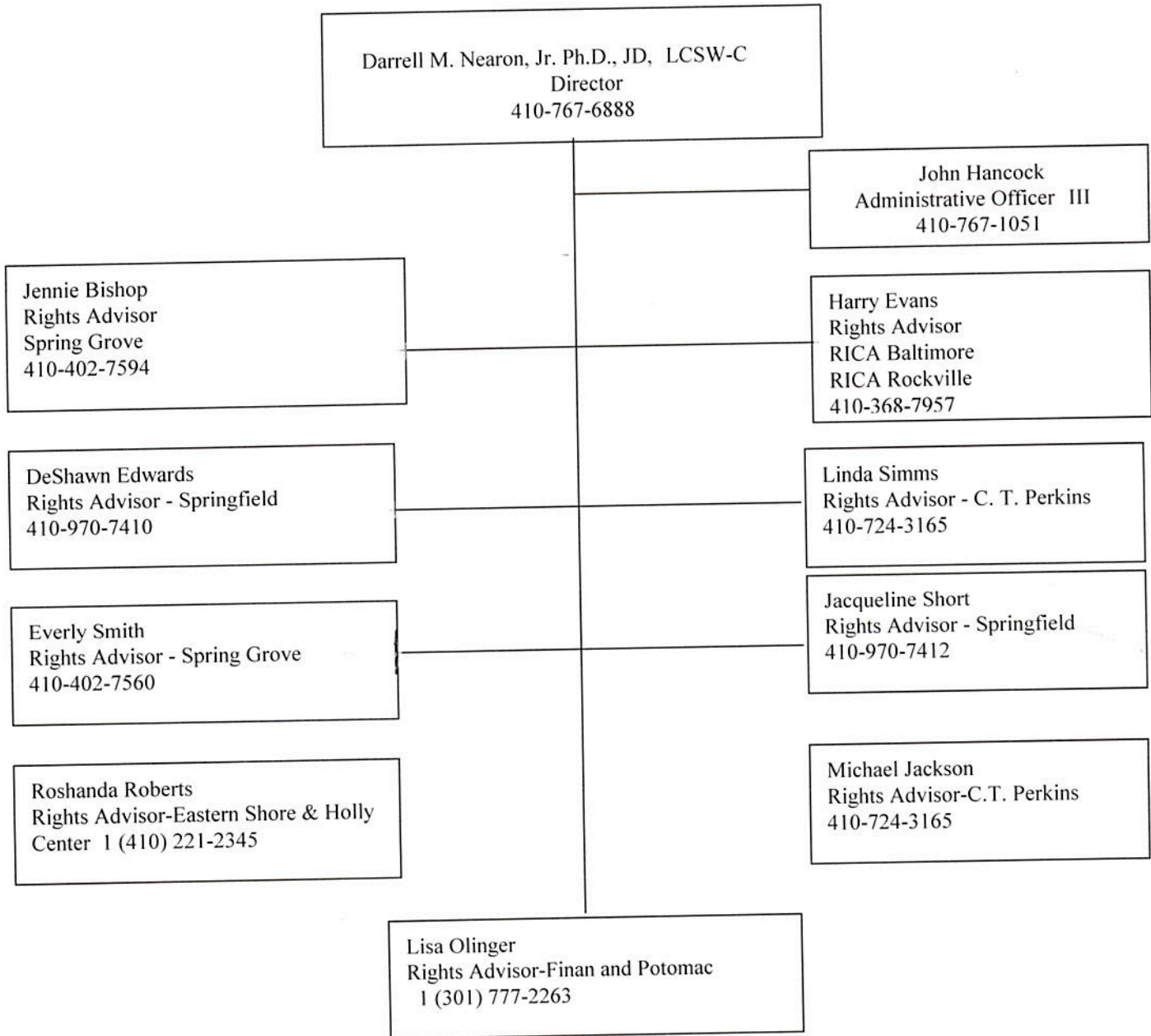
Residents who are taken to Clinical Review Panels (forced medication) are entitled to file administrative and circuit court appeals. Legal Assistance providers are required to represent residents at these appeals provided the resident gives written consents to their representation.

The Legal Assistance Providers are also responsible for providing legal assistance to residents at Stages 3 and 4 of the Resident Grievance System, identifying residents who may have a legal problem but may not be able to request assistance due to their disability, and assisting patients with general civil claims by making referrals to pro-bono legal services.

Coe Board of Review

The Coe Board of Review, which oversees the Legal Assistance Program, is an independent board comprised of attorneys, physicians, mental health professionals, and representatives of patient advocacy groups.

DEPARTMENT OF HEALTH AND MENTAL HYGIENE
RESIDENT GRIEVANCE SYSTEM



RIGHTS INFORMATION

Rights information is available and is provided to residents, their family and friends, and facility staff in various formats: posters, handbooks, and quarterly meetings at all facilities.

Patient Rights Poster

Patients Rights Posters are located in all public access areas and residential units of all Mental Hygiene Administration facilities. The Poster contains the toll-free telephone numbers of the Resident Grievance System as well as the Legal Assistance Provider for each facility. Facilities are encouraged to place posters adjacent to the public telephones located on each residential unit so that residents have access to the numbers when using the telephone.

Patient Rights Booklet

A copy of the Patient Rights Booklet, *Rights of Persons in Maryland's Psychiatric Facilities*, is given to all persons admitted to a State psychiatric facility and to new employees during orientation. In addition, the Rights Booklet, along with a letter of introduction from the RGS, is mailed to the parent or guardian of an adolescent at the time of their admission. The letter introduces the services provided by the RGS and the name and telephone number of the Rights Advisor assigned to their child's facility.

This booklet is revised on a yearly basis to ensure that changes in the law are incorporated and residents are receiving the latest information regarding any rights issues.

Korean, Spanish and Vietnamese translations, as well as a Braille edition, of the Rights Booklet are available. These are regularly distributed to admission offices at all facilities and are available, upon request, from the Rights Advisor at your facility or from the Director of the RGS.

Informational Meetings

Patient rights education is routinely presented to residents once every three months on each units at all facilities by the Rights Advisor and Legal Assistance Provider. In addition to the group sessions, patients at acute care and adolescent facilities are seen individually by the Rights Advisor, shortly after their admission, in order to acquaint them with RGS services, review the rights booklet, and answer any questions they may have regarding patient rights. This data is included on the Categories of Rights Issues - Information/Assistance Sheet, 11B Rights Protection System, Explanation of Rights, for each facility.

Rights Advisors present training on patient rights during the orientation for new staff and the annual training in-services scheduled for employees. Specifically designed education presentations are developed and scheduled as the need arises, upon the request of patients or staff, or in response to grievances, which have identified deficits in a specific area of patient rights.

**TOLL-FREE ACCESS
TO RESIDENT GRIEVANCE SYSTEM**

In January 1996, the Resident Grievance System implemented toll-free telephone access to the Central Office, 1-800-RGS-7454, in addition to the two regular lines. This service allows residents to have immediate contact with the Resident Grievance System and has enhanced the ability to respond rapidly to patient concerns.

The RGS Administrative Officer, John Hancock, responds to calls from patients, obtains information regarding the caller's concern, records the information on the telephone log, and relays the concern to the Rights Advisor. If the issue presented is one that requires an immediate response, e.g. abuse, neglect, safety concern, etc., Mr. Hancock designates it as a high priority and directs a Rights Advisor to immediately respond to the concern. If the issue does not require an immediate response, the Rights Advisor calls the patient and schedules a mutually convenient time that they can meet to discuss the concern.

ACTIVITY ON TOLL-FREE LINE FOR FY-2011

Month	Total Calls	Average Daily Calls	Duration (Minutes)	Average Call Duration
July 2010	312	10.1	672	2.15
August 2010	425	13.7	1,197	2.81
September 2010	322	10.7	541	1.68
October 2010	492	15.9	1,199	2.44
November 2010	390	13.0	507	1.30
December 2010	262	8.5	395	1.51
January 2011	307	9.9	488	1.59
February 2011	396	14.4	720	1.82
March 2011	441	14.2	873	1.98
April 2011	404	13.0	544	1.35
May 2011	394	12.7	618	1.56
June 2011	361	12.0	472	1.31
Total	4,506	12.3	8,226	1.83

**TOTAL NUMBER AND PERCENTAGE OF GRIEVANCES
FOR ALL FACILITIES BY RIGHTS CLASSIFICATION
FOR FY-2011 COMPARED TO FY 2010 DATA**

<u>RIGHTS CLASSIFICATION</u>	<u>FY-2010</u>		<u>FY-2011</u>	
(1) Abuse	139	13%	196	19%
(2) Admission/Discharge/Transfer	35	3%	35	3%
(3) Civil Rights	137	13%	148	15%
(4) Communication & Visits	50	5%	45	5%
(5) Confidentiality	27	3%	19	2%
(6) Environmental	127	12%	155	15%
(7) Freedom Of Movement	142	14%	108	11%
(8) Money	29	3%	24	2%
(9) Neglect	4	5%	2	1%
(10) Personal Property	57	5%	54	5%
(11) Rights Protection System	21	2%	14	1%
(12) Treatment Rights	189	18%	110	11%
(13) Other	24	2%	11	1%
(14) No Right Involved	60	6%	76	8%
(15) Resident-Resident Assault	7	5%	12	1%
(16) Deaths	0	0%	0	0%
Total	1048	100%	1009	100%

**RESIDENT GRIEVANCE SYSTEM
ACTIVITY PER FACILITY
FISCAL YEAR 2011**

	Grievances	Information Assistance	Clinical Review Panels	TOTAL
Clifton T. Perkins	281	309	63	653
Eastern Shore	41	227	14	282
RICA-Baltimore	156	69	0	225
RICA-Rockville	34	57	0	91
Springfield	259	326	43	628
Spring Grove	225	961	37	1,223
Thomas B. Finan	13	97	25	135
Total	1,009	2,046	182	3,237

**HISTORICAL DATA OF
RIGHTS ADVISORS CONTACTS PER FISCAL YEAR
SINCE IMPLEMENTATION OF THE RGS IN NOVEMBER 1985**

<u>Year</u>	<u>Total</u>	<u>Classification Breakdown</u>
2011	3,327	Grievance 1,009 Clinical Review Panels 182 Information/Assistance 2,046
2010	3,378	Grievance 1,048 Clinical Review Panels 186 Information/Assistance 2,144
2009	3,390	Grievance 1,400 Clinical Review Panels 158 Information/Assistance 1,832
2008	2,583	Grievance 978 Clinical Review Panels 139 Information/Assistance 1,466
2007	3,052	Grievance 999 Clinical Review Panels 206 Information/Assistance 1,847
2006	2,918	Grievance 1,028 Clinical Review Panels 176 Information/Assistance 1,714
2005	2,919	Grievance 941 Clinical Review Panels 179 Information/Assistance 1,799
2004	2,817	Grievance 1,004 Clinical Review Panels 150 Information/Assistance 1,663
2003	3,106	Grievance 1,110 Clinical Review Panels 183 Information/Assistance 1,813
2002	3,499	Grievance 1,371 Clinical Review Panels 158 Information/Assistance 1,970
2001	4,021	Grievance 1,681 Clinical Review Panels 161 Information/Assistance 2,179
2000	4,243	Grievance 1,545 Clinical Review Panels 184 Information/Assistance 2,514
1999	4,733	Grievance 1,547 Clinical Review Panels 184 Information/Assistance 2,649
1998	4,294	Grievance 1,441 Clinical Review Panels 204 Information/Assistance 2,649

1997	4,025	Grievance 1,514 Clinical Review Panels 228 Information/Assistance 2,283
1996	4,115	Grievance 1,808 Clinical Review Panels 160 Information/Assistance 2,147
1995	2,740	Grievance 1,873 Clinical Review Panels 172 Information/Assistance 695
1994*	2,940	Grievance 2,720 Clinical Review Panels 220
1993*	3,226	Grievance 3,030 Clinical Review Panels 196
1992*	3,074	Grievance 2,829 Clinical Review Panels 245
1991**	2,730	Grievance
1990**	2,782	Grievance
1989**	2,745	Grievance
1988**	2,857	Grievance
1987**	2,628	Grievance
1986**	2,030	Grievance

Since 1995 data has been reported in three categories, Grievances, Clinical Review Panels and Information/Assistance.

*1992-1994 data was reported in two categories, Grievances and Clinical Review Panels.

**1986-1991 data was reported in a single classification – Grievances.

RGS DATA COLLECTION AND CLASSIFICATION

The data in the Annual Report for Fiscal Year 2011 are reported in three major classifications: Grievances, Clinical Review Panels, and Information/Assistance. For purposes of data collection, form RGS-24 "Category of Rights Issues" assigns all cases to one of 16 major categories: Abuse, Admission/Discharge/Transfer; Civil Rights; Communication & Visits; Confidentiality & Disclosure; Environmental; Freedom of Movement; Money; Neglect; Personal property; Rights protection System; Treatment Rights; Other; No Right Involved; Resident-Resident Assault; and Death. Most of the major categories have subcategories.

Resident Grievance System Regulations (RGS), COMAR 10.21.14, defines "Rights Issues" broadly: "an alleged violation of a resident's rights guaranteed by federal and State constitutions, statutes, regulations, common law, or policies of the Department, Mental Hygiene Administration, and the facility". When the RGS was created, the rationale for this broad definition was precisely because not all rights issues are stipulated in the law but this does not make them any less a rights issue. The RGS Director has the responsibility for developing the classification system and providing guidelines.

Grievances

Cases classified as Grievances are those issues that allege a violation of patients' rights and whose goal is to obtain a specific outcome. The Rights Advisors' role in a grievance is to be a neutral fact finder, conduct a thorough investigation, and render a decision based on the evidence.

Grievances are determined to be Valid, Invalid, or Inconclusive. When sufficient evidence does not exist to prove or disprove the allegation, the grievance is determined to be inconclusive.

The Rights Advisors' role is to work toward the achievement of a mutually satisfactory resolution at the lowest possible stage.

Grievance investigation and resolution generally requires the Rights Advisor to have multiple contacts with the grievant and others, up to 65 working days, the total time permitted for resolution of the grievance by the RGS Regulations, COMAR 10.21.14.

Grievances consume the largest amount of Rights Advisors' time. The Rights Advisors' role is to be non-adversarial and to function as a mediator, facilitator or negotiator.

In fiscal year 2011, Rights Advisors processed 1009 grievances of which 700 were closed at Stage 1 and 150 were appealed to Stage 2.

Clinical Review Panels

In accordance with the Annotated Code Of Maryland, Health General 10-708, the Clinical Review Panel (CRP) determines whether to approve the administration of medication over the patients' objection.

The Rights Advisor serves as an advocate for the patient and makes every effort to ensure that the patients' objections to the medication are presented during the CRP process. The Rights Advisor provides the patient with information regarding rights throughout the CRP process, and if the patient elects to appeal the decision, assists them in filing an appeal to the Administrative Law Judge and the Circuit Court.

A Clinical Review Panel requires the Rights Advisor to have multiple contacts with the patient during the panel and appeal process. As an advocate for the patient, the Right Advisor's role at the CRP is adversarial since they are representing the patients' objections to the medication over those of the facility.

In fiscal year 2011, a total of 188 Clinical Review Panels (CRP's) were scheduled. A total of 182 were held, with 6 panels being cancelled. Patients who were found incompetent to stand trial comprised 20 of held panels. Patients who were civilly committed comprised 40 of the held panels.

The panel approved medication in 80 cases. Patients filed an administrative appeal of the panel's decision in 30 of the panels. The Administrative Law Judge upheld the panel's decision in 15 of the appeals. A total of 4 of the cases were appealed to the Circuit Court. The Circuit Court upheld 2 of the decisions.

The Resident Grievance System Rights Advisors assisted and advocated for patients at all Clinical Review Panels held, filed for an Administrative Hearings for those patients whose CRP determined that they could be medicated against their will, and assisted patients in obtaining legal assistance to represent them at the appeal levels.

Information/Assistance

Cases classified as Information/Assistance do not allege a rights violation but are contacts in which the patient is seeking information, clarification, or assistance with a concern. In fiscal year 2011, Rights Advisors provided Information/Assistance for 2,046 patients.

MHA Trending Data
Select Years

Year	<u>1986*</u>	<u>1987*</u>	<u>1995*</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>
Grievances	2030	2628	1873	1028	999	978	1,400	1,048	1,009
Abuse	*2			129	102	170	196	139	196
Neglect				3	3	4	5	4	2
Treatment				179	184	173	266	189	110
I & A	*3		695	1,714	1,846	1,466	1,832	2,144	2,046
Abuse				1	1	1	7	4	3
Neglect				0	0	0	2	0	1
Treatment				62	74	2	280	60	79
Deaths	4			0(23)*5	1(11)	0(18)	0(12)	0	0
LAP Reports	N	Y	Y	Y	Y	Y	Y	Y	Y
Narrative	N	Y	Y	Y	Y	Y	Y	Y	Y
Stage 4's	x	x	x	36	22	12	14	33	15
CRP's*6	x	x	172	176	206	139	158	186	182

Note:

All numbers represent totals

Legend

N= No; Y=Yes

*1986 and 1987 data were reported in a single classification – grievances

*(1) =Data first reported in e categories, grievances, CRP's and Inofrmation/Assistance

*(2) = See * above

*(3) = See * above

*(4) = Records not available

*(5) = Numbers not in parenthesis are grievance figures. Numbers in parenthesis are information/assistance figures

*(6) = Clinical review Panels

x – Records not available

Training and Continuing Education

During the 2011 fiscal year, the Resident Grievance System Rights Advisors and the Director participated in various training and continuing education to assist in providing patients and individuals within the state psychiatric and residential centers with effective patient advocacy. The training also provided Rights Advisors with professional growth and development within their specific clinical disciplines.

A sample of the training and continuing education courses attended included supporting individuals with a history of brain injury, substance abuse and traumatic brain injury, youth suicide, symptoms and strategies for prevention, integration of behavioral health and primary care under the Health Care Reform Act, understanding schizophrenia, learning about blood borne pathogens, living well with chronic conditions, empowering ourselves to empower others and elder law: protecting patient assets.

All Rights Advisors recently hired receive weekly supervision from the Director of the Resident Grievance System and mandatory hospital training at their respective facilities and the Rights Advisors' were cross trained on specific issues for patients at the Clifton T. Perkins Hospital Center.

Accomplishments

During the 2011 fiscal year, the first annual Legal Assistance (LAP) meeting was held. The majority of the LAP's to the Resident Grievance System attended. The Deputy Secretary for Behavioral Health provided comment on the need for the Legal Assistance Program and its value to patients. A Rights Advisor was nominated as the Social Worker of the Year (2011). A Rights Advisor was instrumental in effecting policy changes at two psychiatric facilities. The changes included revising how patient funds are distributed and ensuring that active treatment is provided when a patient is assigned to a "mini ward".

DECISION AND ACTION (GRIEVANCE CASES) FY 2011 AGGREGATE (MHA)

STAGE 1 - RIGHTS 1009 GRIEVANCES					
Decisions at Stage 1			Actions at Stage 1		
Valid	309	30%	Resolved	776	77%
Invalid	510	51%	Withdrawn	223	23%
Inconclusive	190	19%	Outside Referral	0	0%
Not investigated	0	0%			
Total Number of Cases Closed at Stage 1			859	85%	
Total Number of Cases Referred to Stage 2			150	15%	

STAGE 2 – UNIT DIRECTOR 150 GRIEVANCES					
Decisions at Stage 2			Actions at Stage 2		
Valid	2	1%	Resolved	105	70%
Invalid	104	69%	Withdrawn	44	29%
Inconclusive	44	30%	Outside Referral	1	1%
Not investigated	0	0%			
Total Number of Cases Closed at Stage 2			115	77%	
Total Number of Cases Referred to Next Stage			35	23%	

STAGE 3A – RESIDENT RIGHTS COMMITTEE 35 GRIEVANCES					
Decisions at Stage 3A			Actions at Stage 3A		
Valid	2	6%	Resolved	6	17%
Invalid	21	60%	Withdrawn	29	83%
Inconclusive	12	34%	Outside Referral	0	0%
Not investigated	0	0%			
Total Number of Cases Closed at Stage 3A			35	100%	
Total Number of Cases Referred to Stage 3B			0	0%	

STAGE 3B – SUPERINTENDENT/CEO 115 GRIEVANCES					
Decisions at Stage 3B			Actions at Stage 3B		
Valid	2	2%	Resolved	40	35%
Invalid	89	77%	Withdrawn	75	65%
Inconclusive	24	21%	Outside Referral	0	0%
Not investigated	0	0%			
Total Number of Cases Closed at Stage 3B			100	87%	
Total Number of Cases Referred to Stage 4			15	13%	

STAGE 4 – CENTRAL REVIEW COMMITTEE 15 Grievances					
Decisions at Stage 4			Actions at Stage 4		
Valid	2	13%	Resolved	12	80%
Invalid	9	60%	Withdrawn	0	0%
Inconclusive	4	27%	Outside Referral	3	20%
Not Investigated	0	0%			
15 Total Number of Cases Closed at Stage 4					

GRIEVANCE OUTCOME FOR STAGES 1, 2, 3 AND REFERRALS TO THE CENTRAL REVIEW COMMITTEE AT STAGE 4

- **STAGE 1:** 1009 grievances were investigated by the Rights Advisor 700 (70%) were closed through resolution or withdrawal
- **STAGE 2:** 150 grievances were reviewed by the Unit Director
- **STAGE 3A:** 35 grievances were reviewed by the Resident Rights Committee
- **STAGE 3B:** 109 grievances were reviewed by the Superintendent
- **STAGE 4:** 15 (1%) grievances were reviewed by the Central Review Committee which rendered the following decisions:

Grievances determined to be Valid	2
Grievances determined to be Inconclusive	4
Grievances determined to be Invalid	9

The data reflects that only 15(1%) of the 1,009 grievances reached the 4th and final stage of the RGS. This figure supports that the RGS is achieving its mission of resolving grievances at the lowest possible level through mediation, negotiation and conciliation, and that the internal rights protection system is a fair, efficient, and complete remedy for the resolution of patient complaints.

RESIDENT GRIEVANCE SYSTEM STAGE 4 REVIEWS BY CENTRAL REVIEW COMMITTEE

A Stage 4 Central Review Committee appeal is the last and final appeal level of the Resident Grievance System. A Rights Advisor is required to make every effort to negotiate, mediate, and resolve the grievance; however, the ultimate decision to resolve or appeal the grievance belongs to the patient. If the patient elects to appeal, even though the Rights Advisor may not believe that the request has merit, the Rights Advisor is required to assist the patient in filing the appeal.

The Central Review Committee is comprised of three members; Director of the Resident Grievance System, Director of the Mental Hygiene Administration, and Clinical Director of the Mental Hygiene Administration, or their designees.

The Committee reviews all prior information concerning the grievance and may conduct further investigation, if deemed by the Committee to be warranted. At the conclusion of the review, the Committee issues a written decision based on their findings and makes recommendations for corrective action, if warranted.

Within 20 working days, after receiving the recommendations from the Central Review Committee, the facility's Chief Executive Officer is required to forward to the Committee a written report of the status of the implementation of the Committee's recommendations. The Chief Executive Officer is required to make periodic reports to the Committee every 30 days until the recommendations are fully implemented.

There were a total of 15 grievances appealed to Stage 4 in Fiscal Year 2011 which represents 1% of the 1,009 grievances filed.

33% (4) of the Stage 4 appeals were filed by residents of Clifton T. Perkins Hospital Center.

33 % (5) Stage 4 appeals were filed by a resident of Spring Grove Hospital,

33% (4) Stage 4 appeals were filed by a resident of Eastern Shore Hospital.

1% (1) Stage 4 appeals were filed by a resident of Springfield Hospital.

The Stage 4 grievances reviewed by the Central Review Committee for Fiscal Year 2011 are detailed on the following pages.

HISTORICAL PERSPECTIVE OF STAGE 4 APPEALS

The following reflects the historical data on the number and percentage of total RGS grievances that reached the highest level of the RGS, Stage 4, and were reviewed by the Central Review Committee, dating from the current year to the implementation of the RGS in 1986.

<u>Fiscal Year</u>	<u>Number & % of Total</u>	
2011	15	1%
2010	33	3%
2009	14	1%
2008	12	1%
2007	22	2%
2006	36	4%
2005	44	5%
2004	40	4%
2003	16	1%
2002	22	2%
2001	113	7%
2000	43	3%
1999	13	0.8%
1998	17	0.5%
1997	19	1%
1996	11	0.6%
1995	10	0.5%
1994	13	0.5%
1993	27	1%
1992	45	2%
1991	39	2%
1990	79	3%
1989	50	2%
1988	57	2%
1987	91	4%
1986	61	3%

CATEGORY 1A
ABUSE – Physical
5 Grievances

Grievances # 1 and 2

Two grievances were filed by a resident alleging that she was assaulted at the Spring Grove Hospital Center on or about August 16, 2010. The resident alleges that she was attacked by staff and they attempted to "cut her head off". As a part of the Rights Advisors investigation the resident was interviewed. The resident reported to the Rights Advisor that she did not know how she got the "boo boo" and, "it does not hurt".

The grievances were determined to be invalid at Stages 1 by the Rights Advisor, Stages 2 and 3B by the Unit Director and the CEO respectively.

Decision of the Central Review Committee - Invalid

The Central Review Committee reviewed the submitted documentation, and we concur with the decision of the Patients Rights Advisor that the grievance was invalid.

Grievance # 3

A grievance was filed by the resident alleging that she was physically abused by a staff member at the Spring Grove Hospital facility on or about July 31, 2010. The resident alleged that after the patient had an altercation with another patient, the patient was escorted by facility staff to the patients' bedroom and the patient alleges that her hand was broken.

The grievance was determined to be invalid at Stages 1 by the Rights Advisors, Stages 2 and 3B respectively by the Unit Director and the CEO.

Decision of the Central Review Committee – Invalid

The Central Review Committee reviewed the submitted documentation, and we concur with the decision of the Patients Rights Advisor that the grievance was invalid.

Grievances # 4 and 5

Two grievances were filed by a resident alleging that she was assaulted by two different staff members at Spring Grove Hospital facility on or about September 5, 2010. The resident alleges that the staff members grabbed her and hit her in the back and, then proceeded to give her three (3) needles.

The grievances were determined to be invalid at Stages 1, 2 and 3B respectively by the Rights Advisor, Unit Director and CEO.

Decision of the Central Review Committee – Invalid

The Central Review Committee reviewed the submitted documentation, and we concur with the decision of the Rights Advisor that the grievances were invalid.

CATEGORY 2D
ADMISSION/DISCHARGE

A grievance was filed by a resident alleging that "his rights were violated because he has been at Springfield Hospital too long and the hospital has no more therapeutic services to offer him".

The grievance was determined to be valid at Stage 1, 2 and 3B respectively by the Rights Advisor, Unit Director and CEO.

Decision of the Central Review Committee

The Central Review Committee reviewed the submitted documentation and found the grievance to be valid. The Committee concurred that the facility review placement options for the resident.

CATEGORY 4C
COMMUNICATION AND VISITS - Visitors

Grievance # 1

A grievance was filed by the resident alleging that he was denied a familial visit by staff at the Clifton T. Perkins facility. The resident alleges that staff denied the visit because the family member was dressed in clothing that smelled of animal waste.

The grievance was determined to be invalid at Stages 1, 2 and 3B by the Rights Advisor, Unit Director and CEO respectively.

Decision of the Central Review Committee - Invalid

The Central Review Committee reviewed the submitted documentation and we concur with the decision of the Rights Advisor that the grievance was invalid.

CATEGORY 4E
COMMUNICATION AND VISITS

A grievance was filed by the resident alleging that while he was on the "mini ward" at Eastern Shore Hospital Center, he was denied the right to use the telephone.

The grievance was determined to be valid at Stage 1 by the Rights Advisor, invalid at Stage 2 by the Unit Director, inconclusive at Stage 3B by the CEO.

Decision of the Central Review Committee – Invalid

The Central Review Committee reviewed the submitted documentation and determined that the grievance was invalid.

CATEGORY 5B
CONFIDENTIALITY AND DISCLOSURE

A grievance was filed by a resident of Eastern Shore Hospital Center alleging that a copy of the patients’ treatment plan was provided to another patient and, the patient wants the facility to “pay for its mistakes”.

The grievance was determined to be invalid at Stage 1 by the Rights Advisor, invalid at Stage 2 by the Clinical Director, inconclusive at Stage 3A by the Resident Rights Committee, and, valid at Stage 3 B by the CEO.

Decision of the Central Review Committee- Valid

The Central Review Committee reviewed the submitted documentation and determined that the grievance was valid. The committee recommended that the CEO send a letter to the patient stating that they have reported the incident to the Office of the Inspector General for review and subsequent recommendation for further legal action. The CEO was to provide to the Director of the Resident Grievance System within 20 business days a status update regarding the recommendation.

CATEGORY 6A
ENVIRONMENTAL – Clothing

A grievance was filed by the resident alleging that on or about April 19th, 2010 at the Clifton T. Perkins Hospital Center, “one of the patients had come up to 2 East with staff and someone had picked up 4 of my bags. When I asked staff that I would like to get my bag back she said we do not keep it”. Patient states that he had several items that were missing and, he wanted those items back.

The grievance was determined to be inconclusive at Stage 1 by the Rights Advisor, invalid at Stage 2 by the Unit Director, invalid at Stage 3 by the Resident Rights Committee and inconclusive at Stage 3B by the CEO.

Decision of the Central Review Committee – Inconclusive

The Central Review Committee reviewed the submitted documentation, and we determine that the grievance was inconclusive.

CATEGORY 7E
FREEDOM OF MOVEMENT – Restraint

A grievance was filed by the resident alleging that on or around June 9, 2010 at the Clifton T. Perkins Hospital Center, he was placed in restraints and forcibly medicated. The resident alleges that he was not a danger to himself or others.

The grievances were determined to be valid at Stage 1 by the Rights Advisor, invalid at Stage 2 by the Director, Continued Care Division, invalid at Stage 3A by the Resident Rights Committee and inconclusive at Stage 3B by the CEO. A report was presented by the Office of Health Care Quality stating that approved Prevention and Management of Aggressive Behavior (PMAB) procedures were not followed and the non approved procedures “could have significantly injured the patient’s neck or impaired his breathing”.

Decision of the Central Review Committee – Valid

The Central Review Committee reviewed the submitted documentation and we concur with the Rights Advisor that the grievance was valid. The committee recommended

1. The hospital respond to the Office of Health Care Quality Report to include corrective action;
2. Facility staff immediately receive training on appropriate PMAB techniques;
3. The hospital in conjunction with legal counsel provide an in-service on the legal issues associated with the use of handcuffs at the facility, and
4. The patient agreed that the facts of this case can be used (patient’s anonymity to be maintained) as a training for staff on the use of approved and non approved PMAB techniques.

The CEO was to provide the Director of the Resident Grievance System within 20 business days a status update regarding these recommendations.

CATEGORY 12C
TREATMENT RIGHTS – Medical Care

A grievance was filed by a resident alleging that his rights were violated at the Eastern Shore Hospital Center. The resident alleged that he was not provided an option to refuse a somatic procedure (EKG) which his doctor had ordered.

The grievance was determined to be invalid at Stages 1 and 2 by the Rights Advisor and Unit Director respectively and, inconclusive at Stage 3B by the CEO.

Decision of the Central Review Committee- Inconclusive

The Central Review Committee reviewed the submitted documentation to include an oral presentation by the Legal Assistance Provider. The committee determined that the grievance was inconclusive. The committee recommended;

1. The hospital request the patient to sign an advance directive that will make clear his decisions regarding medical care;
2. The patient chart reflect at all times that the patient was informed of the side effects and benefits of medication and ,
3. The recommendations by the Unit director are followed.

The CEO was to provide to the Director of the Resident Grievance System within 20 business days a status update regarding these recommendations.

CATEGORY 12 I
Treatment Rights

A grievance was filed by a resident of Clifton T. Perkins Hospital alleging that "On July 7, 2010, I met with my treatment team and they were not were not convinced of my epilepsy diagnosis. This has been a problem in the past and I am requesting assistance from the RGS".

The grievance was determined to be invalid at Stages 1, 2 and 3B by the Rights Advisor, the Unit Director and the CEO, respectively.

Decision of the Central Review Committee

The Central Review Committee reviewed the submitted documentation and we concur with the decision of the Patient Rights Advisor that the grievance was invalid.

CATEGORY 12P
MEDICATION –Pain Management

A grievance was filed by a resident at Eastern Shore Hospital Center alleging that the patient is prescribed medication for chronic pain but the medication does not alleviate the pain. The resident alleges that the pain is so excruciating she "cannot think straight".

The grievance was determined to be inconclusive at Stage 1 by the Rights Advisor, invalid at Stage 2 by the Clinical Director and, invalid at Stage 3B by the Acting CEO.

Decision of the Central Review Committee – Inconclusive

The Central Review Committee reviewed the submitted documentation, and we concur with the decision of the Patient Rights Advisor that the grievance was inconclusive.

CATEGORY 14
NO RIGHT INVOLVED

A grievance was filed by a resident at the Eastern Shore Hospital Center alleging that his current psychiatrist has a problem with him (resident) and he (resident) wants a different psychiatrist.

The grievance was determined to be invalid as Stages 1 and 2 by the Rights Advisor and the clinical Director respectively, inconclusive at Stage 3A by the Resident Rights Committee, and valid at Stage 3B by the CEO.

Decision of the Central Review Committee - Inconclusive

The Central Review Committee reviewed the submitted documentation, and determined the grievance to be inconclusive. The committee did agree with recommendations set forth by the Resident Rights Committee and recommends that they be followed.

PART II

MENTAL HYGIENE ADMINISTRATION

FACILITY DATA

2011

RESIDENT GRIEVANCE SYSTEM

**AGGREGATE DATA FOR
MENTAL HYGIENE ADMINISTRATION
FACILITIES**

FISCAL YEAR 2011

**Darrell Nearon
Director**

**John Hancock
Data Program Manager**

AGGREGATE
FISCAL YEAR 2011

GRIEVANCES	1,009
INFORMATION/ASSISTANCE CASES	2,046
CLINICAL REVIEW PANELS	182
TOTAL RIGHTS ADVISOR CONTACTS	3,237

<u>RIGHTS CATEGORY</u>	<u>GRIEVANCES</u>	<u>INFORMATION/ ASSISTANCE CASES</u>
ABUSE	196	3
ADMISSIONS/DISCHARGE/TRANFER	35	53
CIVIL RIGHTS	148	60
COMMUNICATIONS/VISITS	45	54
CONFIDENTIALITY	19	12
ENVIRONMENTAL	155	103
FREEDOM OF MOVEMENT	108	22
MONEY	24	139
NEGLECT	2	1
PERSONAL PROPERTY	54	21
RIGHTS PROTECTION SYSTEM (RGS)	14	170
TREATMENT RIGHTS	110	79
OTHER	11	58
NO RIGHT INVOLVED	76	182
RESIDENT/RESIDENT ASSAULT	12	1,089
DEATH	0	0
TOTAL	1,009	2,046

CATEGORIES OF RIGHTS ISSUES – GRIEVANCE

1. ABUSE <u>196</u>	8. MONEY <u>24</u>
<u>142</u> A. Physical	_____ A. Dissipation of Assets
<u>44</u> B. Sexual	<u>5</u> B. Easy Access
<u>10</u> C. Mental	<u>1</u> C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>35</u>	<u>6</u> D. Limitations
<u>7</u> A. Admission	<u>1</u> E. Safekeeping
<u>5</u> B. Hearing	_____ F. Use of Funds
<u>4</u> C. Transfer	<u>6</u> G. Exploitation
<u>19</u> D. Discharge	<u>5</u> H. Entitlements/Benefits
_____ E. Respite Care	9. NEGLECT <u>2</u>
3. CIVIL RIGHTS <u>148</u>	10. PERSONAL PROPERTY <u>54</u>
<u>1</u> A. Abortion	<u>3</u> A. Exclusion
<u>31</u> B. Verbal Abuse	<u>12</u> B. Limitations
_____ C. Barrier Free Design	<u>3</u> C. Protection
<u>12</u> D. Business & Personal Affairs	<u>1</u> D. Purchase or Receive
_____ E. Competency	_____ E. Receipt
<u>31</u> F. Dignity	<u>4</u> F. Storage
<u>12</u> G. Discrimination	<u>31</u> G. Theft/Loss/Destruction
<u>12</u> H. Education	11. RIGHTS PROTECTION SYSTEM <u>14</u>
<u>2</u> I. Labor & Compensation	<u>1</u> A. Complaint Forms
_____ J. Marriage & Divorce	<u>2</u> B. Explanation of Rights
<u>5</u> K. Media	<u>1</u> C. Notification of Rights
<u>4</u> L. Personal Search	_____ D. Rights Advisor
<u>6</u> M. Privacy	_____ E. Timely Impartial Investigation
<u>3</u> N. Religion	<u>1</u> F. Complaint Procedure
<u>1</u> O. Sexuality	<u>1</u> G. Retaliation
<u>27</u> P. Harassment	<u>8</u> H. Legal Case Review
<u>1</u> Q. Voting	
_____ R. Immigration	
4. COMMUNICATION & VISITS <u>45</u>	12. TREATMENT RIGHTS <u>110</u>
<u>18</u> A. Attorney/Legal Matters	<u>6</u> A. Individual Treatment Plan
_____ B. Clergy	<u>1</u> B. Informed Consent
<u>6</u> C. Visitors	<u>32</u> C. Medical Care
<u>1</u> D. Stationery & Postage	<u>39</u> D. Medication
<u>8</u> E. Telephone	<u>5</u> E. Periodic Review
<u>10</u> F. Mail	_____ F. Research/At Risk Procedures
<u>2</u> G. Interpreter Service	_____ G. Knowledge of
5. CONFIDENTIALITY & DISCLOSURE <u>19</u>	<u>6</u> H. Name of Treatment Staff
<u>8</u> A. Records	<u>12</u> I. Alternate Treatment Services
<u>11</u> B. Privileged Communication	_____ J. Clinical Review Panel
_____ C. Photocopying	_____ K. Minor Placed With Adults
_____ D. Photographing	_____ L. Aftercare Plan
6. ENVIRONMENTAL <u>155</u>	<u>1</u> M. Advance Medical Directive
<u>6</u> A. Clothing	<u>8</u> P. Pain Management
<u>34</u> B. Diet	
<u>20</u> C. Personal hygiene	13. OTHER <u>11</u>
<u>37</u> D. Safety	<u>7</u> A. Forensic Issues
<u>36</u> E. Sanitary	<u>1</u> B. Guardianship
<u>22</u> F. Humane	<u>3</u> C. Rights Outside Jurisdiction
7. FREEDOM OF MOVEMENT <u>108</u>	14. NO RIGHT INVOLVED <u>76</u>
<u>10</u> A. Building & Grounds	15. RESIDENT/RESIDENT ASSUALT <u>12</u>
<u>24</u> B. General Restrictions	
<u>58</u> C. Least Restrictive Alternative	16. DEATH <u>0</u>
<u>6</u> D. Leave of Absence	
<u>6</u> E. Restraint	TOTAL CASES <u>1,009</u>
<u>3</u> F. Seclusion	FACILITY <u>Aggregate</u>
<u>1</u> G. Quiet Room	FISCAL YEAR <u>2011</u>

**DEMOGRAPHIC INFORMATION (GRIEVANCE CASES) FY 2011
AGGREGATE**

GRIEVANCES (MHA)

SEX	#	%
Female	348	35
Male	627	62
Class	34	3
Total	1,009	100

AGE	#	%
<18	141	14
18-44	474	47
45-64	345	34
65+	15	2
Class	34	3
Total	1,009	100

RACE	#	%
African-American	627	62
Asian	2	0
Caucasian	320	32
Hispanic	19	2
Other	7	1
Class	34	3
Total	1,009	100

CATEGORIES OF RIGHTS ISSUES – INFORMATION/ASSISTANCE

1. ABUSE <u>3</u>	8. MONEY <u>139</u>
<u>3</u> A. Physical	<u>2</u> A. Dissipation of Assets
___ B. Sexual	<u>2</u> B. Easy Access
___ C. Mental	<u>2</u> C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>53</u>	___ D. Limitations
<u>2</u> A. Admission	<u>3</u> E. Safekeeping
<u>4</u> B. Hearing	___ F. Use of Funds
<u>6</u> C. Transfer	<u>1</u> G. Exploitation
<u>41</u> D. Discharge	<u>129</u> H. Entitlements/Benefits
___ E. Respite Care	9. NEGLECT <u>1</u>
3. CIVIL RIGHTS <u>60</u>	10. PERSONAL PROPERTY <u>21</u>
___ A. Abortion	<u>3</u> A. Exclusion
<u>2</u> B. Verbal Abuse	<u>1</u> B. Limitations
___ C. Barrier Free Design	<u>1</u> C. Protection
<u>12</u> D. Business & Personal Affairs	<u>2</u> D. Purchase or Receive
<u>3</u> E. Competency	<u>1</u> E. Receipt
<u>7</u> F. Dignity	___ F. Storage
___ G. Discrimination	<u>13</u> G. Theft/Loss/Destruction
<u>8</u> H. Education	11. RIGHTS PROTECTION SYSTEM <u>170</u>
___ I. Labor & Compensation	<u>5</u> A. Complaint Forms
<u>2</u> J. Marriage & Divorce	<u>92</u> B. Explanation of Rights
<u>2</u> K. Media	___ C. Notification of Rights
<u>2</u> L. Personal Search	___ D. Rights Advisor
<u>2</u> M. Privacy	___ E. Timely Impartial Investigation
<u>3</u> N. Religion	___ F. Complaint Procedure
<u>4</u> O. Sexuality	___ G. Retaliation
<u>11</u> P. Harassment	<u>73</u> H. Legal Case Review
<u>6</u> Q. Voting	12. TREATMENT RIGHTS <u>79</u>
___ R. Immigration	<u>4</u> A. Individual Treatment Plan
4. COMMUNICATION & VISITS <u>54</u>	<u>1</u> B. Informed Consent
<u>34</u> A. Attorney/Legal Matters	<u>20</u> C. Medical Care
___ B. Clergy	<u>30</u> D. Medication
<u>2</u> C. Visitors	<u>2</u> E. Periodic Review
<u>1</u> D. Stationery & Postage	___ F. Research/At Risk Procedures
<u>9</u> E. Telephone	___ G. Knowledge of
<u>7</u> F. Mail	<u>3</u> H. Name of Treatment Staff
<u>1</u> G. Interpreter Service	<u>11</u> I. Alternate Treatment Services
5. CONFIDENTIALITY & DISCLOSURE <u>12</u>	<u>1</u> J. Clinical Review Panel
<u>10</u> A. Records	___ K. Minor Placed With Adults
<u>2</u> B. Privileged Communication	<u>5</u> L. Aftercare Plan
___ C. Photocopying	___ M. Advance Medical Directive
___ D. Photographing	<u>2</u> P. Pain Management
6. ENVIRONMENTAL <u>103</u>	13. OTHER <u>58</u>
<u>7</u> A. Clothing	<u>28</u> A. Forensic Issues
<u>25</u> B. Diet	<u>3</u> B. Guardianship
<u>11</u> C. Personal hygiene	<u>27</u> C. Rights Outside Jurisdiction
<u>36</u> D. Safety	14. NO RIGHT INVOLVED <u>182</u>
<u>10</u> E. Sanitary	15. RESIDENT/RESIDENT ASSUALT <u>1,089</u>
<u>14</u> F. Humane	16. DEATH <u>0</u>
7. FREEDOM OF MOVEMENT <u>22</u>	TOTAL CASES <u>2,046</u>
<u>8</u> A. Building & Grounds	FACILITY <u>Aggregate</u>
<u>8</u> B. General Restrictions	FISCAL YEAR <u>2011</u>
<u>4</u> C. Least Restrictive Alternative	
___ D. Leave of Absence	
<u>1</u> E. Restraint	
<u>1</u> F. Seclusion	
___ G. Quiet Room	

**DEMOGRAPHIC INFORMATION FY 2011
AGGREGATE**

INFORMATION/ASSISTANCE (MHA)

SEX	#	%	AGE	#	%	RACE	#	%
Female	713	35	<18	142	7	African-American	1,269	62
Male	1,317	64	18-44	1,041	51	Asian	13	1
Class	16	1	45-64	770	37	Caucasian	704	34
Total	2,046	100	65+	77	4	Hispanic	22	1
			Class	16	1	Other	22	1
			Total	2,046	100	Class	16	1
						Total	2,046	100

RESIDENT GRIEVANCE SYSTEM

EASTERN SHORE HOSPITAL CENTER

FISCAL YEAR 2011

**Sharon Wert
Rights Advisor**

EASTERN SHORE HOSPITAL CENTER
FISCAL YEAR 2011

GRIEVANCES	41	
INFORMATION/ASSISTANCE CASES	227	
TOTAL RIGHTS ADVISOR CONTACTS	268	
<hr style="border-top: 1px dashed black;"/>		
<u>RIGHTS CATEGORY</u>	<u>GRIEVANCES</u>	<u>INFORMATION/ ASSISTANCE CASES</u>
ABUSE	4	0
ADMISSIONS/DISCHARGE/TRANSFER	0	4
CIVIL RIGHTS	10	8
COMMUNICATIONS/VISITS	2	24
CONFIDENTIALITY	3	10
ENVIRONMENTAL	4	22
FREEDOM OF MOVEMENT	10	5
MONEY	2	26
NEGLECT	0	0
PERSONAL PROPERTY	1	11
RIGHTS PROTECTION SYSTEM (RGS)	0	8
TREATMENT RIGHTS	3	16
OTHER	0	2
NO RIGHT INVOLVED	2	19
RESIDENT/RESIDENT ASSAULT	0	72
DEATH	0	0
TOTAL	41	227

CATEGORIES OF RIGHTS ISSUES – GRIEVANCE

1. ABUSE 4
4 A. Physical
 ___ B. Sexual
 ___ C. Mental
2. ADMISSION/DISCHARGE/TRANSFER 0
 ___ A. Admission
 ___ B. Hearing
 ___ C. Transfer
 ___ D. Discharge
 ___ E. Respite Care
3. CIVIL RIGHTS 10
 ___ A. Abortion
5 B. Verbal Abuse
 ___ C. Barrier Free Design
 ___ D. Business & Personal Affairs
 ___ E. Competency
4 F. Dignity
 ___ G. Discrimination
 ___ H. Education
 ___ I. Labor & Compensation
 ___ J. Marriage & Divorce
 ___ K. Media
1 L. Personal Search
 ___ M. Privacy
 ___ N. Religion
 ___ O. Sexuality
 ___ P. Harassment
 ___ Q. Voting
 ___ R. Immigration
4. COMMUNICATION & VISITS 2
 ___ A. Attorney/Legal Matters
 ___ B. Clergy
1 C. Visitors
 ___ D. Stationery & Postage
1 E. Telephone
 ___ F. Mail
 ___ G. Interpreter Service
5. CONFIDENTIALITY & DISCLOSURE 3
 ___ A. Records
3 B. Privileged Communication
 ___ C. Photocopying
 ___ D. Photographing
6. ENVIRONMENTAL 4
 ___ A. Clothing
2 B. Diet
 ___ C. Personal hygiene
1 D. Safety
 ___ E. Sanitary
1 F. Humane
7. FREEDOM OF MOVEMENT 10
2 A. Building & Grounds
5 B. General Restrictions
 ___ C. Least Restrictive Alternative
 ___ D. Leave of Absence
1 E. Restraint
1 F. Seclusion
1 G. Quiet Room
8. MONEY 2
 ___ A. Dissipation of Assets
 ___ B. Easy Access
 ___ C. Facility Account
1 D. Limitations
 ___ E. Safekeeping
 ___ F. Use of Funds
1 G. Exploitation
 ___ H. Entitlements/Benefits
9. NEGLECT 0
10. PERSONAL PROPERTY 1
 ___ A. Exclusion
1 B. Limitations
 ___ C. Protection
 ___ D. Purchase or Receive
 ___ E. Receipt
 ___ F. Storage
 ___ G. Theft/Loss/Destruction
11. RIGHTS PROTECTION SYSTEM 0
 ___ A. Complaint Forms
 ___ B. Explanation of Rights
 ___ C. Notification of Rights
 ___ D. Rights Advisor
 ___ E. Timely Impartial Investigation
 ___ F. Complaint Procedure
 ___ G. Retaliation
 ___ H. Legal Case Review
12. TREATMENT RIGHTS 3
 ___ A. Individual Treatment Plan
 ___ B. Informed Consent
1 C. Medical Care
1 D. Medication
 ___ E. Periodic Review
 ___ F. Research/At Risk Procedures
 ___ G. Knowledge of
 ___ H. Name of Treatment Staff
 ___ I. Alternate Treatment Services
 ___ J. Clinical Review Panel
 ___ K. Minor Placed With Adults
 ___ L. Aftercare Plan
 ___ M. Advance Medical Directive
1 P. Pain Management
13. OTHER 0
 ___ A. Forensic Issues
 ___ B. Guardianship
 ___ C. Rights Outside Jurisdiction
14. NO RIGHT INVOLVED 2
15. RESIDENT/RESIDENT ASSUALT 0
16. DEATH 0
- TOTAL CASES 41
 FACILITY Eastern Shore Hospital
 FISCAL YEAR 2011

DEMOGRAPHIC INFORMATION FY 2011

Grievances - Eastern Shore Hospital

SEX	#	%	AGE	#	%	RACE	#	%
Female	8	20	<18	0	0	African-American	20	49
Male	33	80	18-44	32	78	Asian	0	0
Class	0	0	45-64	9	22	Caucasian	21	51
Total	41	100	65+	0	0	Hispanic	0	0
			Class	0	0	Other	0	0
			Total	41	100	Class	0	0
						Total	41	100

CATEGORIES OF RIGHTS ISSUES – INFORMATION/ASSISTANCE

1. ABUSE <u>0</u>	8. MONEY <u>26</u>
___ A. Physical	___ A. Dissipation of Assets
___ B. Sexual	<u>2</u> B. Easy Access
___ C. Mental	___ C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>4</u>	___ D. Limitations
<u>1</u> A. Admission	<u>2</u> E. Safekeeping
___ B. Hearing	___ F. Use of Funds
___ C. Transfer	___ G. Exploitation
<u>3</u> D. Discharge	<u>22</u> H. Entitlements/Benefits
___ E. Respite Care	9. NEGLECT <u>0</u>
3. CIVIL RIGHTS <u>8</u>	10. PERSONAL PROPERTY <u>11</u>
___ A. Abortion	___ A. Exclusion
___ B. Verbal Abuse	___ B. Limitations
___ C. Barrier Free Design	<u>1</u> C. Protection
___ D. Business & Personal Affairs	<u>1</u> D. Purchase or Receive
<u>1</u> E. Competency	<u>1</u> E. Receipt
___ F. Dignity	___ F. Storage
___ G. Discrimination	<u>8</u> G. Theft/Loss/Destruction
___ H. Education	11. RIGHTS PROTECTION SYSTEM <u>8</u>
___ I. Labor & Compensation	___ A. Complaint Forms
___ J. Marriage & Divorce	<u>1</u> B. Explanation of Rights
___ K. Media	___ C. Notification of Rights
___ L. Personal Search	___ D. Rights Advisor
___ M. Privacy	___ E. Timely Impartial Investigation
<u>1</u> N. Religion	___ F. Complaint Procedure
___ O. Sexuality	___ G. Retaliation
<u>2</u> P. Harassment	<u>7</u> H. Legal Case Review
<u>4</u> Q. Voting	12. TREATMENT RIGHTS <u>16</u>
___ R. Immigration	<u>2</u> A. Individual Treatment Plan
4. COMMUNICATION & VISITS <u>24</u>	___ B. Informed Consent
<u>20</u> A. Attorney/Legal Matters	<u>9</u> C. Medical Care
___ B. Clergy	<u>2</u> D. Medication
___ C. Visitors	___ E. Periodic Review
___ D. Stationery & Postage	___ F. Research/At Risk Procedures
<u>1</u> E. Telephone	___ G. Knowledge of
<u>3</u> F. Mail	___ H. Name of Treatment Staff
___ G. Interpreter Service	<u>2</u> I. Alternate Treatment Services
5. CONFIDENTIALITY & DISCLOSURE <u>10</u>	___ J. Clinical Review Panel
<u>8</u> A. Records	___ K. Minor Placed With Adults
<u>2</u> B. Privileged Communication	<u>1</u> L. Aftercare Plan
___ C. Photocopying	___ M. Advance Medical Directive
___ D. Photographing	___ P. Pain Management
6. ENVIRONMENTAL <u>22</u>	13. OTHER <u>2</u>
<u>1</u> A. Clothing	<u>1</u> A. Forensic Issues
<u>7</u> B. Diet	___ B. Guardianship
<u>4</u> C. Personal hygiene	<u>1</u> C. Rights Outside Jurisdiction
<u>8</u> D. Safety	14. NO RIGHT INVOLVED <u>19</u>
<u>2</u> E. Sanitary	15. RESIDENT/RESIDENT ASSUALT <u>72</u>
___ F. Humane	16. DEATH <u>0</u>
7. FREEDOM OF MOVEMENT <u>5</u>	TOTAL CASES <u>227</u>
<u>2</u> A. Building & Grounds	FACILITY <u>Eastern Shore Hospital</u>
<u>1</u> B. General Restrictions	FISCAL YEAR <u>2011</u>
<u>1</u> C. Least Restrictive Alternative	
___ D. Leave of Absence	
<u>1</u> E. Restraint	
___ F. Seclusion	
___ G. Quiet Room	

DEMOGRAPHIC INFORMATION FY 2011

Information/Assistance - Eastern Shore Hospital

SEX	#	%
Female	72	32
Male	152	67
Class	3	1
Total	227	100

AGE	#	%
<18	0	0
18-44	118	52
45-64	96	42
65+	10	5
Class	3	1
Total	227	100

RACE	#	%
African-American	105	46
Asian	0	0
Caucasian	115	51
Hispanic	3	1
Other	1	1
Class	3	1
Total	227	100

RESIDENT GRIEVANCE SYSTEM

THOMAS B. FINAN HOSPITAL CENTER

FISCAL YEAR 2011

**Edward Zook
Rights Advisor**

**Lisa Olinger
Rights Advisor**

THOMAS B. FINAN HOSPITAL CENTER
FISCAL YEAR 2011

GRIEVANCES	13
INFORMATION/ASSISTANCE CASES	97
TOTAL RIGHTS ADVISOR CONTACTS	110

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	5	0
ADMISSIONS/DISCHARGE/TRANSFER	0	11
CIVIL RIGHTS	3	14
COMMUNICATIONS/VISITS	0	7
CONFIDENTIALITY	0	0
ENVIRONMENTAL	1	10
FREEDOM OF MOVEMENT	0	14
MONEY	0	4
NEGLECT	0	0
PERSONAL PROPERTY	2	4
RIGHTS PROTECTION SYSTEM (RGS)	0	0
TREATMENT RIGHTS	2	20
OTHER	0	6
NO RIGHT INVOLVED	0	5
RESIDENT/RESIDENT ASSAULT	0	2
DEATH	0	0
TOTAL	13	97

CATEGORIES OF RIGHTS ISSUES – GRIEVANCE

1. ABUSE 5
- 5 A. Physical
 - B. Sexual
 - C. Mental
2. ADMISSION/DISCHARGE/TRANSFER 0
- A. Admission
 - B. Hearing
 - C. Transfer
 - D. Discharge
 - E. Respite Care
3. CIVIL RIGHTS 3
- A. Abortion
 - 1 B. Verbal Abuse
 - C. Barrier Free Design
 - D. Business & Personal Affairs
 - E. Competency
 - 2 F. Dignity
 - G. Discrimination
 - H. Education
 - I. Labor & Compensation
 - J. Marriage & Divorce
 - K. Media
 - L. Personal Search
 - M. Privacy
 - N. Religion
 - O. Sexuality
 - P. Harassment
 - Q. Voting
 - R. Immigration
4. COMMUNICATION & VISITS 0
- A. Attorney/Legal Matters
 - B. Clergy
 - C. Visitors
 - D. Stationery & Postage
 - E. Telephone
 - F. Mail
 - G. Interpreter Service
5. CONFIDENTIALITY & DISCLOSURE 0
- A. Records
 - B. Privileged Communication
 - C. Photocopying
 - D. Photographing
6. ENVIRONMENTAL 1
- A. Clothing
 - B. Diet
 - C. Personal hygiene
 - D. Safety
 - 1 E. Sanitary
 - F. Humane
7. FREEDOM OF MOVEMENT 0
- A. Building & Grounds
 - B. General Restrictions
 - C. Least Restrictive Alternative
 - D. Leave of Absence
 - E. Restraint
 - F. Seclusion
 - G. Quiet Room
8. MONEY 0
- A. Dissipation of Assets
 - B. Easy Access
 - C. Facility Account
 - D. Limitations
 - E. Safekeeping
 - F. Use of Funds
 - G. Exploitation
 - H. Entitlements/Benefits
9. NEGLECT 0
10. PERSONAL PROPERTY 2
- A. Exclusion
 - 1 B. Limitations
 - C. Protection
 - D. Purchase or Receive
 - E. Receipt
 - F. Storage
 - 1 G. Theft/Loss/Destruction
11. RIGHTS PROTECTION SYSTEM 0
- A. Complaint Forms
 - B. Explanation of Rights
 - C. Notification of Rights
 - D. Rights Advisor
 - E. Timely Impartial Investigation
 - F. Complaint Procedure
 - G. Retaliation
 - H. Legal Case Review
12. TREATMENT RIGHTS 2
- A. Individual Treatment Plan
 - B. Informed Consent
 - C. Medical Care
 - 2 D. Medication
 - E. Periodic Review
 - F. Research/At Risk Procedures
 - G. Knowledge of
 - H. Name of Treatment Staff
 - I. Alternate Treatment Services
 - J. Clinical Review Panel
 - K. Minor Placed With Adults
 - L. Aftercare Plan
 - M. Advance Medical Directive
 - P. Pain Management
13. OTHER 0
- A. Forensic Issues
 - B. Guardianship
 - C. Rights Outside Jurisdiction
14. NO RIGHT INVOLVED 0
15. RESIDENT/RESIDENT ASSAULT 0
16. DEATH 0
- TOTAL CASES 13
- FACILITY Thomas B. Finan Center
- FISCAL YEAR 2011

DEMOGRAPHIC INFORMATION FY 2011

Grievances - Thomas B. Finan Center

SEX	#	%
Female	6	46
Male	7	54
Class	0	0
Total	13	100

AGE	#	%
<18	0	0
18-44	9	69
45-64	3	23
65+	1	8
Class	0	0
Total	13	100

RACE	#	%
African-American	2	15
Asian	0	0
Caucasian	11	85
Hispanic	0	0
Other	0	0
Class	0	0
Total	13	100

CATEGORIES OF RIGHTS ISSUES – INFORMATION/ASSISTANCE

- 1. ABUSE 0
 - A. Physical
 - B. Sexual
 - C. Mental
 - 2. ADMISSION/DISCHARGE/TRANSFER 11
 - A. Admission
 - B. Hearing
 - 3 C. Transfer
 - 8 D. Discharge
 - E. Respite Care
 - 3. CIVIL RIGHTS 14
 - A. Abortion
 - 1 B. Verbal Abuse
 - C. Barrier Free Design
 - 1 D. Business & Personal Affairs
 - E. Competency
 - 5 F. Dignity
 - G. Discrimination
 - H. Education
 - I. Labor & Compensation
 - J. Marriage & Divorce
 - K. Media
 - L. Personal Search
 - 1 M. Privacy
 - 1 N. Religion
 - O. Sexuality
 - 3 P. Harassment
 - 2 Q. Voting
 - R. Immigration
 - 4. COMMUNICATION & VISITS 7
 - 2 A. Attorney/Legal Matters
 - B. Clergy
 - 1 C. Visitors
 - 1 D. Stationery & Postage
 - 3 E. Telephone
 - F. Mail
 - G. Interpreter Service
 - 5. CONFIDENTIALITY & DISCLOSURE 0
 - A. Records
 - B. Privileged Communication
 - C. Photocopying
 - D. Photographing
 - 6. ENVIRONMENTAL 10
 - 1 A. Clothing
 - 2 B. Diet
 - C. Personal hygiene
 - 4 D. Safety
 - 2 E. Sanitary
 - 1 F. Humane
 - 7. FREEDOM OF MOVEMENT 14
 - 6 A. Building & Grounds
 - 6 B. General Restrictions
 - 2 C. Least Restrictive Alternative
 - D. Leave of Absence
 - E. Restraint
 - F. Seclusion
 - G. Quiet Room
 - 8. MONEY 4
 - A. Dissipation of Assets
 - B. Easy Access
 - 2 C. Facility Account
 - D. Limitations
 - 1 E. Safekeeping
 - F. Use of Funds
 - G. Exploitation
 - 1 H. Entitlements/Benefits
 - 9. NEGLECT 0
 - 10. PERSONAL PROPERTY 4
 - 2 A. Exclusion
 - 1 B. Limitations
 - C. Protection
 - D. Purchase or Receive
 - E. Receipt
 - F. Storage
 - 1 G. Theft/Loss/Destruction
 - 11. RIGHTS PROTECTION SYSTEM 0
 - A. Complaint Forms
 - B. Explanation of Rights
 - C. Notification of Rights
 - D. Rights Advisor
 - E. Timely Impartial Investigation
 - F. Complaint Procedure
 - G. Retaliation
 - H. Legal Case Review
 - 12. TREATMENT RIGHTS 20
 - 2 A. Individual Treatment Plan
 - B. Informed Consent
 - 3 C. Medical Care
 - 14 D. Medication
 - E. Periodic Review
 - F. Research/At Risk Procedures
 - G. Knowledge of
 - 1 H. Name of Treatment Staff
 - I. Alternate Treatment Services
 - J. Clinical Review Panel
 - K. Minor Placed With Adults
 - L. Aftercare Plan
 - M. Advance Medical Directive
 - P. Pain Management
 - 13. OTHER 6
 - 4 A. Forensic Issues
 - 2 B. Guardianship
 - C. Rights Outside Jurisdiction
 - 14. NO RIGHT INVOLVED 5
 - 15. RESIDENT/RESIDENT ASSUALT 2
 - 16. DEATH 0
- TOTAL CASES 97
 FACILITY Thomas B. Finan Center
 FISCAL YEAR 2011

DEMOGRAPHIC INFORMATION FY 2011

Information/Assistance - Thomas B. Finan Center

SEX	#	%	AGE	#	%	RACE	#	%
Female	53	55	<18	0	0	African-American	28	29
Male	44	45	18-44	47	48	Asian	0	0
Class	0	0	45-64	45	47	Caucasian	65	67
Total	97	100	65+	5	5	Hispanic	0	0
			Class	0	0	Other	4	4
			Total	97	100	Class	0	0
						Total	97	100

RESIDENT GRIEVANCE SYSTEM

CLIFTON T. PERKINS HOSPITAL CENTER

FISCAL YEAR 2011

**Linda Simms
Rights Advisor**

**Michael Jackson
Rights Advisor**

CLIFTON T. PERKINS HOSPITAL CENTER
FISCAL YEAR 2011

GRIEVANCES	281	
INFORMATION/ASSISTANCE CASES	309	
TOTAL RIGHTS ADVISOR CONTACTS	590	
<hr style="border-top: 1px dashed black;"/>		
<u>RIGHTS CATEGORY</u>	<u>GRIEVANCES</u>	<u>INFORMATION/ ASSISTANCE CASES</u>
ABUSE	19	0
ADMISSIONS/DISCHARGE/TRANFER	1	2
CIVIL RIGHTS	27	7
COMMUNICATIONS/VISITS	13	4
CONFIDENTIALITY	7	1
ENVIRONMENTAL	57	28
FREEDOM OF MOVEMENT	26	0
MONEY	3	20
NEGLECT	0	0
PERSONAL PROPERTY	16	3
RIGHTS PROTECTION SYSTEM (RGS)	1	16
TREATMENT RIGHTS	52	4
OTHER	5	19
NO RIGHT INVOLVED	53	111
RESIDENT/RESIDENT ASSAULT	1	94
DEATH	0	0
TOTAL	281	309

CATEGORIES OF RIGHTS ISSUES – GRIEVANCES

1. ABUSE 19
13 A. Physical
2 B. Sexual
4 C. Mental
2. ADMISSION/DISCHARGE/TRANSFER 1
___ A. Admission
___ B. Hearing
1 C. Transfer
___ D. Discharge
___ E. Respite Care
3. CIVIL RIGHTS 27
___ A. Abortion
6 B. Verbal Abuse
___ C. Barrier Free Design
___ D. Business & Personal Affairs
___ E. Competency
8 F. Dignity
___ G. Discrimination
2 H. Education
___ I. Labor & Compensation
___ J. Marriage & Divorce
___ K. Media
___ L. Personal Search
___ M. Privacy
2 N. Religion
___ O. Sexuality
8 P. Harassment
1 Q. Voting
___ R. Immigration
4. COMMUNICATION & VISITS 13
1 A. Attorney/Legal Matters
___ B. Clergy
2 C. Visitors
___ D. Stationery & Postage
4 E. Telephone
5 F. Mail
1 G. Interpreter Service
5. CONFIDENTIALITY & DISCLOSURE 7
6 A. Records
1 B. Privileged Communication
___ C. Photocopying
___ D. Photographing
6. ENVIRONMENTAL 57
4 A. Clothing
8 B. Diet
9 C. Personal hygiene
13 D. Safety
15 E. Sanitary
8 F. Humane
7. FREEDOM OF MOVEMENT 26
5 A. Building & Grounds
15 B. General Restrictions
2 C. Least Restrictive Alternative
___ D. Leave of Absence
4 E. Restraint
___ F. Seclusion
___ G. Quiet Room

8. MONEY 3
___ A. Dissipation of Assets
___ B. Easy Access
1 C. Facility Account
1 D. Limitations
___ E. Safekeeping
___ F. Use of Funds
1 G. Exploitation
___ H. Entitlements/Benefits
9. NEGLECT 0
10. PERSONAL PROPERTY 16
3 A. Exclusion
3 B. Limitations
___ C. Protection
1 D. Purchase or Receive
___ E. Receipt
___ F. Storage
9 G. Theft/Loss/Destruction
11. RIGHTS PROTECTION SYSTEM 1
___ A. Complaint Forms
___ B. Explanation of Rights
___ C. Notification of Rights
___ D. Rights Advisor
___ E. Timely Impartial Investigation
___ F. Complaint Procedure
1 G. Retaliation
___ H. Legal Case Review
12. TREATMENT RIGHTS 52
3 A. Individual Treatment Plan
___ B. Informed Consent
12 C. Medical Care
22 D. Medication
___ E. Periodic Review
___ F. Research/At Risk Procedures
___ G. Knowledge of
2 H. Name of Treatment Staff
9 I. Alternate Treatment Services
___ J. Clinical Review Panel
___ K. Minor Placed With Adults
___ L. Aftercare Plan
1 M. Advance Medical Directive
3 N. Pain Management
13. OTHER 5
2 A. Forensic Issues
___ B. Guardianship
3 C. Rights Outside Jurisdiction
14. NO RIGHT INVOLVED 53
15. RESIDENT/RESIDENT ASSAULT 1
16. DEATH 0
TOTAL CASES 281
FACILITY Clifton T. Perkins Center
FISCAL YEAR 2011

DEMOGRAPHIC INFORMATION FY 2011

Grievances - Clifton T. Perkins Hospital

SEX	#	%	AGE	#	%	RACE	#	%
Female	67	24	<18	0	0	African-American	195	69
Male	201	72	18-44	168	59	Asian	2	1
Class	13	4	45-64	100	37	Caucasian	66	24
Total	281	100	65+	0	0	Hispanic	1	1
			Class	13	4	Other	4	1
			Total	281	100	Class	13	4
						Total	281	100

CATEGORIES OF RIGHTS ISSUES – INFORMATION/ASSISTANCE

1. ABUSE <u>0</u>	8. MONEY <u>20</u>
___ A Physical	<u>1</u> A. Dissipation of Assets
___ B. Sexual	___ B. Easy Access
___ C. Mental	___ C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>2</u>	___ D. Limitations
___ A. Admission	___ E. Safekeeping
___ B. Hearing	___ F. Use of Funds
___ C. Transfer	___ G. Exploitation
<u>2</u> D. Discharge	<u>19</u> H. Entitlements/Benefits
___ E. Respite Care	
3. CIVIL RIGHTS <u>7</u>	9. NEGLECT <u>0</u>
___ A. Abortion	10. PERSONAL PROPERTY <u>3</u>
___ B. Verbal Abuse	___ A. Exclusion
___ C. Barrier Free Design	___ B. Limitations
<u>5</u> D. Business & Personal Affairs	___ C. Protection
<u>1</u> E. Competency	<u>1</u> D. Purchase or Receive
___ F. Dignity	___ E. Receipt
___ G. Discrimination	___ F. Storage
___ H. Education	<u>2</u> G. Theft/Loss/Destruction
___ I. Labor & Compensation	11. RIGHTS PROTECTION SYSTEM <u>16</u>
___ J. Marriage & Divorce	___ A. Complaint Forms
___ K. Media	___ B. Explanation of Rights
___ L. Personal Search	___ C. Notification of Rights
___ M. Privacy	___ D. Rights Advisor
___ N. Religion	___ E. Timely Impartial Investigation
___ O. Sexuality	___ F. Complaint Procedure
<u>1</u> P. Harassment	___ G. Retaliation
___ Q. Voting	<u>16</u> H. Legal Case Review
___ R. Immigration	
4. COMMUNICATION & VISITS <u>4</u>	12. TREATMENT RIGHTS <u>4</u>
<u>4</u> A. Attorney/Legal Matters	___ A. Individual Treatment Plan
___ B. Clergy	___ B. Informed Consent
___ C. Visitors	___ C. Medical Care
___ D. Stationery & Postage	<u>3</u> D. Medication
___ E. Telephone	<u>1</u> E. Periodic Review
___ F. Mail	___ F. Research/At Risk Procedures
___ G. Interpreter Service	___ G. Knowledge of
5. CONFIDENTIALITY & DISCLOSURE <u>1</u>	___ H. Name of Treatment Staff
<u>1</u> A. Records	___ I. Alternate Treatment Services
___ B. Privileged Communication	___ J. Clinical Review Panel
___ C. Photocopying	___ K. Minor Placed With Adults
___ D. Photographing	___ L. Aftercare Plan
6. ENVIRONMENTAL <u>28</u>	___ M. Advance Medical Directive
<u>3</u> A. Clothing	___ N. Pain Management
<u>5</u> B. Diet	
<u>4</u> C. Personal hygiene	13. OTHER <u>19</u>
<u>8</u> D. Safety	<u>1</u> A. Forensic Issues
___ E. Sanitary	___ B. Guardianship
<u>8</u> F. Humane	<u>18</u> C. Rights Outside Jurisdiction
7. FREEDOM OF MOVEMENT <u>0</u>	14. NO RIGHT INVOLVED <u>111</u>
___ A. Building & Grounds	15. RESIDENT/RESIDENT ASSAULT <u>94</u>
___ B. General Restrictions	
___ C. Least Restrictive Alternative	16. DEATH <u>0</u>
___ D. Leave of Absence	
___ E. Restraint	TOTAL CASES <u>309</u>
___ F. Seclusion	FACILITY <u>Clifton T. Perkins Center</u>
___ G. Quiet Room	FISCAL YEAR <u>2011</u>

DEMOGRAPHIC INFORMATION FY 2011

Information/Assistance - Clifton T. Perkins Hospital

SEX	#	%	AGE	#	%	RACE	#	%
Female	160	52	<18	0	0	African-American	251	81
Male	148	47	18-44	231	74	Asian	1	1
Class	1	1	45-64	75	24	Caucasian	45	14
Total	309	100	65+	2	1	Hispanic	3	1
			Class	1	1	Other	8	2
			Total	309	100	Class	1	1
						Total	309	100

RESIDENT GRIEVANCE SYSTEM

**REGIONAL INSTITUTE
FOR CHILDREN AND ADOLESCENTS
BALTIMORE**

FISCAL YEAR 2011

**Harry Evans III
Rights Advisor**

RICA - BALTIMORE
FISCAL YEAR 2011

GRIEVANCES	156
INFORMATION/ASSISTANCE CASES	69
TOTAL RIGHTS ADVISOR CONTACTS	225

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	1	0
ADMISSIONS/DISCHARGE/TRANFER	6	5
CIVIL RIGHTS	17	7
COMMUNICATIONS/VISITS	1	3
CONFIDENTIALITY	5	0
ENVIRONMENTAL	27	1
FREEDOM OF MOVEMENT	55	0
MONEY	6	9
NEGLECT	0	0
PERSONAL PROPERTY	11	0
RIGHTS PROTECTION SYSTEM (RGS)	1	42
TREATMENT RIGHTS	23	1
OTHER	1	0
NO RIGHT INVOLVED	0	1
RESIDENT/RESIDENT ASSAULT	2	0
DEATH	0	0
TOTAL	156	69

CATEGORIES OF RIGHTS ISSUES – GRIEVANCE

1. ABUSE <u>1</u>	8. MONEY <u>6</u>
<u>1</u> A Physical	<u>1</u> A. Dissipation of Assets
<u> </u> B. Sexual	<u> </u> B. Easy Access
<u> </u> C. Mental	<u> </u> C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>6</u>	<u> </u> D. Limitations
<u> </u> A. Admission	<u> </u> E. Safekeeping
<u> </u> B. Hearing	<u> </u> F. Use of Funds
<u> </u> C. Transfer	<u> </u> G. Exploitation
<u>6</u> D. Discharge	<u>5</u> H. Entitlements/Benefits
<u> </u> E. Respite Care	9. NEGLECT <u>0</u>
3. CIVIL RIGHTS <u>17</u>	10. PERSONAL PROPERTY <u>11</u>
<u> </u> A. Abortion	<u> </u> A. Exclusion
<u>3</u> B. Verbal Abuse	<u>4</u> B. Limitations
<u> </u> C. Barrier Free Design	<u> </u> C. Protection
<u>1</u> D. Business & Personal Affairs	<u> </u> D. Purchase or Receive
<u> </u> E. Competency	<u> </u> E. Receipt
<u>2</u> F. Dignity	<u>2</u> F. Storage
<u> </u> G. Discrimination	<u>5</u> G. Theft/Loss/Destruction
<u>7</u> H. Education	11. RIGHTS PROTECTION SYSTEM <u>1</u>
<u>2</u> I. Labor & Compensation	<u> </u> A. Complaint Forms
<u> </u> J. Marriage & Divorce	<u> </u> B. Explanation of Rights
<u> </u> K. Media	<u>1</u> C. Notification of Rights
<u> </u> L. Personal Search	<u> </u> D. Rights Advisor
<u>1</u> M. Privacy	<u> </u> E. Timely Impartial Investigation
<u> </u> N. Religion	<u> </u> F. Complaint Procedure
<u> </u> O. Sexuality	<u> </u> G. Retaliation
<u>1</u> P. Harassment	<u> </u> H. Legal Case Review
<u> </u> Q. Voting	12. TREATMENT RIGHTS <u>23</u>
<u> </u> R. Immigration	<u>1</u> A. Individual Treatment Plan
4. COMMUNICATION & VISITS <u>1</u>	<u> </u> B. Informed Consent
<u> </u> A. Attorney/Legal Matters	<u>8</u> C. Medical Care
<u> </u> B. Clergy	<u>5</u> D. Medication
<u> </u> C. Visitors	<u>5</u> E. Periodic Review
<u> </u> D. Stationery & Postage	<u> </u> F. Research/At Risk Procedures
<u> </u> E. Telephone	<u> </u> G. Knowledge of
<u>1</u> F. Mail	<u>4</u> H. Name of Treatment Staff
<u> </u> G. Interpreter Service	<u> </u> I. Alternate Treatment Services
5. CONFIDENTIALITY & DISCLOSURE <u>5</u>	<u> </u> J. Clinical Review Panel
<u> </u> A. Records	<u> </u> K. Minor Placed With Adults
<u>5</u> B. Privileged Communication	<u> </u> L. Aftercare Plan
<u> </u> C. Photocopying	<u> </u> M. Advance Medical Directive
<u> </u> D. Photographing	<u> </u> P. Pain Management
6. ENVIRONMENTAL <u>27</u>	13. OTHER <u>1</u>
<u> </u> A. Clothing	<u>1</u> A. Forensic Issues
<u>11</u> B. Diet	<u> </u> B. Guardianship
<u>4</u> C. Personal hygiene	<u> </u> C. Rights Outside Jurisdiction
<u>3</u> D. Safety	14. NO RIGHT INVOLVED <u>0</u>
<u>5</u> E. Sanitary	15. RESIDENT/RESIDENT ASSUALT <u>2</u>
<u>4</u> F. Humane	16. DEATH <u>0</u>
7. FREEDOM OF MOVEMENT <u>55</u>	TOTAL CASES <u>156</u>
<u> </u> A. Building & Grounds	FACILITY <u>RICA - Baltimore</u>
<u> </u> B. General Restrictions	FISCAL YEAR <u>2011</u>
<u>50</u> C. Least Restrictive Alternative	
<u>3</u> D. Leave of Absence	
<u>1</u> E. Restraint	
<u>1</u> F. Seclusion	
<u> </u> G. Quiet Room	

DEMOGRAPHIC INFORMATION FY 2011

Grievances - RICA (Baltimore)

SEX	#	%	AGE	#	%	RACE	#	%
Female	76	49	<18	107	74	African-American	84	54
Male	71	46	18-44	40	26	Asian	0	0
Class	9	5	45-64	0	0	Caucasian	63	40
Total	156	100	65+	0	0	Hispanic	0	0
			Class	9	0	Other	0	0
			Total	156	100	Class	9	6
						Total	156	100

CATEGORIES OF RIGHTS ISSUES – INFORMATION/ASSISTANCE

1. ABUSE <u>0</u>	8. MONEY <u>9</u>
___ A. Physical	___ A. Dissipation of Assets
___ B. Sexual	___ B. Easy Access
___ C. Mental	___ C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>5</u>	___ D. Limitations
___ A. Admission	___ E. Safekeeping
___ B. Hearing	___ F. Use of Funds
___ C. Transfer	___ G. Exploitation
<u>5</u> D. Discharge	<u>9</u> H. Entitlements/Benefits
___ E. Respite Care	
3. CIVIL RIGHTS <u>7</u>	9. NEGLECT <u>0</u>
___ A. Abortion	10. PERSONAL PROPERTY <u>0</u>
___ B. Verbal Abuse	___ A. Exclusion
___ C. Barrier Free Design	___ B. Limitations
___ D. Business & Personal Affairs	___ C. Protection
___ E. Competency	___ D. Purchase or Receive
___ F. Dignity	___ E. Receipt
___ G. Discrimination	___ F. Storage
<u>7</u> H. Education	___ G. Theft/Loss/Destruction
___ I. Labor & Compensation	11. RIGHTS PROTECTION SYSTEM <u>42</u>
___ J. Marriage & Divorce	___ A. Complaint Forms
___ K. Media	<u>39</u> B. Explanation of Rights
___ L. Personal Search	___ C. Notification of Rights
___ M. Privacy	___ D. Rights Advisor
___ N. Religion	___ E. Timely Impartial Investigation
___ O. Sexuality	___ F. Complaint Procedure
___ P. Harassment	___ G. Retaliation
___ Q. Voting	<u>3</u> H. Legal Case Review
___ R. Immigration	
4. COMMUNICATION & VISITS <u>3</u>	12. TREATMENT RIGHTS <u>1</u>
<u>3</u> A. Attorney/Legal Matters	___ A. Individual Treatment Plan
___ B. Clergy	___ B. Informed Consent
___ C. Visitors	___ C. Medical Care
___ D. Stationery & Postage	___ D. Medication
___ E. Telephone	___ E. Periodic Review
___ F. Mail	___ F. Research/At Risk Procedures
___ G. Interpreter Service	___ G. Knowledge of
5. CONFIDENTIALITY & DISCLOSURE <u>0</u>	___ H. Name of Treatment Staff
___ A. Records	___ I. Alternate Treatment Services
___ B. Privileged Communication	___ J. Clinical Review Panel
___ C. Photocopying	___ K. Minor Placed With Adults
___ D. Photographing	<u>1</u> L. Aftercare Plan
6. ENVIRONMENTAL <u>1</u>	___ M. Advance Medical Directive
___ A. Clothing	___ P. Pain Management
___ B. Diet	
___ C. Personal hygiene	13. OTHER <u>0</u>
<u>1</u> D. Safety	___ A. Forensic Issues
___ E. Sanitary	___ B. Guardianship
___ F. Humane	___ C. Rights Outside Jurisdiction
7. FREEDOM OF MOVEMENT <u>0</u>	14. NO RIGHT INVOLVED <u>1</u>
___ A. Building & Grounds	15. RESIDENT/RESIDENT ASSUALT <u>0</u>
___ B. General Restrictions	
___ C. Least Restrictive Alternative	16. DEATH <u>0</u>
___ D. Leave of Absence	
___ E. Restraint	TOTAL CASES <u>69</u>
___ F. Seclusion	FACILITY <u>RICA – Baltimore</u>
___ G. Quiet Room	FISCAL YEAR <u>2011</u>

DEMOGRAPHIC INFORMATION FY 2011

Information/Assistance - RICA (Baltimore)

SEX	#	%	AGE	#	%	RACE	#	%
Female	31	45	<18	51	75	African-American	36	53
Male	37	55	18-44	17	25	Asian	1	1
Class	1	0	45-64	0	0	Caucasian	28	42
Total	69	100	65+	0	0	Hispanic	1	1
			Class	1	0	Other	2	2
			Total	69	100	Class	1	1
						Total	69	100

RESIDENT GRIEVANCE SYSTEM

**JOHN L. GILDNER REGIONAL INSTITUTE
FOR CHILDREN AND ADOLESCENTS
ROCKVILLE**

FISCAL YEAR 2011

**Harry Evans III
Rights Advisor**

RICA – ROCKVILLE
FISCAL YEAR 2011

GRIEVANCES	34
INFORMATION/ASSISTANCE CASES	57
TOTAL RIGHTS ADVISOR CONTACTS	91

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	1	0
ADMISSIONS/DISCHARGE/TRANSFER	2	2
CIVIL RIGHTS	4	1
COMMUNICATIONS/VISITS	3	0
CONFIDENTIALITY	0	0
ENVIRONMENTAL	6	0
FREEDOM OF MOVEMENT	5	1
MONEY	0	1
NEGLECT	0	0
PERSONAL PROPERTY	3	0
RIGHTS PROTECTION SYSTEM (RGS)	1	51
TREATMENT RIGHTS	4	1
OTHER	0	0
NO RIGHT INVOLVED	5	0
RESIDENT/RESIDENT ASSAULT	0	0
DEATH	0	0
TOTAL	34	57

CATEGORIES OF RIGHTS ISSUES – GRIEVANCE

- 1. ABUSE 1
 - A. Physical
 - 1 B. Sexual
 - C. Mental
- 2. ADMISSION/DISCHARGE/TRANSFER 2
 - A. Admission
 - B. Hearing
 - C. Transfer
 - 2 D. Discharge
 - E. Respite Care
- 3. CIVIL RIGHTS 4
 - A. Abortion
 - B. Verbal Abuse
 - C. Barrier Free Design
 - D. Business & Personal Affairs
 - E. Competency
 - F. Dignity
 - G. Discrimination
 - 1 H. Education
 - I. Labor & Compensation
 - J. Marriage & Divorce
 - K. Media
 - L. Personal Search
 - 1 M. Privacy
 - N. Religion
 - O. Sexuality
 - 2 P. Harassment
 - Q. Voting
 - R. Immigration
- 4. COMMUNICATION & VISITS 3
 - A. Attorney/Legal Matters
 - B. Clergy
 - C. Visitors
 - D. Stationery & Postage
 - 2 E. Telephone
 - F. Mail
 - 1 G. Interpreter Service
- 5. CONFIDENTIALITY & DISCLOSURE 0
 - A. Records
 - B. Privileged Communication
 - C. Photocopying
 - D. Photographing
- 6. ENVIRONMENTAL 6
 - A. Clothing
 - 1 B. Diet
 - C. Personal hygiene
 - 1 D. Safety
 - 2 E. Sanitary
 - 2 F. Humane
- 7. FREEDOM OF MOVEMENT 5
 - A. Building & Grounds
 - B. General Restrictions
 - 4 C. Least Restrictive Alternative
 - D. Leave of Absence
 - E. Restraint
 - 1 F. Seclusion
 - G. Quiet Room

- 8. MONEY 0
 - A. Dissipation of Assets
 - B. Easy Access
 - C. Facility Account
 - D. Limitations
 - E. Safekeeping
 - F. Use of Funds
 - G. Exploitation
 - H. Entitlements/Benefits
- 9. NEGLECT 0
- 10. PERSONAL PROPERTY 3
 - A. Exclusion
 - 3 B. Limitations
 - C. Protection
 - D. Purchase or Receive
 - E. Receipt
 - F. Storage
 - G. Theft/Loss/Destruction
- 11. RIGHTS PROTECTION SYSTEM 1
 - A. Complaint Forms
 - 1 B. Explanation of Rights
 - C. Notification of Rights
 - D. Rights Advisor
 - E. Timely Impartial Investigation
 - F. Complaint Procedure
 - G. Retaliation
 - H. Legal Case Review
- 12. TREATMENT RIGHTS 4
 - 1 A. Individual Treatment Plan
 - B. Informed Consent
 - 2 C. Medical Care
 - D. Medication
 - E. Periodic Review
 - F. Research/At Risk Procedures
 - G. Knowledge of
 - H. Name of Treatment Staff
 - 1 I. Alternate Treatment Services
 - J. Clinical Review Panel
 - K. Minor Placed With Adults
 - L. Aftercare Plan
 - M. Advance Medical Directive
 - P. Pain Management
- 13. OTHER 0
 - A. Forensic Issues
 - B. Guardianship
 - C. Rights Outside Jurisdiction
- 14. NO RIGHT INVOLVED 5
- 15. RESIDENT/RESIDENT ASSUALT 0
- 16. DEATH 0
- TOTAL CASES 34
- FACILITY RICA - Rockville
- FISCAL YEAR 2011

DEMOGRAPHIC INFORMATION FY 2011

Grievances - RICA (Rockville)

SEX	#	%	AGE	#	%	RACE	#	%
Female	21	62	<18	24	71	African-American	22	64
Male	10	29	18-44	7	21	Asian	0	0
Class	3	9	45-64	0	0	Caucasian	9	27
Total	34	100	65+	0	0	Hispanic	0	0
			Class	3	8	Other	0	0
			Total	34	100	Class	3	9
						Total	34	100

CATEGORIES OF RIGHTS ISSUES – INFORMATION/ASSISTANCE

1. ABUSE 0
 ___ A Physical
 ___ B. Sexual
 ___ C. Mental
 2. ADMISSION/DISCHARGE/TRANSFER 2
 ___ A. Admission
 ___ B. Hearing
 ___ C. Transfer
2 D. Discharge
 ___ E. Respite Care
 3. CIVIL RIGHTS 1
 ___ A. Abortion
 ___ B. Verbal Abuse
 ___ C. Barrier Free Design
 ___ D. Business & Personal Affairs
 ___ E. Competency
 ___ F. Dignity
 ___ G. Discrimination
1 H. Education
 ___ I. Labor & Compensation
 ___ J. Marriage & Divorce
 ___ K. Media
 ___ L. Personal Search
 ___ M. Privacy
 ___ N. Religion
 ___ O. Sexuality
 ___ P. Harassment
 ___ Q. Voting
 ___ R. Immigration
 4. COMMUNICATION & VISITS 0
 ___ A. Attorney/Legal Matters
 ___ B. Clergy
 ___ C. Visitors
 ___ D. Stationery & Postage
 ___ E. Telephone
 ___ F. Mail
 ___ G. Interpreter Service
 5. CONFIDENTIALITY & DISCLOSURE 0
 ___ A. Records
 ___ B. Privileged Communication
 ___ C. Photocopying
 ___ D. Photographing
 6. ENVIRONMENTAL 0
 ___ A. Clothing
 ___ B. Diet
 ___ C. Personal hygiene
 ___ D. Safety
 ___ E. Sanitary
 ___ F. Humane
 7. FREEDOM OF MOVEMENT 1
 ___ A. Building & Grounds
 ___ B. General Restrictions
 ___ C. Least Restrictive Alternative
 ___ D. Leave of Absence
 ___ E. Restraint
1 F. Seclusion
 ___ G. Quiet Room
 8. MONEY 1
 ___ A. Dissipation of Assets
 ___ B. Easy Access
 ___ C. Facility Account
 ___ D. Limitations
 ___ E. Safekeeping
 ___ F. Use of Funds
 ___ G. Exploitation
1 H. Entitlements/Benefits
 9. NEGLECT 0
 10. PERSONAL PROPERTY 0
 ___ A. Exclusion
 ___ B. Limitations
 ___ C. Protection
 ___ D. Purchase or Receive
 ___ E. Receipt
 ___ F. Storage
 ___ G. Theft/Loss/Destruction
 11. RIGHTS PROTECTION SYSTEM 51
 ___ A. Complaint Forms
51 B. Explanation of Rights
 ___ C. Notification of Rights
 ___ D. Rights Advisor
 ___ E. Timely Impartial Investigation
 ___ F. Complaint Procedure
 ___ G. Retaliation
 ___ H. Legal Case Review
 12. TREATMENT RIGHTS 1
 ___ A. Individual Treatment Plan
 ___ B. Informed Consent
 ___ C. Medical Care
 ___ D. Medication
1 E. Periodic Review
 ___ F. Research/At Risk Procedures
 ___ G. Knowledge of
 ___ H. Name of Treatment Staff
 ___ I. Alternate Treatment Services
 ___ J. Clinical Review Panel
 ___ K. Minor Placed With Adults
 ___ L. Aftercare Plan
 ___ M. Advance Medical Directive
 ___ P. Pain Management
 13. OTHER 0
 ___ A. Forensic Issues
 ___ B. Guardianship
 ___ C. Rights Outside Jurisdiction
 14. NO RIGHT INVOLVED 0
 15. RESIDENT/RESIDENT ASSUALT 0
 16. DEATH 0
 TOTAL CASES 57
 FACILITY RICA – Rockville
 FISCAL YEAR 2011

DEMOGRAPHIC INFORMATION FY 2011

Information/Assistance - RICA (Rockville)

SEX	#	%	AGE	#	%	RACE	#	%
Female	22	39	<18	49	86	African-American	27	47
Male	35	61	18-44	8	14	Asian	1	2
Class	0	0	45-64	0	0	Caucasian	26	46
Total	57	100	65+	0	0	Hispanic	2	3
			Class	0	0	Other	1	2
			Total	57	100	Class	0	0
						Total	57	100

RESIDENT GRIEVANCE SYSTEM

SPRINGFIELD HOSPITAL CENTER

FISCAL YEAR 2011

**George Lyons
Rights Advisor**

**Susan Thomas
Rights Advisor**

SPRINGFIELD HOSPITAL CENTER
FISCAL YEAR 2011

GRIEVANCES	259
INFORMATION/ASSISTANCE CASES	326
TOTAL RIGHTS ADVISOR CONTACTS	585

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	131	1
ADMISSIONS/DISCHARGE/TRANFER	12	12
CIVIL RIGHTS	43	8
COMMUNICATIONS/VISITS	0	1
CONFIDENTIALITY	1	0
ENVIRONMENTAL	28	8
FREEDOM OF MOVEMENT	4	1
MONEY	3	18
NEGLECT	1	0
PERSONAL PROPERTY	12	1
RIGHTS PROTECTION SYSTEM (RGS)	0	24
TREATMENT RIGHTS	14	7
OTHER	2	1
NO RIGHT INVOLVED	4	2
RESIDENT/RESIDENT ASSAULT	4	242
DEATH	0	0
TOTAL	259	326

CATEGORIES OF RIGHTS ISSUES – GRIEVANCE

1. ABUSE 131
84 A. Physical
41 B. Sexual
6 C. Mental
2. ADMISSION/DISCHARGE/TRANSFER 12
6 A. Admission
1 B. Hearing
1 C. Transfer
4 D. Discharge
 E. Respite Care
3. CIVIL RIGHTS 43
1 A. Abortion
13 B. Verbal Abuse
 C. Barrier Free Design
 D. Business & Personal Affairs
 E. Competency
7 F. Dignity
9 G. Discrimination
 H. Education
 I. Labor & Compensation
 J. Marriage & Divorce
4 K. Media
2 L. Personal Search
2 M. Privacy
1 N. Religion
1 O. Sexuality
3 P. Harassment
 Q. Voting
 R. Immigration
4. COMMUNICATION & VISITS 0
 A. Attorney/Legal Matters
 B. Clergy
 C. Visitors
 D. Stationery & Postage
 E. Telephone
 F. Mail
 G. Interpreter Service
5. CONFIDENTIALITY & DISCLOSURE 1
 A. Records
1 B. Privileged Communication
 C. Photocopying
 D. Photographing
6. ENVIRONMENTAL 28
 A. Clothing
6 B. Diet
5 C. Personal hygiene
5 D. Safety
11 E. Sanitary
1 F. Humane
7. FREEDOM OF MOVEMENT 4
1 A. Building & Grounds
1 B. General Restrictions
1 C. Least Restrictive Alternative
1 D. Leave of Absence
 E. Restraint
 F. Seclusion
 G. Quiet Room
8. MONEY 3
 A. Dissipation of Assets
 B. Easy Access
 C. Facility Account
1 D. Limitations
 E. Safekeeping
 F. Use of Funds
2 G. Exploitation
 H. Entitlements/Benefits
9. NEGLECT 1
10. PERSONAL PROPERTY 12
 A. Exclusion
 B. Limitations
2 C. Protection
 D. Purchase or Receive
 E. Receipt
2 F. Storage
8 G. Theft/Loss/Destruction
11. RIGHTS PROTECTION SYSTEM 0
 A. Complaint Forms
 B. Explanation of Rights
 C. Notification of Rights
 D. Rights Advisor
 E. Timely Impartial Investigation
 F. Complaint Procedure
 G. Retaliation
 H. Legal Case Review
12. TREATMENT RIGHTS 14
1 A. Individual Treatment Plan
1 B. Informed Consent
6 C. Medical Care
5 D. Medication
 E. Periodic Review
 F. Research/At Risk Procedures
 G. Knowledge of
 H. Name of Treatment Staff
 I. Alternate Treatment Services
 J. Clinical Review Panel
 K. Minor Placed With Adults
 L. Aftercare Plan
 M. Advance Medical Directive
1 P. Pain Management
13. OTHER 2
1 A. Forensic Issues
1 B. Guardianship
 C. Rights Outside Jurisdiction
14. NO RIGHT INVOLVED 4
15. RESIDENT/RESIDENT ASSUALT 4
16. DEATH 0
TOTAL CASES 259
FACILITY Springfield Hospital Center
FISCAL YEAR 2011

DEMOGRAPHIC INFORMATION FY 2011

Grievances - Springfield Hospital

SEX	#	%
Female	116	45
Male	143	55
Class	0	0
Total	259	100

AGE	#	%
<18	0	0
18-44	129	50
45-64	122	47
65+	8	3
Class	0	0
Total	259	100

RACE	#	%
African-American	150	59
Asian	0	0
Caucasian	100	37
Hispanic	7	3
Other	2	1
Class	0	0
Total	259	100

CATEGORIES OF RIGHTS ISSUES – INFORMATION/ASSISTANCE

1. ABUSE <u>1</u>	8. MONEY <u>18</u>
<u>1</u> A. Physical	_____ A. Dissipation of Assets
_____ B. Sexual	_____ B. Easy Access
_____ C. Mental	_____ C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>12</u>	_____ D. Limitations
<u>1</u> A. Admission	_____ E. Safekeeping
_____ B. Hearing	_____ F. Use of Funds
_____ C. Transfer	_____ G. Exploitation
<u>11</u> D. Discharge	<u>18</u> H. Entitlements/Benefits
_____ E. Respite Care	
3. CIVIL RIGHTS <u>8</u>	9. NEGLECT <u>0</u>
_____ A. Abortion	10. PERSONAL PROPERTY <u>1</u>
<u>1</u> B. Verbal Abuse	_____ A. Exclusion
_____ C. Barrier Free Design	_____ B. Limitations
_____ D. Business & Personal Affairs	_____ C. Protection
<u>1</u> E. Competency	_____ D. Purchase or Receive
_____ F. Dignity	_____ E. Receipt
_____ G. Discrimination	_____ F. Storage
_____ H. Education	<u>1</u> G. Theft/Loss/Destruction
_____ I. Labor & Compensation	11. RIGHTS PROTECTION SYSTEM <u>24</u>
_____ J. Marriage & Divorce	_____ A. Complaint Forms
<u>1</u> K. Media	_____ B. Explanation of Rights
_____ L. Personal Search	_____ C. Notification of Rights
_____ M. Privacy	_____ D. Rights Advisor
_____ N. Religion	_____ E. Timely Impartial Investigation
_____ O. Sexuality	_____ F. Complaint Procedure
<u>5</u> P. Harassment	_____ G. Retaliation
_____ Q. Voting	<u>24</u> H. Legal Case Review
_____ R. Immigration	
4. COMMUNICATION & VISITS <u>1</u>	12. TREATMENT RIGHTS <u>7</u>
_____ A. Attorney/Legal Matters	_____ A. Individual Treatment Plan
_____ B. Clergy	_____ B. Informed Consent
_____ C. Visitors	<u>2</u> C. Medical Care
_____ D. Stationery & Postage	<u>2</u> D. Medication
_____ E. Telephone	_____ E. Periodic Review
<u>1</u> F. Mail	_____ F. Research/At Risk Procedures
_____ G. Interpreter Service	_____ G. Knowledge of
5. CONFIDENTIALITY & DISCLOSURE <u>0</u>	_____ H. Name of Treatment Staff
_____ A. Records	<u>1</u> I. Alternate Treatment Services
_____ B. Privileged Communication	_____ J. Clinical Review Panel
_____ C. Photocopying	_____ K. Minor Placed With Adults
_____ D. Photographing	<u>2</u> L. Aftercare Plan
6. ENVIRONMENTAL <u>8</u>	_____ M. Advance Medical Directive
<u>1</u> A. Clothing	_____ P. Pain Management
<u>2</u> B. Diet	
<u>1</u> C. Personal hygiene	13. OTHER <u>1</u>
<u>2</u> D. Safety	_____ A. Forensic Issues
<u>2</u> E. Sanitary	_____ B. Guardianship
_____ F. Humane	<u>1</u> C. Rights Outside Jurisdiction
7. FREEDOM OF MOVEMENT <u>1</u>	14. NO RIGHT INVOLVED <u>2</u>
_____ A. Building & Grounds	15. RESIDENT/RESIDENT ASSAULT <u>242</u>
_____ B. General Restrictions	
<u>1</u> C. Least Restrictive Alternative	16. DEATH <u>0</u>
_____ D. Leave of Absence	
_____ E. Restraint	TOTAL CASES <u>326</u>
_____ F. Seclusion	FACILITY <u>Springfield Hospital Center</u>
_____ G. Quiet Room	FISCAL YEAR <u>2011</u>

DEMOGRAPHIC INFORMATION FY 2011

Information/Assistance - Springfield Hospital

SEX	#	%	AGE	#	%	RACE	#	%
Female	128	39	<18	0	0	African-American	144	45
Male	198	61	18-44	162	50	Asian	4	1
Class	0	0	45-64	142	44	Caucasian	167	52
Total	326	100	65+	22	6	Hispanic	5	1
			Class	0	0	Other	6	1
			Total	326	100	Class	0	0
						Total	326	100

RESIDENT GRIEVANCE SYSTEM

SPRING GROVE HOSPITAL CENTER

FISCAL YEAR 2011

**Everly Smith
Rights Advisor**

**Jennie Bishop
Rights Advisor**

SPRING GROVE HOSPITAL CENTER
FISCAL YEAR 2011

GRIEVANCES	225
INFORMATION/ASSISTANCE CASES	961
TOTAL RIGHTS ADVISOR CONTACTS	1,186

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	35	2
ADMISSIONS/DISCHARGE/TRANFER	14	17
CIVIL RIGHTS	44	15
COMMUNICATIONS/VISITS	26	15
CONFIDENTIALITY	3	1
ENVIRONMENTAL	32	34
FREEDOM OF MOVEMENT	8	1
MONEY	10	61
NEGLECT	1	1
PERSONAL PROPERTY	9	2
RIGHTS PROTECTION SYSTEM (RGS)	11	29
TREATMENT RIGHTS	12	30
OTHER	3	30
NO RIGHT INVOLVED	12	44
RESIDENT/RESIDENT ASSAULT	5	679
DEATH	0	0
TOTAL	225	961

CATEGORIES OF RIGHTS ISSUES – GRIEVANCE

1. ABUSE <u>35</u>	8. MONEY <u>10</u>
<u>35</u> A. Physical	_____ A. Dissipation of Assets
_____ B. Sexual	<u>4</u> B. Easy Access
_____ C. Mental	_____ C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>14</u>	<u>3</u> D. Limitations
<u>1</u> A. Admission	<u>1</u> E. Safekeeping
<u>4</u> B. Hearing	_____ F. Use of Funds
<u>2</u> C. Transfer	<u>2</u> G. Exploitation
<u>7</u> D. Discharge	_____ H. Entitlements/Benefits
_____ E. Respite Care	9. NEGLECT <u>1</u>
3. CIVIL RIGHTS <u>44</u>	10. PERSONAL PROPERTY <u>9</u>
_____ A. Abortion	_____ A. Exclusion
<u>3</u> B. Verbal Abuse	_____ B. Limitations
_____ C. Barrier Free Design	<u>1</u> C. Protection
<u>11</u> D. Business & Personal Affairs	_____ D. Purchase or Receive
_____ E. Competency	_____ E. Receipt
<u>8</u> F. Dignity	_____ F. Storage
<u>3</u> G. Discrimination	<u>8</u> G. Theft/Loss/Destruction
<u>2</u> H. Education	11. RIGHTS PROTECTION SYSTEM <u>11</u>
_____ I. Labor & Compensation	<u>1</u> A. Complaint Forms
_____ J. Marriage & Divorce	<u>1</u> B. Explanation of Rights
<u>1</u> K. Media	_____ C. Notification of Rights
<u>1</u> L. Personal Search	_____ D. Rights Advisor
<u>2</u> M. Privacy	_____ E. Timely Impartial Investigation
_____ N. Religion	_____ F. Complaint Procedure
_____ O. Sexuality	<u>1</u> G. Retaliation
<u>13</u> P. Harassment	<u>8</u> H. Legal Case Review
_____ Q. Voting	12. TREATMENT RIGHTS <u>12</u>
_____ R. Immigration	_____ A. Individual Treatment Plan
4. COMMUNICATION & VISITS <u>26</u>	_____ B. Informed Consent
<u>17</u> A. Attorney/Legal Matters	<u>3</u> C. Medical Care
_____ B. Clergy	<u>4</u> D. Medication
<u>3</u> C. Visitors	_____ E. Periodic Review
<u>1</u> D. Stationery & Postage	_____ F. Research/At Risk Procedures
<u>1</u> E. Telephone	_____ G. Knowledge of
<u>4</u> F. Mail	_____ H. Name of Treatment Staff
_____ G. Interpreter Service	<u>2</u> I. Alternate Treatment Services
5. CONFIDENTIALITY & DISCLOSURE <u>3</u>	_____ J. Clinical Review Panel
<u>2</u> A. Records	_____ K. Minor Placed With Adults
<u>1</u> B. Privileged Communication	_____ L. Aftercare Plan
_____ C. Photocopying	_____ M. Advance Medical Directive
_____ D. Photographing	<u>3</u> P. Pain Management
6. ENVIRONMENTAL <u>32</u>	13. OTHER <u>3</u>
<u>2</u> A. Clothing	<u>3</u> A. Forensic Issues
<u>6</u> B. Diet	_____ B. Guardianship
<u>2</u> C. Personal hygiene	_____ C. Rights Outside Jurisdiction
<u>14</u> D. Safety	14. NO RIGHT INVOLVED <u>12</u>
<u>2</u> E. Sanitary	15. RESIDENT/RESIDENT ASSAULT <u>5</u>
<u>6</u> F. Humane	16. DEATH <u>0</u>
7. FREEDOM OF MOVEMENT <u>8</u>	TOTAL CASES <u>225</u>
<u>2</u> A. Building & Grounds	FACILITY <u>Spring Grove Hospital Center</u>
<u>3</u> B. General Restrictions	FISCAL YEAR <u>2011</u>
<u>1</u> C. Least Restrictive Alternative	
<u>2</u> D. Leave of Absence	
_____ E. Restraint	
_____ F. Seclusion	
_____ G. Quiet Room	

DEMOGRAPHIC INFORMATION FY 2011

Grievances - Spring Grove Hospital

SEX	#	%	AGE	#	%	RACE	#	%
Female	54	25	<18	10	1	African-American	154	68
Male	162	72	18-44	89	40	Asian	0	0
Class	9	3	45-64	111	50	Caucasian	50	22
Total	225	100	65+	6	4	Hispanic	11	5
			Class	9	5	Other	1	1
			Total	225	100	Class	9	4
						Total	225	100

CATEGORIES OF RIGHTS ISSUES – INFORMATION/ASSISTANCE

1. ABUSE <u>2</u>	8. MONEY <u>61</u>
<u>2</u> A. Physical	<u>1</u> A. Dissipation of Assets
___ B. Sexual	___ B. Easy Access
___ C. Mental	___ C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>17</u>	___ D. Limitations
___ A. Admission	___ E. Safekeeping
<u>4</u> B. Hearing	___ F. Use of Funds
<u>3</u> C. Transfer	<u>1</u> G. Exploitation
<u>10</u> D. Discharge	<u>59</u> H. Entitlements/Benefits
___ E. Respite Care	
3. CIVIL RIGHTS <u>15</u>	9. NEGLECT <u>1</u>
___ A. Abortion	10. PERSONAL PROPERTY <u>2</u>
___ B. Verbal Abuse	<u>1</u> A. Exclusion
___ C. Barrier Free Design	___ B. Limitations
<u>6</u> D. Business & Personal Affairs	___ C. Protection
___ E. Competency	___ D. Purchase or Receive
<u>2</u> F. Dignity	___ E. Receipt
___ G. Discrimination	___ F. Storage
___ H. Education	<u>1</u> G. Theft/Loss/Destruction
___ I. Labor & Compensation	11. RIGHTS PROTECTION SYSTEM <u>29</u>
<u>2</u> J. Marriage & Divorce	<u>5</u> A. Complaint Forms
<u>1</u> K. Media	<u>1</u> B. Explanation of Rights
<u>2</u> L. Personal Search	___ C. Notification of Rights
<u>1</u> M. Privacy	___ D. Rights Advisor
<u>1</u> N. Religion	___ E. Timely Impartial Investigation
___ O. Sexuality	___ F. Complaint Procedure
___ P. Harassment	___ G. Retaliation
___ Q. Voting	<u>23</u> H. Legal Case Review
___ R. Immigration	
4. COMMUNICATION & VISITS <u>15</u>	12. TREATMENT RIGHTS <u>30</u>
<u>5</u> A. Attorney/Legal Matters	___ A. Individual Treatment Plan
___ B. Clergy	<u>1</u> B. Informed Consent
<u>1</u> C. Visitors	<u>6</u> C. Medical Care
___ D. Stationery & Postage	<u>9</u> D. Medication
<u>5</u> E. Telephone	___ E. Periodic Review
<u>3</u> F. Mail	___ F. Research/At Risk Procedures
<u>1</u> G. Interpreter Service	___ G. Knowledge of
5. CONFIDENTIALITY & DISCLOSURE <u>1</u>	<u>2</u> H. Name of Treatment Staff
<u>1</u> A. Records	<u>8</u> I. Alternate Treatment Services
___ B. Privileged Communication	<u>1</u> J. Clinical Review Panel
___ C. Photocopying	___ K. Minor Placed With Adults
___ D. Photographing	<u>1</u> L. Aftercare Plan
6. ENVIRONMENTAL <u>34</u>	___ M. Advance Medical Directive
<u>1</u> A. Clothing	<u>2</u> P. Pain Management
<u>9</u> B. Diet	
<u>2</u> C. Personal hygiene	13. OTHER <u>30</u>
<u>13</u> D. Safety	<u>22</u> A. Forensic Issues
<u>4</u> E. Sanitary	<u>1</u> B. Guardianship
<u>5</u> F. Humane	<u>7</u> C. Rights Outside Jurisdiction
7. FREEDOM OF MOVEMENT <u>1</u>	14. NO RIGHT INVOLVED <u>44</u>
___ A. Building & Grounds	15. RESIDENT/RESIDENT ASSUALT <u>679</u>
<u>1</u> B. General Restrictions	
___ C. Least Restrictive Alternative	16. DEATH <u>0</u>
___ D. Leave of Absence	
___ E. Restraint	TOTAL CASES <u>961</u>
___ F. Seclusion	FACILITY <u>Spring Grove Hospital Center</u>
___ G. Quiet Room	FISCAL YEAR <u>2011</u>

DEMOGRAPHIC INFORMATION FY 2011

Information/Assistance - Spring Grove Hospital

SEX	#	%
Female	247	26
Male	703	73
Class	11	1
Total	961	100

AGE	#	%
<18	42	4
18-44	458	50
45-64	412	42
65+	38	3
Class	11	1
Total	961	100

RACE	#	%
African-American	678	70
Asian	6	1
Caucasian	258	27
Hispanic	8	1
Other	0	0
Class	11	1
Total	961	100

PART III

LEGAL ASSISTANCE PROVIDERS

PART III

LEGAL ASSISTANCE PROVIDERS

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT FOR
FISCAL YEAR 2010-2011**

Eastern Shore Hospital
Name of Facility

Jennings & Treff
Legal Assistance Provider

TOTAL CASE COUNT

Total number of cases opened during fiscal year	23
Total number of cases closed during fiscal year	5
Number of cases carried over from previous fiscal year	7
Total number of cases open at close of fiscal year	25

SUMMARY OF SERVICES PROVIDED

Entitlements

Total Number of Entitlements Referrals/Cases 12

Detail of Entitlements obtained for residents, indicating type of benefit (Social Security, Veterans, etc.; lump sum amount awarded, and the monthly benefit amount awarded for each case handled:

<u>Type of Benefit</u>	<u>Lump Sum Amount</u>	<u>Monthly Amount</u>
Total for Year (Lump Sum)	0	(Monthly)

Clinical Review Panel Appeals

Number of Administrative Appeals	6
Number of Circuit Court Appeals	0

Rights Issues

Number of issues referred/handled	7
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Narrative summary highlighting a random selection of interesting/unusual cases:

Legal Case Reviews

Number of Legal Case Reviews per subclass:

Residents who have been diagnosed as mentally retarded/developmentally disabled (dually diagnosed) and have been in facility for more than 30 days	4
Residents who have been in the MHA facility for more than 5 years	_____
Residents who have been court-committed to a governmental agency or placed in the care and custody of a governmental agency and are presently in a DHMH MHA facility	_____
Total Number of Legal Case Reviews	4
Total Number of Legal Case Reviews in which no legal issues were identified	0
Total number of Legal Case Reviews in which legal issues were identified	0

Narrative summary of legal issues identified by LAP:

Referrals for General Civil Claims

Number of requests for information regarding
general civil claims 0

Number of cases successfully referred 0

Names of Legal Providers who accepted LAP's referral for services:

Number of cases that did not result in a referral 0

Number of cases referred to other providers but not
accepted _____

Informational Meetings

Total number of information meetings conducted 4

Training

Total number of trainings conducted _____

List of topics presented at training:



Attorney's Signature

Date

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT FOR
FISCAL YEAR 2010-2011**

Thomas B Finan Center

Law Office of Nikki Behre, LLC

TOTAL CASE COUNT

Total number of cases opened during fiscal year	18
Total number of cases closed during fiscal year	18
Number of cases carried over from previous fiscal year	0
Total number of cases open at close of fiscal year	0

SUMMARY OF SERVICES PROVIDED

Entitlements

Total number of entitlements referrals/cases 2

Requested copy of prior SSA decision for 1 resident and reviewed SSA overpayment decision for a second resident. No benefits were awarded.

Clinical Review Panel Appeals

Number of Administrative Appeal Referrals	9
Number of Administrative Appeal Hearings	6
Number of Circuit Court Appeals	0

Rights Issues

Number of issues referred/handled	9
Rights and Entitlement Issues:	9

Legal Case Reviews:

Number of Legal Case Review per subclass:

Residents who have been diagnosed as mentally retarded/developmentally disabled (dually diagnosed) and have been in the facility for more than 30 days	0
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Residents have been in the MHA facility for more than 5 years	6
Residents have been court-committed to a governmental agency or placed in the care and custody of a governmental agency and are presently in a DHMH MHA facility:	2
Total Number of Legal Case Reviews	8
Total Number of Legal Case Reviews in which no legal issues were identified	8
Total Number of Legal Case Reviews in which legal issues were identified	0

Referrals for General Civil Claims

Number of request for information regarding general civil claims	1
Number of cases successfully referred	0
Names of Legal Providers who accepted LAP's referral for services:	0
Number of cases that did not result in a referral	1
Number of cases referred to other providers but not accepted	0

Informational Meetings

Total number of informational meetings conducted	1
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Training

Total number of trainings conducted:	0
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During the months of November 2010 through February 2011 there were no referrals from the temporary Residence Grievance Adviser. Nevertheless, in December 2010 the LAP was contacted by the CEO regarding a resident's request for a consultation regarding a civil matter. The LAP was aware that the court that had committed the resident to the Finan Center had determined that the resident was to be discharged in November 2010. The LAP immediately advised the CEO of this and the CEO ensured the resident was discharged soon thereafter.

Nikki S. Behre
Nikki S. Behre

8/31/11

LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT FOR
FISCAL YEAR 2011

Clifton T. Perkins Hospital Center

Name of facility

Ria P. Rochvarg, P.A.

Legal Assistance Provider

TOTAL CASE COUNT

Total number of cases opened during fiscal year	<u>152</u>
Total number of cases closed during fiscal year	<u>128</u>
Number of cases carried over from previous fiscal year	<u>013</u>
Total number of cases open at close of fiscal year	<u>037</u>

SUMMARY OF SERVICES PROVIDED

Entitlements

Total Number of Entitlement	<u>25</u>
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Referrals/Cases

Detail of Entitlements obtained for residents, indicating type of benefit (Social Security, Veterans, etc.; lump sum amount awarded, and the monthly benefit amount awarded for each case handled:

Type of Benefit	Lump Sum Amount	Monthly Amount
SSI	\$1,348.00	\$674.00
SSI	0.00	\$674.00
SSDI	0.00	\$937.00
Total	\$1,348.00	\$2,285.00

Clinical Review Panel Appeals

Number of Administrative Appeals 28

Number of Circuit Court Appeals 15

Rights Issues

Number of issues referred/handled 57

1. A Client from a medium security unit contacted the LAP regarding staff restricting the use of headphones on the ward. The LAP filed a grievance on behalf of the Client and requested an investigation. The grievance was found to be valid. The LAP contacted the Client on the ward who stated that they were allowed to use headphones with wires on the ward again. The LAP then closed the case with the Right's Advisor.

2. A Client contacted the LAP to complain that he had been sexually assaulted by another patient. The Client complained that staff who took his report of the incident laughed at the incident and did not offer him assistance. The Client's grievance was found to be valid at Stage 3 and the facility agreed to provide training on Trauma Informed Care to the staff who were involved in the incident.

3. A Client complained that all of the patients on his unit were put on "lockdown" for 2 days following a fight between several patients on the unit. The state of lockdown was implemented by staff and required all patients to stay in their rooms for the entire day, with the risk of earning demerits and loss of privileges for refusal. Based on the complaint and ensuing investigation, the facility agreed to develop and implement a new policy for dealing with acutely dangerous situations involving violence between patients.

Legal Case Reviews

Number of Legal Case Reviews per subclass:

Residents who have been diagnosed as mentally retarded/developmentally disabled (dually diagnosed) and have been in facility for more than 30 days	<u>05</u>
Residents who have been in the MHA facility for more than 5 years	<u>08</u>
Residents who have been court-committed to a	<u>04</u>

governmental agency or placed in the care and custody of a governmental agency and are presently in a DHMH MHA facility

Total Number of Legal Case Reviews 17

Total Number of Legal Case Reviews in which no legal issues were identified 14

Total number of Legal Case Reviews in which legal issues were identified 03

Narrative summary of legal issues identified by LAP:

1. The LAP reviewed the record of a Client with an intellectual disability. The record revealed that the Client was neither receiving medications for a mental disorder, nor treatment for his behavioral issues, in spite of numerous behavioral incidents. The Client informed the LAP that he wanted to participate in a Behavioral System with the opportunity to earn privileges with positive behavior. The LAP filed a grievance and the facility agreed to develop and implement a Behavior Treatment Plan for the Client.

2. The LAP reviewed the record of a Client who was living on the medium security unit. The record showed that the Client had expressed an interest in completing a mental health advanced directive to her social worker, but no advanced directive was ever created. The LAP filed a grievance and the Client was able to receive assistance to complete the Advanced directive.

3. The LAP reviewed the record of a Client who has a Guardian of the Person. The LAP learned that the Guardian had not been contacted for all necessary consents. The LAP followed up to ensure that the facility was aware of the existence of the Guardianship and was maintaining contact with the Guardian.

Referrals for General Civil Claims

Number of requests for information regarding general civil claims 10

Number of cases successfully referred 02

Names of Legal Providers who accepted LAP's referral for services:

Sandra Grossman, Esquire
Michael F. Connolly, Esquire

Number of cases that did not result in a referral 05

Number of cases referred to other providers but not accepted 03

1. Client had an immigration issue. The U.S. Citizenship and Immigration Services (hereafter, USCIS) had issued a detainer for him and a renewal for his residency card was denied. Client wished to be released from CTPHC to the custody of USCIS for deportation. Client wanted to know what his rights were regarding deportation and his immigration status. Client was referred to Sandra Grossman, Esq. on December 21, 2010. Additionally, the Client was referred to the Foreign Information Referral Network. The LAP discussed the case with the Office of the Public Defender, who agreed to meet with Client regarding his requested release.

2. Client indicated that he received an invoice indicating that he owed child support from before his hospitalization, nine years prior. The Client wanted assistance with informing the court of his hospitalization status to prevent any future problems after his discharge. The LAP contacted Support Enforcement in Howard County and learned that Client's case was not with that office. The LAP contacted Support Enforcement in Baltimore County and learned that Client's account had a zero balance. Received fax confirmation and forwarded to Client with a letter of explanation. No referral needed.

3. Client contacted the LAP with concerns about a divorce case that had been filed against him. The LAP was able to obtain an attorney for the Client through the Maryland Volunteer Lawyer's Service (Michael F. Connolly, Esquire) who assisted him with his divorce case.

Informational Meetings

Total number of information meetings conducted 36


Training

Total number of trainings conducted

02

List of topics presented at training:

Introduction of the RGS and LAP
Entitlements



Attorney's Signature

8/19/11

Date

LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT FOR
FISCAL YEAR 2011

RICA

Name of facility

Ria P. Rochvarg, P.A.

Legal Assistance Provider

TOTAL CASE COUNT

Total number of cases opened during fiscal year	<u>21</u>
Total number of cases closed during fiscal year	<u>18</u>
Number of cases carried over from previous fiscal year	<u>04</u>
Total number of cases open at close of fiscal year	<u>07</u>

SUMMARY OF SERVICES PROVIDED

Entitlements

Total Number of Entitlements	<u>00</u>
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Referrals/Cases

Detail of Entitlements obtained for residents, indicating type of benefit (Social Security, Veterans, etc.; lump sum amount awarded, and the monthly benefit amount awarded for each case handled:

<u>Type of Benefit</u>	<u>Lump Sum Amount</u>	<u>Monthly Amount</u>
No Data		
Total for Year	<u>\$0.00</u>	<u>\$0.00</u>
	(Lump Sum)	(Monthly)

Clinical Review Panel Appeals

Number of Administrative Appeals 00

Number of Circuit Court Appeals 00

Rights Issues

Number of issues referred/handled 14

Narrative summary highlighting a random selection of interesting/unusual cases:

1. LAP responded to a grievance filed by a Client who wished to consult with the LAP in regards to her entitlements and placement upon graduation from RICA. The LAP informed Client of her right's and that she is eligible for placement in a group home after graduation. In regards to financial aid for college, the LAP informed Client that her aid is contingent upon her FAFSA application which would determine her federal aid. The LAP then requested that Client's therapist aid her in the completion of the forms. Client also asked questions about an inheritance which was left for her by her grandfather. The LAP informed Client that only she has a right to her inheritance and that her parents may not collect it without her consent. The LAP closed out the grievance after meeting with Client's therapist a week before graduation. The therapist informed the LAP that Client had been placed at the group home of her choice and that was applying to Community College to begin schooling in the fall. Client Graduated from RICA-Baltimore.

2. The LAP responded to a grievance filed by a client who expressed concerns with his therapist and social workers. The client was placed in a group home after his foster family could no longer provide for him due to a job change experienced by his foster mother. His next placement was in a group home. Due to the client's behavioral diagnosis the group home placement was never conducive to his success both socially and academically. His social workers informed the client that this would be a temporary placement until a home was found for him. The original date of his transfer was set as June 3, 2011. When his social workers informed the client for the second time that his transfer date was changed he contacted the LAP. The LAP met with the client to address the concerns he had with his social workers and the miscommunications. The LAP was able to get in touch with the social workers, the therapist, and the foster mother of his new family. After addressing the miscommunications with the foster mother, she was able to provide the LAP with a concrete date for the client's transfer and said that she would be in contact with the client to address the confusion he had with his social workers. The LAP called the social workers back to confirm the date of the client's transfer and to express concerns with the miscommunication throughout the case. The client moved into his new foster home on June 24, 2011. During a follow up meeting with the client on July 26, 2011 the client informed the LAP that he was content in his new placement and has been adjusting well to his new foster family.

3. The LAP responded to a grievance filed by a client in regards to back-payments on his clothing allowance. The LAP learned that the client was missing payments consecutively from May through December of 2010. After contacting the client's therapist the LAP contacted his social worker at Anne Arundel County Department of Social Services who said that she would investigate the matter. After addressing the issue within her office she stated that the client was in fact behind and that he would be up to date by the end of the week. The following week the Right's Advisor at RICA-Baltimore confirmed that the client was up to date with his payments. The LAP then closed the case.

Legal Case Reviews

Number of Legal Case Reviews per subclass:

Residents who have been diagnosed as mentally retarded/developmentally disabled (dually diagnosed) and have been in facility for more than 30 days	<u>00</u>
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Residents who have been in the MHA facility for more than 5 years	<u>00</u>
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Residents who have been	<u>07</u>
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court-committed to a governmental agency or placed in the care and custody of a governmental agency and are presently in a DHMH MHA facility

Total Number of Legal Case Review 07

Total Number of Legal Case Reviews in which no legal issues were identified 05

Total number of Legal Case Reviews in which legal issues were identified 02

Narrative summary of legal issues identified by LAP:

1. A client contacted the LAP in an effort to attain assistance in placement and discharge from RICA. After obtaining consent from the client's guardian, the LAP conducted the Legal Case Review. The LAP reviewed the client's file to ensure that all needed social work services had been performed in connection with this matter. The LAP shared her finding with both the client and her guardian.

2. A client contacted the LAP in an effort to discuss College and placement upon graduation from RICA. The LAP met with client and conducted a legal case review. There was no record that the client had received help with the college application process. The LAP spoke with client's Therapist and requested a meeting for client. The LAP confirmed that Therapist met with client and assisted with the pending College Application. The LAP also contacted the Therapist prior to client's graduation and confirmed placement at a group home.

3. A Client contacted the LAP in regards to a placement plan which had not been made despite his pending discharge date. The LAP conducted a legal case review. During the legal case review it was confirmed that a plan was not created and that a family team meeting would need to be scheduled. Once the meeting was scheduled, the LAP attended to ensure that the necessary discharge plans were being made. Since the meeting, LAP has confirmed that the client has been placed at and no longer resides at RICA-Baltimore.

Referrals for General Civil Claims

Number of requests for information regarding general civil claims 00
00

Number of cases successfully referred

Names of Legal Providers who accepted LAP's referral for services:

Number of cases that did not result in a referral 00

Number of cases referred to other providers but not accepted 00

Informational Meetings

Total number of information meetings conducted 12

Training

Total number of trainings conducted 00

List of topics presented at training:



Attorney's Signature

8/19/11

Date

**LEGAL ASSISTANCE PROVIDER
ANNUAL REPORT FOR
FISCAL YEAR 2010-2011**

John L Gildner Regional Institute for Children and Adolescents

Law Office of Nikki Behre, LLC

TOTAL CASE COUNT

Total number of cases opened during fiscal year	8
Total number of cases closed during fiscal year	7
Number of cases carried over from previous fiscal year	1
Total number of cases open at close of fiscal year	1

SUMMARY OF SERVICES PROVIDED

Entitlements

Total number of entitlements referrals/cases 2

Detail of Entitlements obtained for residents, indicating type of benefit (Social Security, Veterans, etc.); lump sum amount awarded and the monthly benefit amount awarded for each case handled:

Consulted with 1 resident regarding SSI benefits; submitted SSI claim for 2nd resident. Benefits not yet awarded.

Clinical Review Panel Appeals

Number of Administrative Appeals 0

Number of Circuit Court Appeals 0

Rights Issues

Number of issues referred/handled 6

Rights and Entitlement Issues: Use of seclusion, home & school placement,
Individual Education Plan, parental rights

Following a complaint of improperly administered seclusion, the LAP participated in a hearing held to determine whether the student's rights were violated. In addition, the hearing provided the opportunity for the LAP and RGA to ensure that the day students received the same legal protections afforded the residential students in relation to the use of seclusion and recording of incidents resulting in seclusion.

Legal Case Reviews:

Number of Legal Case Review per subclass:

Residents who have been diagnosed as mentally retarded/developmentally disabled (dually diagnosed) and have been in the facility for more than 30 days 0

Residents have been in the MHA facility for more than 5 years 0

Residents have been court-committed to a governmental agency or placed in the care and custody of a governmental agency and are presently in a DHMH MHA facility: 0

Total Number of Legal Case Reviews 0

Total Number of Legal Case Reviews in which no legal issues were identified 0

Total Number of Legal Case Reviews in which legal issues were identified 0

Referrals for General Civil Claims

Number of request for information regarding general civil claims 1

Number of cases successfully referred 0

Names of Legal Providers who accepted LAP's referral for services: 0

Number of cases that did not result in a referral 1

Number of cases referred to other providers but not accepted 0

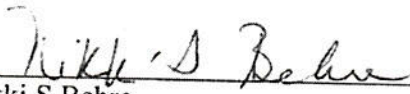
Informational Meetings

Total number of informational meetings conducted 2

Training

Total number of trainings conducted: 0

Although the LAP and RGA consulted with the training coordinator regarding a seminar on SSI the LAP was advised that the staff had declined the opportunity to attend the training.



Nikki S Behre

8/31/11

Date

LEGAL ASSISTANCE PROVIDER (“LAP”)
ANNUAL REPORT FOR FISCAL YEAR 2011

Springfield Hospital Center

The Law Offices of Terri D. Mason, P.C.
1705 Reisterstown Road
Pikesville, Maryland 21208

TOTAL CASE COUNT

Total number of cases opened during fiscal year	81
Total number of cases closed during fiscal year	32
Number of cases carried over from previous fiscal year	7
Total number of cases open at close of fiscal year	56

SUMMARY OF SERVICES PROVIDED

ENTITLEMENTS

Total number of Entitlements Referrals/Cases	18
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Detail of Entitlements obtained for residents, indicating type of benefit (Social Security, Veterans Administration, etc.; lump sum amount awarded; and the monthly benefit amount awarded for each case handled:

Type of Benefit	Lump Sum Amount	Monthly Amount
SSI	\$5, 318.00	\$674.00

LEGAL ASSISTANCE PROVIDER (“LAP”)
ANNUAL REPORT FOR FISCAL YEAR 2011

Spring Grove Hospital Center

The Law Offices of Terri D. Mason, P.C.
1705 Reisterstown Road
Pikesville, Maryland 21208

TOTAL CASE COUNT

Total number of cases opened during fiscal year	131
Total number of cases closed during fiscal year	73
Number of cases carried over from previous fiscal year	14
Total number of cases open at close of fiscal year	72

SUMMARY OF SERVICES PROVIDED

ENTITLEMENTS

Total number of Entitlements Referrals/Cases	58
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Detail of Entitlements obtained for residents, indicating type of benefit (Social Security, Veterans Administration, etc.; lump sum amount awarded; and the monthly benefit amount awarded for each case handled:

Type of Benefit	Lump Sum Amount	Monthly Amount
SSDI	\$16,661.20	\$613.00