

RESIDENT GRIEVANCE SYSTEM

**ANNUAL REPORT
FISCAL YEAR 2015**

**BEHAVIORAL HEALTH
ADMINISTRATION FACILITIES**

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PART I

RESIDENT GRIEVANCE SYSTEM

2015

RESIDENT GRIEVANCE SYSTEM FISCAL YEAR 2015 ANNUAL REPORT

BACKGROUND AND STRUCTURE OF THE PATIENT RIGHTS PROGRAM

The Resident Grievance System was established in 1985 as part of a negotiated settlement of the class action lawsuit, *Coe v Hughes, et al.* The negotiated settlement, titled the Coe Consent Decree, created a two tiered advocacy program to: enforce rights guaranteed by federal and state laws and regulations; assist patients with claims for benefits and entitlements; achieve deinstitutionalization; and assist patients in resolving civil legal problems. 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.

The Resident Grievance System is under the auspices of the Deputy Secretary for Behavioral Health within the Department of Health and Mental Hygiene. The program provides services for residents of the seven Behavioral Health Administration Psychiatric Inpatient Facilities.¹ The Director of the program is responsible for hiring, evaluating, and assigning Rights Advisors (RAs) to each of the seven BHA facilities. In July 1, 2000, by order of the Secretary of the Department of Health and Mental Hygiene, the program was expanded to provide rights advocacy to the four Developmental Disabilities Administration's State Residential Centers.

Resident Grievance System

The first tier of Maryland's patient rights program is the Resident Grievance System (RGS). The RGS is a four-stage administrative grievance procedure designed to protect the rights of patients in the Behavioral Health Administration facilities and to provide a timely, fair, efficient, and complete mechanism for receiving, investigating, and resolving resident's complaints. The central function of the RGS is the resolution of grievances through mediation, negotiation, or conciliation, while representing the best interest of the patients. It is designed to be non-adversarial and to ensure that both clinical and legal considerations are properly balanced.

The RGS collaboratively works with the Office of Health Care Quality, the Maryland Disability Law

¹ Effective July 1, 2014, the Mental Hygiene Administration and Alcohol and Drug Abuse Administration merged to become the Behavioral Health Administration (BHA).

Center (MDLC) and other stakeholders to ensure patient safety and protect their legal rights. RAs are responsible for investigating and mediating allegations of rights violations and providing education on patient's rights to residents and staff in BHA inpatient facilities. They also help protect the civil rights (voting, confidentiality, etc.) of patients and serve as advocates for patients at forced medication panels. RAs are co-located at the facilities and attend and participate in various committees and facility meetings to address patients' concerns and advocate for patients' rights. To ensure patient services are not interrupted, all RAs are trained to provide RGS services in the absence of an assigned RA.

In January 1996, the Resident Grievance System implemented toll-free telephone access to the Central Office 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. Referrals to the Resident Grievance System can be made directly to the assigned Rights Advisor or the Central Office by using the toll free number, 1-800-747-7454. During Fiscal Year 2015, the Resident Grievance System received a total of 4,014 calls via the toll free telephone number.

Legal Assistance Providers

Legal Assistance Providers (LAPs) are the second tier of the patient rights program. LAPs are a group of independent attorneys, contracted by RGS, to provide specific legal assistance and representation to residents. LAPs offer a number of services to residents, including: legal assistance at stages 3 and 4 of the grievance process; legal case reviewed to identify legal issues for residents that are not otherwise being addressed; referrals for residents requesting general legal services to other pro bono legal services; and representation at Clinical Review Panel (forced medication) appeals.

A priority of the LAP is the representation of residents in obtaining benefits/entitlements. Following admission to a BHA facility, the social work staff discusses benefits/entitlements with the individual and assists them in completing and submitting applications. Once benefits are denied and the resident has elected to appeal the decision, the resident provides written authorization for referral to the LAP for representation.

The process to resolve a benefit/entitlement claim can be quite lengthy. However, as long as the referral is made while the resident is in the BHA facility, the LAP can continue to provide representation even if the resident has been discharged prior to the resolution of the claim. Under the contract provisions, the LAP is prohibited from accepting any percentage of the monies awarded to the resident. These benefits and entitlements are provided for residents to obtain community services necessary for discharge.

In fiscal year 2015, the LAPS were successful in obtaining \$43,350.24 in lump sum benefits and \$6,728.00 in monthly benefits for clients. The total amount of benefits awarded in lump sum and monthly payments were \$50,078.24

CLASSIFICATION OF RIGHTS

Resident Grievance System Regulations (RGS), COMAR 10.21.14, define "Rights Issues" broadly as "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, there was a general understanding that all rights issues are not stipulated in the law. Therefore, the RGS remains responsible for protecting all residents' rights,

including those rights not stipulated in the law. The RGS Director has the responsibility for developing the classification system and providing guidelines for its use.

The classification system developed by the Director is divided into three major classifications and 16 rights categories. The data in the Annual Report for Fiscal Year 2015 is reported within the three major classifications - grievances, clinical review panels, and information/assistance. For purposes of data collection, form RGS-24 – “Category of Rights Issues” – is used to assign all cases to one of 16 major categories:

- abuse;
- admission/discharge/transfer;
- civil rights;
- communication and visits;
- confidentiality and disclosure;
- environmental;
- freedom of movement;
- money;
- neglect;
- personal property;
- rights protection system;
- treatment rights;
- other;
- no right involved;
- resident-resident assault; and death

Grievances

A “Grievance” is defined as a written or oral statement which alleges either that an individual’s rights have been unfairly limited, violated, or are likely to be violated in the immediate future; or that the facility has acted in an illegal or improper manner with respect to an individual or a group of individuals. Grievances can be initiated by the individual, an employee of the facility, a family member of the individual, or an interested party,

Grievance management, a major responsibility of the RAs, includes receipt, investigation and resolution of complaints, and compliance with the systematic and orderly 4-stage grievance process. The RA has oversight of the grievance process, ensuring that the 4 stages are completed within 65 working days, as required by COMAR 10.21.14. RAs make every effort to negotiate, mediate and work toward the achievement of a mutually satisfactory resolution at Stage 1.

If unresolved at Stage 1, grievances proceed to Stage 2 for review and recommendations by the Unit Director. Grievances unresolved at Stage 2 proceed to Stage 3 for review, corrective action, if applicable, and/or recommendations by the Chief Executive Officer (CEO), with an optional review by the Resident’s Rights Committee. Unresolved Stage 3 grievances are referred to Stage 4 and reviewed at Stage 4 by the Central Review Committee (CRC), chaired by the Director of the Resident Grievance System. Stage 4 grievance decisions are sent to the resident and, when valid, recommendations for corrective action are sent to the facility’s CEO for implementation.

Following a thorough investigation by the RA, grievances are determined to be Valid, Invalid, or

Inconclusive. A grievance is valid when evidence is sufficient to prove an allegation. When there is insufficient evidence to prove an allegation, a grievance is invalid. A grievance is inconclusive when sufficient evidence does not exist to prove or disprove an allegation.

In fiscal year 2015, Rights Advisors processed **676** grievances. Of those grievances, **403** (59.62%) were resolved at Stage 1, **5** (.74%) resolved at Stage 2, **229** (33.88%) were resolved at Stage 3 and **39** (5.76%) were resolved at Stage 4.

Clinical Review Panels

In accordance with the Annotated Code of Maryland, Health General 10-708, a clinical review panel (CRP) is a panel comprised of clinically trained staff that meets to determine whether to approve the administration of medication over a patient’s objections and refusal to take the prescribed medication. In the absence of CRP approval, patients cannot be medication against their will.

RAs assist and advocate for patients at all CRPs. They also file for administrative hearings for those patients who choose to appeal the CRP decision and assist patients in obtaining LAP representation at both the administrative and Circuit Court appeals processes.

In fiscal year 2015, a total of **227** CRP Panels were held.

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 2015, Rights Advisors provided Information/Assistance for 1,758 patients, 66% of total patient contacts.

ACTIVITY PER FACILITY FY 15

<i>Facility</i>	Grievances	Information/ Assistance	Clinical Review Panels	Total Cases
<i>Eastern Shore</i>	19	136	9	164
<i>Thomas B. Finan</i>	35	341	17	393
<i>Perkins Hospital</i>	78	122	77	277
<i>RICA - Baltimore</i>	88	57	0	145
<i>RICA - Rockville</i>	36	47	0	83
<i>Springfield Hospital</i>	256	561	71	888
<i>Spring Grove Hospital</i>	164	494	53	711
TOTAL	676	1758	227	2661

**STAGE 4
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, the Rights Advisor is required to assist the patient in filing the appeal, even though the RA may not believe that the request has merit.

The **central review committee** is comprised of three members: Director of the Resident Grievance System, Director of the Behavioral Health Administration, and Clinical Director of the Behavioral Health Administration, or their designees. The Committee reviews all prior information concerning the grievance and may conduct a further investigation, if deemed warranted by the Committee. At the conclusion of the review, the Committee issues a written decision, based on their findings, and makes recommendations for corrective action, if warranted. The Director of the RGS is responsible for monitoring the implementation of all corrective action recommended by the committee.

There were a total of **39** grievances appealed to Stage 4 in Fiscal Year 2015, which represents 5.77% of the 676 grievances filed. Springfield Hospital Center represents 64% of the total grievances appealed to Stage 4.

Stage 4 appeals by facility:

Clifton T. Perkins Hospital Center = 4
Spring Grove Hospital Center = 5
Springfield Hospital Center = 25
Thomas B. Finan Center = 5

**BHA Trending Data
2006-2015**

Year	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015
Grievances	1028	999	978	1400	1048	1009	1093	949	786	676
Abuse	129	102	170	196	139	196	190	148	144	174
Neglect	3	3	4	5	4	2	2	0	2	3
Treatment	179	184	173	266	189	110	196	111	101	99
I & A	1714	1846	1466	1832	2144	2046	1967	1623	1599	1758
Abuse	1	1	1	7	4	3	24	17	18	35
Neglect	0	0	0	2	0	1	1	0	0	0
Treatment	62	74	2	280	60	79	117	108	75	114
CRP	176	206	139	158	186	182	202	192	199	227
Stage 4	36	22	12	14	33	15	31	69	33	39
Deaths	28	12	18	12	0	0	1	3	3	2

All numbers represent totals

Legend

I & A = Information and Assistance Requests

CRPs = Clinical Review Panels

BHA data reflects no clear trend in grievances, information and assistance requests, stage 4 grievances and clinical panel reviews, with the majority of cases reported as information and assistance requests. FY15 reflects a 29% and 14% decrease in total grievances from FY 13 and 14 respectively. FY15 Stage 4 grievances increased by 15% from FY14. The data also reflects an overall decline in the number of deaths reported from 2005 to 2011, with an increase in numbers beginning in 2012.

PART II

BEHAVIORAL HEALTH ADMINISTRATION

FACILITY DATA

FISCAL YEAR 2015

**AGGREGATE DATA FOR
BEHAVIORAL HEALTH ADMINISTRATION
FACILITIES**

**Rhonda Callum
Director**

**John Hancock
Data Program Manager**

DEMOGRAPHIC INFORMATION FY 2015

**AGGREGATE
GRIEVANCES (BHA)**

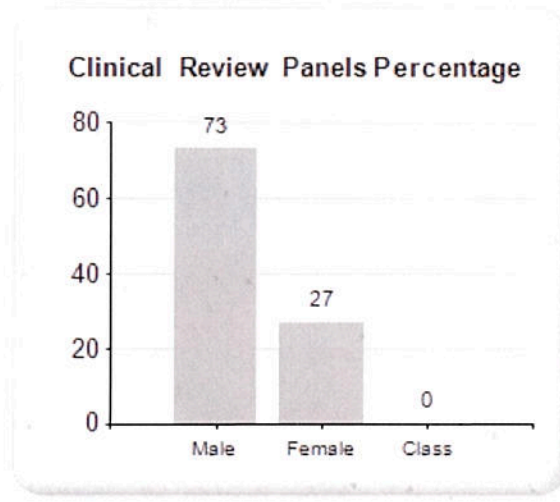
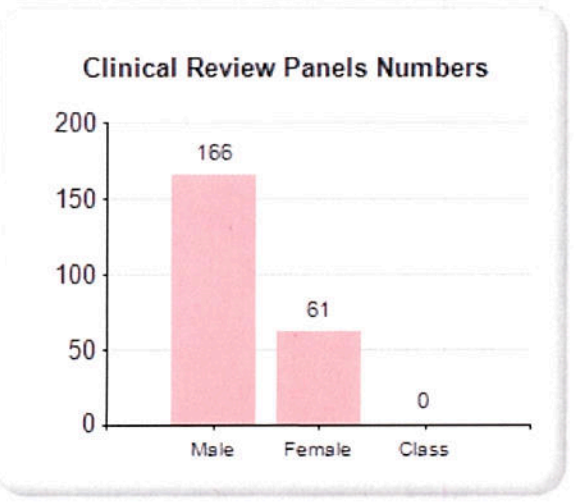
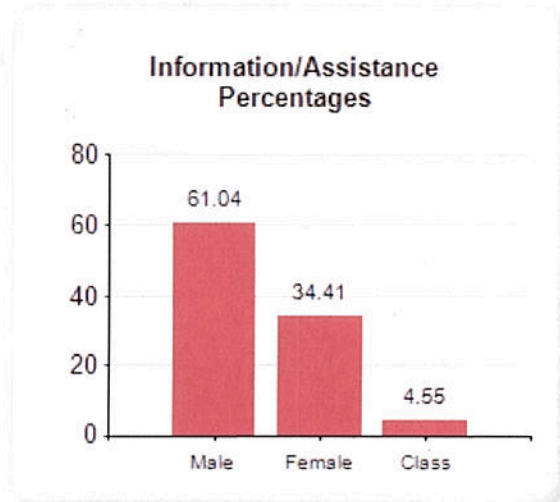
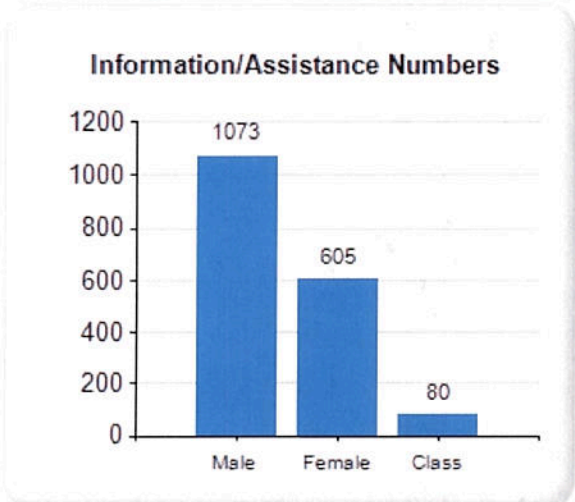
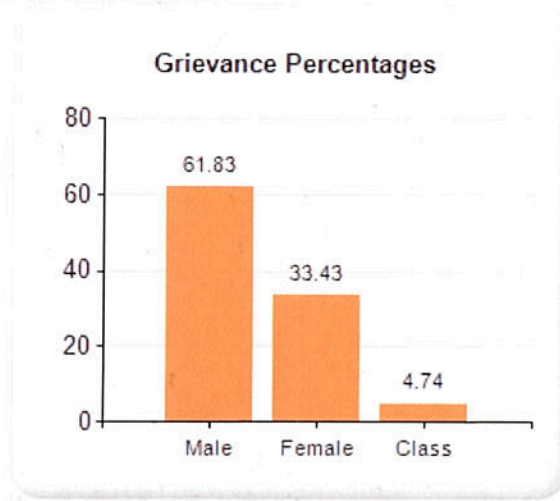
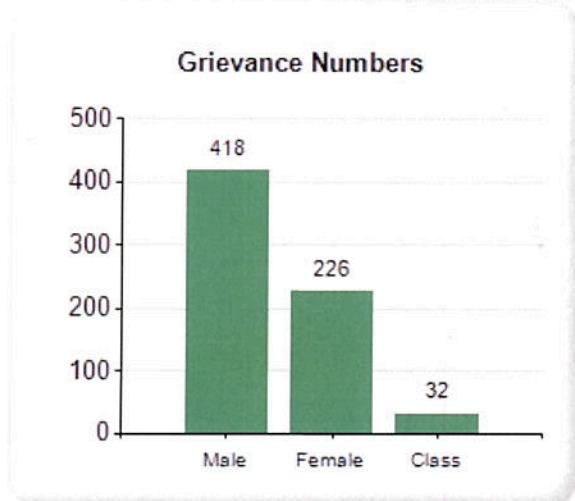
SEX	#	%	AGE	#	%	RACE	#	%
Female	226	33	<18	127	19	African American	347	51
Male	418	62	18-44	318	47	Asian	2	0
			45-64	185	27	Caucasian	267	40
			65+	14	2	Hispanic	16	2
						Native American	11	2
						Unknown	1	0
Class	32	5	Class	32	5	Class	32	5
Total	676	100	Total	676	100	Total	676	100

**AGGREGATE
INFORMATION/ASSISTANCE (BHA)**

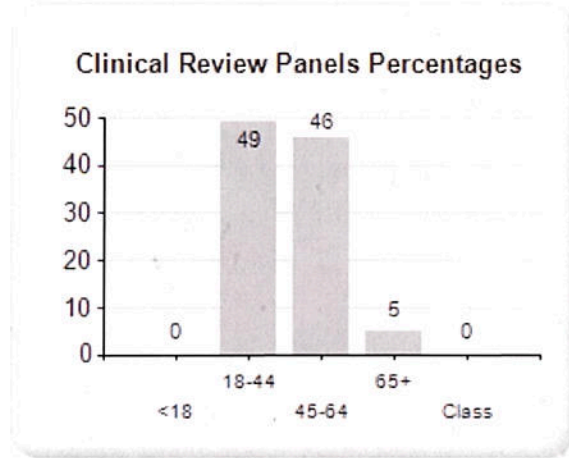
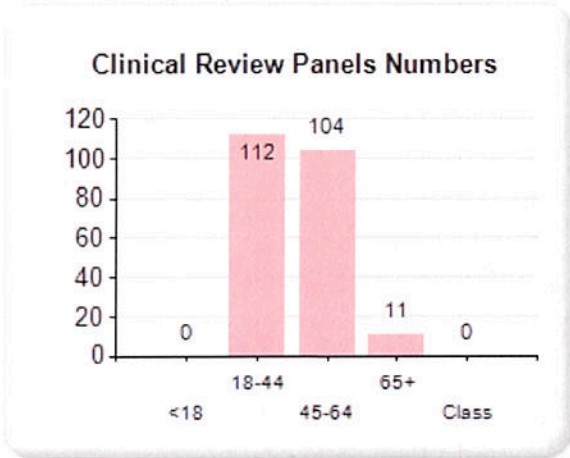
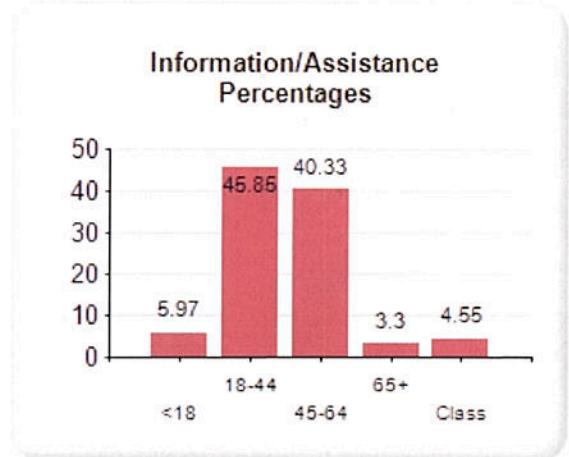
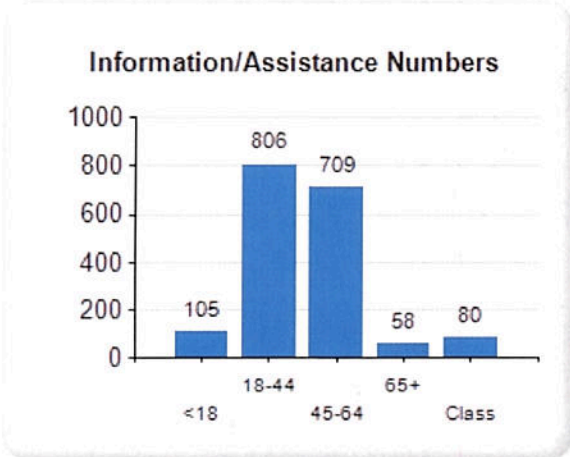
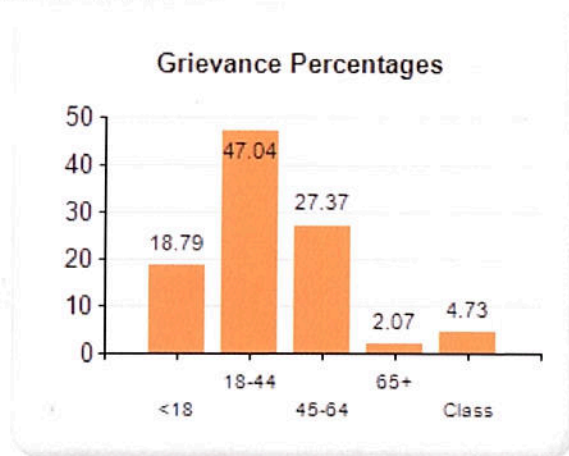
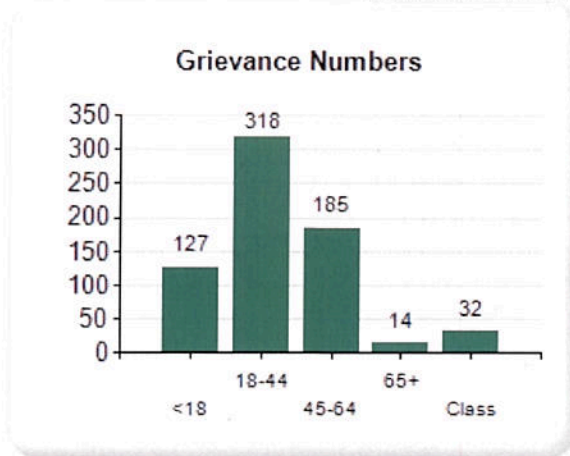
SEX	#	%	AGE	#	%	RACE	#	%
Female	605	34	<18	105	6	African American	943	53
Male	1,073	61	18-44	806	46	Asian	16	1
			45-64	709	40	Caucasian	688	39
			65+	58	3	Hispanic	30	2
						Native American	1	0
						Unknown	0	0
Class	80	5	Class	80	5	Class	80	5
Total	1758	100	Total	1758	100	Total	1758	100

Note: Class represents demographic information representative of a class action initiated by a group of residents and cannot be assigned to any of the specific demographic areas (sex, age and race) listed on the chart.

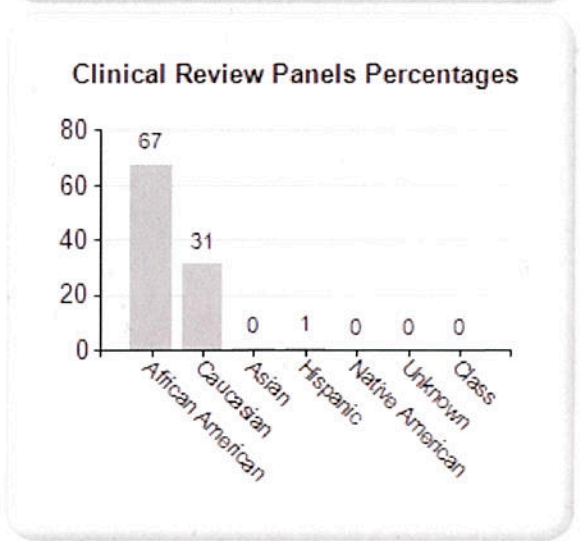
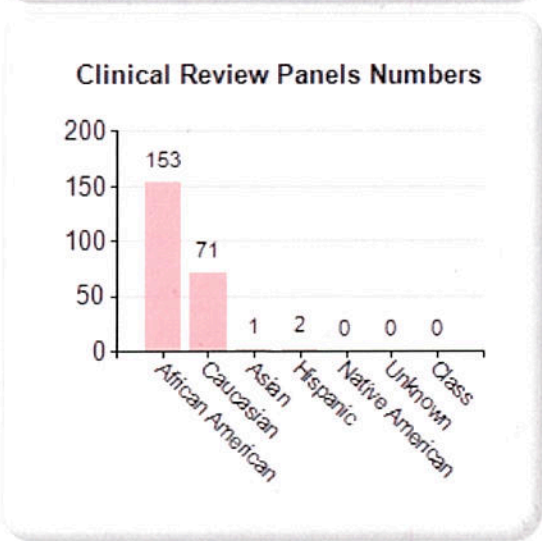
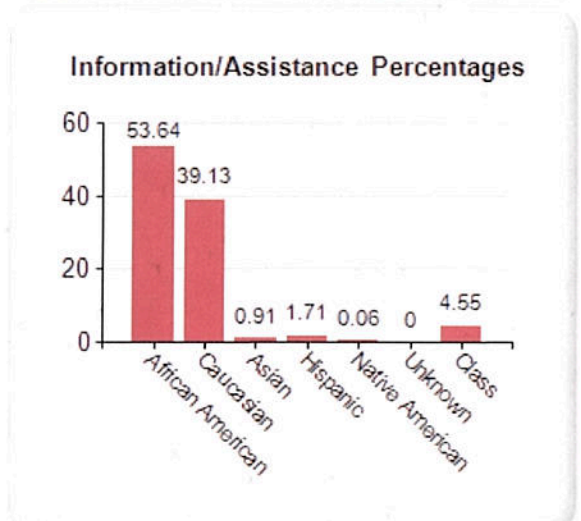
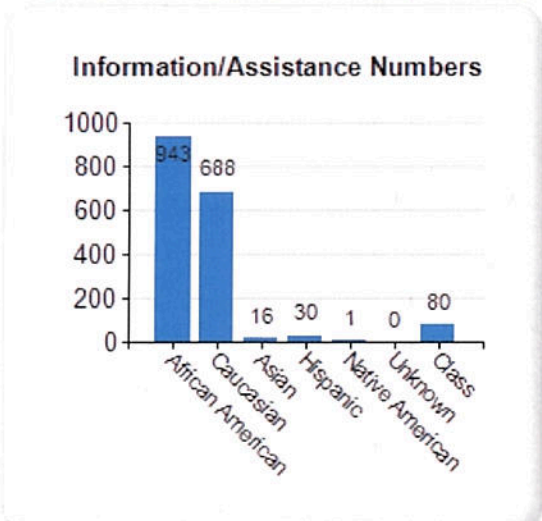
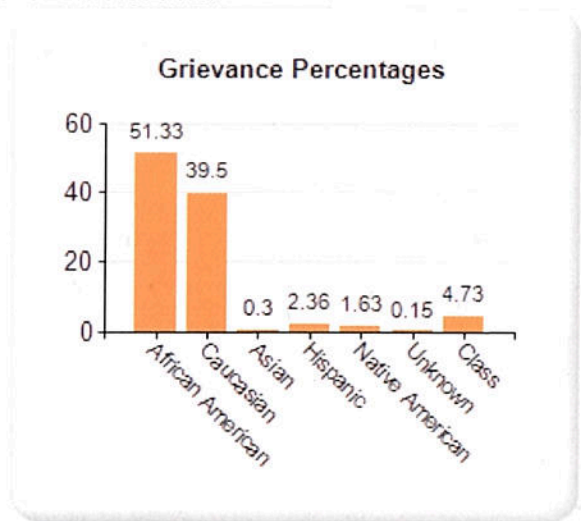
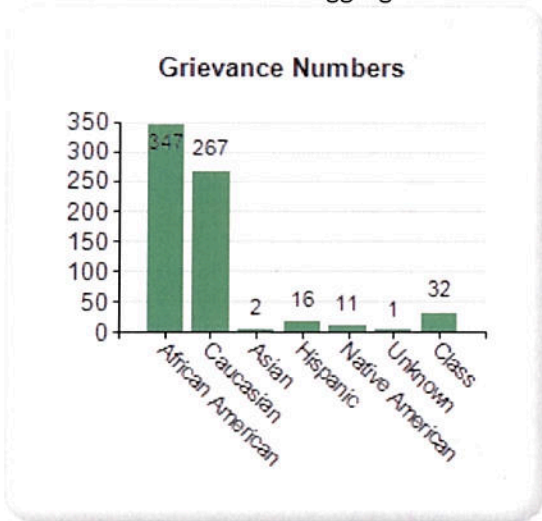
Aggregate Cases for Gender for BHA for FY15



Aggregate Cases for Age for BHA for FY15



Aggregate Cases for Race for BHA for FY15



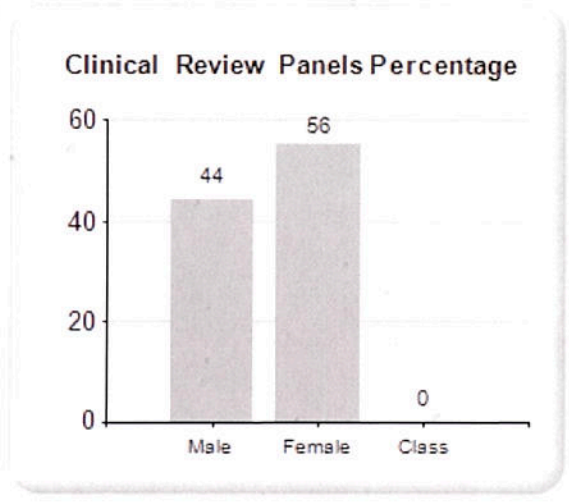
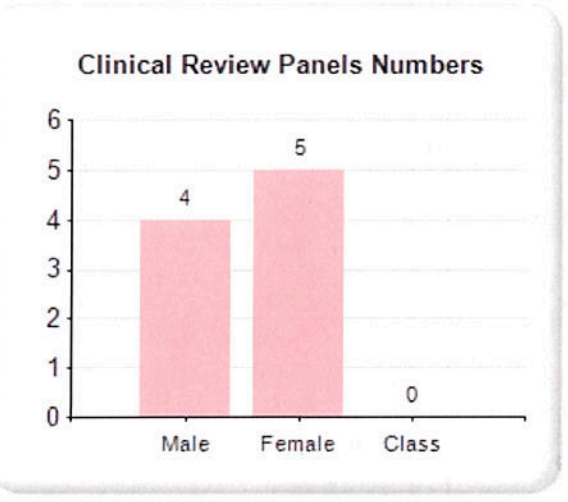
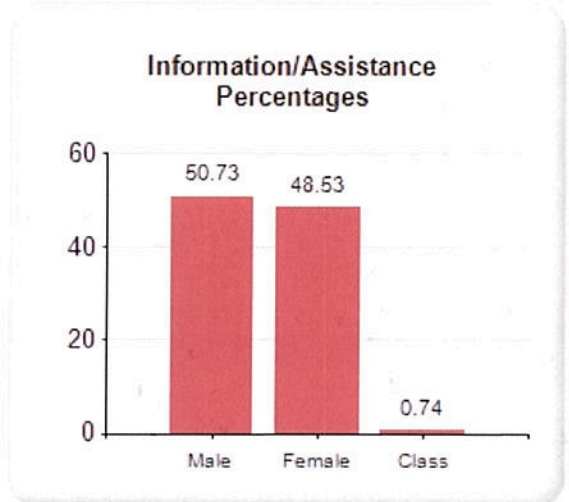
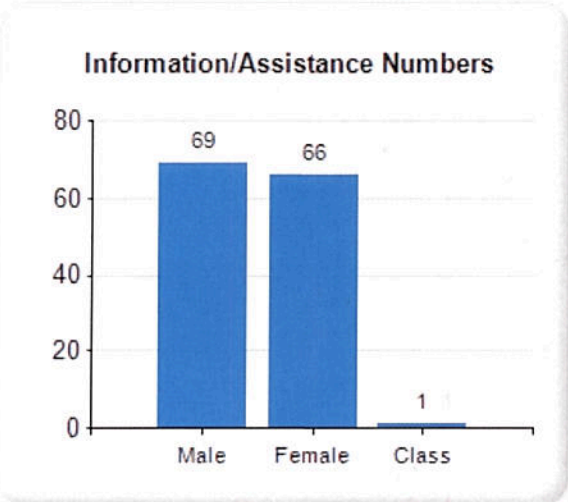
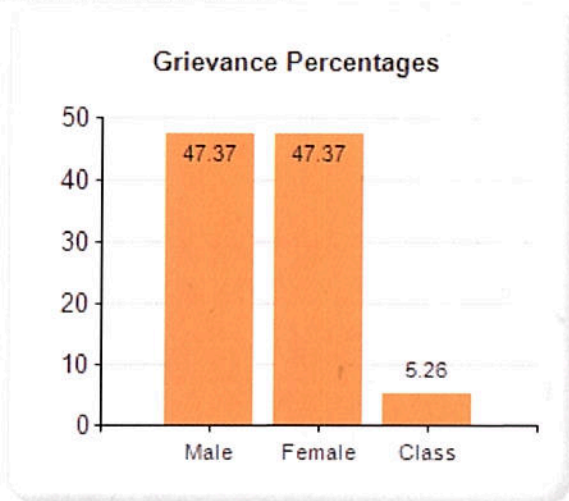
Grievances - Eastern Shore Hospital Center

SEX	#	%	AGE	#	%	RACE	#	%
Female	9	47.5	<18	0	0	African American	9	47.5
Male	9	47.5	18-44	11	58	Asian	0	0
			45-64	7	37	Caucasian	9	47.5
			65+	0	0	Hispanic	0	0
						Native American	0	0
						Unknown	0	0
Class	1	5	Class	1	5	Class	1	5
Total	19	100	Total	19	100	Total	19	100

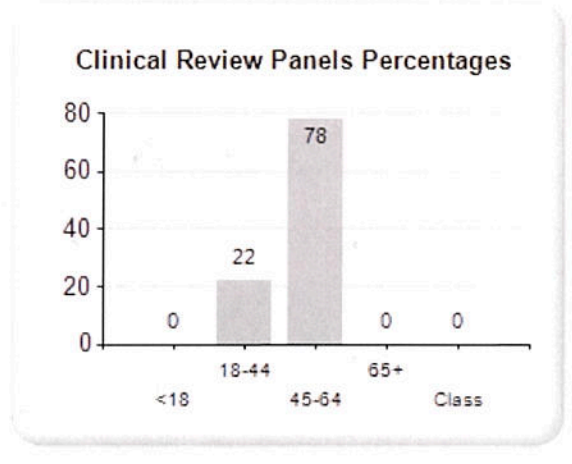
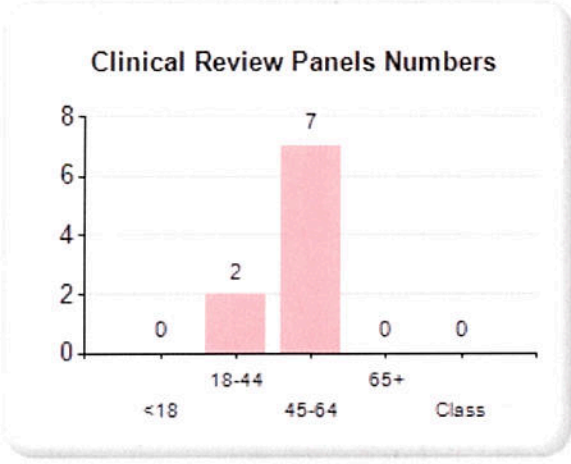
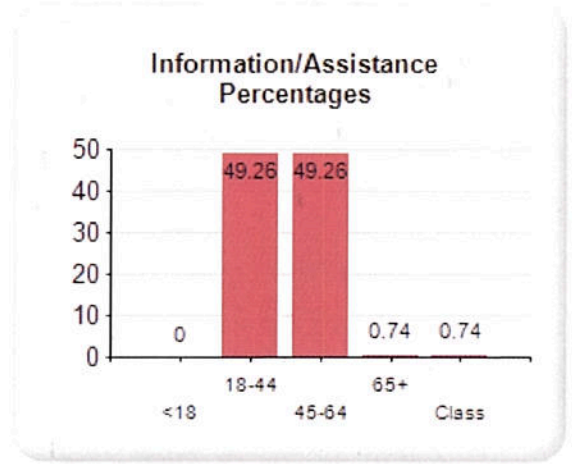
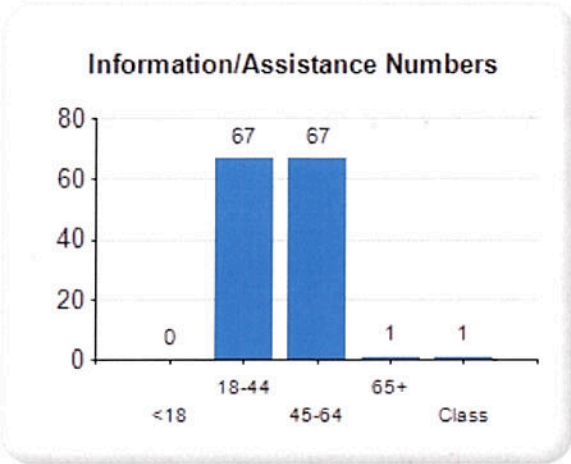
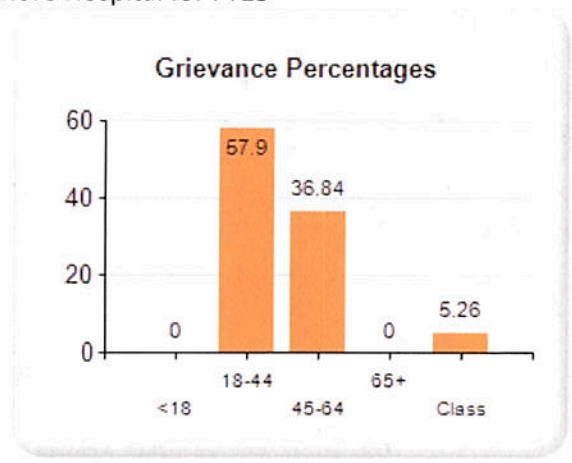
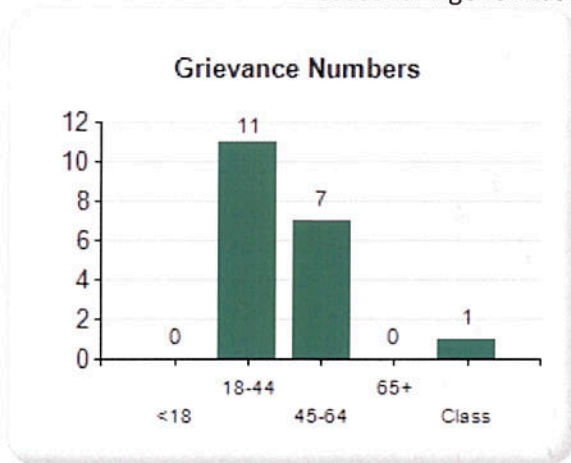
Information/Assistance - Eastern Shore Hospital Center

SEX	#	%	AGE	#	%	RACE	#	%
Female	66	48	<18	0	0	African American	39	29
Male	69	51	18-44	67	49	Asian	0	0
			45-64	67	49	Caucasian	96	70
			65+	1	1	Hispanic	0	0
						Native American	0	0
						Unknown	0	0
Class	1	1	Class	1	1	Class	1	1
Total	136	100	Total	136	100	Total	136	100

Cases for Gender for Eastern Shore Hospital for FY15

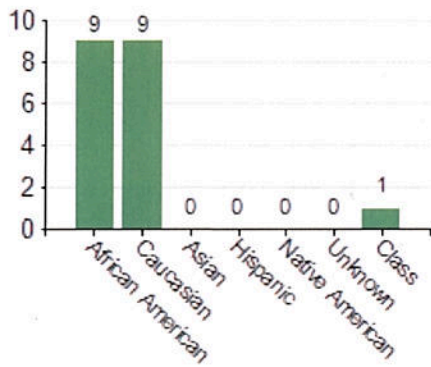


Cases for Age for Eastern Shore Hospital for FY15

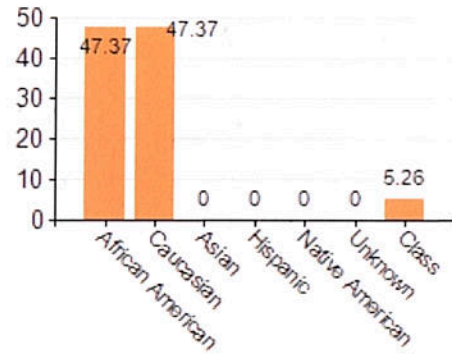


Cases for Race for Eastern Shore Hospital for FY15

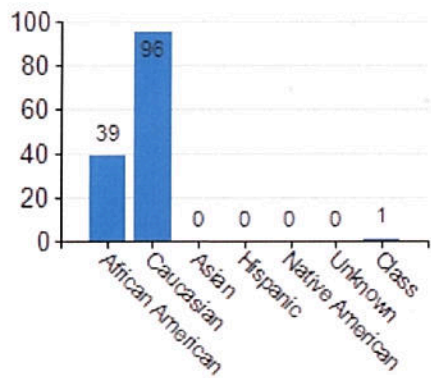
Grievance Numbers



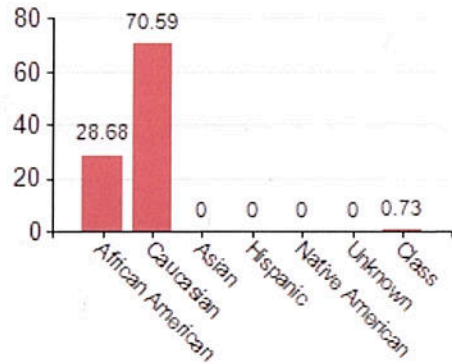
Grievance Percentages



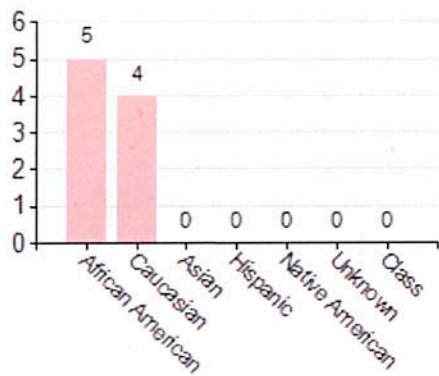
Information/Assistance Numbers



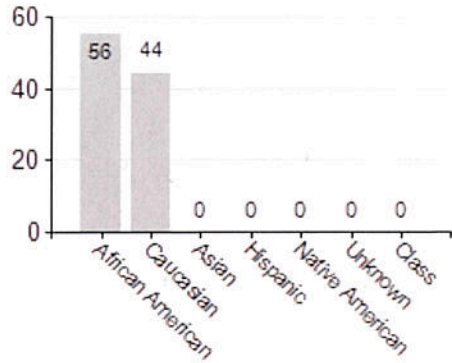
Information/Assistance Percentages



Clinical Review Panels Numbers



Clinical Review Panels Percentages



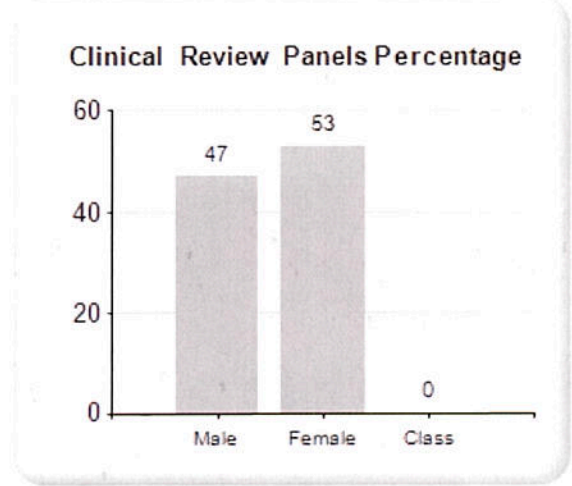
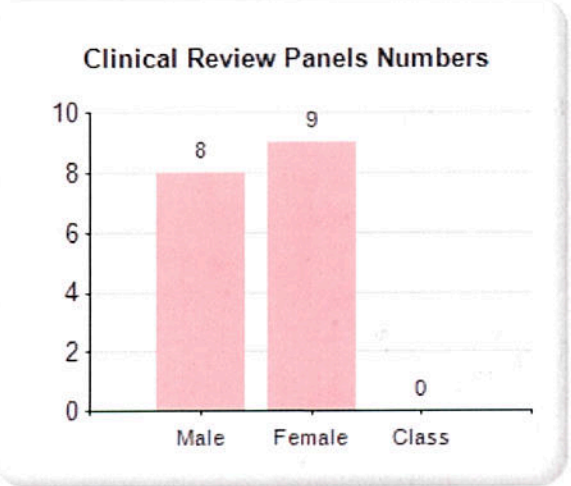
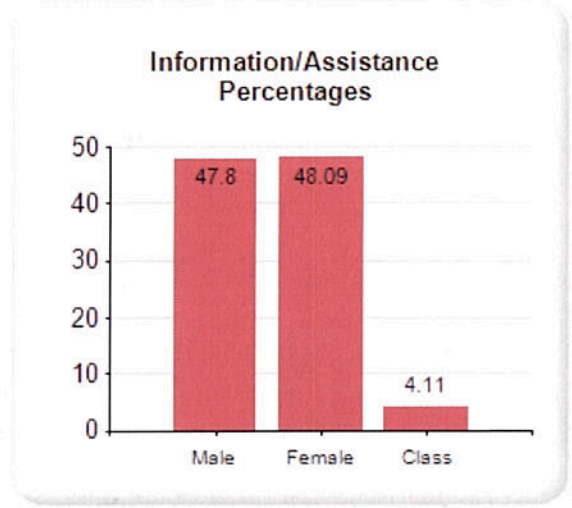
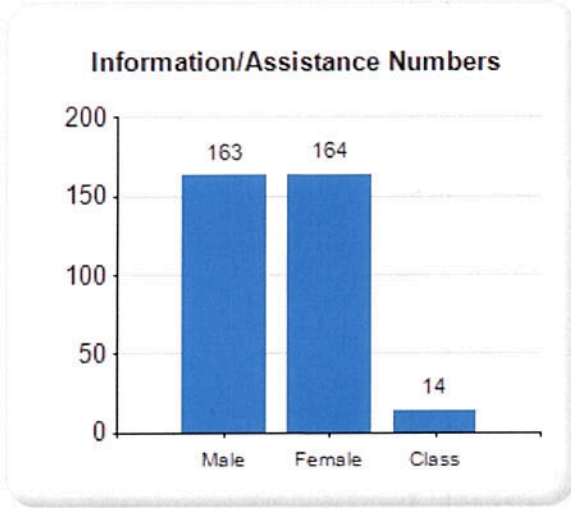
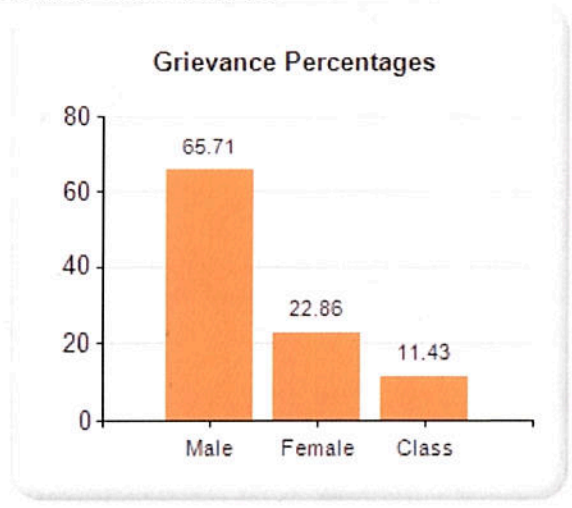
Grievances - Thomas B. Finan Center

SEX	#	%	AGE	#	%	RACE	#	%
Female	8	23	<18	0	0	African American	11	32
Male	23	66	18-44	13	37	Asian	0	0
			45-64	18	52	Caucasian	20	57
			65+	0	0	Hispanic	0	0
						Native American	0	0
						Unknown	0	0
Class	4	11	Class	4	11	Class	4	11
Total	35	100	Total	35	100	Total	35	100

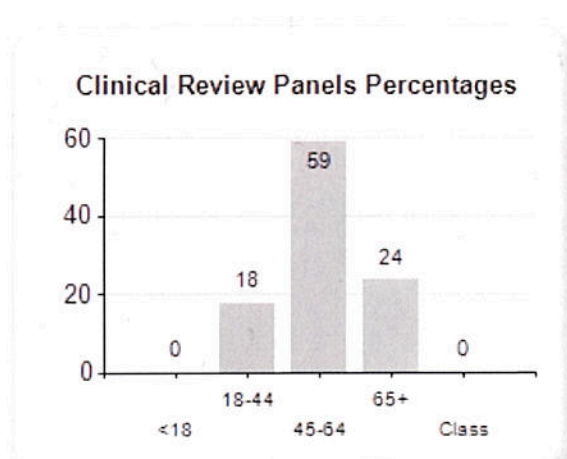
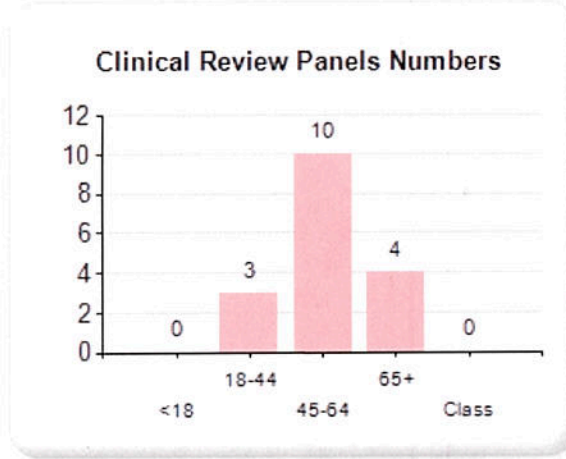
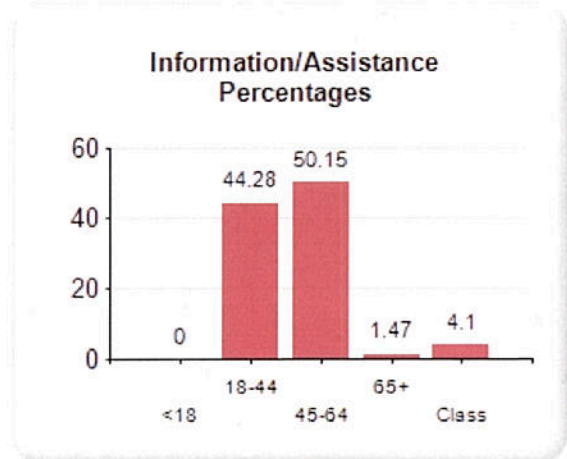
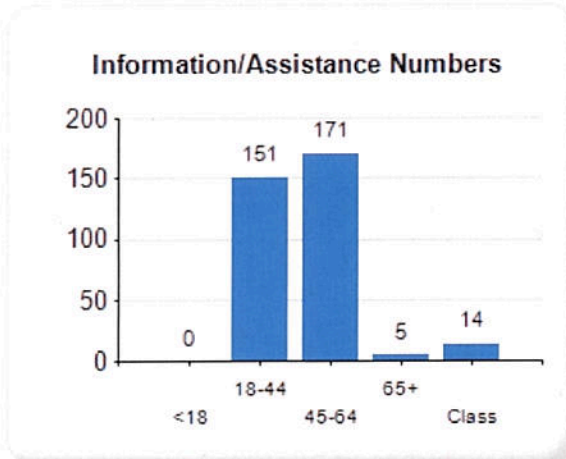
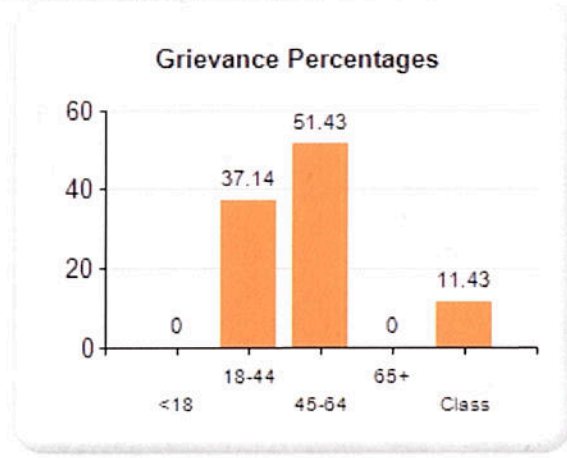
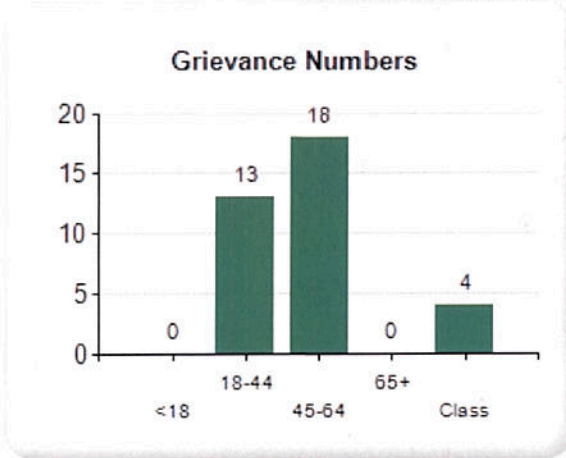
Information/Assistance - Thomas B. Finan Center

SEX	#	%	AGE	#	%	RACE	#	%
Female	164	48	<18	0	0	African American	162	48
Male	163	48	18-44	151	44	Asian	3	1
			45-64	171	50	Caucasian	159	47
			65+	5	1	Hispanic	3	1
						Native American	0	0
						Unknown	0	0
Class	14	4	Class	14	4	Class	14	4
Total	341	100	Total	341	100	Total	341	100

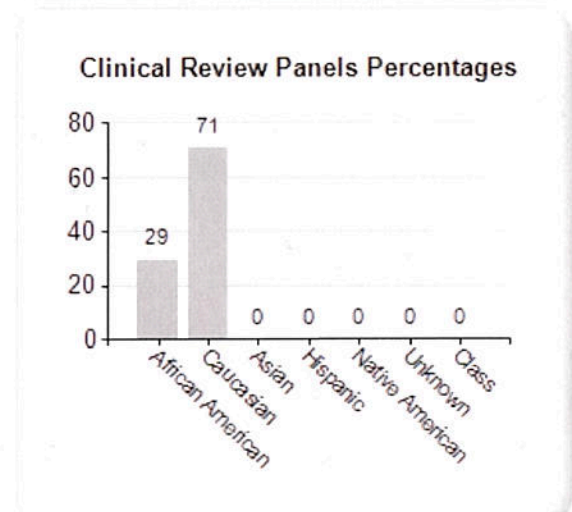
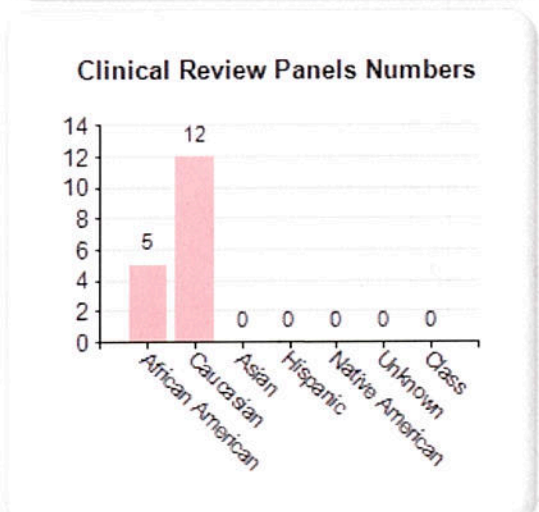
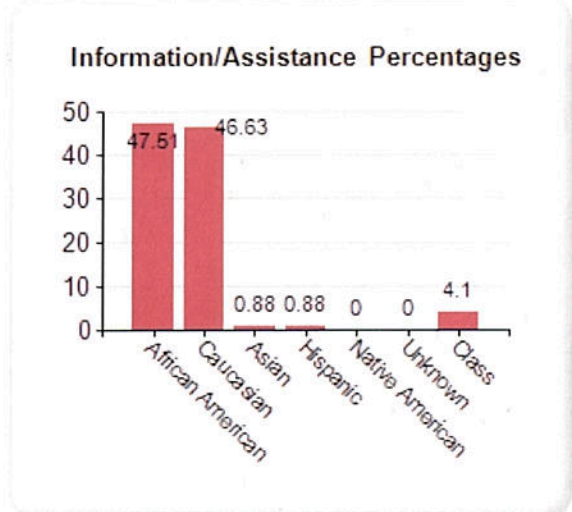
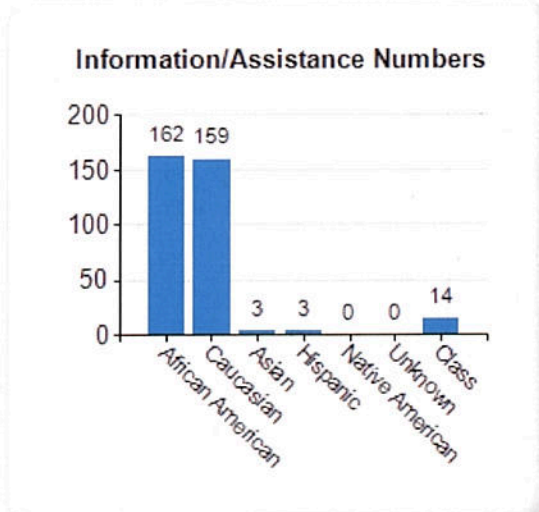
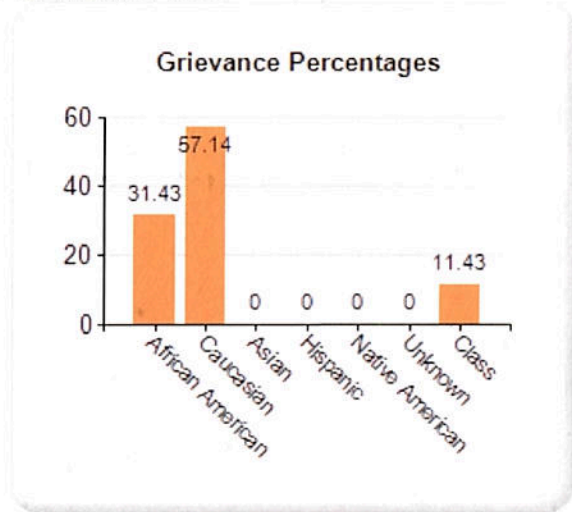
Cases for Gender for Thomas B. Finan Center for FY15



Cases for Age for Thomas B. Finan Center for FY15



Cases for Race for Finan for FY15



Grievances - Clifton T. Perkins Hospital

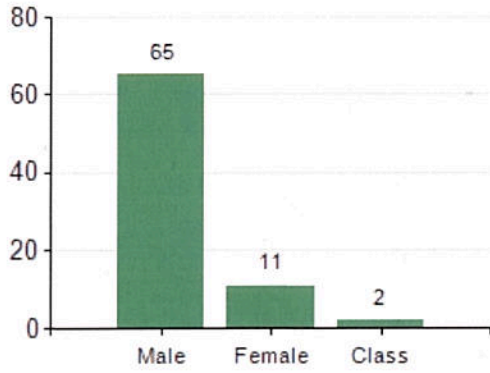
SEX	#	%	AGE	#	%	RACE	#	%
Female	11	14	<18	0	0	African American	54	69
Male	65	83	18-44	57	73	Asian	0	0
			45-64	18	23	Caucasian	22	28
			65+	1	1	Hispanic	0	0
						Native American	0	0
						Known	0	0
Class	2	3	Class	2	3	Class	2	3
Total	78	100	Total	78	100	Total	78	100

Information/Assistance - Clifton T. Perkins Hospital

SEX	#	%	AGE	#	%	RACE	#	%
Female	4	3	<18	0	0	African American	86	70
Male	118	97	18-44	91	75	Asian	0	0
			45-64	26	21	Caucasian	35	29
			65+	5	4	Hispanic	1	1
						Native American	0	0
						Known	0	0
Class	0	0	Class	0	0	Class	0	0
Total	122	100	Total	122	100	Total	122	100

Cases for Gender for Clifton T. Perkins Hospital for FY15

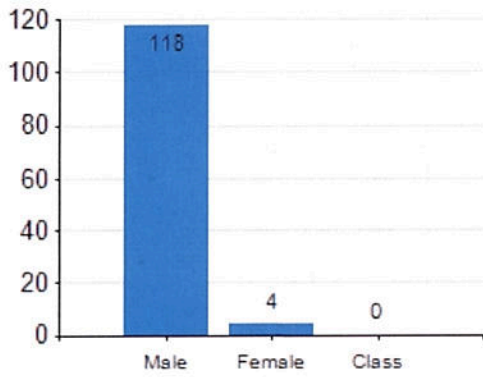
Grievance Numbers



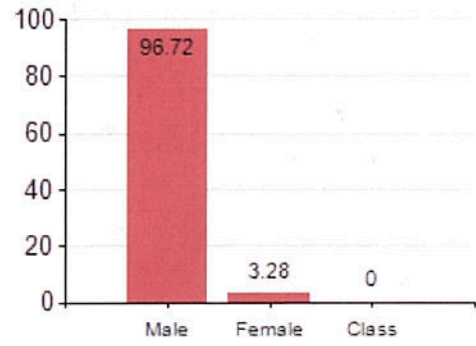
Grievance Percentages



Information/Assistance Numbers



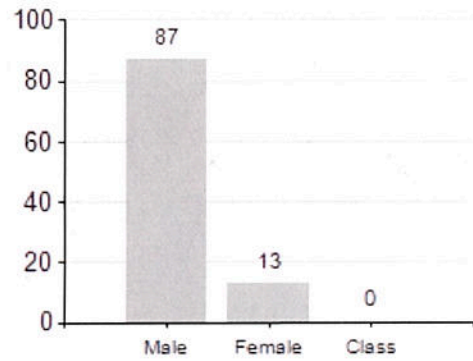
Information/Assistance Percentages



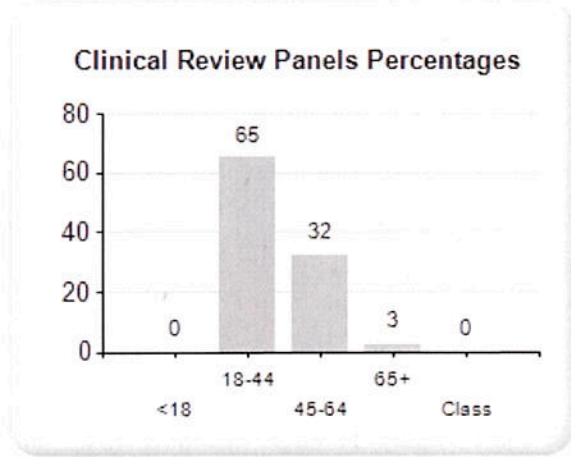
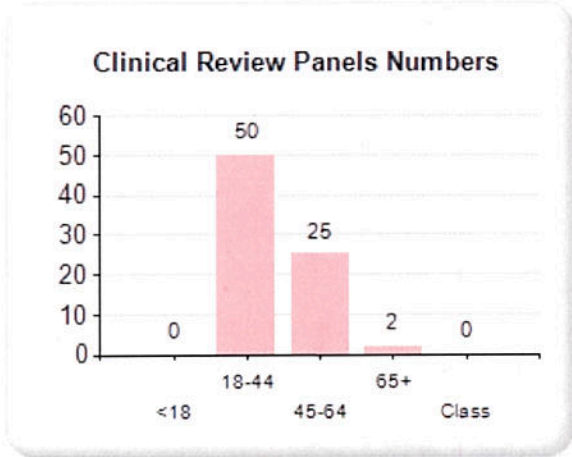
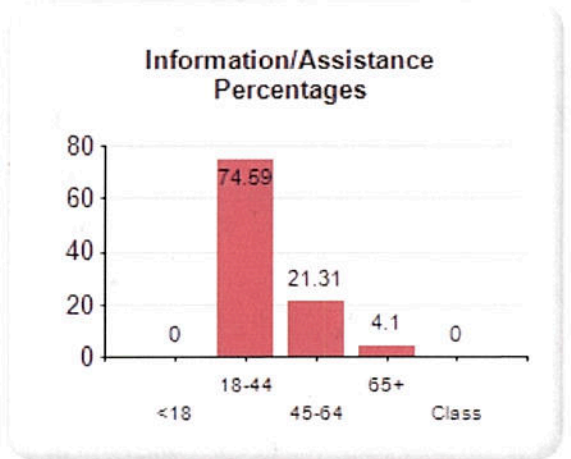
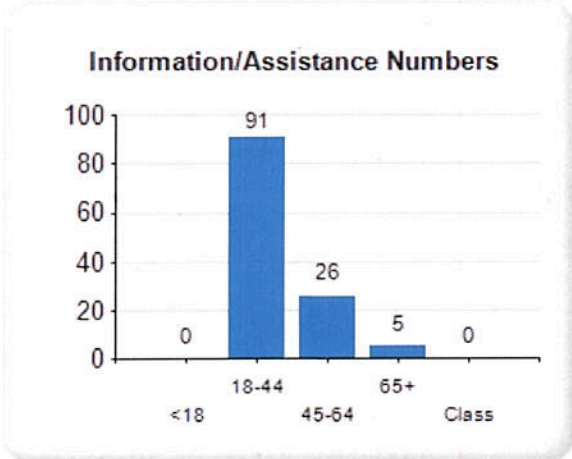
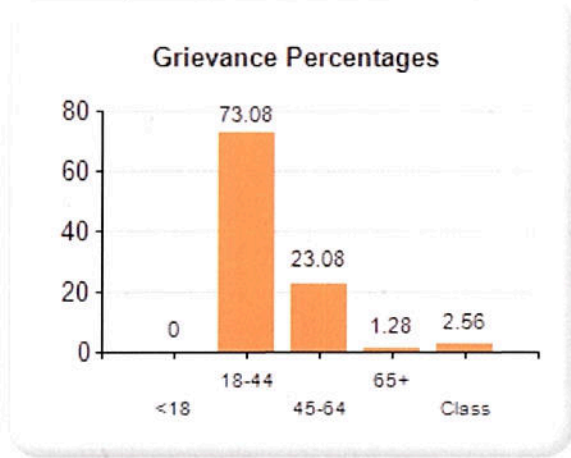
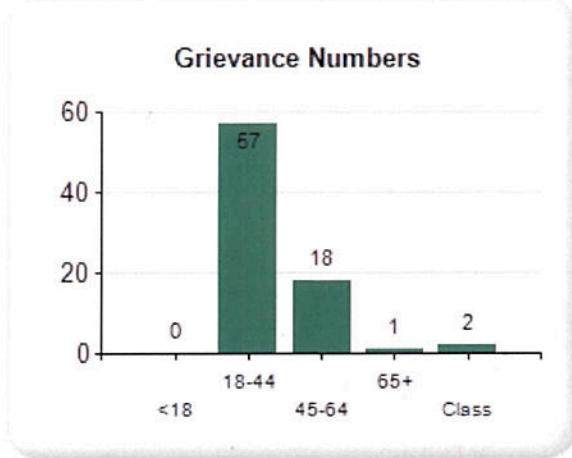
Clinical Review Panels Numbers



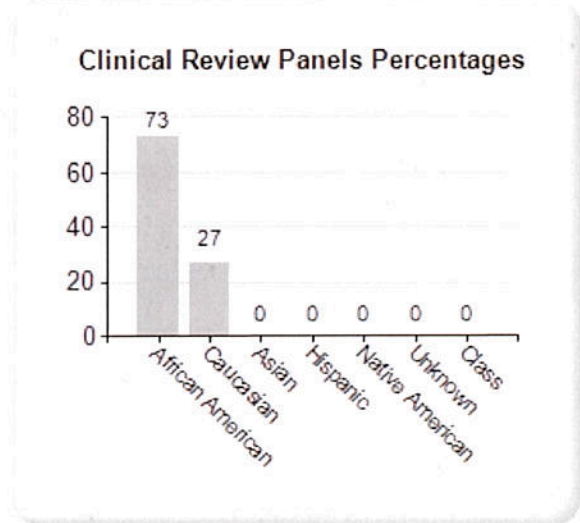
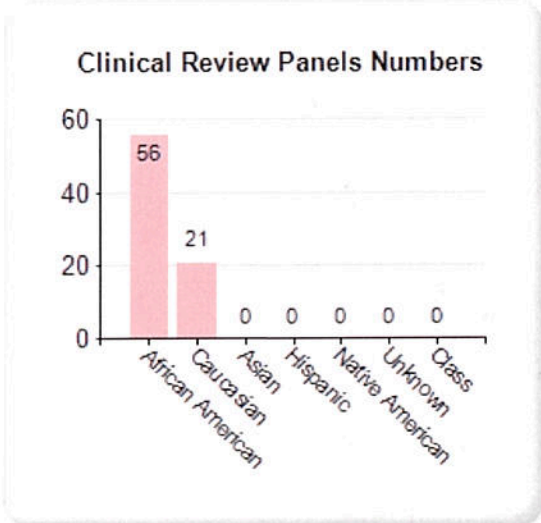
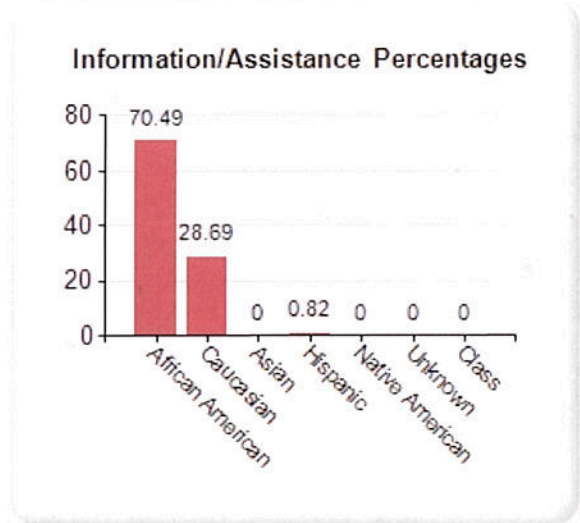
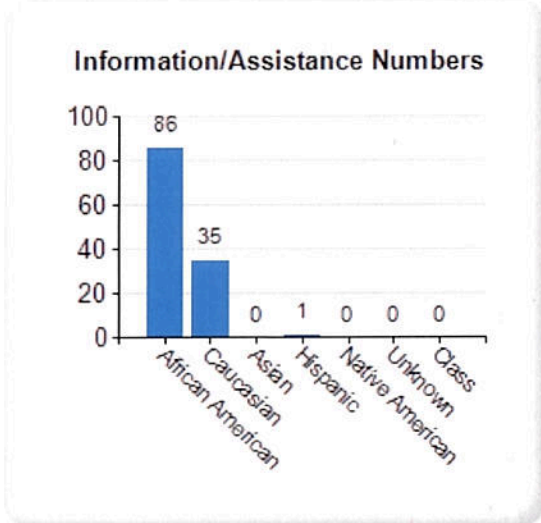
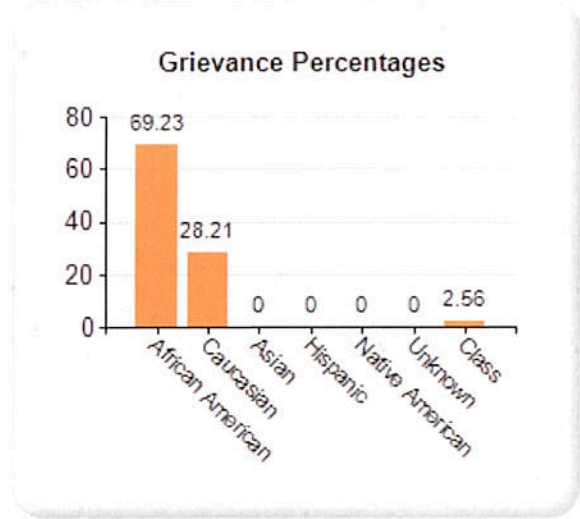
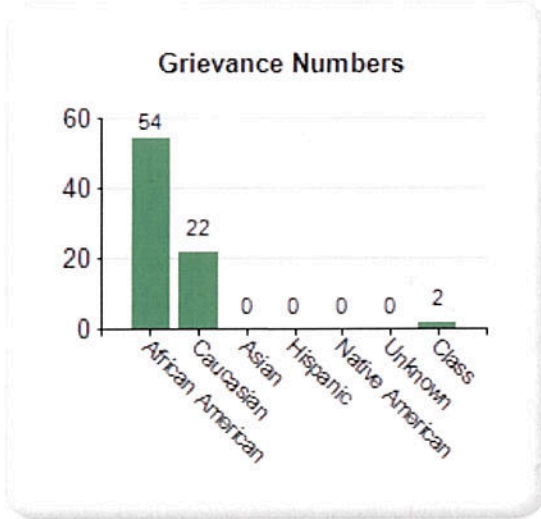
Clinical Review Panels Percentage



Cases for Age for Clifton T. Perkins Hospital for FY15



Cases for Race for Clifton T. Perkins Hospital for FY15



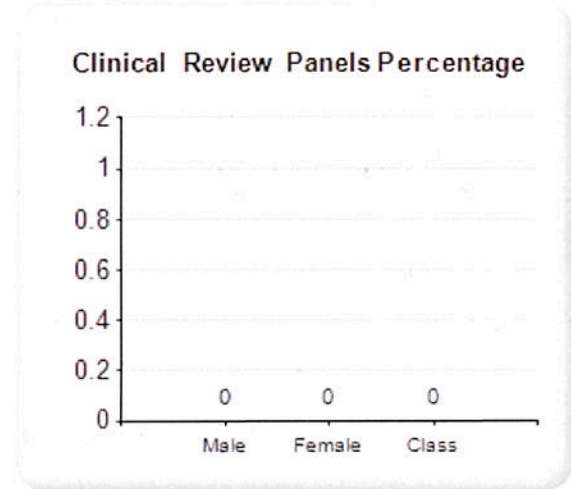
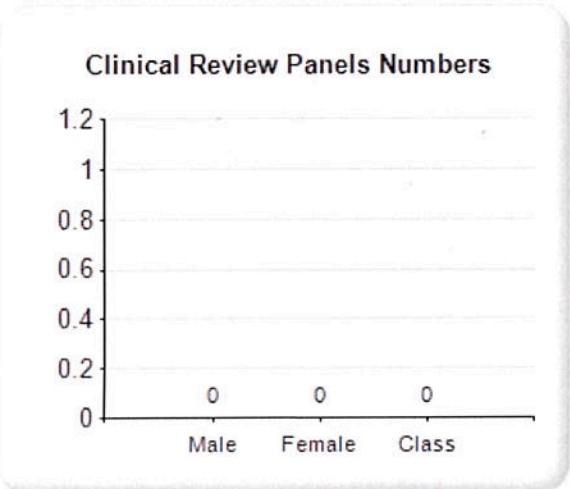
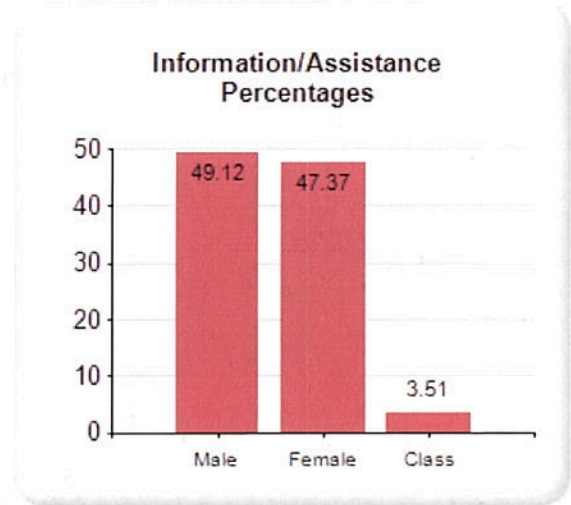
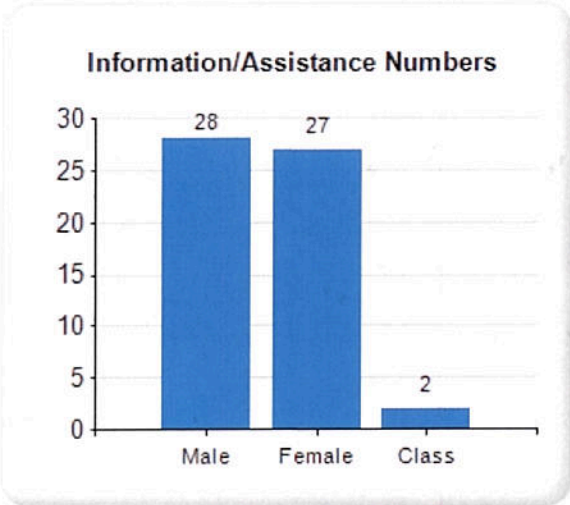
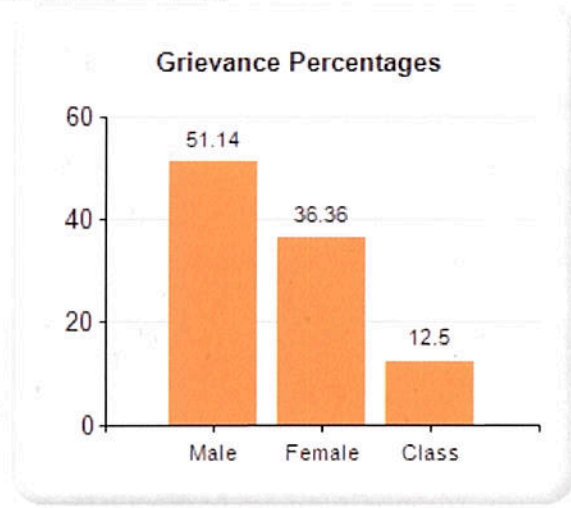
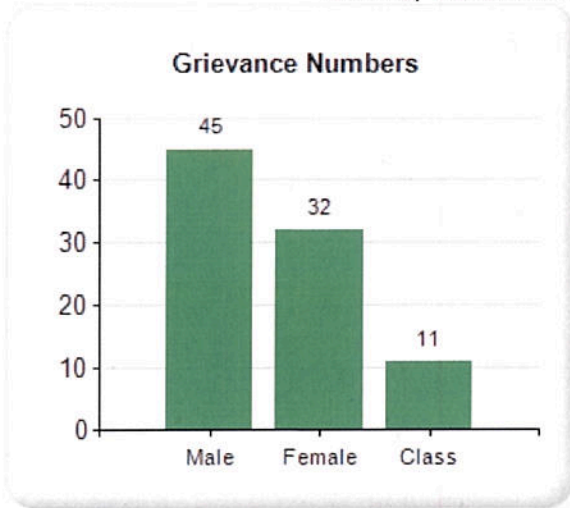
Grievances - RICA (Baltimore)

SEX	#	%	AGE	#	%	RACE	#	%
Female	32	36	<18	76	86	African American	35	40
Male	45	51	18-44	1	1	Asian	2	2
			45-64	0	0	Caucasian	38	43
			65+	0	0	Hispanic	2	2
						Native American	0	0
						Unknown	0	0
Class	11	13	Class	11	13	Class	11	13
Total	88	100	Total	88	100	Total	88	100

Information/Assistance - RICA (Baltimore)

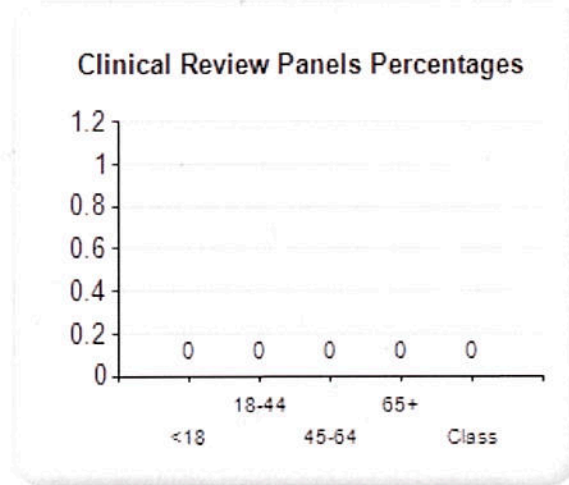
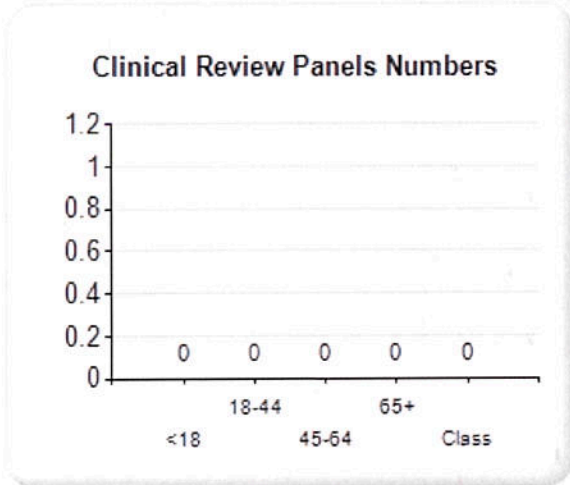
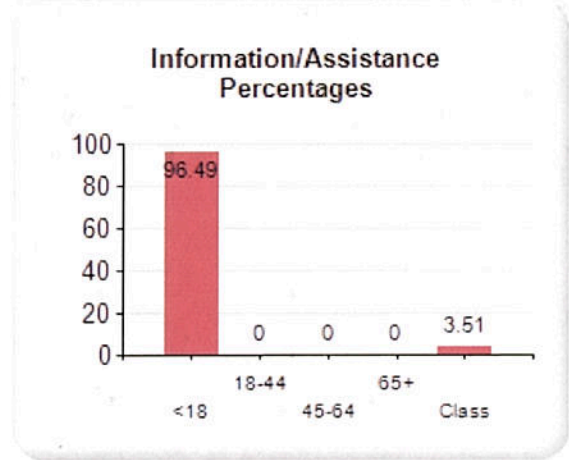
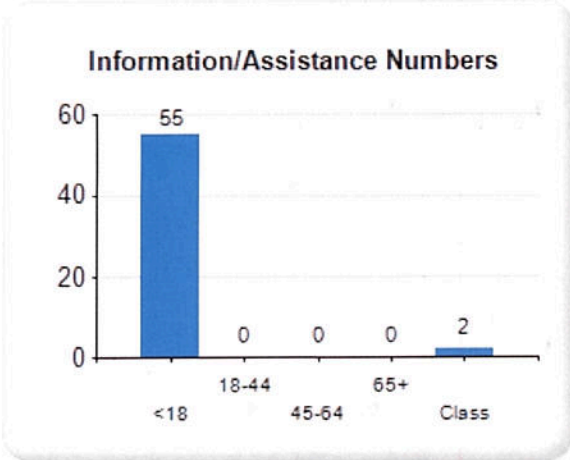
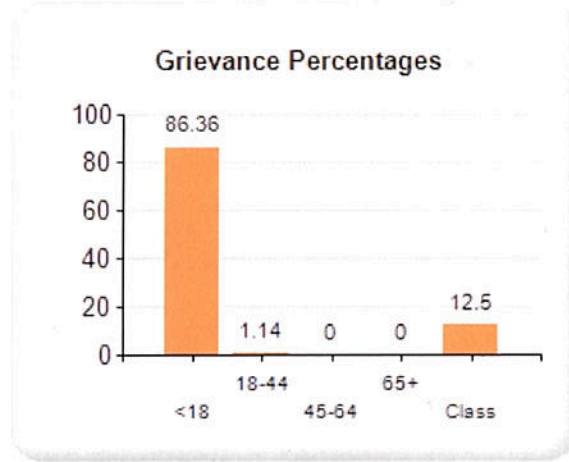
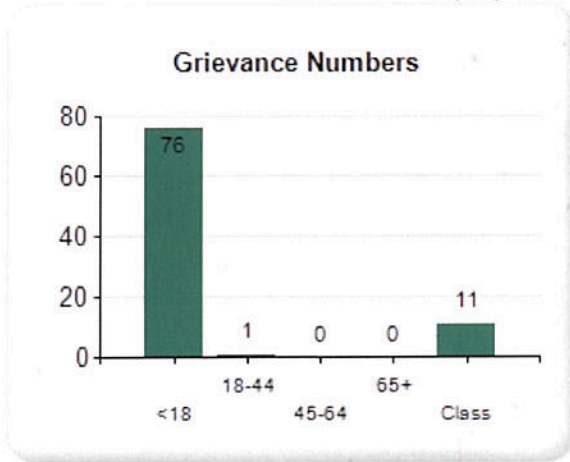
SEX	#	%	AGE	#	%	RACE	#	%
Female	27	47	<18	55	96	African American	23	40
Male	28	49	18-44	0	0	Asian	0	0
			45-64	0	0	Caucasian	30	52
			65+	0	0	Hispanic	2	4
						Native American	0	0
						Known	0	0
Class	2	4	Class	2	4	Class	2	4
Total	57	100	Total	57	100	Total	57	100

Cases by Gender for RICA Baltimore for FY15



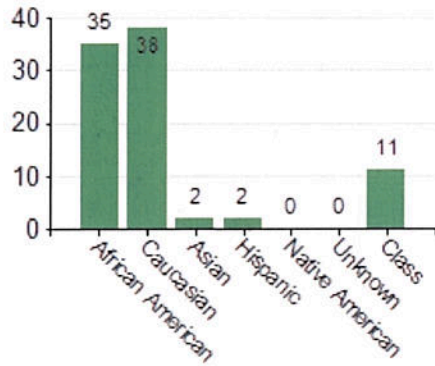
Note: There are no clinical review panels held within adolescent facilities

Cases by Age for RICA Baltimore for FY15

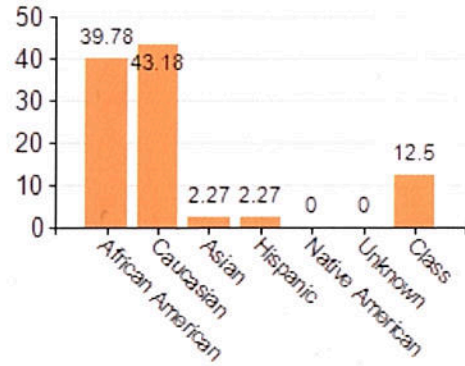


Cases by Race for RICA Baltimore for FY15

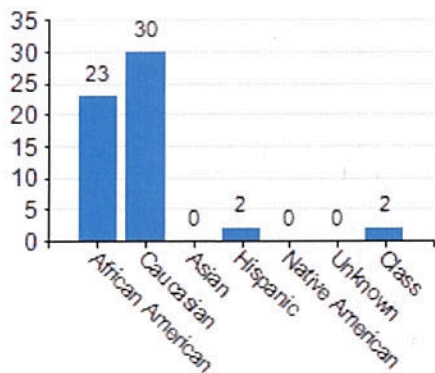
Grievance Numbers



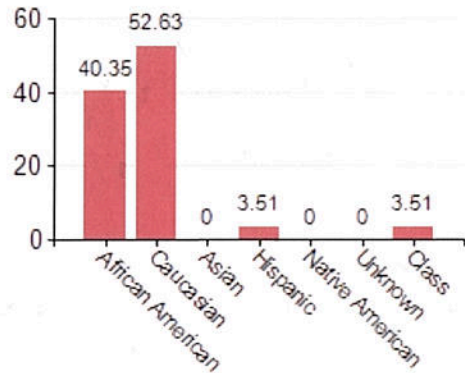
Grievance Percentages



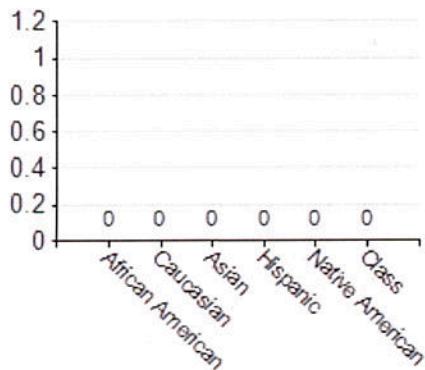
Information/Assistance Numbers



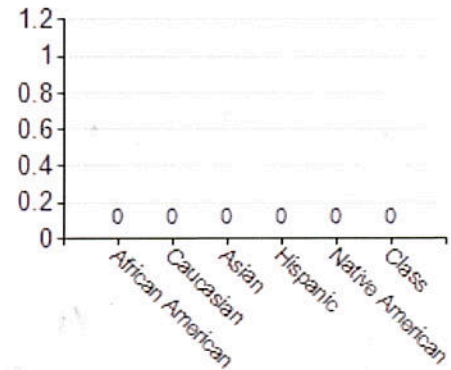
Information/Assistance Percentages



Clinical Review Panels Numbers



Clinical Review Panels Percentages



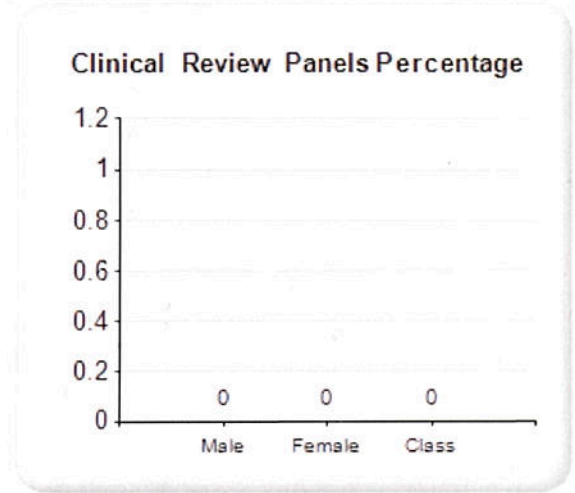
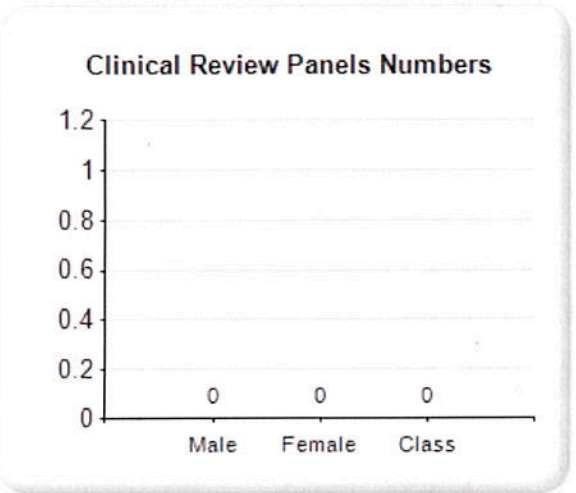
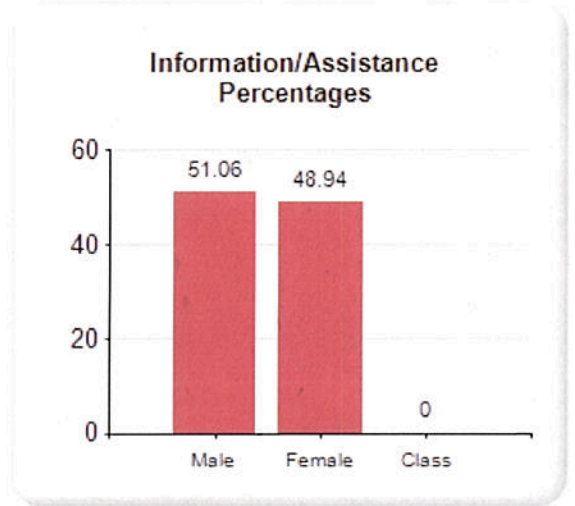
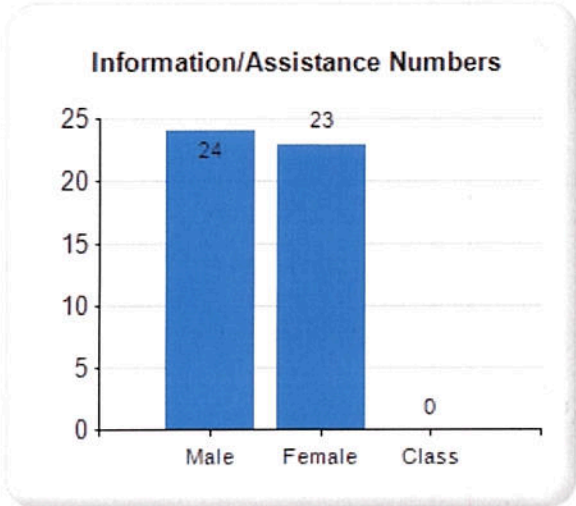
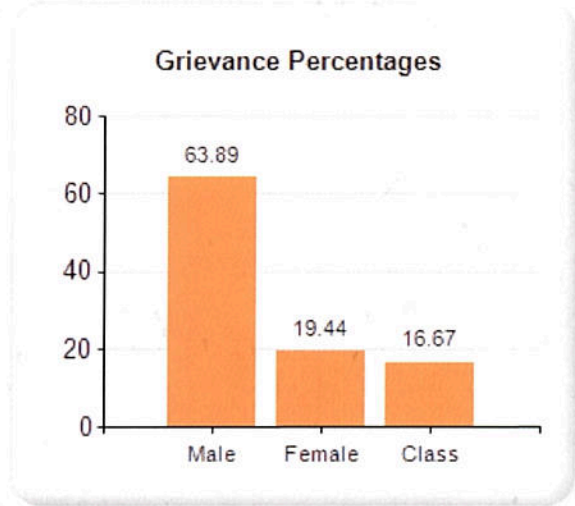
Grievances - RICA (Rockville)

SEX	#	%	AGE	#	%	RACE	#	%
Female	7	19	<18	30	83	African American	19	53
Male	23	64	18-44	0	0	Asian	0	0
			45-64	0	0	Caucasian	9	25
			65+	0	0	Hispanic	2	5
						Native American	0	0
						Known	0	0
Class	6	17	Class	6	17	Class	6	17
Total	36	100	Total	36	100	Total	36	100

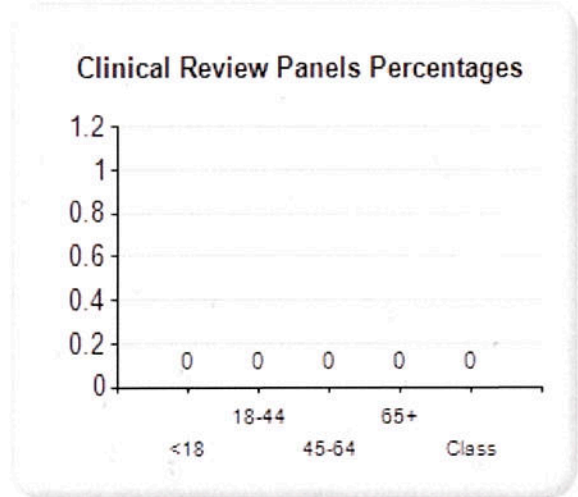
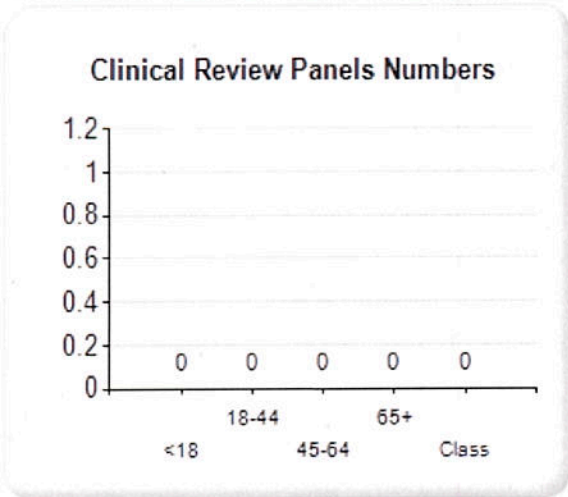
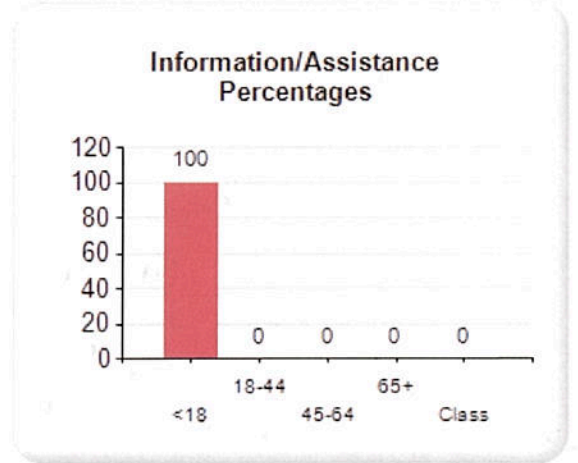
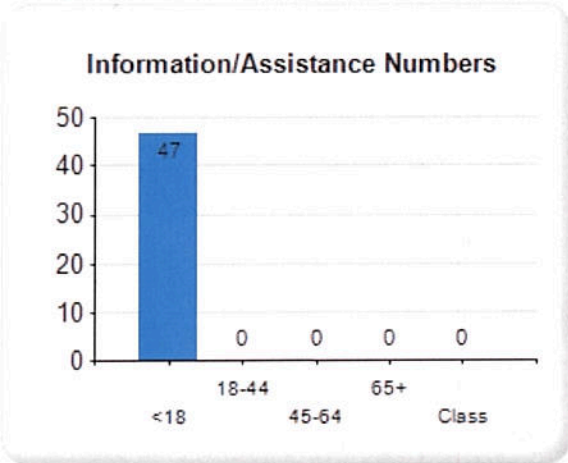
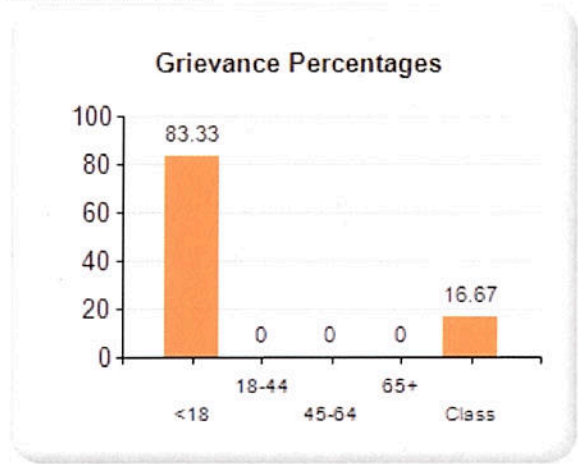
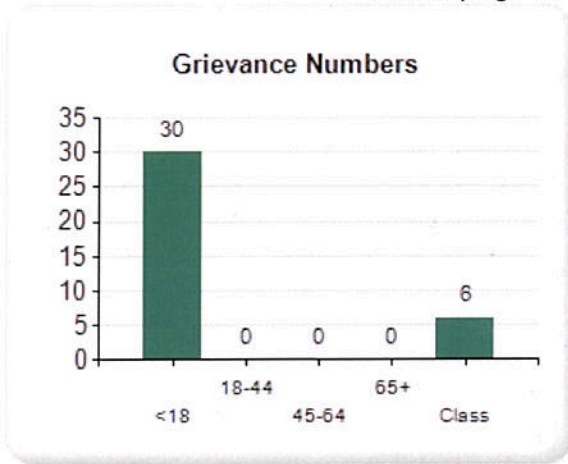
Information/Assistance - RICA (Rockville)

SEX	#	%	AGE	#	%	RACE	#	%
Female	23	49	<18	47	100	African American	24	51
Male	24	51	18-44	0	0	Asian	2	4
			45-64	0	0	Caucasian	14	30
			65+	0	0	Hispanic	7	15
						Native American	0	0
						Known	0	0
Class	0	0	Class	0	0	Class	0	0
Total	47	100	Total	47	100	Total	47	100

Cases by Gender for RICA Rockville for FY15

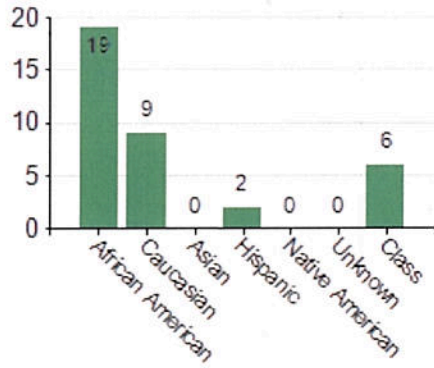


Cases by Age for RICA Rockville for FY15

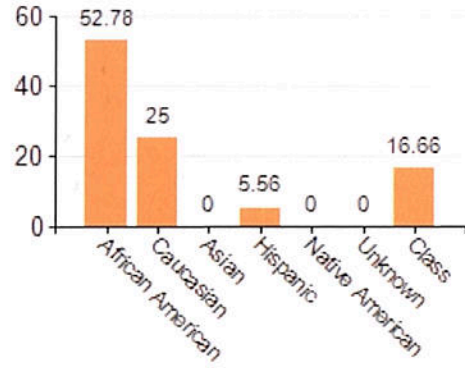


Cases by Race for RICA Rockville for FY15

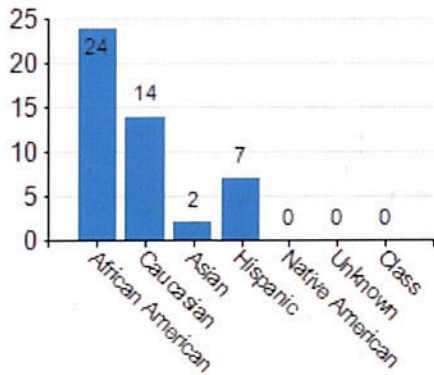
Grievance Numbers



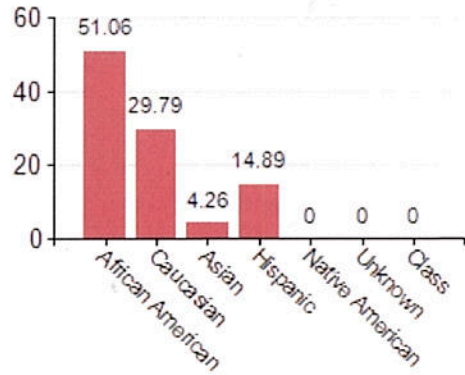
Grievance Percentages



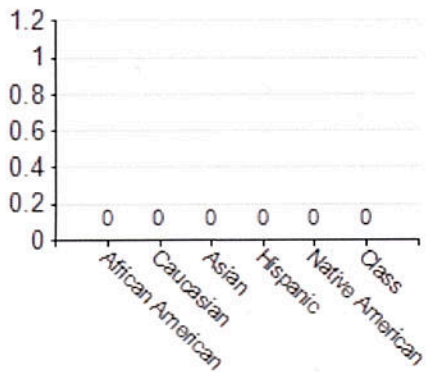
Information/Assistance Numbers



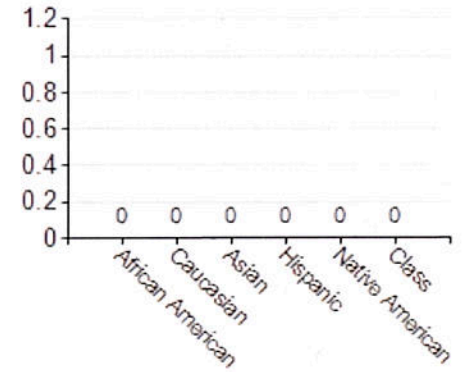
Information/Assistance Percentages



Clinical Review Panels Numbers



Clinical Review Panels Percentages



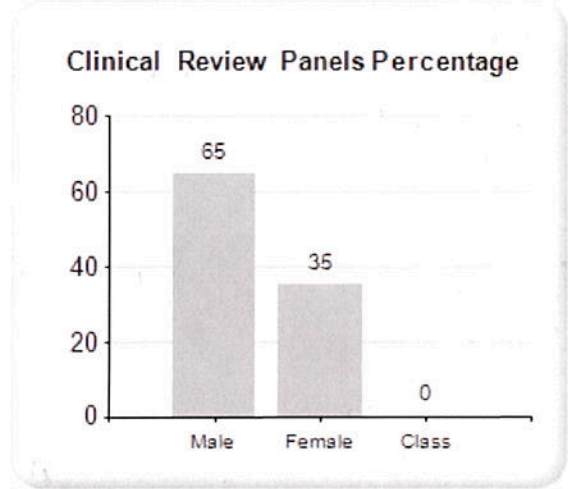
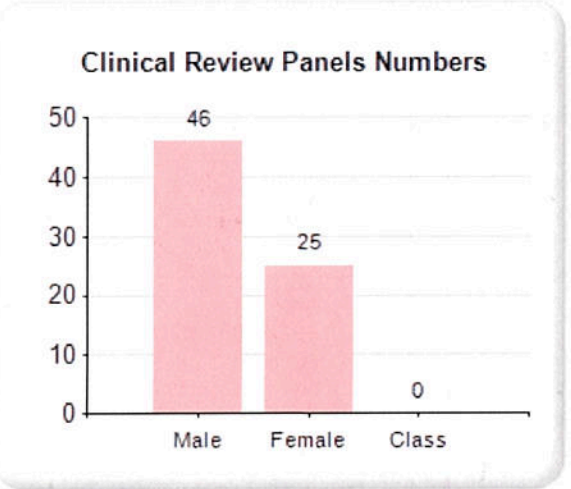
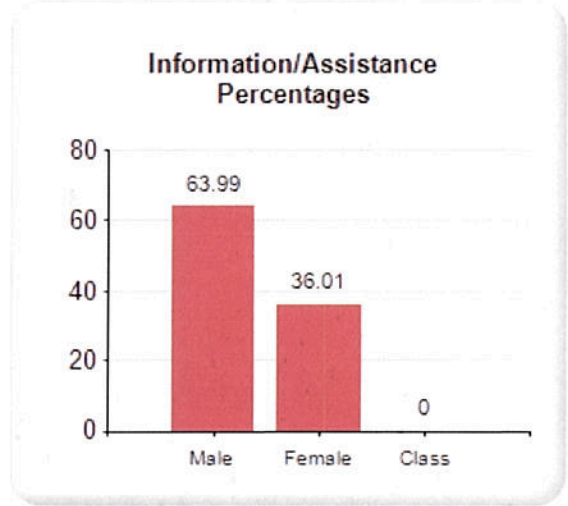
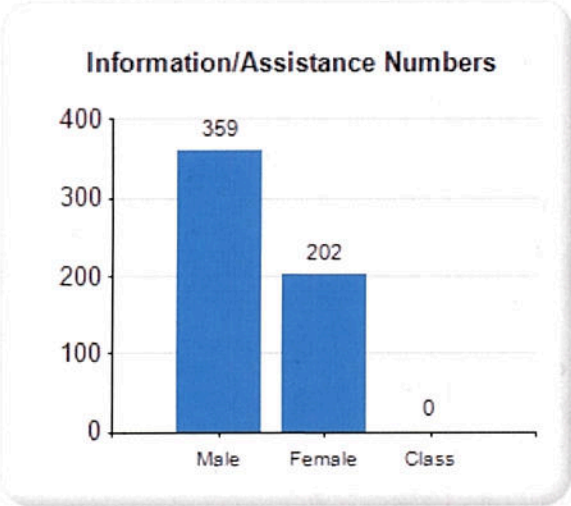
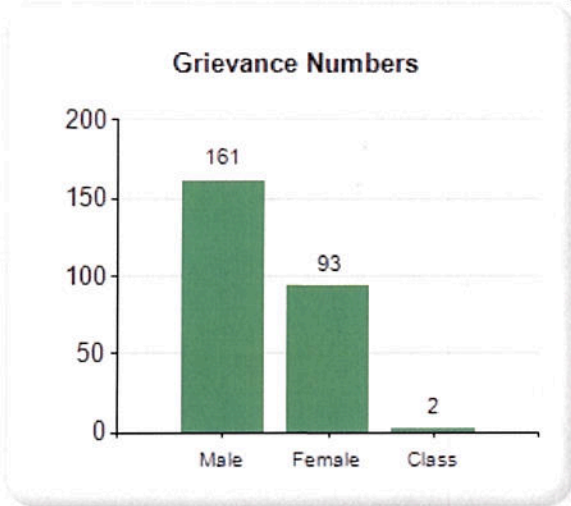
Grievances - Springfield Hospital

SEX	#	%	AGE	#	%	RACE	#	%
Female	93	36	<18	0	0	African American	129	50
Male	161	63	18-44	161	63	Asian	0	0
			45-64	86	33	Caucasian	104	41
			65+	7	3	Hispanic	10	4
						Native American	11	4
						Known	0	0
Class	2	1	Class	2	1	Class	2	1
Total	256	100	Total	256	100	Total	256	100

Information/Assistance - Springfield Hospital

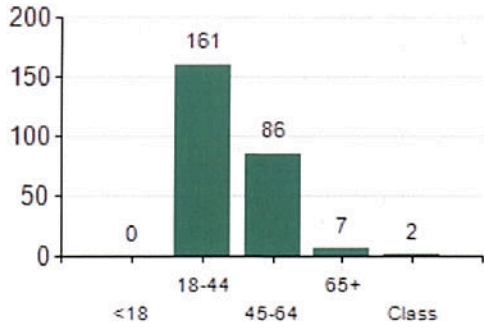
SEX	#	%	AGE	#	%	RACE	#	%
Female	202	36	<18	0	0	African American	348	62
Male	359	64	18-44	284	51	Asian	9	2
			45-64	244	43	Caucasian	188	33
			65+	33	6	Hispanic	15	3
						Native American	1	0
						Known	0	0
Class	0	0	Class	0	0	Class	0	0
Total	561	100	Total	561	100	Total	561	100

Cases for Gender for Springfield Hospital for FY 15

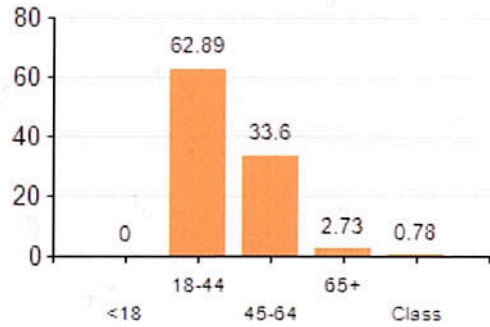


Cases for Age for Springfield Hospital for FY15

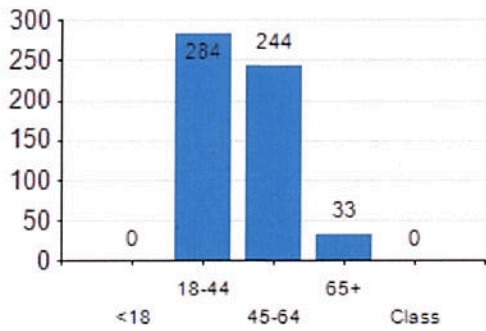
Grievance Numbers



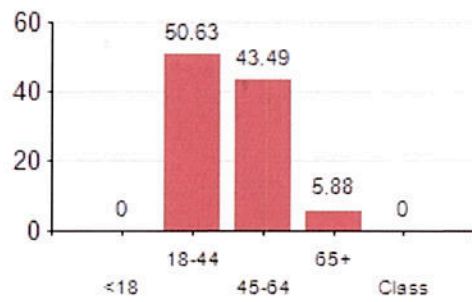
Grievance Percentages



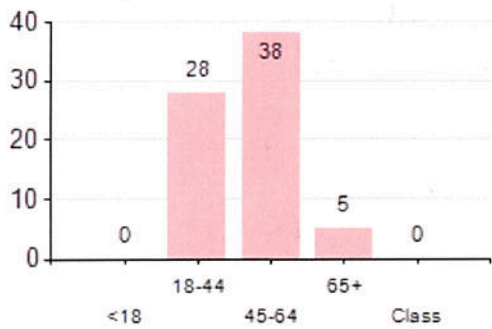
Information/Assistance Numbers



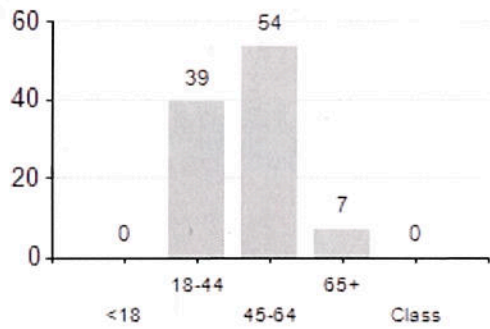
Information/Assistance Percentages



Clinical Review Panels Numbers

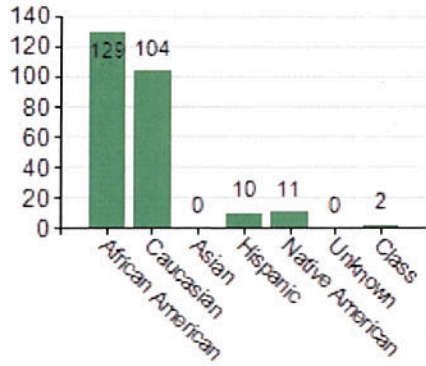


Clinical Review Panels Percentages

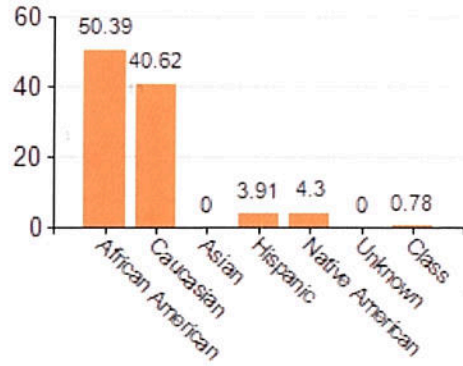


Cases for Race for Springfield Hospital for FY15

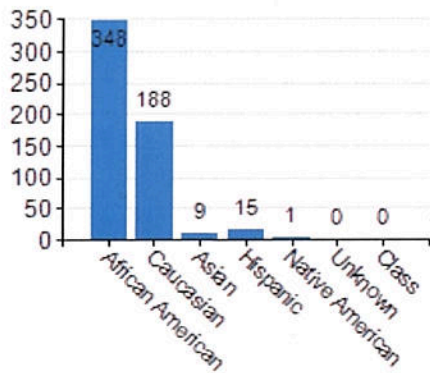
Grievance Numbers



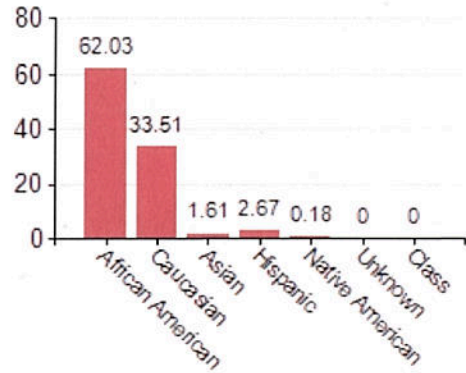
Grievance Percentages



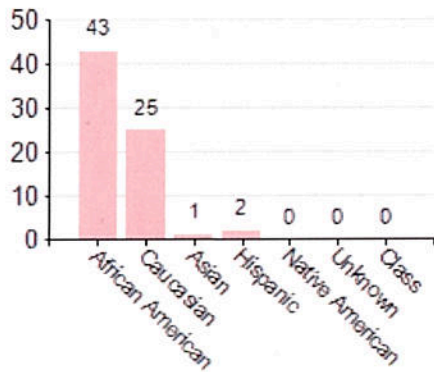
Information/Assistance Numbers



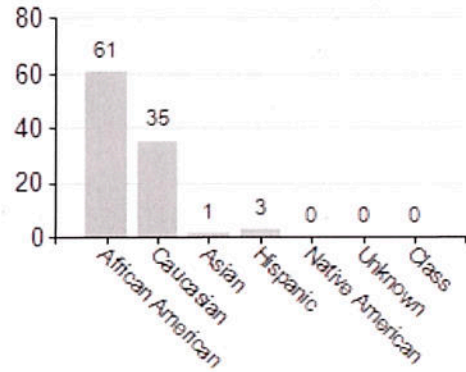
Information/Assistance Percentages



Clinical Review Panels Numbers



Clinical Review Panels Percentages



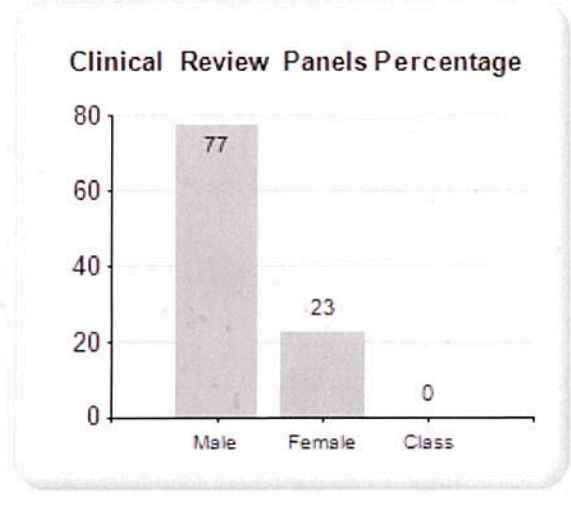
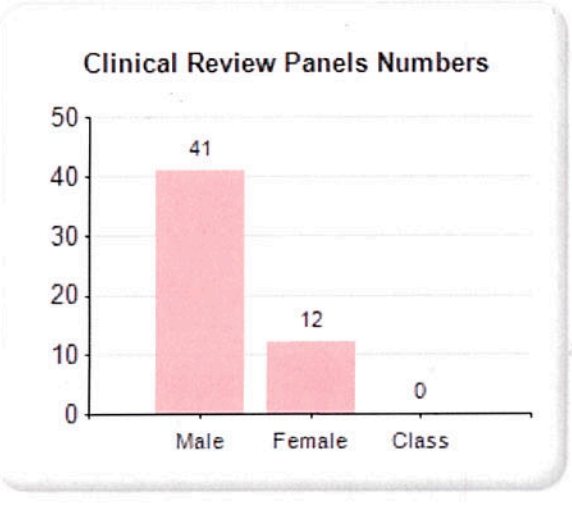
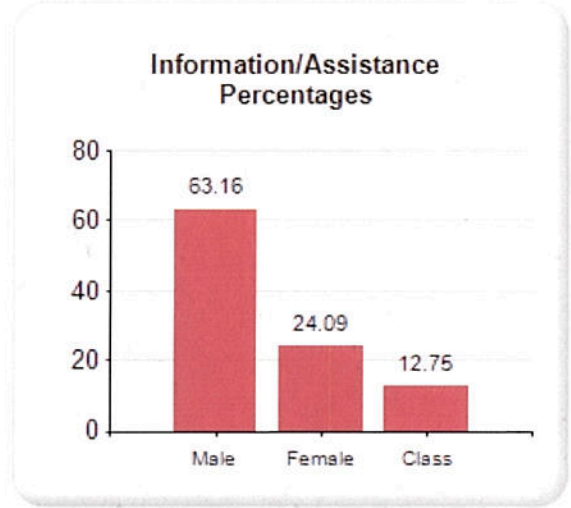
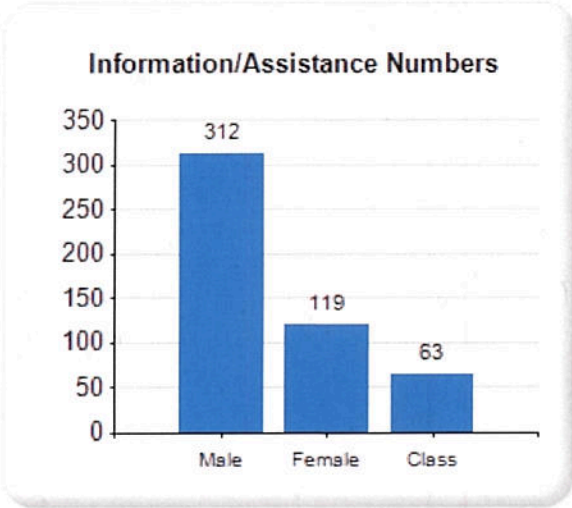
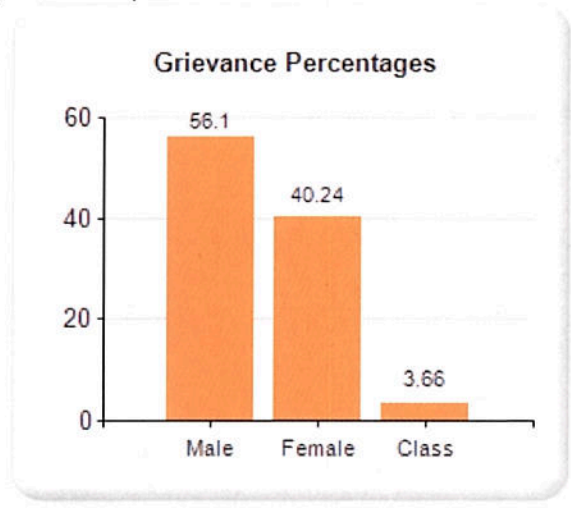
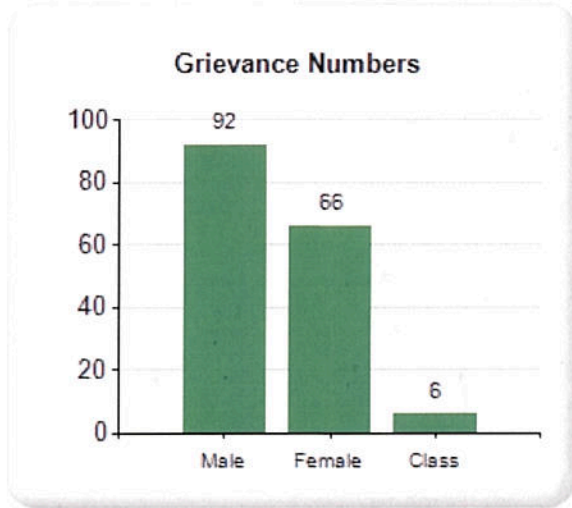
Grievances - Spring Grove Hospital

SEX	#	%	AGE	#	%	RACE	#	%
Female	66	40	<18	21	12	African American	90	55
Male	92	56	18-44	75	46	Asian	0	0
			45-64	56	34	Caucasian	65	40
			65+	6	4	Hispanic	2	1
						Native American	0	0
						Known	1	0
Class	6	4	Class	6	4	Class	6	4
Total	164	100	Total	164	100	Total	164	100

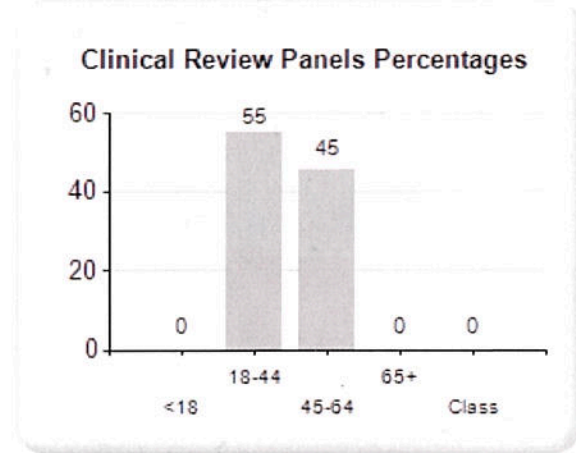
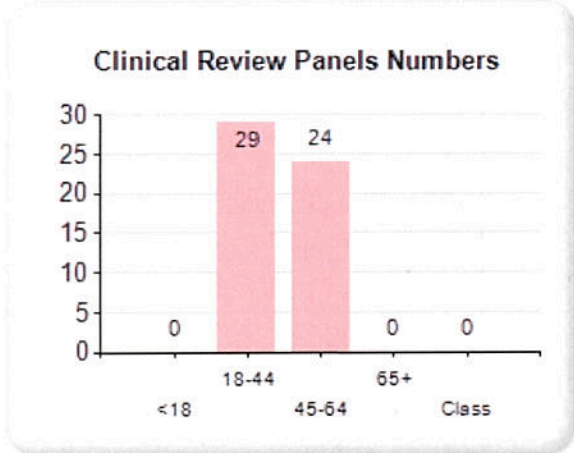
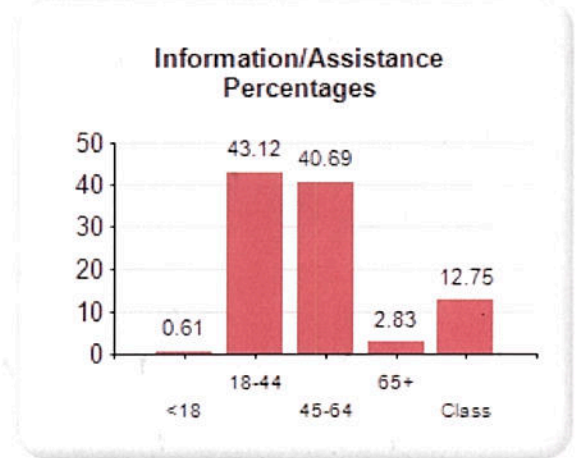
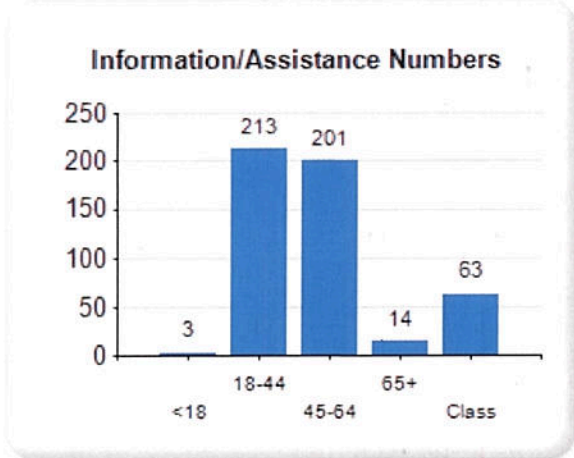
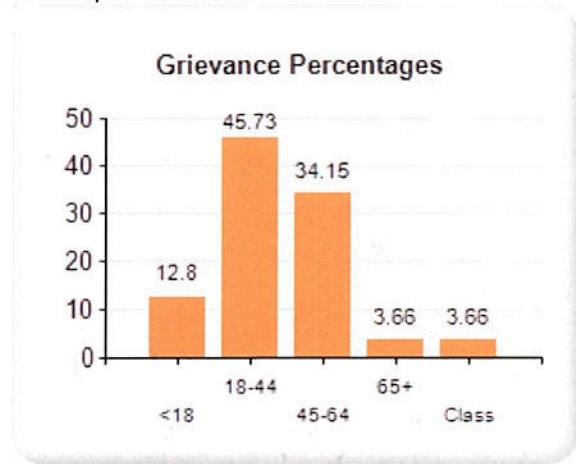
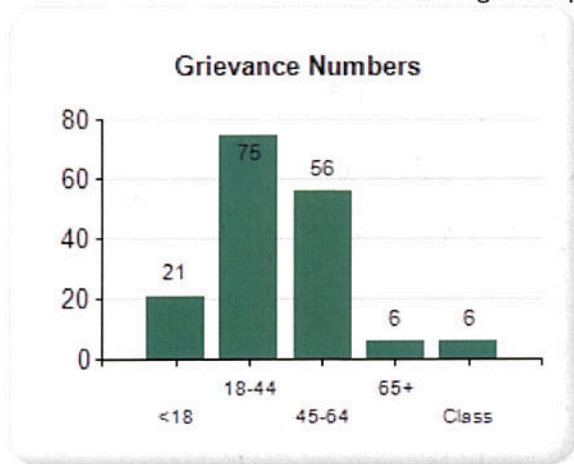
Information/Assistance - Spring Grove Hospital

SEX	#	%	AGE	#	%	RACE	#	%
Female	119	24	<18	3	1	African American	261	53
Male	312	63	18-44	213	43	Asian	2	0
			45-64	201	40	Caucasian	166	34
			65+	14	3	Hispanic	2	0
						Native American	0	0
						Known	0	0
Class	63	13	Class	63	13	Class	63	13
Total	494	100	Total	494	100	Total	494	100

Cases for Gender for Spring Grove Hospital for FY15

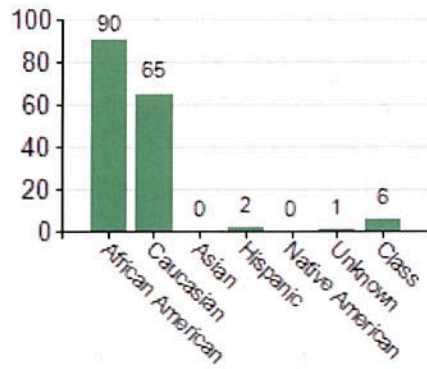


Cases for Age for Spring Grove Hospital for FY15

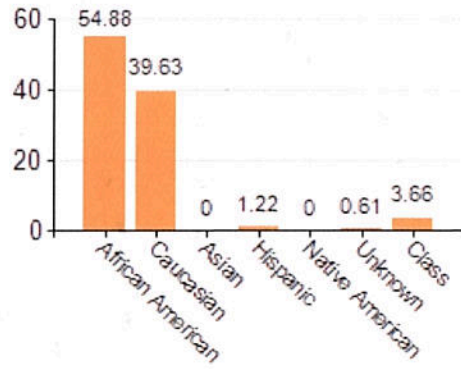


Cases for Race for Spring Grove Hospital FY15

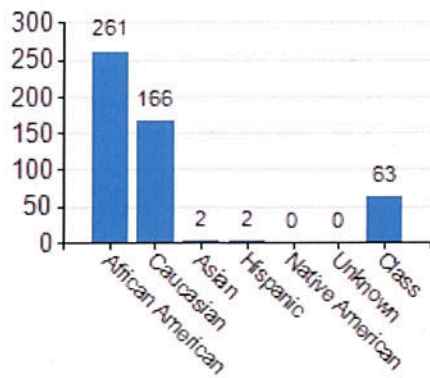
Grievance Numbers



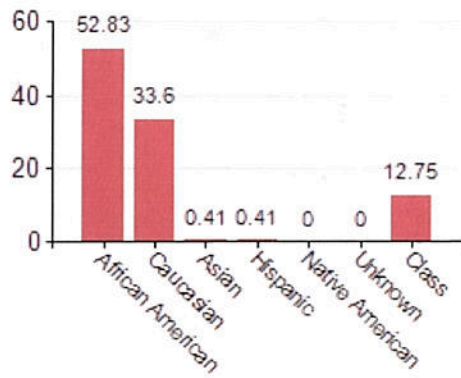
Grievance Percentages



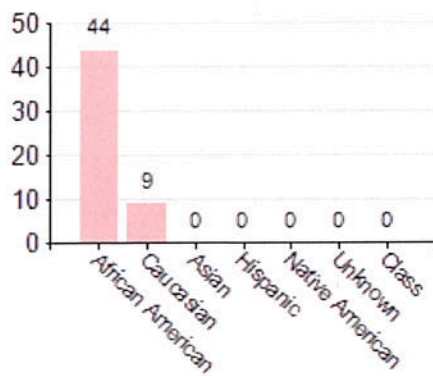
Information/Assistance Numbers



Information/Assistance Percentages



Clinical Review Panels Numbers



Clinical Review Panels Percentages

