

# **RESIDENT GRIEVANCE SYSTEM**

**ANNUAL REPORT  
FISCAL YEAR 2012**

**MENTAL HYGIENE  
ADMINISTRATION FACILITIES**

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## TABLE OF CONTENTS

### **PART I – RESIDENT GRIEVANCE SYSTEM**

Background & Structure of Patients' Rights Program	1
Resident Grievance System	1
Personnel	2
Legal Assistance Provider	2
Coe Board of Review	2
RGS Organizational Chart	3
Rights Poster, Booklet, Informational Meetings	4
RGS Toll-Free Access	5
Comparison of FY-2011 & 2010 Grievances By Rights Category	6
RGS Activity Per Facility	7
RGS Historical Data from 1985 to Present	8
RGS Data Collection and Classification	10
Grievances	10
Clinical Review Panels	11
Information/Assistance	11
MHA Trending Data	12
Decision and Action Grievances Aggregate	13
Grievance Outcome At Stages 1, 2, 3, and Referrals To Stage 4	14
RGS Stage 4 Reviews by Central Review Committee	15
Historical perspective of Stage 4 Appeals	16
1A Abuse - Physical	17
1B Abuse – Sexual (2)	17
1C Abuse – Mental/Verbal	18
3B Civil Rights – Privacy	18
3K Civil Rights – Media	18
3M Civil Rights – Privacy	19
3N Civil Rights – Religion (2)	19
6B Environment – Diet	20
6E Environment – Sanitary	20
7A Freedom of Movement – Building & Grounds	20
7B Freedom of Movement – General Restrictions	20
7D Freedom of Movement – Leave of Absence	21
7E Freedom of Movement – Restraint	21
12A Treatment Rights – Individual Treatment Plan	21
12C Treatment Rights – Medical Care (5)	22
12D Treatment Rights – Medication (4)	23
12I Treatment Rights – Alternative Treatment Services	24

## **PART II - FACILITY DATA**

Aggregate Data (Total of all Facilities)	26
Categories of Rights Issues - Grievances	27
Demographic Information – Grievances	28
Categories of Rights Issues – Information/Assistance	29
Demographic Information – Information/Assistance	30
Eastern Shore Hospital Center	31
Thomas B. Finan Hospital Center	36
Clifton T. Perkins Hospital Center	41
RICA - Baltimore	46
John L. Gildner RICA – Rockville	51
Springfield Hospital Center	56
Spring Grove Hospital Center	61

## **PART III – LEGAL ASSISTANCE PROVIDERS**

Eastern Shore Hospital Center - Law Offices Jennings & Treff	66
Thomas B. Finan Center – Edwards Legal Group	69
Clifton T. Perkins Hospital Center – Ria P. Rochvarg	72
RICA-Baltimore - Ria P. Rochvarg, P.A.	78
John L.Gildner RICA - Rockville - Nikki Behre, Esq.	83
Springfield Hospital Center – Law Offices of Terri Mason	85
Spring Grove Hospital Center - Law Offices of Terri Mason	89

**PART I**

**RESIDENT GRIEVANCE**

**SYSTEM**

**2012**

# **RESIDENT GRIEVANCE SYSTEM FISCAL YEAR 2012 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 in the 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 seven 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**

No personnel changes took place during Fiscal Year 2012.

## **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 2012, the Legal Assistance Providers were successful in obtaining \$66,336.00 in lump sum benefits and \$9,204.30 in monthly benefits. The total amount of benefits awarded to clients in lump sum and monthly payments were \$75,540.30.

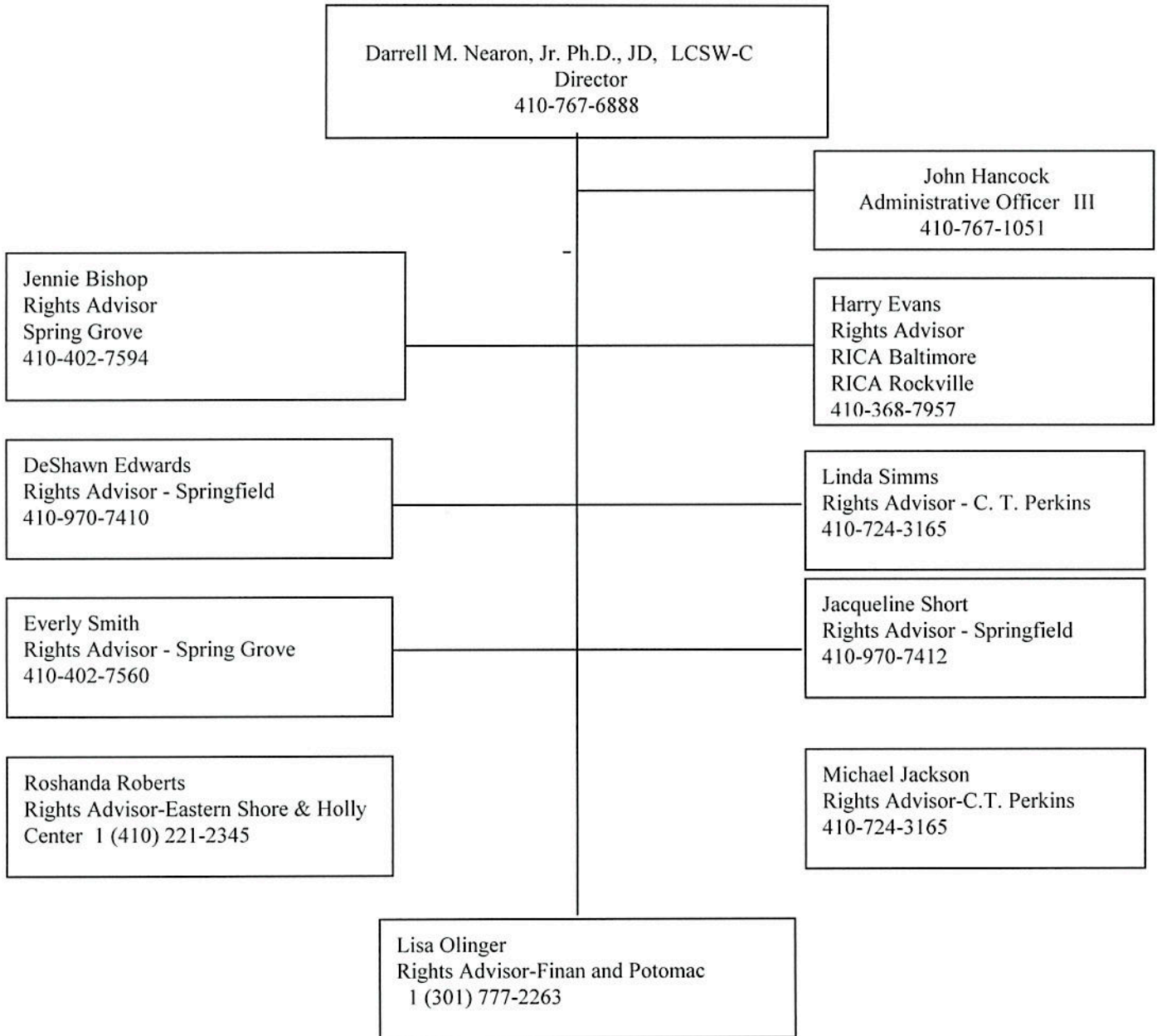
Residents who are taken to Clinical Review Panels (forced medication) are entitled to file administrative and circuit court appeals. Legal Assistance providers are required to represent residents at these appeals provided the resident gives written consents to their representation.

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-2012**

<b>Month</b>	<b>Total Calls</b>	<b>Average Daily Calls</b>	<b>Duration (Minutes)</b>	<b>Average Call Duration</b>
July 2011	453	14.6	594	1.31
August 2011	443	14.3	616	1.39
September 2011	421	14.0	532	1.26
October 2011	341	11.0	566	1.66
November 2011	295	9.8	422	1.43
December 2011	296	9.6	411	1.39
January 2012	385	12.4	663	1.72
February 2012	393	13.6	774	1.97
March 2012	464	14.9	1,191	2.57
April 2012	306	9.9	450	1.47
May 2012	319	10.3	681	2.13
June 2012	261	8.7	641	2.46
<b>Total</b>	<b>4,377</b>	<b>11.9</b>	<b>7,541</b>	<b>1.72</b>

**TOTAL NUMBER AND PERCENTAGE OF GRIEVANCES  
FOR ALL FACILITIES BY RIGHTS CLASSIFICATION  
FOR FY-2012 COMPARED TO FY 2011 DATA**

<b><u>RIGHTS CLASSIFICATION</u></b>	<b><u>FY-2011</u></b>		<b><u>FY-2012</u></b>	
(1) Abuse	196	19%	190	17%
(2) Admission/Discharge/Transfer	35	3%	34	3%
(3) Civil Rights	148	15%	151	14%
(4) Communication & Visits	45	5%	58	5%
(5) Confidentiality	19	2%	16	1%
(6) Environmental	155	15%	192	18 %
(7) Freedom Of Movement	108	11%	113	10%
(8) Money	24	2%	31	3%
(9) Neglect	2	1%	2	0%
(10) Personal Property	54	5%	50	5%
(11) Rights Protection System	14	1%	7	1%
(12) Treatment Rights	110	11%	196	18%
(13) Other	11	1%	18	2%
(14) No Right Involved	76	8%	21	2%
(15) Resident-Resident Assault	12	1%	14	1%
(16) Deaths	0	0%	0	0%
Total	1009	100%	1093	100%

**RESIDENT GRIEVANCE SYSTEM  
ACTIVITY PER FACILITY  
FISCAL YEAR 2012**

	Grievances	Information Assistance	Clinical Review Panels	TOTAL
Clifton T. Perkins	192	111	73	376
Eastern Shore	37	292	6	335
RICA-Baltimore	203	66	0	269
RICA-Rockville	46	49	0	95
Springfield	312	735	64	1,111
Spring Grove	277	365	33	675
Thomas B. Finan	26	349	26	401
<b>Total</b>	<b>1,093</b>	<b>1,967</b>	<b>202</b>	<b>3,262</b>

**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>
2012	3,262	Grievance 1,093, Clinical Review Panels 202 Information/Assistance 1,967
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 2012 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 2012, Rights Advisors processed 1,093 grievances of which 937 were closed at Stage 1 and 156 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 2012, a total of 202 Clinical Review Panels were held.

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 2012, Rights Advisors provided Information/Assistance for 1,967 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>	<u>2012</u>
Grievances	2030	2628	1873	1028	999	978	1,400	1,048	1,009	1,093
Abuse	*2			129	102	170	196	139	196	190
Neglect				3	3	4	5	4	2	2
Treatment				179	184	173	266	189	110	196
I & A	*3		695	1,714	1,846	1,466	1,832	2,144	2,046	1,967
Abuse				1	1	1	7	4	3	24
Neglect				0	0	0	2	0	1	1
Treatment				62	74	2	280	60	79	117
Deaths	4			0(23)*5	1(11)	0(18)	0(12)	0	0	1
LAP Reports	N	Y	Y	Y	Y	Y	Y	Y	Y	Y
Narrative	N	Y	Y	Y	Y	Y	Y	Y	Y	Y
Stage 4's	x	x	x	36	22	12	14	33	15	31
CRP's*6	x	x	172	176	206	139	158	186	182	202

**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



## DECISION AND ACTION (GRIEVANCE CASES) FY 2012 AGGREGATE (MHA)

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STAGE 1 - RIGHTS 1,093 GRIEVANCES					
<b>Decisions at Stage 1</b>			<b>Actions at Stage 1</b>		
Valid	325	30%	Resolved	686	63%
Invalid	575	53%	Withdrawn	251	23%
Inconclusive	193	17%	Outside Referral	0	0%
Not investigated	0	0%			
Total Number of Cases Closed at Stage 1			937	85%	
Total Number of Cases Referred to Stage 2			156	15%	

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STAGE 2 – UNIT DIRECTOR 156 GRIEVANCES					
<b>Decisions at Stage 2</b>			<b>Actions at Stage 2</b>		
Valid	2	1%	Resolved	73	48%
Invalid	109	69%	Withdrawn	28	18%
Inconclusive	45	30%	Outside Referral	0	0%
Not investigated	0	0%			
Total Number of Cases Closed at Stage 2			101	65%	
Total Number of Cases Referred to Next Stage			55	35%	

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STAGE 3A – RESIDENT RIGHTS COMMITTEE 8 GRIEVANCES					
<b>Decisions at Stage 3A</b>			<b>Actions at Stage 3A</b>		
Valid	1	12%	Resolved	1	12%
Invalid	6	76%	Withdrawn	0	0%
Inconclusive	1	12%	Outside Referral	0	0%
Not investigated	0	0%			
Total Number of Cases Closed at Stage 3A			1	12%	
Total Number of Cases Referred to Stage 3B			0	0%	

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STAGE 3B – SUPERINTENDENT/CEO 47 GRIEVANCES					
<b>Decisions at Stage 3B</b>			<b>Actions at Stage 3B</b>		
Valid	2	4%	Resolved	16	34%
Invalid	34	72%	Withdrawn	4	9%
Inconclusive	11	24%	Outside Referral	0	0%
Not investigated	0	0%			
Total Number of Cases Closed at Stage 3B			16	87%	
Total Number of Cases Referred to Stage 4			31	13%	

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STAGE 4 – CENTRAL REVIEW COMMITTEE 31 Grievances					
<b>Decisions at Stage 4</b>			<b>Actions at Stage 4</b>		
Valid	7	23%	Resolved	0	0%
Invalid	19	61%	Withdrawn	0	0%
Inconclusive	5	16%	Outside Referral	0	0%
Not Investigated	0	0%			
31 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:** 1,093 grievances were investigated by the Rights Advisor 937 (86%) were closed through resolution or withdrawal
  
- **STAGE 2:** 156 grievances were reviewed by the Unit Director
  
- **STAGE 3A:** 8 grievances were reviewed by the Resident Rights Committee
  
- **STAGE 3B:** 47 grievances were reviewed by the Superintendent
  
- **STAGE 4:** 31 (3%) grievances were reviewed by the Central Review Committee which rendered the following decisions:

Grievances determined to be Valid	7
Grievances determined to be Inconclusive	5
Grievances determined to be Invalid	19

The data reflects that only 31(2.8%) of the 1,093 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 31 grievances appealed to Stage 4 in Fiscal Year 2012 which represents 2.8% of the 1,093 grievances filed.

3 of the Stage 4 appeals were filed by residents at Eastern Shore Hospital Center

3 of the Stage 4 appeals were filed by residents of Clifton T. Perkins Hospital Center.

3 of the Stage 4 appeals were filed by residents of Spring Grove Hospital,

17 of the Stage 4 appeals were filed by residents of Springfield Hospital.

5 of the Stage 4 appeals were filed by residents in DDA facilities – 1 at Holly Center and 4 at the Secured Evaluation and therapeutic Treatment Unit

The Stage 4 grievances reviewed by the Central Review Committee for Fiscal Year 2012 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.

<b><u>Fiscal Year</u></b>	<b><u>Number &amp; % of Total</u></b>	
2012	31	3%
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**  
**1 Grievance**

A grievance was filed by a resident at Spring Grove Hospital alleging that she had been physically abused by staff at the hospital.

The grievance was determined to be invalid at Stages 1, 2 and 3B. The hospital police determined the grievance to be invalid.

**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 1B**  
**ABUSE – Sexual**  
**2 Grievances**

**Grievance #1**

A resident alleged during a therapy session, a consensual sexual affair occurred between the patient and a Spring Field Hospital Center staff member. The case was investigated by the Resident Grievance System, the Springfield Police Department and the Office of Health Care Quality (OHCQ).

The grievance was determined to be inconclusive by the Rights Advisor, invalid by the facility Director of Nursing and CEO respectively, inconclusive by the Springfield Police Department and, returned by the OHCQ to the facility for review.

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

**Grievance # 2**

A resident alleged that two staff members of Spring Grove Hospital Center “propositioned her for sex” when the resident was at a 7 – Eleven Store.

The grievance was determined to be invalid by the Rights Advisor, the facility Director of Nursing and CEO respectively.

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

**CATEGORY 1C**  
**ABUSE- Mental/Verbal**  
**1 Grievance**

A resident of Springfield Hospital Center alleged that "he was told to use a trash can for a bowel movement".

The grievance was determined to be invalid by the Rights Advisor, the facility Director of Nursing and CEO respectively.

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

**CATEGORY 3 B**  
**CIVIL RIGHTS - PRIVACY**  
**1 Grievance**

A resident of Springfield Hospital alleged that when she inquired from a staff member if they were leaving for church the staff member "said in a loud and rude voice, I was no the phone when they called and my phone call is more important than your church".

The grievance was determined to be invalid by the Rights Advisor, the facility Director of Nursing and CEO respectively.

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

**CATEGORY 3 K**  
**CIVIL RIGHTS - Media**  
**1 Grievance**

The Legal Assistant Provider (LAP) assigned to Clifton T. Perkins initially filed a grievance on behalf of a patient at the facility and subsequently converted the grievance into a class complaint. The LAP had requested to have video of an act allegedly that occurred at the facility preserved. The tape was not preserved.

The grievance was determined to be inconclusive by the Rights Advisor and invalid by the Acting CEO.

The Central Review Committee reviewed the submitted documentation and found the grievance to be valid. The Committee recommended that a formalized policy regarding the storage of videos needed to be developed and followed. The facility submitted a written report regarding the recommendation.

**CATEGRORY 3 M**  
**CIVIL RIGHTS- PRIVACY**

A resident alleged that the Social Worker at Springfield Hospital Center "violated my rights by discussing my personal information in the dayroom near other patients and not in private"

The grievance was determined to be valid by the Rights Advisor, invalid by the facility Director of Social Work and, valid by the facility CEO.

The Central Review Committee reviewed the submitted documentation and found the grievance to be valid. The Committee recommended that the facility establish a protocol to address privacy issues of patients and staff safety concerns. The facility submitted a written report regarding the recommendation.

**CATEGORY 3N**  
**CIVIL RIGHTS - Religion**  
**2 Grievances**

**Grievance # 1**

A resident alleged that "my religious worship is not being accepted because the cross and chain is not on the contraband list. But a psychiatrist refuses to let me worship with my new cross and chain. They took both items and hid them in the storage room".

The grievance was determined invalid by the Rights Advisor, the facility Clinical Director and CEO respectively.

The Central Review committee reviewed the submitted documentation and found the grievance to be invalid. The Committee recommended that the treatment team at the facility continue to monitor the issue.

**Grievance #2**

A resident alleged that "she is being denied the right to attend Roman Catholic Church services that are held in the facility on Saturdays".

The grievance was determined to be invalid by the Rights Advisor, the facility Division Director and CEO respectively.

The Central Review Committee reviewed the submitted documentation and found the grievance to be valid. The Committee recommended that the CEO or designee monitor that patients are able to exercise their religious freedom by attending worship service and, coordinate with the facility volunteer services to determine if alternative methods of coverage can be developed to address staffing shortages that potentially prevent patients from being escorted to the central location for worship. The CEO responded with a plan to address this issue.

**CATEGORY 6B**  
**ENVIRONMENT -Diet**

The patient alleges that "on 2/29/12, I was eating dinner and I noticed a rock in my vegetables".

The grievance was determined to be invalid by the Rights Advisor, the facility Director of Dietary and CEO respectively.

The Central Review Committee reviewed the submitted documentation and found the grievance to be invalid.

**CATEGORY 6E**  
**ENVIRONMENT - Sanitary**

The patient alleged "the bugs in my unit are causing me breathing and congestive slow breathing. I'm tired of the bugs running across my lips. I'm also doing not like the bugs going and coming in my nostrils. I would like to know where the bugs are coming from".

The grievance was determined to be invalid by the Rights Advisor, the facility Unit Director and the CEO.

The Central Review Committee reviewed the submitted documentation and found the grievance to be invalid.

**CATEGORY 7A**  
**FREEDOM OF MOVEMENT - Building and Grounds**

"The Law Offices of the assigned Legal Assistant Provider represented the patient. I am filing a grievance on behalf of the patient. The patient alleges that the unit psychiatrist threatened to keep him indefinitely in the hospital if the client continues to refuse blood work and finger sticks".

The grievance was determined to be invalid by the Rights Advisor, the facility Clinical Director and CEO respectively.

The Central Review Committee reviewed the submitted documentation and found the grievance to be invalid.

**CATEGORY 7B**  
**FREEDOM OF MOVEMENT - General Restrictions**

The patient alleges that "I was told by the 4S Team that I should get a job in laundry or horticulture because it would build trust of the administration seeing me work and move about the hospital. Later I was told I would not get one of these jobs because I am a security risk by a staff member. To me this is a paradox to say someone is a medium security risk. I believe this



has to do with my transfer to medium being administrative and now that the former CEO is gone my status is in question. These predicaments leave me to ask what my security status is and how can we build trust now. Also I would like to be a medium security patient with privileges".

The grievance was determined to be inconclusive by the Rights Advisor, the facility Clinical Director determined the grievance valid, and the CEO determined the grievance to be invalid.

The Central Review Committee reviewed the submitted documentation and found the grievance to be inconclusive. This is based on the addendum filed by the Rights Advisor that the patients name would be placed on a list for employment.

**CATEGORY 7D**  
**FREEDOM OF MOVEMENT - Leave of Absence**

The resident "alleges that his civil rights are being violated because he feels that he is being denied a day pass. Resident reported he has a history of elopement. Resident feels he should be given another chance, and is seeking clarity regarding the waiting period for another possible day pass".

The grievance was determined to be invalid by the Rights Advisor, the facility Clinical Director and the CEO.

The Central Review Committee reviewed the submitted documentation and found the grievance to be invalid. The committee recommended that the treatment team continue to discuss with the resident the procedures utilized in determining how passes are approved in this particular case.

**CATEGORY 7E**  
**FREEDOM OF MOVEMENT - Restraint**

"The patient alleges that my rights as well as my safety were completely taken from me. The doctors threatened me and took away my rights and physically assaulted me and forced medication through needles..."

The grievance was determined to be invalid by the Rights Advisor, the facility Director of Nursing and the CEO respectively.

The Central Review Committee reviewed the submitted documentation and found the grievance to be invalid.

**CATEGORY 12A**  
**TREATMENT RIGHTS - Individual Treatment Plan**

"The patient alleges his privilege level had been dropped to zero without justification. Additionally, patient alleges that nobody on day shift informed him of the level change".

The grievance was determined to be invalid by the Rights Advisor, the facility Clinical Director and the CEO respectively.

The Central Review Committee reviewed the submitted documentation and found the grievance to be invalid.

**CATEGORY 12C**  
**TREATMENT RIGHTS - Medical Care**  
**5 Grievances**

**Grievance # 1**

"The patient's guardian alleges that in 2008 there was an agreement between the facility and administration and guardian regarding patient's care in which a male nurse named in the complaint at that time was not to supervise or administer medication to patient. The agreement has been violated and I want to file a grievance".

The grievance was determined to be invalid by the Rights Advisor, the facility Director of Nursing and the CEO respectively

The Central Review Committee reviewed the submitted documentation and found the grievance to be invalid

**Grievance # 2**

The patient requested that an outside doctor check his medical symptoms based on alleged physical ailments.

The grievance was determined to be invalid by the Rights Advisor, the facility Clinical Director, Resident Rights Committee and the CEO respectively

The Central Review Committee reviewed the submitted documentation and found the grievance to be invalid

**Grievance # 3**

This was a class grievance. The class grieved that they were denied ethnic combs or purposes of personal grooming. The facility responded that the combs posed a safety risk.

The grievance was determined to be invalid by the Rights Advisor, inconclusive by the facility Unit Director and invalid by the facility CEO.

The Central Review Committee reviewed the submitted documentation and found the grievance to be valid. The Committee recommended that the facility develop a plan with the necessary clinical input to identify how personal hygiene products can be utilized in the hospital. The CEO submitted a written report regarding implementation of the recommendation.

**Grievance # 4**

"The patient alleges that a staff member used bare needles to draw my blood and the needle was not in a sealed wrapping".

The grievance was determined to be invalid by the Rights Advisor, by the facility Director of Nursing and CEO respectively.

The Central Review Committee reviewed the submitted documentation and found the grievance to be invalid.

**Grievance # 5**

"On 1/31/2012, patient reported to this Rights Advisor that the medical staff at the facility refused to provide him with prosthetics. Additionally, the patient stated that he has been to a facility previously for back surgery and would like the prosthetics so that he would not be confined to a wheelchair".

The grievance was determined to be valid by the Rights Advisor, invalid by the facility Clinical Director and CEO respectively.

The Central Review Committee reviewed the submitted documentation and found the grievance to be invalid.

**CATEGORY 12D**  
**TREATMENT RIGHTS - Medication**  
**4 Grievances**

**Grievance # 1**

"The resident alleges that that he was told by a facility physician that he would not be moved to level 2 if he continues to refuse blood work for his medical condition".

The grievance was determined to be valid by the Rights Advisor, invalid by the facility Clinical Director and CEO respectively.

The Central Review Committee reviewed the submitted documentation and found the grievance to be invalid.

### **Grievance # 2**

The Law Offices of the assigned Legal Assistance Provider filed a grievance on behalf of a patient who alleged that he had been denied a higher level because he refused to take a test for a medical procedure.

The grievance was determined to be valid by the Rights Advisor, invalid by the facility Director of Nursing and CEO respectively.

The Central Review Committee reviewed the submitted documentation and found the grievance to be invalid. The committee recommended that a meeting with the treatment team to include the Doctor may assist the patient in understanding the reason for the procedure and hence, allow the patient to move with in the level system.

### **Grievance # 3**

"The patient alleges that a facility physician refused to offer the patient an alternative medication".

The grievance was determined to be invalid by the Rights Advisor, the facility Clinical Director and CEO respectively.

The Central Review Committee reviewed the submitted documentation and found the grievance to be invalid.

### **Grievance # 4**

The guardian of the patient alleged that a staff member was giving the patient medication in the bathroom.

The grievance was determined to be inconclusive by the Rights Advisor, the facility Director of Nursing, the Resident Rights Committee and the CEO respectively.

The Central Review Committee reviewed the submitted documentation and found the grievance to be inconclusive.

## **CATEGORY 12I TREATMENT RIGHTS- Alternative Treatment Services**

"The patient alleges that staff denied him the usage of his Triangle of Choice when he requested to use his radio".

The grievance was determined to be invalid by the Rights Advisor, the facility Director of Nursing and the CEO respectively.

The Central Review Committee reviewed the submitted documentation and found the grievance to be invalid

# **PART II**

## **MENTAL HYGIENE ADMINISTRATION**

### **FACILITY DATA**

**2012**

**RESIDENT GRIEVANCE SYSTEM**

**AGGREGATE DATA FOR  
MENTAL HYGIENE ADMINISTRATION  
FACILITIES**

**FISCAL YEAR 2012**

**Darrell Nearon  
Director**

**John Hancock  
Data Program Manager**

AGGREGATE  
FISCAL YEAR 2012

GRIEVANCES	1,093
INFORMATION/ASSISTANCE CASES	1,967
CLINICAL REVIEW PANELS	202
TOTAL RIGHTS ADVISOR CONTACTS	3,262

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	190	24
ADMISSIONS/DISCHARGE/TRANSFER	34	66
CIVIL RIGHTS	151	87
COMMUNICATIONS/VISITS	58	110
CONFIDENTIALITY	16	8
ENVIRONMENTAL	191	131
FREEDOM OF MOVEMENT	114	77
MONEY	31	152
NEGLECT	2	1
PERSONAL PROPERTY	50	20
RIGHTS PROTECTION SYSTEM (RGS)	7	157
TREATMENT RIGHTS	196	117
OTHER	18	64
NO RIGHT INVOLVED	21	168
RESIDENT/RESIDENT ASSAULT	14	784
DEATH	0	1
TOTAL	1,093	1,967



CATEGORIES OF RIGHTS ISSUES – GRIEVANCE

1. ABUSE <u>190</u>	8. MONEY <u>31</u>
<u>106</u> A. Physical	<u>2</u> A. Dissipation of Assets
<u>59</u> B. Sexual	<u>1</u> B. Easy Access
<u>25</u> C. Mental	<u>7</u> C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>34</u>	<u>1</u> D. Limitations
<u>3</u> A. Admission	<u>      </u> E. Safekeeping
<u>5</u> B. Hearing	<u>1</u> F. Use of Funds
<u>4</u> C. Transfer	<u>4</u> G. Exploitation
<u>22</u> D. Discharge	<u>15</u> H. Entitlements/Benefits
<u>      </u> E. Respite Care	9. NEGLECT <u>2</u>
3. CIVIL RIGHTS <u>151</u>	10. PERSONAL PROPERTY <u>50</u>
<u>1</u> A. Abortion	<u>3</u> A. Exclusion
<u>44</u> B. Verbal Abuse	<u>      </u> B. Limitations
<u>1</u> C. Barrier Free Design	<u>      </u> C. Protection
<u>8</u> D. Business & Personal Affairs	<u>9</u> D. Purchase or Receive
<u>4</u> E. Competency	<u>      </u> E. Receipt
<u>22</u> F. Dignity	<u>2</u> F. Storage
<u>6</u> G. Discrimination	<u>36</u> G. Theft/Loss/Destruction
<u>8</u> H. Education	11. RIGHTS PROTECTION SYSTEM <u>7</u>
<u>2</u> I. Labor & Compensation	<u>1</u> A. Complaint Forms
<u>      </u> J. Marriage & Divorce	<u>      </u> B. Explanation of Rights
<u>3</u> K. Media	<u>2</u> C. Notification of Rights
<u>5</u> L. Personal Search	<u>2</u> D. Rights Advisor
<u>8</u> M. Privacy	<u>      </u> E. Timely Impartial Investigation
<u>6</u> N. Religion	<u>      </u> F. Complaint Procedure
<u>2</u> O. Sexuality	<u>1</u> G. Retaliation
<u>31</u> P. Harassment	<u>1</u> H. Legal Case Review
<u>      </u> Q. Voting	
<u>      </u> R. Immigration	
4. COMMUNICATION & VISITS <u>58</u>	12. TREATMENT RIGHTS <u>196</u>
<u>16</u> A. Attorney/Legal Matters	<u>11</u> A. Individual Treatment Plan
<u>      </u> B. Clergy	<u>      </u> B. Informed Consent
<u>10</u> C. Visitors	<u>63</u> C. Medical Care
<u>2</u> D. Stationery & Postage	<u>70</u> D. Medication
<u>18</u> E. Telephone	<u>16</u> E. Periodic Review
<u>11</u> F. Mail	<u>      </u> F. Research/At Risk Procedures
<u>1</u> G. Interpreter Service	<u>      </u> G. Knowledge of
5. CONFIDENTIALITY & DISCLOSURE <u>16</u>	<u>3</u> H. Name of Treatment Staff
<u>10</u> A. Records	<u>23</u> I. Alternate Treatment Services
<u>6</u> B. Privileged Communication	<u>2</u> J. Clinical Review Panel
<u>      </u> C. Photocopying	<u>      </u> K. Minor Placed With Adults
<u>      </u> D. Photographing	<u>1</u> L. Aftercare Plan
6. ENVIRONMENTAL <u>191</u>	<u>      </u> M. Advance Medical Directive
<u>9</u> A. Clothing	<u>7</u> P. Pain Management
<u>49</u> B. Diet	
<u>22</u> C. Personal hygiene	13. OTHER <u>18</u>
<u>44</u> D. Safety	<u>3</u> A. Forensic Issues
<u>33</u> E. Sanitary	<u>      </u> B. Guardianship
<u>34</u> F. Humane	<u>15</u> C. Rights Outside Jurisdiction
7. FREEDOM OF MOVEMENT <u>114</u>	14. NO RIGHT INVOLVED <u>21</u>
<u>15</u> A. Building & Grounds	15. RESIDENT/RESIDENT ASSAULT <u>14</u>
<u>12</u> B. General Restrictions	
<u>75</u> C. Least Restrictive Alternative	16. DEATH <u>0</u>
<u>1</u> D. Leave of Absence	
<u>5</u> E. Restraint	TOTAL CASES <u>1,093</u>
<u>3</u> F. Seclusion	FACILITY <u>Aggregate</u>
<u>3</u> G. Quiet Room	FISCAL YEAR <u>2012</u>

**DEMOGRAPHIC INFORMATION (GRIEVANCE CASES) FY 2012  
AGGREGATE**

GRIEVANCES (MHA)

<b>SEX</b>	<b>#</b>	<b>%</b>
Female	364	33
Male	663	61
Class	66	6
Total	1093	100

<b>AGE</b>	<b>#</b>	<b>%</b>
<18	203	19
18-44	391	36
45-64	403	37
65+	30	3
Class	66	6
Total	1093	100

<b>RACE</b>	<b>#</b>	<b>%</b>
African-American	582	53
Asian	8	1
Caucasian	381	35
Hispanic	39	4
Other	17	2
Class	66	6
Total	1093	100

1. ABUSE	24
12. A. Physical	
11. B. Sexual	
1. C. Mental	
2. ADMISSION/DISCHARGE/TRANSFER	66
3. A. Admission	
4. B. Hearing	
15. C. Transfer	
44. D. Discharge	
E. Respite Care	
3. CIVIL RIGHTS	87
A. Abortion	
10. B. Verbal Abuse	
C. Barrier Free Design	
19. D. Business & Personal Affairs	
1. E. Competency	
12. F. Dignity	
10. G. Discrimination	
8. H. Education	
4. I. Labor & Compensation	
J. Marriage & Divorce	
1. K. Media	
L. Personal Search	
3. M. Privacy	
4. N. Religion	
2. O. Sexuality	
8. P. Harassment	
3. Q. Voting	
2. R. Immigration	
4. COMMUNICATION & VISITS	110
75. A. Attorney/Legal Matters	
1. B. Clergy	
2. C. Visitors	
D. Stationery & Postage	
25. E. Telephone	
6. F. Mail	
1. G. Interpreter Service	
5. CONFIDENTIALITY & DISCLOSURE	8
6. A. Records	
1. B. Privileged Communication	
1. C. Photocopying	
D. Photographing	
6. ENVIRONMENTAL	131
9. A. Clothing	
21. B. Diet	
12. C. Personal hygiene	
51. D. Safety	
18. E. Sanitary	
20. F. Humane	
7. FREEDOM OF MOVEMENT	77
28. A. Building & Grounds	
28. B. General Restrictions	
13. C. Least Restrictive Alternative	
D. Leave of Absence	
4. E. Restraint	
4. F. Seclusion	
G. Quiet Room	

8. MONEY	152
5. A. Dissipation of Assets	
2. B. Easy Access	
9. C. Facility Account	
2. D. Limitations	
2. E. Safekeeping	
F. Use of Funds	
5. G. Exploitation	
127. H. Entitlements/Benefits	
9. NEGLECT	1
10. PERSONAL PROPERTY	20
1. A. Exclusion	
B. Limitations	
C. Protection	
2. D. Purchase or Receive	
E. Receipt	
2. F. Storage	
15. G. Theft/Loss/Destruction	
11. RIGHTS PROTECTION SYSTEM	157
A. Complaint Forms	
84. B. Explanation of Rights	
5. C. Notification of Rights	
1. D. Rights Advisor	
1. E. Timely Impartial Investigation	
F. Complaint Procedure	
G. Retaliation	
66. H. Legal Case Review	
12. TREATMENT RIGHTS	117
6. A. Individual Treatment Plan	
B. Informed Consent	
46. C. Medical Care	
45. D. Medication	
1. E. Periodic Review	
F. Research/At Risk Procedures	
2. G. Knowledge of	
1. H. Name of Treatment Staff	
6. I. Alternate Treatment Services	
7. J. Clinical Review Panel	
K. Minor Placed With Adults	
2. L. Aftercare Plan	
M. Advance Medical Directive	
1. P. Pain Management	
13. OTHER	64
26. A. Forensic Issues	
3. B. Guardianship	
35. C. Rights Outside Jurisdiction	
14. NO RIGHT INVOLVED	168
15. RESIDENT/RESIDENT ASSAULT	784
16. DEATH	1
TOTAL CASES	1,967
FACILITY	Aggregate
FISCAL YEAR	2012

**DEMOGRAPHIC INFORMATION FY 2012  
AGGREGATE**

**INFORMATION/ASSISTANCE (MHA)**

<b>SEX</b>	<b>#</b>	<b>%</b>
Female	719	37
Male	1,205	61
Class	43	2
Total	1,967	100

<b>AGE</b>	<b>#</b>	<b>%</b>
<18	104	5
18-44	817	42
45-64	847	43
65+	156	8
Class	43	2
Total	1,967	100

<b>RACE</b>	<b>#</b>	<b>%</b>
African-American	1,006	51
Asian	28	1
Caucasian	803	42
Hispanic	46	2
Other	41	2
Class	43	2
Total	1,967	100

**RESIDENT GRIEVANCE SYSTEM**

**EASTERN SHORE HOSPITAL CENTER**

**FISCAL YEAR 2012**

**Roshanda Roberts  
Rights Advisor**

EASTERN SHORE HOSPITAL CENTER  
FISCAL YEAR 2012

GRIEVANCES	37
INFORMATION/ASSISTANCE CASES	292
TOTAL RIGHTS ADVISOR CONTACTS	329

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	1	2
ADMISSIONS/DISCHARGE/TRANSFER	0	15
CIVIL RIGHTS	10	16
COMMUNICATIONS/VISITS	1	15
CONFIDENTIALITY	2	1
ENVIRONMENTAL	7	21
FREEDOM OF MOVEMENT	4	17
MONEY	2	27
NEGLECT	0	1
PERSONAL PROPERTY	2	9
RIGHTS PROTECTION SYSTEM (RGS)	0	5
TREATMENT RIGHTS	5	17
OTHER	1	15
NO RIGHT INVOLVED	1	34
RESIDENT/RESIDENT ASSAULT	1	97
DEATH	0	0
TOTAL	37	292

CATEGORIES OF RIGHTS ISSUES – GRIEVANCE

1. ABUSE 1  
 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  
 B. Verbal Abuse  
 C. Barrier Free Design  
 D. Business & Personal Affairs  
 E. Competency  
 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 1  
 A. Attorney/Legal Matters  
 B. Clergy  
 C. Visitors  
 D. Stationery & Postage  
 E. Telephone  
 F. Mail  
 G. Interpreter Service

5. CONFIDENTIALITY & DISCLOSURE 2  
 A. Records  
 B. Privileged Communication  
 C. Photocopying  
 D. Photographing

6. ENVIRONMENTAL 7  
 A. Clothing  
 B. Diet  
 C. Personal hygiene  
 D. Safety  
 E. Sanitary  
 F. Humane

7. FREEDOM OF MOVEMENT 4  
 A. Building & Grounds  
 B. General Restrictions  
 C. Least Restrictive Alternative  
 D. Leave of Absence  
 E. Restraint  
 F. Seclusion  
 G. Quiet Room

8. MONEY 2  
 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  
 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 5  
 A. Individual Treatment Plan  
 B. Informed Consent  
 C. Medical Care  
 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 1  
 A. Forensic Issues  
 B. Guardianship  
 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 1

15. RESIDENT/RESIDENT ASSUALT 1

16. DEATH 0

TOTAL CASES 37  
 FACILITY Eastern Shore Hospital  
 FISCAL YEAR 2012

## DEMOGRAPHIC INFORMATION FY 2012

### Grievances - Eastern Shore Hospital

<b>SEX</b>	<b>#</b>	<b>%</b>
Female	7	19
Male	26	70
Class	4	11
Total	37	100

<b>AGE</b>	<b>#</b>	<b>%</b>
<18	0	0
18-44	16	43
45-64	15	41
65+	2	5
Class	4	11
Total	37	100

<b>RACE</b>	<b>#</b>	<b>%</b>
African-American	17	46
Asian	0	0
Caucasian	16	43
Hispanic	0	0
Other	0	0
Class	4	11
Total	37	100



CATEGORIES OF RIGHTS ISSUES – INFORMATION/ASSISTANCE

1. ABUSE <u>2</u>	8. MONEY <u>27</u>
<u>2</u> A. Physical	<u>1</u> A. Dissipation of Assets
___ B. Sexual	<u>1</u> B. Easy Access
___ C. Mental	<u>2</u> C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>15</u>	<u>1</u> D. Limitations
<u>1</u> A. Admission	<u>1</u> E. Safekeeping
<u>1</u> B. Hearing	___ F. Use of Funds
<u>2</u> C. Transfer	___ G. Exploitation
<u>11</u> D. Discharge	<u>21</u> H. Entitlements/Benefits
___ E. Respite Care	9. NEGLECT <u>1</u>
3. CIVIL RIGHTS <u>16</u>	10. PERSONAL PROPERTY <u>9</u>
___ A. Abortion	___ A. Exclusion
<u>5</u> B. Verbal Abuse	___ B. Limitations
___ C. Barrier Free Design	___ C. Protection
___ D. Business & Personal Affairs	___ D. Purchase or Receive
___ E. Competency	___ E. Receipt
<u>1</u> F. Dignity	<u>1</u> F. Storage
<u>7</u> G. Discrimination	<u>8</u> G. Theft/Loss/Destruction
___ H. Education	11. RIGHTS PROTECTION SYSTEM <u>5</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>4</u> H. Legal Case Review
___ Q. Voting	12. TREATMENT RIGHTS <u>17</u>
___ R. Immigration	<u>1</u> A. Individual Treatment Plan
4. COMMUNICATION & VISITS <u>15</u>	___ B. Informed Consent
<u>8</u> A. Attorney/Legal Matters	<u>5</u> C. Medical Care
___ B. Clergy	<u>9</u> D. Medication
<u>1</u> C. Visitors	___ E. Periodic Review
___ D. Stationery & Postage	___ F. Research/At Risk Procedures
<u>4</u> E. Telephone	<u>1</u> G. Knowledge of
<u>2</u> F. Mail	___ H. Name of Treatment Staff
___ G. Interpreter Service	___ I. Alternate Treatment Services
5. CONFIDENTIALITY & DISCLOSURE <u>1</u>	___ J. Clinical Review Panel
<u>1</u> A. Records	___ K. Minor Placed With Adults
___ B. Privileged Communication	___ L. Aftercare Plan
___ C. Photocopying	___ M. Advance Medical Directive
___ D. Photographing	<u>1</u> P. Pain Management
6. ENVIRONMENTAL <u>21</u>	13. OTHER <u>15</u>
<u>1</u> A. Clothing	<u>2</u> A. Forensic Issues
<u>6</u> B. Diet	<u>1</u> B. Guardianship
<u>6</u> C. Personal hygiene	<u>12</u> C. Rights Outside Jurisdiction
<u>5</u> D. Safety	14. NO RIGHT INVOLVED <u>34</u>
<u>2</u> E. Sanitary	15. RESIDENT/RESIDENT ASSUALT <u>97</u>
<u>1</u> F. Humane	16. DEATH <u>0</u>
7. FREEDOM OF MOVEMENT <u>17</u>	TOTAL CASES <u>292</u>
<u>5</u> A. Building & Grounds	FACILITY <u>Eastern Shore Hospital</u>
<u>6</u> B. General Restrictions	FISCAL YEAR <u>2012</u>
___ C. Least Restrictive Alternative	
___ D. Leave of Absence	
<u>3</u> E. Restraint	
<u>3</u> F. Seclusion	
___ G. Quiet Room	

**DEMOGRAPHIC INFORMATION FY 2012**

Information/Assistance - Eastern Shore Hospital

<b>SEX</b>	<b>#</b>	<b>%</b>	<b>AGE</b>	<b>#</b>	<b>%</b>	<b>RACE</b>	<b>#</b>	<b>%</b>
Female	77	26	<18	0	0	African-American	179	61
Male	209	72	18-44	127	44	Asian	0	0
Class	6	2	45-64	141	48	Caucasian	107	37
Total	292	100	65+	18	6	Hispanic	0	0
			Class	6	2	Other	0	0
			Total	292	100	Class	6	2
						Total	292	100

**RESIDENT GRIEVANCE SYSTEM**

**THOMAS B. FINAN HOSPITAL CENTER**

**FISCAL YEAR 2012**

**Lisa Olinger  
Rights Advisor**

THOMAS B. FINAN HOSPITAL CENTER  
FISCAL YEAR 2012

GRIEVANCES	26
INFORMATION/ASSISTANCE CASES	349
TOTAL RIGHTS ADVISOR CONTACTS	375

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	7	11
ADMISSIONS/DISCHARGE/TRANSFER	0	7
CIVIL RIGHTS	9	28
COMMUNICATIONS/VISITS	1	61
CONFIDENTIALITY	0	2
ENVIRONMENTAL	6	49
FREEDOM OF MOVEMENT	0	51
MONEY	0	18
NEGLECT	0	0
PERSONAL PROPERTY	2	8
RIGHTS PROTECTION SYSTEM (RGS)	0	4
TREATMENT RIGHTS	1	54
OTHER	0	3
NO RIGHT INVOLVED	0	40
RESIDENT/RESIDENT ASSAULT	0	13
DEATH	0	0
TOTAL	26	349

CATEGORIES OF RIGHTS ISSUES – GRIEVANCE

1. ABUSE 7
- 4 A. Physical
  - 3 B. Sexual
  - \_\_\_ C. Mental
2. ADMISSION/DISCHARGE/TRANSFER 0
- \_\_\_ A. Admission
  - \_\_\_ B. Hearing
  - \_\_\_ C. Transfer
  - \_\_\_ D. Discharge
  - \_\_\_ E. Respite Care
3. CIVIL RIGHTS 9
- \_\_\_ A. Abortion
  - 4 B. Verbal Abuse
  - \_\_\_ C. Barrier Free Design
  - \_\_\_ D. Business & Personal Affairs
  - \_\_\_ E. Competency
  - 1 F. Dignity
  - \_\_\_ G. Discrimination
  - \_\_\_ H. Education
  - \_\_\_ I. Labor & Compensation
  - \_\_\_ J. Marriage & Divorce
  - 1 K. Media
  - \_\_\_ L. Personal Search
  - 1 M. Privacy
  - \_\_\_ N. Religion
  - \_\_\_ O. Sexuality
  - 2 P. Harassment
  - \_\_\_ Q. Voting
  - \_\_\_ R. Immigration
4. COMMUNICATION & VISITS 1
- \_\_\_ A. Attorney/Legal Matters
  - \_\_\_ B. Clergy
  - \_\_\_ C. Visitors
  - \_\_\_ D. Stationery & Postage
  - \_\_\_ E. Telephone
  - 1 F. Mail
  - \_\_\_ G. Interpreter Service
5. CONFIDENTIALITY & DISCLOSURE 0
- \_\_\_ A. Records
  - \_\_\_ B. Privileged Communication
  - \_\_\_ C. Photocopying
  - \_\_\_ D. Photographing
6. ENVIRONMENTAL 6
- \_\_\_ A. Clothing
  - \_\_\_ B. Diet
  - 1 C. Personal hygiene
  - 4 D. Safety
  - \_\_\_ E. Sanitary
  - 1 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
  - \_\_\_ B. Limitations
  - \_\_\_ C. Protection
  - 1 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 1
- 1 A. Individual Treatment Plan
  - \_\_\_ B. Informed Consent
  - \_\_\_ C. Medical Care
  - \_\_\_ 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 ASSUALT 0
16. DEATH 0
- TOTAL CASES 26
- FACILITY Thomas B. Finan Center
- FISCAL YEAR 2012

## DEMOGRAPHIC INFORMATION FY 2012

### Grievances - Thomas B. Finan Center

<b>SEX</b>	<b>#</b>	<b>%</b>	<b>AGE</b>	<b>#</b>	<b>%</b>	<b>RACE</b>	<b>#</b>	<b>%</b>
Female	15	58	<18	0	0	African-American	4	15
Male	7	27	18-44	9	35	Asian	0	0
Class	4	15	45-64	10	38	Caucasian	16	62
Total	26	100	65+	3	12	Hispanic	2	8
			Class	4	15	Other	0	0
			Total	26	100	Class	4	15
						Total	26	100

CATEGORIES OF RIGHTS ISSUES – INFORMATION/ASSISTANCE

1. ABUSE <u>11</u>	8. MONEY <u>18</u>
<u>6</u> A. Physical	<u>4</u> A. Dissipation of Assets
<u>5</u> B. Sexual	<u>1</u> B. Easy Access
___ C. Mental	<u>6</u> C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>7</u>	___ D. Limitations
___ A. Admission	___ E. Safekeeping
___ B. Hearing	___ F. Use of Funds
<u>3</u> C. Transfer	<u>2</u> G. Exploitation
<u>4</u> D. Discharge	<u>5</u> H. Entitlements/Benefits
___ E. Respite Care	9. NEGLECT <u>0</u>
3. CIVIL RIGHTS <u>28</u>	10. PERSONAL PROPERTY <u>8</u>
___ A. Abortion	<u>1</u> A. Exclusion
<u>1</u> B. Verbal Abuse	___ B. Limitations
___ C. Barrier Free Design	___ C. Protection
<u>1</u> D. Business & Personal Affairs	<u>2</u> D. Purchase or Receive
___ E. Competency	___ E. Receipt
<u>6</u> F. Dignity	<u>1</u> F. Storage
<u>1</u> G. Discrimination	<u>4</u> G. Theft/Loss/Destruction
<u>3</u> H. Education	11. RIGHTS PROTECTION SYSTEM <u>4</u>
<u>3</u> I. Labor & Compensation	___ A. Complaint Forms
___ J. Marriage & Divorce	<u>1</u> B. Explanation of Rights
___ K. Media	<u>1</u> C. Notification of Rights
___ L. Personal Search	<u>1</u> D. Rights Advisor
<u>3</u> M. Privacy	<u>1</u> E. Timely Impartial Investigation
<u>3</u> N. Religion	___ F. Complaint Procedure
___ O. Sexuality	___ G. Retaliation
<u>4</u> P. Harassment	___ H. Legal Case Review
<u>3</u> Q. Voting	12. TREATMENT RIGHTS <u>54</u>
___ R. Immigration	<u>4</u> A. Individual Treatment Plan
4. COMMUNICATION & VISITS <u>61</u>	___ B. Informed Consent
<u>46</u> A. Attorney/Legal Matters	<u>16</u> C. Medical Care
<u>1</u> B. Clergy	<u>25</u> D. Medication
<u>1</u> C. Visitors	___ E. Periodic Review
___ D. Stationery & Postage	___ F. Research/At Risk Procedures
<u>13</u> E. Telephone	<u>1</u> G. Knowledge of
___ F. Mail	<u>1</u> H. Name of Treatment Staff
___ G. Interpreter Service	<u>3</u> I. Alternate Treatment Services
5. CONFIDENTIALITY & DISCLOSURE <u>2</u>	<u>3</u> J. Clinical Review Panel
<u>1</u> A. Records	___ K. Minor Placed With Adults
___ B. Privileged Communication	<u>1</u> L. Aftercare Plan
<u>1</u> C. Photocopying	___ M. Advance Medical Directive
___ D. Photographing	___ P. Pain Management
6. ENVIRONMENTAL <u>49</u>	13. OTHER <u>3</u>
<u>4</u> A. Clothing	<u>2</u> A. Forensic Issues
<u>7</u> B. Diet	<u>1</u> B. Guardianship
<u>1</u> C. Personal hygiene	___ C. Rights Outside Jurisdiction
<u>22</u> D. Safety	14. NO RIGHT INVOLVED <u>40</u>
<u>8</u> E. Sanitary	15. RESIDENT/RESIDENT ASSUALT <u>13</u>
<u>7</u> F. Humane	16. DEATH <u>0</u>
7. FREEDOM OF MOVEMENT <u>51</u>	TOTAL CASES <u>349</u>
<u>18</u> A. Building & Grounds	FACILITY <u>Thomas B. Finan Center</u>
<u>21</u> B. General Restrictions	FISCAL YEAR <u>2012</u>
<u>12</u> C. Least Restrictive Alternative	
___ D. Leave of Absence	
___ E. Restraint	
___ F. Seclusion	
___ G. Quiet Room	

## DEMOGRAPHIC INFORMATION FY 2012

### Information/Assistance - Thomas B. Finan Center

<b>SEX</b>	<b>#</b>	<b>%</b>	<b>AGE</b>	<b>#</b>	<b>%</b>	<b>RACE</b>	<b>#</b>	<b>%</b>
Female	167	49	<18	3	1	African-American	115	33
Male	172	48	18-44	172	49	Asian	3	1
Class	10	3	45-64	133	38	Caucasian	193	55
Total	349	100	65+	31	9	Hispanic	9	3
			Class	10	3	Other	19	5
			Total	349	100	Class	10	3
						Total	349	100



# **RESIDENT GRIEVANCE SYSTEM**

**CLIFTON T. PERKINS HOSPITAL CENTER**

**FISCAL YEAR 2012**

**Linda Simms  
Rights Advisor**

**Michael Jackson  
Rights Advisor**

CLIFTON T. PERKINS HOSPITAL CENTER  
FISCAL YEAR 2012

GRIEVANCES	192
INFORMATION/ASSISTANCE CASES	111
TOTAL RIGHTS ADVISOR CONTACTS	303

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	9	0
ADMISSIONS/DISCHARGE/TRANSFER	2	5
CIVIL RIGHTS	26	1
COMMUNICATIONS/VISITS	13	0
CONFIDENTIALITY	6	0
ENVIRONMENTAL	30	0
FREEDOM OF MOVEMENT	16	0
MONEY	4	10
NEGLECT	0	0
PERSONAL PROPERTY	15	0
RIGHTS PROTECTION SYSTEM (RGS)	4	26
TREATMENT RIGHTS	55	0
OTHER	3	2
NO RIGHT INVOLVED	8	4
RESIDENT/RESIDENT ASSAULT	1	63
DEATH	0	0
TOTAL	192	111

CATEGORIES OF RIGHTS ISSUES – GRIEVANCES

1. ABUSE <u>9</u>	8. MONEY <u>4</u>
<u>1</u> A. Physical	_____ A. Dissipation of Assets
<u>5</u> B. Sexual	_____ B. Easy Access
<u>3</u> C. Mental	<u>4</u> C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>2</u>	_____ D. Limitations
_____ A. Admission	_____ E. Safekeeping
_____ B. Hearing	_____ F. Use of Funds
<u>2</u> C. Transfer	_____ G. Exploitation
_____ D. Discharge	_____ H. Entitlements/Benefits
_____ E. Respite Care	9. NEGLECT <u>0</u>
3. CIVIL RIGHTS <u>26</u>	10. PERSONAL PROPERTY <u>15</u>
<u>1</u> A. Abortion	<u>3</u> A. Exclusion
<u>4</u> B. Verbal Abuse	_____ B. Limitations
_____ C. Barrier Free Design	_____ C. Protection
_____ D. Business & Personal Affairs	<u>6</u> D. Purchase or Receive
_____ E. Competency	_____ E. Receipt
<u>4</u> F. Dignity	_____ F. Storage
_____ G. Discrimination	<u>6</u> G. Theft/Loss/Destruction
<u>2</u> H. Education	11. RIGHTS PROTECTION SYSTEM <u>4</u>
_____ I. Labor & Compensation	_____ A. Complaint Forms
_____ J. Marriage & Divorce	_____ B. Explanation of Rights
_____ K. Media	<u>2</u> C. Notification of Rights
_____ L. Personal Search	<u>1</u> D. Rights Advisor
<u>1</u> M. Privacy	_____ E. Timely Impartial Investigation
<u>3</u> N. Religion	_____ F. Complaint Procedure
_____ O. Sexuality	<u>1</u> G. Retaliation
<u>11</u> P. Harassment	_____ H. Legal Case Review
_____ Q. Voting	12. TREATMENT RIGHTS <u>55</u>
_____ R. Immigration	<u>6</u> A. Individual Treatment Plan
4. COMMUNICATION & VISITS <u>13</u>	_____ B. Informed Consent
<u>1</u> A. Attorney/Legal Matters	<u>21</u> C. Medical Care
_____ B. Clergy	<u>15</u> D. Medication
<u>1</u> C. Visitors	_____ E. Periodic Review
_____ D. Stationery & Postage	_____ F. Research/At Risk Procedures
<u>5</u> E. Telephone	_____ G. Knowledge of
<u>5</u> F. Mail	<u>1</u> H. Name of Treatment Staff
<u>1</u> G. Interpreter Service	<u>10</u> I. Alternate Treatment Services
5. CONFIDENTIALITY & DISCLOSURE <u>6</u>	_____ J. Clinical Review Panel
<u>5</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>2</u> N. Pain Management
6. ENVIRONMENTAL <u>30</u>	13. OTHER <u>3</u>
<u>2</u> A. Clothing	_____ A. Forensic Issues
<u>7</u> B. Diet	_____ B. Guardianship
<u>7</u> C. Personal hygiene	<u>3</u> C. Rights Outside Jurisdiction
<u>5</u> D. Safety	14. NO RIGHT INVOLVED <u>8</u>
<u>2</u> E. Sanitary	15. RESIDENT/RESIDENT ASSUALT <u>1</u>
<u>7</u> F. Humane	16. DEATH <u>0</u>
7. FREEDOM OF MOVEMENT <u>16</u>	TOTAL CASES <u>192</u>
<u>5</u> A. Building & Grounds	FACILITY <u>Clifton T. Perkins Center</u>
<u>7</u> B. General Restrictions	FISCAL YEAR <u>2012</u>
_____ C. Least Restrictive Alternative	
_____ D. Leave of Absence	
_____ E. Restraint	
<u>2</u> F. Seclusion	
<u>2</u> G. Quiet Room	

## DEMOGRAPHIC INFORMATION FY 2012

### Grievances - Clifton T. Perkins Hospital

<b>SEX</b>	<b>#</b>	<b>%</b>	<b>AGE</b>	<b>#</b>	<b>%</b>	<b>RACE</b>	<b>#</b>	<b>%</b>
Female	13	7	<18	0	0	African-American	145	76
Male	173	90	18-44	94	49	Asian	0	0
Class	6	3	45-64	91	47	Caucasian	32	17
Total	192	100	65+	1	1	Hispanic	1	1
			Class	6	3	Other	8	3
			Total	192	100	Class	6	3
						Total	192	100

CATEGORIES OF RIGHTS ISSUES – INFORMATION/ASSISTANCE

1. ABUSE 0  
 \_\_\_ A. Physical  
 \_\_\_ B. Sexual  
 \_\_\_ C. Mental  
 2. ADMISSION/DISCHARGE/TRANSFER 5  
 \_\_\_ A. Admission  
 \_\_\_ B. Hearing  
3 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  
 \_\_\_ H. Education  
 \_\_\_ I. Labor & Compensation  
 \_\_\_ J. Marriage & Divorce  
 \_\_\_ K. Media  
 \_\_\_ L. Personal Search  
 \_\_\_ M. Privacy  
 \_\_\_ N. Religion  
 \_\_\_ O. Sexuality  
 \_\_\_ P. Harassment  
 \_\_\_ Q. Voting  
1 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 0  
 \_\_\_ A. Building & Grounds  
 \_\_\_ B. General Restrictions  
 \_\_\_ C. Least Restrictive Alternative  
 \_\_\_ D. Leave of Absence  
 \_\_\_ E. Restraint  
 \_\_\_ F. Seclusion  
 \_\_\_ G. Quiet Room  
 8. MONEY 10  
 \_\_\_ A. Dissipation of Assets  
 \_\_\_ B. Easy Access  
 \_\_\_ C. Facility Account  
 \_\_\_ D. Limitations  
 \_\_\_ E. Safekeeping  
 \_\_\_ F. Use of Funds  
 \_\_\_ G. Exploitation  
10 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 26  
 \_\_\_ A. Complaint Forms  
 \_\_\_ B. Explanation of Rights  
4 C. Notification of Rights  
 \_\_\_ D. Rights Advisor  
 \_\_\_ E. Timely Impartial Investigation  
 \_\_\_ F. Complaint Procedure  
 \_\_\_ G. Retaliation  
22 H. Legal Case Review  
 12. TREATMENT RIGHTS 0  
 \_\_\_ A. Individual Treatment Plan  
 \_\_\_ B. Informed Consent  
 \_\_\_ C. Medical Care  
 \_\_\_ 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  
 \_\_\_ N. Pain Management  
 13. OTHER 2  
 \_\_\_ A. Forensic Issues  
 \_\_\_ B. Guardianship  
2 C. Rights Outside Jurisdiction  
 14. NO RIGHT INVOLVED 4  
 15. RESIDENT/RESIDENT ASSUALT 63  
 16. DEATH 0  
 TOTAL CASES 111  
 FACILITY Clifton T. Perkins Center  
 FISCAL YEAR 2012

## DEMOGRAPHIC INFORMATION FY 2012

### Information/Assistance - Clifton T. Perkins Hospital

<b>SEX</b>	<b>#</b>	<b>%</b>	<b>AGE</b>	<b>#</b>	<b>%</b>	<b>RACE</b>	<b>#</b>	<b>%</b>
Female	32	29	<18	0	0	African-American	81	72
Male	78	70	18-44	78	70	Asian	1	1
Class	1	1	45-64	31	28	Caucasian	22	20
Total	111	100	65+	1	1	Hispanic	2	2
			Class	1	1	Other	4	4
			Total	111	100	Class	1	1
						Total	111	100

**RESIDENT GRIEVANCE SYSTEM**

**REGIONAL INSTITUTE  
FOR CHILDREN AND ADOLESCENTS  
BALTIMORE**

**FISCAL YEAR 2012**

**Harry Evans III  
Rights Advisor**

RICA - BALTIMORE  
FISCAL YEAR 2012

GRIEVANCES	203
INFORMATION/ASSISTANCE CASES	66
TOTAL RIGHTS ADVISOR CONTACTS	269

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	2	0
ADMISSIONS/DISCHARGE/TRANSFER	8	4
CIVIL RIGHTS	16	5
COMMUNICATIONS/VISITS	3	0
CONFIDENTIALITY	1	0
ENVIRONMENTAL	43	0
FREEDOM OF MOVEMENT	62	0
MONEY	9	14
NEGLECT	0	0
PERSONAL PROPERTY	6	0
RIGHTS PROTECTION SYSTEM (RGS)	0	38
TREATMENT RIGHTS	42	2
OTHER	5	2
NO RIGHT INVOLVED	3	1
RESIDENT/RESIDENT ASSAULT	3	0
DEATH	0	0
TOTAL	203	66



CATEGORIES OF RIGHTS ISSUES – GRIEVANCE

1. ABUSE <u>2</u>	8. MONEY <u>9</u>
<u>2</u> A. Physical	_____ A. Dissipation of Assets
_____ B. Sexual	_____ B. Easy Access
_____ C. Mental	_____ C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>8</u>	_____ D. Limitations
_____ A. Admission	_____ E. Safekeeping
_____ B. Hearing	_____ F. Use of Funds
_____ C. Transfer	_____ G. Exploitation
<u>8</u> D. Discharge	<u>9</u> H. Entitlements/Benefits
_____ E. Respite Care	
3. CIVIL RIGHTS <u>16</u>	9. NEGLECT <u>0</u>
_____ A. Abortion	10. PERSONAL PROPERTY <u>6</u>
<u>4</u> B. Verbal Abuse	_____ A. Exclusion
_____ C. Barrier Free Design	_____ B. Limitations
_____ D. Business & Personal Affairs	_____ C. Protection
_____ E. Competency	_____ D. Purchase or Receive
<u>2</u> F. Dignity	_____ E. Receipt
_____ G. Discrimination	_____ F. Storage
<u>4</u> H. Education	<u>6</u> G. Theft/Loss/Destruction
<u>1</u> I. Labor & Compensation	11. RIGHTS PROTECTION SYSTEM <u>0</u>
_____ J. Marriage & Divorce	_____ A. Complaint Forms
_____ K. Media	_____ B. Explanation of Rights
<u>2</u> L. Personal Search	_____ C. Notification of Rights
<u>1</u> M. Privacy	_____ D. Rights Advisor
_____ N. Religion	_____ E. Timely Impartial Investigation
<u>1</u> O. Sexuality	_____ F. Complaint Procedure
<u>1</u> P. Harassment	_____ G. Retaliation
_____ Q. Voting	_____ H. Legal Case Review
_____ R. Immigration	
4. COMMUNICATION & VISITS <u>3</u>	12. TREATMENT RIGHTS <u>42</u>
_____ A. Attorney/Legal Matters	_____ A. Individual Treatment Plan
_____ B. Clergy	_____ B. Informed Consent
_____ C. Visitors	<u>17</u> C. Medical Care
_____ D. Stationery & Postage	<u>10</u> D. Medication
<u>2</u> E. Telephone	<u>14</u> E. Periodic Review
<u>1</u> F. Mail	_____ F. Research/At Risk Procedures
_____ G. Interpreter Service	_____ G. Knowledge of
5. CONFIDENTIALITY & DISCLOSURE <u>1</u>	_____ H. Name of Treatment Staff
_____ A. Records	<u>1</u> I. Alternate Treatment Services
<u>1</u> B. Privileged Communication	_____ J. Clinical Review Panel
_____ C. Photocopying	_____ K. Minor Placed With Adults
_____ D. Photographing	_____ L. Aftercare Plan
6. ENVIRONMENTAL <u>43</u>	_____ M. Advance Medical Directive
_____ A. Clothing	_____ P. Pain Management
<u>21</u> B. Diet	
<u>2</u> C. Personal hygiene	13. OTHER <u>5</u>
<u>2</u> D. Safety	_____ A. Forensic Issues
<u>12</u> E. Sanitary	_____ B. Guardianship
<u>6</u> F. Humane	<u>5</u> C. Rights Outside Jurisdiction
7. FREEDOM OF MOVEMENT <u>62</u>	14. NO RIGHT INVOLVED <u>3</u>
<u>1</u> A. Building & Grounds	15. RESIDENT/RESIDENT ASSUALT <u>3</u>
_____ B. General Restrictions	
<u>56</u> C. Least Restrictive Alternative	16. DEATH <u>0</u>
<u>1</u> D. Leave of Absence	
<u>3</u> E. Restraint	TOTAL CASES <u>203</u>
<u>1</u> F. Seclusion	FACILITY <u>RICA - Baltimore</u>
_____ G. Quiet Room	FISCAL YEAR <u>2012</u>

## DEMOGRAPHIC INFORMATION FY 2012

### Grievances - RICA (Baltimore)

<b>SEX</b>	<b>#</b>	<b>%</b>	<b>AGE</b>	<b>#</b>	<b>%</b>	<b>RACE</b>	<b>#</b>	<b>%</b>
Female	114	56	<18	158	78	African-American	51	25
Male	64	32	18-44	20	10	Asian	2	1
Class	25	12	45-64	0	0	Caucasian	125	62
Total	203	100	65+	0	0	Hispanic	0	0
			Class	25	12	Other	0	0
			Total	203	100	Class	25	12
						Total	203	100

CATEGORIES OF RIGHTS ISSUES – INFORMATION/ASSISTANCE

1. ABUSE <u>0</u>	8. MONEY <u>14</u>
___ A. Physical	___ A. Dissipation of Assets
___ B. Sexual	___ B. Easy Access
___ C. Mental	___ C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>4</u>	___ D. Limitations
___ A. Admission	___ E. Safekeeping
___ B. Hearing	___ F. Use of Funds
___ C. Transfer	___ G. Exploitation
<u>4</u> D. Discharge	___ <u>14</u> H. Entitlements/Benefits
___ E. Respite Care	
3. CIVIL RIGHTS <u>5</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>5</u> H. Education	___ G. Theft/Loss/Destruction
___ I. Labor & Compensation	11. RIGHTS PROTECTION SYSTEM <u>38</u>
___ J. Marriage & Divorce	___ A. Complaint Forms
___ K. Media	<u>38</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	___ H. Legal Case Review
___ R. Immigration	
4. COMMUNICATION & VISITS <u>0</u>	12. TREATMENT RIGHTS <u>2</u>
___ A. Attorney/Legal Matters	___ A. Individual Treatment Plan
___ B. Clergy	___ B. Informed Consent
___ C. Visitors	<u>1</u> C. Medical Care
___ D. Stationery & Postage	___ 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>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	___ L. Aftercare Plan
6. ENVIRONMENTAL <u>0</u>	___ M. Advance Medical Directive
___ A. Clothing	___ P. Pain Management
___ B. Diet	
___ C. Personal hygiene	13. OTHER <u>2</u>
___ D. Safety	<u>1</u> A. Forensic Issues
___ E. Sanitary	___ B. Guardianship
___ F. Humane	<u>1</u> 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>66</u>
___ F. Seclusion	FACILITY <u>RICA – Baltimore</u>
___ G. Quiet Room	FISCAL YEAR <u>2012</u>

## DEMOGRAPHIC INFORMATION FY 2012

### Information/Assistance - RICA (Baltimore)

<b>SEX</b>	<b>#</b>	<b>%</b>	<b>AGE</b>	<b>#</b>	<b>%</b>	<b>RACE</b>	<b>#</b>	<b>%</b>
Female	29	44	<18	55	83	African-American	22	33
Male	35	53	18-44	9	14	Asian	1	2
Class	2	3	45-64	0	0	Caucasian	41	62
Total	66	100	65+	0	0	Hispanic	0	0
			Class	2	3	Other	0	0
			Total	66	100	Class	2	3
						Total	66	100

**RESIDENT GRIEVANCE SYSTEM**

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

**FISCAL YEAR 2012**

**Harry Evans III  
Rights Advisor**

RICA – ROCKVILLE  
FISCAL YEAR 2012

GRIEVANCES	46
INFORMATION/ASSISTANCE CASES	49
TOTAL RIGHTS ADVISOR CONTACTS	95

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	0	0
ADMISSIONS/DISCHARGE/TRANSFER	3	0
CIVIL RIGHTS	3	0
COMMUNICATIONS/VISITS	1	0
CONFIDENTIALITY	0	0
ENVIRONMENTAL	13	1
FREEDOM OF MOVEMENT	16	1
MONEY	0	3
NEGLECT	0	0
PERSONAL PROPERTY	2	0
RIGHTS PROTECTION SYSTEM (RGS)	0	43
TREATMENT RIGHTS	5	1
OTHER	1	0
NO RIGHT INVOLVED	1	0
RESIDENT/RESIDENT ASSAULT	1	0
DEATH	0	0
TOTAL	46	49

CATEGORIES OF RIGHTS ISSUES – GRIEVANCE

1. ABUSE 0  
 \_\_\_ A Physical  
 \_\_\_ B. Sexual  
 \_\_\_ C. Mental

2. ADMISSION/DISCHARGE/TRANSFER 3  
 \_\_\_ A. Admission  
 \_\_\_ B. Hearing  
 \_\_\_ C. Transfer  
3 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  
 \_\_\_ F. Dignity  
 \_\_\_ G. Discrimination  
2 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 1  
 \_\_\_ A. Attorney/Legal Matters  
 \_\_\_ B. Clergy  
 \_\_\_ C. Visitors  
 \_\_\_ D. Stationery & Postage  
1 E. Telephone  
 \_\_\_ F. Mail  
 \_\_\_ G. Interpreter Service

5. CONFIDENTIALITY & DISCLOSURE 0  
 \_\_\_ A. Records  
 \_\_\_ B. Privileged Communication  
 \_\_\_ C. Photocopying  
 \_\_\_ D. Photographing

6. ENVIRONMENTAL 13  
 \_\_\_ A. Clothing  
6 B. Diet  
 \_\_\_ C. Personal hygiene  
1 D. Safety  
6 E. Sanitary  
 \_\_\_ F. Humane

7. FREEDOM OF MOVEMENT 16  
 \_\_\_ A. Building & Grounds  
 \_\_\_ B. General Restrictions  
16 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  
 \_\_\_ B. Limitations  
 \_\_\_ C. Protection  
 \_\_\_ D. Purchase or Receive  
 \_\_\_ E. Receipt  
 \_\_\_ F. Storage  
2 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 5  
 \_\_\_ A. Individual Treatment Plan  
 \_\_\_ B. Informed Consent  
2 C. Medical Care  
1 D. Medication  
2 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 1  
 \_\_\_ A. Forensic Issues  
 \_\_\_ B. Guardianship  
1 C. Rights Outside Jurisdiction

14. NO RIGHT INVOLVED 1

15. RESIDENT/RESIDENT ASSUALT 1

16. DEATH 0

TOTAL CASES 46  
 FACILITY RICA - Rockville  
 FISCAL YEAR 2012

## DEMOGRAPHIC INFORMATION FY 2012

### Grievances - RICA (Rockville)

<b>SEX</b>	<b>#</b>	<b>%</b>	<b>AGE</b>	<b>#</b>	<b>%</b>	<b>RACE</b>	<b>#</b>	<b>%</b>
Female	29	63	<18	37	81	African-American	26	56
Male	10	22	18-44	2	4	Asian	0	0
Class	7	15	45-64	0	0	Caucasian	9	20
Total	46	100	65+	0	0	Hispanic	3	7
			Class	7	15	Other	1	2
			Total	46	100	Class	7	15
						Total	46	100



CATEGORIES OF RIGHTS ISSUES – INFORMATION/ASSISTANCE

1. ABUSE 0  
 \_\_\_ 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 0  
 \_\_\_ A. Abortion  
 \_\_\_ B. Verbal Abuse  
 \_\_\_ C. Barrier Free Design  
 \_\_\_ D. Business & Personal Affairs  
 \_\_\_ E. Competency  
 \_\_\_ 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 1  
 \_\_\_ A. Building & Grounds  
 \_\_\_ B. General Restrictions  
 \_\_\_ 1 C. Least Restrictive Alternative  
 \_\_\_ D. Leave of Absence  
 \_\_\_ E. Restraint  
 \_\_\_ F. Seclusion  
 \_\_\_ G. Quiet Room  
 8. MONEY 3  
 \_\_\_ A. Dissipation of Assets  
 \_\_\_ B. Easy Access  
 \_\_\_ C. Facility Account  
 \_\_\_ D. Limitations  
 \_\_\_ E. Safekeeping  
 \_\_\_ F. Use of Funds  
 \_\_\_ G. Exploitation  
 \_\_\_ 3 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 43  
 \_\_\_ A. Complaint Forms  
 \_\_\_ 43 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  
 \_\_\_ 1 C. Medical Care  
 \_\_\_ 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 ASSUALT 0  
 16. DEATH 0  
 TOTAL CASES 49  
 FACILITY RICA – Rockville  
 FISCAL YEAR 2012

## DEMOGRAPHIC INFORMATION FY 2012

### Information/Assistance - RICA (Rockville)

<b>SEX</b>	<b>#</b>	<b>%</b>	<b>AGE</b>	<b>#</b>	<b>%</b>	<b>RACE</b>	<b>#</b>	<b>%</b>
Female	14	29	<18	44	90	African-American	21	43
Male	33	67	18-44	3	6	Asian	0	0
Class	2	4	45-64	0	0	Caucasian	22	45
Total	49	100	65+	0	0	Hispanic	2	4
			Class	2	4	Other	2	4
			Total	49	100	Class	2	4
						Total	49	100

**RESIDENT GRIEVANCE SYSTEM**

**SPRINGFIELD HOSPITAL CENTER**

**FISCAL YEAR 2012**

**DeShawn Edwards**  
**Rights Advisor**

**Jacqueline Short**  
**Rights Advisor**

SPRINGFIELD HOSPITAL CENTER  
FISCAL YEAR 2012

GRIEVANCES	312
INFORMATION/ASSISTANCE CASES	735
TOTAL RIGHTS ADVISOR CONTACTS	1,047

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	145	10
ADMISSIONS/DISCHARGE/TRANSFER	6	8
CIVIL RIGHTS	43	10
COMMUNICATIONS/VISITS	3	5
CONFIDENTIALITY	4	4
ENVIRONMENTAL	29	5
FREEDOM OF MOVEMENT	9	2
MONEY	7	21
NEGLECT	2	0
PERSONAL PROPERTY	16	2
RIGHTS PROTECTION SYSTEM (RGS)	0	15
TREATMENT RIGHTS	40	15
OTHER	1	2
NO RIGHT INVOLVED	3	26
RESIDENT/RESIDENT ASSAULT	4	609
DEATH	0	1
TOTAL	312	735

CATEGORIES OF RIGHTS ISSUES – GRIEVANCE

1. ABUSE <u>145</u>	8. MONEY <u>7</u>
<u>76</u> A. Physical	_____ A. Dissipation of Assets
<u>48</u> B. Sexual	_____ B. Easy Access
<u>21</u> C. Mental	<u>1</u> C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>6</u>	_____ D. Limitations
_____ A. Admission	_____ E. Safekeeping
<u>2</u> B. Hearing	_____ F. Use of Funds
_____ C. Transfer	<u>3</u> G. Exploitation
<u>4</u> D. Discharge	<u>3</u> H. Entitlements/Benefits
_____ E. Respite Care	9. NEGLECT <u>2</u>
3. CIVIL RIGHTS <u>43</u>	10. PERSONAL PROPERTY <u>16</u>
_____ A. Abortion	_____ A. Exclusion
<u>26</u> B. Verbal Abuse	_____ B. Limitations
<u>1</u> C. Barrier Free Design	_____ C. Protection
_____ D. Business & Personal Affairs	<u>1</u> D. Purchase or Receive
_____ E. Competency	_____ E. Receipt
_____ F. Dignity	<u>2</u> F. Storage
_____ G. Discrimination	<u>13</u> G. Theft/Loss/Destruction
_____ H. Education	11. RIGHTS PROTECTION SYSTEM <u>0</u>
_____ I. Labor & Compensation	_____ A. Complaint Forms
_____ J. Marriage & Divorce	_____ B. Explanation of Rights
<u>2</u> K. Media	_____ C. Notification of Rights
<u>3</u> L. Personal Search	_____ D. Rights Advisor
<u>3</u> M. Privacy	_____ E. Timely Impartial Investigation
<u>1</u> N. Religion	_____ F. Complaint Procedure
<u>1</u> O. Sexuality	_____ G. Retaliation
<u>6</u> P. Harassment	_____ H. Legal Case Review
_____ Q. Voting	12. TREATMENT RIGHTS <u>40</u>
_____ R. Immigration	<u>4</u> A. Individual Treatment Plan
4. COMMUNICATION & VISITS <u>3</u>	_____ B. Informed Consent
<u>1</u> A. Attorney/Legal Matters	<u>9</u> C. Medical Care
_____ B. Clergy	<u>24</u> D. Medication
<u>1</u> C. Visitors	_____ E. Periodic Review
_____ D. Stationery & Postage	_____ F. Research/At Risk Procedures
<u>1</u> E. Telephone	_____ G. Knowledge of
_____ F. Mail	_____ H. Name of Treatment Staff
_____ G. Interpreter Service	_____ I. Alternate Treatment Services
5. CONFIDENTIALITY & DISCLOSURE <u>4</u>	<u>1</u> J. Clinical Review Panel
<u>3</u> A. Records	_____ K. Minor Placed With Adults
<u>1</u> B. Privileged Communication	<u>1</u> L. Aftercare Plan
_____ C. Photocopying	_____ M. Advance Medical Directive
_____ D. Photographing	<u>1</u> P. Pain Management
6. ENVIRONMENTAL <u>29</u>	13. OTHER <u>1</u>
<u>1</u> A. Clothing	<u>1</u> A. Forensic Issues
<u>7</u> B. Diet	_____ B. Guardianship
<u>7</u> C. Personal hygiene	_____ C. Rights Outside Jurisdiction
<u>4</u> D. Safety	14. NO RIGHT INVOLVED <u>3</u>
<u>7</u> E. Sanitary	15. RESIDENT/RESIDENT ASSUALT <u>4</u>
<u>3</u> F. Humane	16. DEATH <u>0</u>
7. FREEDOM OF MOVEMENT <u>9</u>	TOTAL CASES <u>312</u>
<u>4</u> A. Building & Grounds	FACILITY <u>Springfield Hospital Center</u>
<u>1</u> B. General Restrictions	FISCAL YEAR <u>2012</u>
<u>2</u> C. Least Restrictive Alternative	
_____ D. Leave of Absence	
<u>2</u> E. Restraint	
_____ F. Seclusion	
_____ G. Quiet Room	

## DEMOGRAPHIC INFORMATION FY 2012

### Grievances - Springfield Hospital

<b>SEX</b>	<b>#</b>	<b>%</b>	<b>AGE</b>	<b>#</b>	<b>%</b>	<b>RACE</b>	<b>#</b>	<b>%</b>
Female	115	37	<18	0	0	African-American	172	55
Male	195	62	18-44	133	43	Asian	4	1
Class	2	1	45-64	166	52	Caucasian	100	32
Total	312	100	65+	11	4	Hispanic	31	10
			Class	2	1	Other	3	1
			Total	312	100	Class	2	1
						Total	312	100

CATEGORIES OF RIGHTS ISSUES – INFORMATION/ASSISTANCE

1. ABUSE <u>10</u>	8. MONEY <u>21</u>
<u>3</u> A. Physical	_____ A. Dissipation of Assets
<u>6</u> B. Sexual	_____ B. Easy Access
<u>1</u> C. Mental	<u>1</u> C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>8</u>	_____ D. Limitations
_____ A. Admission	<u>1</u> E. Safekeeping
_____ B. Hearing	_____ F. Use of Funds
<u>1</u> C. Transfer	<u>2</u> G. Exploitation
<u>7</u> D. Discharge	<u>17</u> H. Entitlements/Benefits
_____ E. Respite Care	9. NEGLECT <u>0</u>
3. CIVIL RIGHTS <u>10</u>	10. PERSONAL PROPERTY <u>2</u>
_____ A. Abortion	_____ A. Exclusion
<u>3</u> B. Verbal Abuse	_____ B. Limitations
_____ C. Barrier Free Design	_____ C. Protection
<u>2</u> D. Business & Personal Affairs	_____ D. Purchase or Receive
_____ E. Competency	_____ E. Receipt
<u>1</u> F. Dignity	_____ F. Storage
_____ G. Discrimination	<u>2</u> G. Theft/Loss/Destruction
_____ H. Education	11. RIGHTS PROTECTION SYSTEM <u>15</u>
_____ I. Labor & Compensation	_____ A. Complaint Forms
_____ J. Marriage & Divorce	<u>1</u> B. Explanation of Rights
<u>1</u> K. Media	_____ C. Notification of Rights
_____ L. Personal Search	_____ D. Rights Advisor
_____ M. Privacy	_____ E. Timely Impartial Investigation
_____ N. Religion	_____ F. Complaint Procedure
<u>2</u> O. Sexuality	_____ G. Retaliation
<u>1</u> P. Harassment	<u>14</u> H. Legal Case Review
_____ Q. Voting	12. TREATMENT RIGHTS <u>15</u>
_____ R. Immigration	<u>1</u> A. Individual Treatment Plan
4. COMMUNICATION & VISITS <u>5</u>	_____ B. Informed Consent
<u>1</u> A. Attorney/Legal Matters	<u>9</u> C. Medical Care
_____ B. Clergy	<u>5</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	_____ I. Alternate Treatment Services
5. CONFIDENTIALITY & DISCLOSURE <u>4</u>	_____ J. Clinical Review Panel
<u>3</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	_____ P. Pain Management
6. ENVIRONMENTAL <u>5</u>	13. OTHER <u>2</u>
_____ A. Clothing	_____ A. Forensic Issues
<u>2</u> B. Diet	_____ B. Guardianship
<u>1</u> C. Personal hygiene	<u>2</u> C. Rights Outside Jurisdiction
_____ D. Safety	14. NO RIGHT INVOLVED <u>26</u>
<u>2</u> E. Sanitary	15. RESIDENT/RESIDENT ASSAULT <u>609</u>
_____ F. Humane	16. DEATH <u>1</u>
7. FREEDOM OF MOVEMENT <u>2</u>	TOTAL CASES <u>735</u>
<u>1</u> A. Building & Grounds	FACILITY <u>Springfield Hospital Center</u>
_____ B. General Restrictions	FISCAL YEAR <u>2012</u>
_____ C. Least Restrictive Alternative	
_____ D. Leave of Absence	
_____ E. Restraint	
<u>1</u> F. Seclusion	
_____ G. Quiet Room	

## DEMOGRAPHIC INFORMATION FY 2012

### Information/Assistance - Springfield Hospital

<b>SEX</b>	<b>#</b>	<b>%</b>
Female	297	41
Male	437	59
Class	1	0
Total	735	100

<b>AGE</b>	<b>#</b>	<b>%</b>
<18	0	0
18-44	301	41
45-64	352	48
65+	81	11
Class	1	0
Total	735	100

<b>RACE</b>	<b>#</b>	<b>%</b>
African-American	366	50
Asian	18	2
Caucasian	317	44
Hispanic	25	3
Other	8	1
Class	1	0
Total	735	100



**RESIDENT GRIEVANCE SYSTEM**

**SPRING GROVE HOSPITAL CENTER**

**FISCAL YEAR 2012**

**Everly Smith**  
**Rights Advisor**

**Jennie Bishop**  
**Rights Advisor**

SPRING GROVE HOSPITAL CENTER  
FISCAL YEAR 2012

GRIEVANCES	277
INFORMATION/ASSISTANCE CASES	365
TOTAL RIGHTS ADVISOR CONTACTS	642

RIGHTS CATEGORY	GRIEVANCES	INFORMATION/ ASSISTANCE CASES
ABUSE	26	1
ADMISSIONS/DISCHARGE/TRANSFER	15	27
CIVIL RIGHTS	44	27
COMMUNICATIONS/VISITS	36	29
CONFIDENTIALITY	3	1
ENVIRONMENTAL	63	55
FREEDOM OF MOVEMENT	7	6
MONEY	9	59
NEGLECT	0	0
PERSONAL PROPERTY	7	1
RIGHTS PROTECTION SYSTEM (RGS)	3	26
TREATMENT RIGHTS	48	28
OTHER	7	40
NO RIGHT INVOLVED	5	63
RESIDENT/RESIDENT ASSAULT	4	2
DEATH	0	0
TOTAL	277	365

CATEGORIES OF RIGHTS ISSUES – GRIEVANCE

1. ABUSE <u>26</u>	8. MONEY <u>9</u>
<u>22</u> A. Physical	<u>2</u> A. Dissipation of Assets
<u>3</u> B. Sexual	_____ B. Easy Access
<u>1</u> C. Mental	<u>2</u> C. Facility Account
2. ADMISSION/DISCHARGE/TRANSFER <u>15</u>	_____ D. Limitations
<u>3</u> A. Admission	_____ E. Safekeeping
<u>3</u> B. Hearing	<u>1</u> F. Use of Funds
<u>2</u> C. Transfer	<u>1</u> G. Exploitation
<u>7</u> D. Discharge	<u>3</u> H. Entitlements/Benefits
_____ E. Respite Care	9. NEGLECT <u>0</u>
3. CIVIL RIGHTS <u>44</u>	10. PERSONAL PROPERTY <u>7</u>
_____ A. Abortion	_____ A. Exclusion
<u>3</u> B. Verbal Abuse	_____ B. Limitations
_____ C. Barrier Free Design	_____ C. Protection
<u>8</u> D. Business & Personal Affairs	<u>1</u> D. Purchase or Receive
<u>4</u> E. Competency	_____ E. Receipt
<u>12</u> F. Dignity	_____ F. Storage
<u>3</u> G. Discrimination	<u>6</u> G. Theft/Loss/Destruction
_____ H. Education	11. RIGHTS PROTECTION SYSTEM <u>3</u>
<u>1</u> I. Labor & Compensation	<u>1</u> A. Complaint Forms
_____ J. Marriage & Divorce	_____ B. Explanation of Rights
_____ K. Media	_____ C. Notification of Rights
_____ L. Personal Search	<u>1</u> D. Rights Advisor
<u>1</u> M. Privacy	_____ E. Timely Impartial Investigation
<u>1</u> N. Religion	_____ F. Complaint Procedure
_____ O. Sexuality	_____ G. Retaliation
<u>11</u> P. Harassment	<u>1</u> H. Legal Case Review
_____ Q. Voting	12. TREATMENT RIGHTS <u>48</u>
_____ R. Immigration	_____ A. Individual Treatment Plan
4. COMMUNICATION & VISITS <u>36</u>	_____ B. Informed Consent
<u>14</u> A. Attorney/Legal Matters	<u>10</u> C. Medical Care
_____ B. Clergy	<u>19</u> D. Medication
<u>8</u> C. Visitors	_____ E. Periodic Review
<u>2</u> D. Stationery & Postage	_____ F. Research/At Risk Procedures
<u>8</u> E. Telephone	_____ G. Knowledge of
<u>4</u> F. Mail	<u>2</u> H. Name of Treatment Staff
_____ G. Interpreter Service	<u>12</u> I. Alternate Treatment Services
5. CONFIDENTIALITY & DISCLOSURE <u>3</u>	<u>1</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>4</u> P. Pain Management
6. ENVIRONMENTAL <u>63</u>	13. OTHER <u>7</u>
<u>6</u> A. Clothing	<u>2</u> A. Forensic Issues
<u>8</u> B. Diet	_____ B. Guardianship
<u>2</u> C. Personal hygiene	<u>5</u> C. Rights Outside Jurisdiction
<u>27</u> D. Safety	14. NO RIGHT INVOLVED <u>5</u>
<u>4</u> E. Sanitary	15. RESIDENT/RESIDENT ASSAULT <u>4</u>
<u>16</u> F. Humane	16. DEATH <u>0</u>
7. FREEDOM OF MOVEMENT <u>7</u>	TOTAL CASES <u>277</u>
<u>3</u> A. Building & Grounds	FACILITY <u>Spring Grove Hospital Center</u>
<u>2</u> B. General Restrictions	FISCAL YEAR <u>2012</u>
<u>1</u> C. Least Restrictive Alternative	
_____ D. Leave of Absence	
_____ E. Restraint	
_____ F. Seclusion	
<u>1</u> G. Quiet Room	

## DEMOGRAPHIC INFORMATION FY 2012

### Grievances - Spring Grove Hospital

<b>SEX</b>	<b>#</b>	<b>%</b>	<b>AGE</b>	<b>#</b>	<b>%</b>	<b>RACE</b>	<b>#</b>	<b>%</b>
Female	71	26	<18	8	3	African-American	167	60
Male	188	68	18-44	117	42	Asian	2	1
Class	18	6	45-64	121	44	Caucasian	83	30
Total	277	100	65+	13	5	Hispanic	2	1
			Class	18	6	Other	5	2
			Total	277	100	Class	18	6
						Total	277	100

CATEGORIES OF RIGHTS ISSUES – INFORMATION/ASSISTANCE

1. ABUSE <u>1</u>	8. MONEY <u>59</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>27</u>	<u>1</u> D. Limitations
<u>2</u> A. Admission	_____ E. Safekeeping
<u>3</u> B. Hearing	_____ F. Use of Funds
<u>6</u> C. Transfer	<u>1</u> G. Exploitation
<u>16</u> D. Discharge	<u>57</u> H. Entitlements/Benefits
_____ E. Respite Care	
3. CIVIL RIGHTS <u>27</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
<u>16</u> D. Business & Personal Affairs	_____ C. Protection
<u>1</u> E. Competency	_____ D. Purchase or Receive
<u>4</u> F. Dignity	_____ E. Receipt
<u>2</u> G. Discrimination	_____ F. Storage
_____ H. Education	<u>1</u> G. Theft/Loss/Destruction
<u>1</u> I. Labor & Compensation	11. RIGHTS PROTECTION SYSTEM <u>26</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>26</u> H. Legal Case Review
<u>1</u> R. Immigration	
4. COMMUNICATION & VISITS <u>29</u>	12. TREATMENT RIGHTS <u>28</u>
<u>20</u> A. Attorney/Legal Matters	_____ A. Individual Treatment Plan
_____ B. Clergy	_____ B. Informed Consent
_____ C. Visitors	<u>14</u> C. Medical Care
_____ D. Stationery & Postage	<u>6</u> D. Medication
<u>7</u> E. Telephone	_____ E. Periodic Review
<u>1</u> F. Mail	_____ F. Research/At Risk Procedures
<u>1</u> G. Interpreter Service	_____ G. Knowledge of
5. CONFIDENTIALITY & DISCLOSURE <u>1</u>	_____ H. Name of Treatment Staff
<u>1</u> A. Records	<u>3</u> I. Alternate Treatment Services
_____ B. Privileged Communication	<u>4</u> J. Clinical Review Panel
_____ C. Photocopying	_____ K. Minor Placed With Adults
_____ D. Photographing	<u>1</u> L. Aftercare Plan
6. ENVIRONMENTAL <u>55</u>	_____ M. Advance Medical Directive
<u>4</u> A. Clothing	_____ P. Pain Management
<u>6</u> B. Diet	
<u>4</u> C. Personal hygiene	13. OTHER <u>40</u>
<u>24</u> D. Safety	<u>21</u> A. Forensic Issues
<u>5</u> E. Sanitary	<u>1</u> B. Guardianship
<u>12</u> F. Humane	<u>18</u> C. Rights Outside Jurisdiction
7. FREEDOM OF MOVEMENT <u>6</u>	14. NO RIGHT INVOLVED <u>63</u>
<u>4</u> A. Building & Grounds	15. RESIDENT/RESIDENT ASSUALT <u>2</u>
<u>1</u> B. General Restrictions	
_____ C. Least Restrictive Alternative	16. DEATH <u>0</u>
_____ D. Leave of Absence	
<u>1</u> E. Restraint	TOTAL CASES <u>365</u>
_____ F. Seclusion	FACILITY <u>Spring Grove Hospital Center</u>
_____ G. Quiet Room	FISCAL YEAR <u>2012</u>

## DEMOGRAPHIC INFORMATION FY 2012

### Information/Assistance - Spring Grove Hospital

<b>SEX</b>	<b>#</b>	<b>%</b>	<b>AGE</b>	<b>#</b>	<b>%</b>	<b>RACE</b>	<b>#</b>	<b>%</b>
Female	103	28	<18	2	1	African-American	222	61
Male	241	66	18-44	127	35	Asian	5	1
Class	21	6	45-64	190	51	Caucasian	101	28
Total	365	100	65+	25	7	Hispanic	8	2
			Class	21	6	Other	8	2
			Total	365	100	Class	21	6
						Total	365	100

# **PART III**

## **LEGAL ASSISTANCE PROVIDERS**

**LEGAL ASSISTANCE PROVIDER  
ANNUAL REPORT FOR  
FISCAL YEAR 2011-2012**

**Eastern Shore Hospital**  
Name of Facility

Jennings & Treff  
Legal Assistance Provider

**TOTAL CASE COUNT**

Total number of cases opened during fiscal year	24
Total number of cases closed during fiscal year	19
Number of cases carried over from previous fiscal year	19
Total number of cases open at close of fiscal year	24

**SUMMARY OF SERVICES PROVIDED**

**Entitlements**

Total Number of Entitlements Referrals/Cases 11

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>
<b>Total for Year</b> (Lump Sum)	<b>0</b>	(Monthly)



**Clinical Review Panel Appeals**

Number of Administrative Appeals	1
Number of Circuit Court Appeals	0

**Rights Issues**

Number of issues referred/handled	9
-----------------------------------	---

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	3
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	3
------------------------------------	---

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**

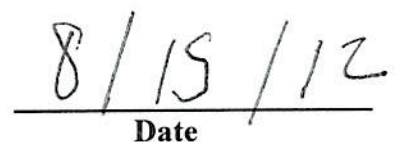
Total number of information meetings conducted 4

**Training**

Total number of trainings conducted 0

List of topics presented at training:

  
\_\_\_\_\_  
Attorney's Signature

  
\_\_\_\_\_  
Date

**LEGAL ASSISTANCE PROVIDER  
ANNUAL REPORT  
FISCAL YEAR 2011/2012**

**THOMAS C. FINAN CENTER**

**LAP CHRISTAL E. EDWARDS, ESQ.  
EDWARDS LEGAL GROUP, LLC  
801 Wayne Avenue, Suite 400  
Silver Spring, MD 20910**

**TOTAL CASE COUNT**

Total number of cases opened during this fiscal year.....	17
Total number of cases closed during this fiscal year.....	17
Number of cases carried over from previous fiscal year.....	0
Total number of cases open at the close of this fiscal year.....	0

**SUMMARY OF SERVICES PROVIDED**

**Entitlements**

Total number of entitlements.....	0
Referrals/Cases.....	1

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

<b><u>Type of Benefit</u></b>	<b><u>Lump Sum Amount</u></b>	<b><u>Monthly Amount</u></b>
Total for year	\$0	\$0

**Clinical Review Panel Appeals**

Number of Administrative Appeals.....5

Number of Circuit Court Appeals.....1(resident declined LAP)

**Rights Issues**

Number of issues referred/handled.....4

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

- 1) Legally changing birth name.
- 2) Appeal/relinquish guardianship on resident about to be released into community.
- 3) Medical bills in collection.

**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 the facility for more than 30 days.....6

Residents who have been in the MHA facility for more than 5 years.....2

Residents who have been court-committed to a government agency or placed in the care of a governmental agency and are presently in a DHMH MHA Facility.....30

Total number of legal case reviews.....1

Total number of legal case reviews in which no legal issues were identified.....0

Narrative summary of legal issues identified by LAP:

- 1) Whether or not the resident should have been found legally incompetent?

**Referrals for General Civil Claims**

Number of requests for information regarding general civil claims.....	6
Number of cases successfully referred.....	1
Number of legal providers who accepted LAP's referral.....	0
Number of cases that did not result in referral.....	4
Number of cases referred to other providers but not accepted.....	0

**Training**

Total number of trainings conducted.....	0
List of topics presented.....	0

\_\_\_\_\_/s/\_\_\_\_\_  
Christal E. Edwards, Esq., MPH

9-11-12  
Date

LEGAL ASSISTANCE PROVIDER  
ANNUAL REPORT FOR  
FISCAL YEAR 2012

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>136</u>
Total number of cases closed during fiscal year	<u>121</u>
Number of cases carried over from previous fiscal year	<u>037</u>
Total number of cases open at close of fiscal year	<u>052</u>

SUMMARY OF SERVICES PROVIDED

Entitlements

Total Number of Entitlements	<u>26</u>
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## Rights Issues

Number of issues referred/handled

54

1. A client contacted the LAP and stated since being diagnosed with diabetes earlier in the month, he had been denied access to the canteen. The LAP filed a grievance on his behalf. The Stage 1 RGS Report stated the grievance had not been investigated and that it had been withdrawn by the client. The LAP contacted the client who informed the LAP that he had not withdrawn his Complaint and would like to proceed to Stage 2. The LAP sent a letter requesting the grievance be advanced to Stage 2. The Stage 2 Report indicated that after the RA spoke with the client, he agreed to be compliant with treatment for his diabetes, and therefore his canteen privileges had been restored. LAP confirmed the client's satisfaction with the result of the investigation.
2. The LAP received a referral for a client who was no longer receiving DDA Services, despite the client's developmental disability. At Stage 1, the Rights Advisor found the grievance invalid due to budgeting issues in the client's region of origin. With the consent of the client, LAP requested the grievance to be moved to Stage 2. The Stage 2 Report reiterated the findings in the Stage 1 Report. The Rights Advisor contacted DDA to elicit an explanation for the discontinued services. Due to lack of response from DDA, the LAP advanced the grievance to Stage 3B with the consent of the Client. At Stage 3B, the DHMH/DDA representative deferred the grievance to DDA's Regional Office Directors, and found the grievance inconclusive. Due to DDA's response, the grievance was appealed to Stage 4. At Stage 4, the Central Review Committee found the client's grievance valid and recommended MHA and DDA resume the discontinued services as soon as possible. The LAP confirmed the reinstatement of DDA services with Director of the RGS, and the client.
3. The LAP received a telephone call from a client in connection with his grievance which was presently at Stage 3A. The LAP completed the appropriate documents and forwarded to the Rights Advisor indicating LAP's involvement. The LAP was informed by the client that his community social worker was being denied attendance to his ITP meeting which was discussing the client's current treatment and discharge needs. The LAP worked in conjunction with the Rights Advisor, social workers, CEO, and the client to resolve this visitation issue. The LAP confirmed that the community social worker was able to attend the ITP meeting and that the community social worker received documentation needed to implement these services prior to the client's discharge into the community.

## 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

05

Residents who have been in the MHA facility for more than 5 years 08

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 04

Total Number of Legal Case Reviews 19

Total Number of Legal Case Reviews in which no legal issues were identified 15

Total number of Legal Case Reviews in which legal issues were identified 04

Narrative summary of legal issues identified by LAP:

1. The LAP spoke with client on 9/30/11, following a legal case review of the client's medical record. At that time, the LAP was alerted to the fact that the client, an individual with a developmental disability, was no longer receiving DDA services, despite his continued eligibility, due to his previous residence being located outside of DDA's central region. As the LAP deemed this a violation of the client's right to receive adequate and equal treatment, a grievance was filed with the Resident Grievance System.

2 The LAP reviewed the record of a Client and noticed a number of incidents that appeared to have been caused by seizures. The chart reflected the team characterized his previous seizures as "pseudo-seizures." The client stated to the LAP that because of his gunshot wound to the head, he believed these events were actual seizures. The LAP filed a grievance on behalf of the client. The Unit Director of Psychiatry ordered an EEG to assess the cause of the seizures. The client was subsequently prescribed an anti-seizure medication and has had no seizures or incidents since the revision of his medication regimen.

3. The LAP contacted a client for a legal case review, after an apparent lack of translation services following an Informational Meeting. Upon review of the client's record, it was noted that the client was taking competency classes with another patient on the ward who was bilingual. The record indicated that the bi-lingual patient was translating the competency classes for the client. As a result of the LCR, the LAP filed a grievance due to the lack of translation services offered. A qualified translator was



hired and now comes to the unit on a regular basis to meet with this client.

## Referrals for General Civil Claims

Number of requests for information regarding general civil claims 06

Number of cases successfully referred 05

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

Number of cases that did not result in a referral 01

Number of cases referred to other providers but not accepted 00

1. The LAP received a letter from a client at Clifton T. Perkins Hospital Center, requesting assistance with deportation. The LAP met with the client and conducted a record review. The client was a naturalized citizen, committed to Clifton T. Perkins as not criminally responsible. After thorough investigation, the LAP advised the client that our office would refer him to an immigration attorney that may be able to assist in answering many of his questions regarding the deportation process for naturalized citizens. A referral letter was sent to Sandra Grossman, of Grossman Law, LLC. Ms. Grossman accepted the referral and agreed to assist the client. Additionally, the LAP provided the client with contact information for USCIS and FIRN to aide him in resolving his immigration issue.
2. The LAP received a referral from the Rights Advisor, regarding a client seeking assistance with social security benefits and student loan repayments. Upon investigation, the LAP discovered that the client was not within six months of discharge, and therefore not eligible for social security services. However, the LAP assisted the client with researching payment options for his outstanding student loan. The LAP conducted independent research to assist the client and Social Worker with obtaining the appropriate loan servicing agency and forms to file a forbearance, due to the client's criminal commitment to CTP. The information was relayed to the Social Worker and the client.
3. The LAP received a referral requesting assistance for obtaining a waiver for child support. The LAP contacted Child Support Enforcement in Baltimore City and obtained a Certification of Disability form, which, once completed by the client and his physician, would serve as proof that the client was permanently disabled and therefore should be exempt from child support payments. Doctors at CTP would not aver that client was permanently disabled, and thus client would still be responsible for child support payments. The LAP assisted the client in drafting a letter to Child Support Enforcement in

Baltimore City, requesting a waiver during his stay at CTP, for lack of employment and inability to obtain employment due to confinement and mental illness.

## 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

8/24/12  
\_\_\_\_\_  
Date

LEGAL ASSISTANCE PROVIDER  
ANNUAL REPORT FOR  
FISCAL YEAR 2012

RICA

Name of facility

Ria P. Rochvarg, P.A.

Legal Assistance Provider

TOTAL CASE COUNT

Total number of cases opened during fiscal year	<u>27</u>
Total number of cases closed during fiscal year	<u>29</u>
Number of cases carried over from previous fiscal year	<u>07</u>
Total number of cases open at close of fiscal year	<u>05</u>

SUMMARY OF SERVICES PROVIDED

Entitlements

Total Number of Entitlements	<u>00</u>
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The LAP began to investigate the matter and also left urgent messages for same. The Principal returned the LAP's message and agreed that corrections were needed for client's IEP to reflect accurate information. The LAP confirmed corrections to IEP, informed clinician and client of revisions.

3. The LAP received a referral for assistance in securing an IEP prior to the client being discharged from RICA-Baltimore. LAP secured necessary testing for the client by corresponding with the guidance counselor at the client's home school. The LAP facilitated the transfer of necessary educational and testing records between RICA and the home school for formulation of an IEP. The LAP attended the client's IEP meeting to ensure that the client's rights were protected. As a result, the completed IEP provided the client extra time for tests due to their diagnosis, family therapy, and visits with the Student Support Team at school. Client and client's mother were satisfied with placement and implementation of the IEP. Client held a 4.0 GPA for the last year of school and has graduated since the closure of the file.

## 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 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	<u>07</u>
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Total Number of Legal Case Reviews	<u>07</u>
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Total Number of Legal Case Reviews in which no legal issues were identified	<u>04</u>
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Total number of Legal Case Reviews in which legal issues were identified

03

Narrative summary of legal issues identified by LAP:

1. The LAP conducted an LCR and noted that the client did not have transportation between RICA-Baltimore and his home. The LAP conducted additional research regarding the MTA's voucher program for students. The LAP provided information on registering for the voucher to the guardian, client, and Right's Advisor. The LAP continued to monitor progress of voucher status, and was able to confirm client received a bus pass to commute to and from RICA.
2. The LAP conducted an LCR and found a request from the client to continue the client's education at RICA. However, there was nothing in the file regarding the status of said request. The LAP worked in conjunction with the Right's Advisor, client, and client's guardians to have the IEP Amended. After the IEP team meeting, the LAP reviewed the Amended IEP. The client was able to return to RICA and complete her senior year of high-school.
3. The LAP conducted an LCR and found a request from the client to live with his grandmother upon discharge. Client was concerned because his future living arrangements were uncertain. The LAP secured a meeting between the client's case workers and grandmother. During the meeting, the client's concerns were addressed. The client was to be placed in a group home for 90 days before transitioning to his grandmother's residence. The LAP advocated for visitation to/from from the grandmother's residence during said transition period. The LAP also advocated for the client to receive counseling services during this same time period. The LAP confirmed that client successfully transitioned to/from group home, and to/from the grandmother's home.

Referrals for General Civil Claims

Number of requests for information regarding general civil claims

00

Number of cases successfully referred

00

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

8/24/12  
\_\_\_\_\_  
Date

**LEGAL ASSISTANCE PROVIDER  
ANNUAL REPORT FOR  
FISCAL YEAR 2011-2012**

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	6
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	0

SUMMARY OF SERVICES PROVIDED

Entitlements

Total number of entitlements referrals/cases 1

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:

Approximately \$6,114.00 lump sum awarded + \$698/monthly benefit and Medical Assistance

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:

Stage 3 hearing held regarding recurrence of bedbug activity and proper response of facility. Finding of inconclusive was issued and the facility agreed to enact additional protocols to ensure timely communication with the parents, guardians, students and RGS.

Individual resident issues included SSI, transportation and clothing.

<u>Legal Case Reviews:</u>	0
<u>Referrals for General Civil Claims</u>	
Number of requests 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
<u>Informational Meetings</u>	
Total number of informational meetings conducted	3
<u>Training</u>	
Total number of trainings conducted:	0

Nikki S Behre  
Nikki S Behre

12-14-12  
Date



LEGAL ASSISTANCE PROVIDER  
 ANNUAL REPORT  
 FISCAL YEAR 2011-2012  
 SPRING GROVE HOSPITAL  
 LAW OFFICE OF TERRI D. MASON  
TOTAL CASE COUNT

total number of cases opened during the fiscal year: 132  
 total number of cases closed during the fiscal year 97

**Legal Proceedings**

Information details the total number of cases handled and the total number of hours billed for each legal proceeding. The total number of hours billed should be consistent with information provided on monthly invoices

	<b>Total No. of cases handled</b>	<b>Total No. of hours billed</b>
1. Entitlements	38	95.0
2. Clinical Review Panel Administrative Appeals		
a. Administrative Hearings	8	52.0
b. Appeals to Circuit Ct		
c. Appeals to Appellate Ct		
3. Rights Issues	26	39.0

4. Legal case Reviews	12	49.5
5. General Civil Claims		
a. Claims that were referred to other LAP	37	37.0
b. Claims that were handled by LAP	11	11.0
6. Quaterly Informational Meetings	54	81.0
7. Annual Staff Training on Entitlements		6.0
8. Brief Intake		20.0

**SUMMARY OF SERVICES PROVIDED**

**ENTITLEMENTS:**

total number of entitlements	1
referral/cases	38

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

<b><u>Type of benefits</u></b>	<b><u>Lump Sum Amount</u></b>	<b><u>Monthly Amount</u></b>
SSI	0	\$698.00
SSI	\$2409.00	\$803.00
SSI	674.00	\$674.00

**Clinical Review Panel Appeals**

Number of issues Administrative Appeals	8
Number of issues Circuit Court Appeals	0

**Rights Issues**

Number of issues referred/handled

Narrative summary highlighting a random selection of interesting/unusual cases

1) In June 2012, the LAP filed a grievance on behalf of a client who complained about the unsanitary and unsafe condition in the restrooms. The LAP and the Rights Advisor took the time to inspect the unit upstairs and downstairs men’s lavatories. As a result of the grievance, the cleanliness of both the upstairs and downstairs bathrooms was much improved. Also, the maintenance department has put in place a system wherein the Maintenance Department receives “trouble calls/emails” and then prioritizing the problems, assigns work orders to specific maintenance staff for completion.

2) In April 2012, the LAP filed a grievance on behalf of a client whose request for Kosher meal has been denied by the hospital. As a result of the grievance, client has been provided Kosher meal per his request.

3) In March 2012, the LAP filed a grievance on behalf of a client who complained of being constantly exposed to secondary smoking in the restrooms. As a result of the grievance, staff has been more vigilant monitoring activities in the restrooms and incidence of smoking has decreased considerably.

**Legal Case Reviews**

Total number of Legal Case Reviews	12
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Total number of Legal Case Reviews in which	11
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no legal issues were identified

Total number of Legal Case Reviews in which legal issues were identified 1

Narrative summary of legal issues identified by the LAP

- 1) In September 2011, a client from DayHoff A was referred for a legal case Review by the Rights Advisor. The client is diagnosed as Intellectually Disabled . She has a criminal charge of "Trespass."  
It is the opinion of clinical staff that money may be the motivation for keeping the client hospitalized. The client's mother is her representative payee for SSI, and is receiving an alleged \$3,000 per month for the client. The client's mother actively encourages her NOT to comply with recommended treatments.  
The case was successfully referred to DDA.

**Informational meetings**

Number of informational meetings 54

LEGAL ASSISTANCE PROVIDER  
 ANNUAL REPORT  
 FISCAL YEAR 2011-2012  
 SPRINGFIELD HOSPITAL  
 LAW OFFICE OF TERRI D. MASON

**TOTAL CASE COUNT**

total number of cases opened during the fiscal year: 76  
 total number of cases closed during the fiscal year 58

**Legal Proceedings**

Information details the total number of cases handled and the total number of hours billed for each legal proceeding. The total number of hours billed should be consistent with information provided on monthly invoices

	<b>Total No. of cases handled</b>	<b>Total No. of hours billed</b>
1. Entitlements	12	32.0
2. Clinical Review Panel <del>Administrative Appeals</del>		
a. Administrative Hearings	15	126.00
b. Appeals to Circuit Ct	3	22.00
c. Appeals to Appellate Ct		
3. Rights Issues	<del>16</del>	<del>29.0</del>

4. Legal case Reviews	9	37.0
5. General Civil Claims		
a. Claims that were referred to other LAP	22	22.0
b. Claims that were handled by LAP	9	9.0
6. Quaterly Informational Meetings	39	58.0
7. Annual Staff Training on Entitlements		6.0
8. Brief Intake		20.0

**SUMMARY OF SERVICES PROVIDED**

**ENTITLEMENTS:**

total number of entitlements

referral/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

<b><u>Type of benefits</u></b>	<b><u>Lump Sum Amount</u></b>	<b><u>Monthly Amount</u></b>
SSI		\$435.40
SSI	\$51,308	\$1,973.00

### Clinical Review Panel Appeals

Number of issues Administrative Appeals	15
Number of issues Circuit Court Appeals	3

### Rights Issues

Number of issues referred/handled	16
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Narrative summary highlighting a random selection of interesting/unusual cases

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### Legal Case Reviews

Total number of Legal Case Reviews	9
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Total number of Legal Case Reviews in which no legal issues were identified	9
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Total number of Legal Case Reviews in which  
legal issues were identified

Narrative summary of legal issues identified by the LAP

- 1) In June 2012, the LAP filed a grievance on behalf of a client who alleged that she was forced to take her clothes off in the dining room in front of a male staff as part of a contraband search.

The Rights Advisor found the complaint invalid, stating that “the staff followed the correct protocol to ensure the safety of the patients and staff. The patient did not have any portion of her clothing removed but was asked to remove a bottle of body wash from the waist band of her pants.”

- 2) In November 2011, the LAP filed a grievance on behalf of a client who alleged that, while he was in the clinic for labwork, a technician pulled an instrument called a “butterfly” out of a jar and used it on the client. The client reported that the instrument was not individually wrapped or sterilized, and he was concerned about contamination and infection. The client complained that unit staff have not been responsive to his concerns, and he was not assisted to fill out a complaint regarding the incident. The Rights Advisor found the grievance to be invalid due to lack of witnesses .

At stage 2, the Unit Director found the grievance invalid, stating that “the staff used all approved procedures when providing phlebotomy services.”

#### **Informational meetings**

Number of informational meetings 39