

RESIDENT GRIEVANCE SYSTEM

**ANNUAL REPORT
FISCAL YEAR 2016**

**BEHAVIORAL HEALTH
ADMINISTRATION FACILITIES**

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PART I

RESIDENT GRIEVANCE SYSTEM

BACKGROUND AND STRUCTURE OF THE PATIENT RIGHTS PROGRAM

The Resident Grievance System was established in 1985 as part of a negotiated settlement of the class action lawsuit, *Coe v Hughes, et al.* The negotiated settlement, titled the Coe Consent Decree, created a two tiered advocacy program to: enforce rights guaranteed by federal and state laws and regulations; assist patients with claims for benefits and entitlements; achieve deinstitutionalization; and assist patients in resolving civil legal problems. The program is governed by the Code of Maryland Regulations (COMAR) 10.21.14, entitled Resident Grievance System, adopted March 28, 1994 and amended January 26, 1998.

The Resident Grievance System is under the auspices of the Deputy Secretary for Behavioral Health within the Department of Health and Mental Hygiene. The program provides services for residents of the seven Behavioral Health Administration Psychiatric Inpatient Facilities – Spring Grove Hospital, Springfield Hospital, Clifton T. Perkins Hospital, Eastern Shore Hospital, Finan Center and the two Regional Institutes for Children and Adolescents (RICAs) located in Rockville and Baltimore.¹ The Director of the program is responsible for hiring, evaluating, and assigning Rights Advisors (RAs) to each of the seven BHA facilities. In July 1, 2000, by order of the Secretary of the Department of Health and Mental Hygiene, the program was expanded to provide rights advocacy to the four Developmental Disabilities Administration’s State Residential Centers.

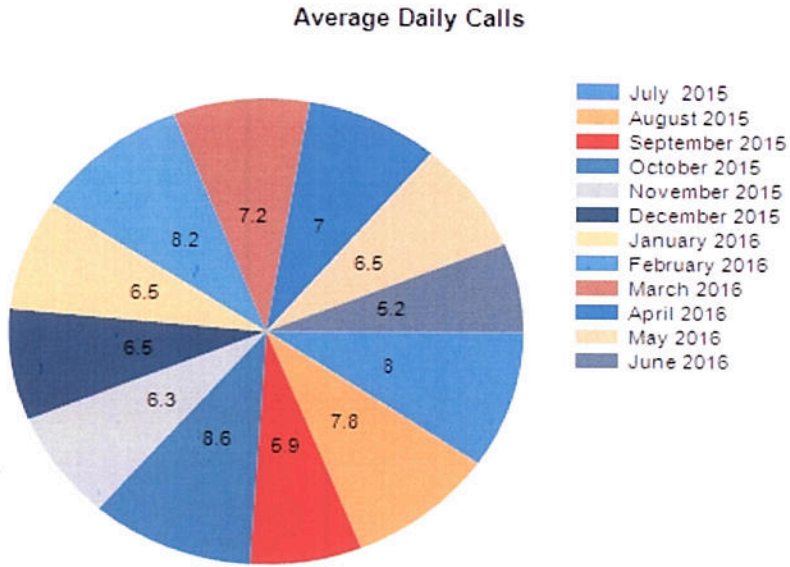
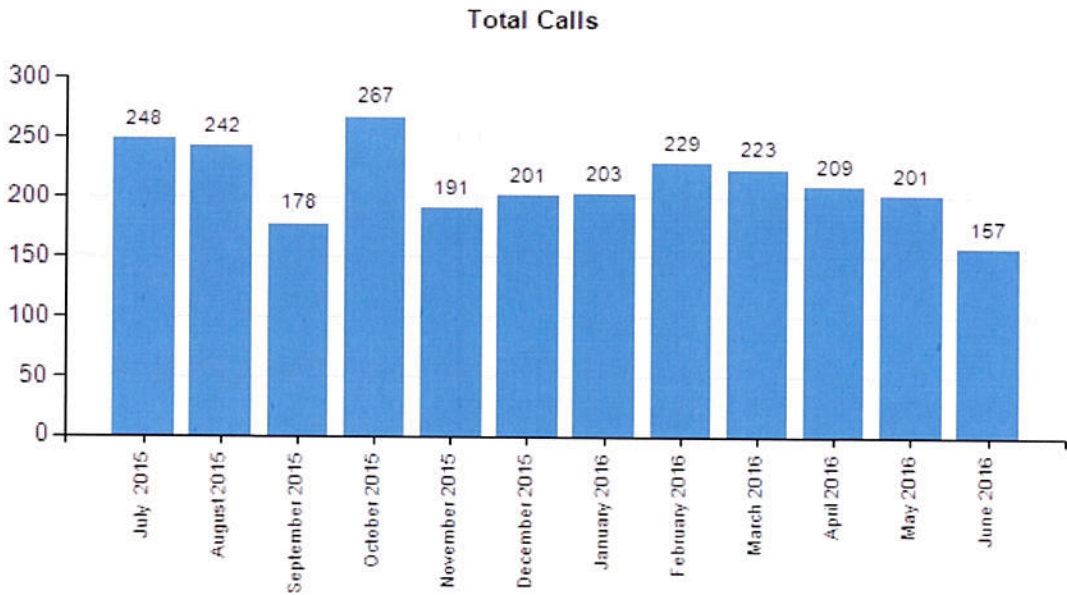
Resident Grievance System

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

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

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

In January 1996, the Resident Grievance System implemented toll-free telephone access to the Central Office in addition to the two regular lines. This service allows residents to have immediate contact with the Resident Grievance System and has enhanced the ability to respond rapidly to patient concerns. Referrals to the Resident Grievance System can be made directly to the assigned Rights Advisor or the Central Office by using the toll free number, 1-800-747-7454. During Fiscal Year 2016, the Resident Grievance System received a total of 2,549 calls via the toll free telephone number (See graphs below).



Legal Assistance Providers

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

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

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

In fiscal year 2016, the LAPS were successful in obtaining \$16,799 in lump sum benefits and \$1,398 in monthly benefits for clients. The total amount of benefits awarded in lump sum and monthly payments were \$18,197.

CLASSIFICATION OF RIGHTS

Resident Grievance System Regulations (RGS), COMAR 10.21.14, define "Rights Issues" broadly as "an alleged violation of a resident's rights, guaranteed by Federal and State constitutions, statutes, regulations, common law, or policies of the Department, Mental Hygiene Administration, and the facility." When the RGS was created, there was a general understanding that all rights issues are not stipulated in the law. Therefore, the RGS remains responsible for protecting all residents' rights, including those rights not stipulated in the law. The RGS Director has the responsibility for developing the classification system and providing guidelines for its use.

The classification system developed by the Director is divided into three major classifications and 16 rights categories. The data in the Annual Report for Fiscal Year 2016 is reported within the three major classifications - grievances, clinical review panels, and information/assistance. For purposes of data collection, form RGS-24 – "Category of Rights Issues" – is used to assign all cases to one of 16 major categories:

- abuse;
- admission/discharge/transfer;
- civil rights;
- communication and visits;
- confidentiality and disclosure;
- environmental;

- freedom of movement;
- money;
- neglect;
- personal property;
- rights protection system;
- treatment rights;
- other;
- no right involved;
- resident-resident assault; and death

Grievances

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

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

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

Following a thorough investigation by the RA, grievances are determined to be Valid, Invalid, or Inconclusive. A grievance is valid when evidence is sufficient to prove an allegation. When there is insufficient evidence to prove an allegation, a grievance is invalid. A grievance is inconclusive when sufficient evidence does not exist to prove or disprove an allegation.

In fiscal year 2016, Rights Advisors processed **402** grievances. Of those grievances, **214** (53.23 %) were resolved at Stage 1, **42** (10.45 %) resolved at Stage 2, **108** (26.87 %) were resolved at Stage 3 and **38** (9.45%) were resolved at Stage 4.

Clinical Review Panels

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

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

In fiscal year 2016, a total of 244 CRP Panels were held.

Information/Assistance

Cases classified as Information/Assistance do not allege a rights violation, but are contacts in which the patient is seeking information, clarification, or assistance with a concern.

In fiscal year 2016, Rights Advisors provided Information/Assistance for 1,812 patients, 74 % of total patient contacts.

ACTIVITY PER FACILITY FY 16

<i>Facility</i>	<i>Grievances</i>	<i>Information/ Assistance</i>	<i>Clinical Review Panels</i>	<i>Total Cases</i>
<i>Eastern Shore</i>	22	78	20	120
<i>Thomas B. Finan</i>	31	448	32	511
<i>Perkins Hospital</i>	50	154	56	260
<i>RICA - Baltimore</i>	53	67	0	120
<i>RICA - Rockville</i>	18	55	0	73
<i>Springfield Hospital</i>	134	528	73	735
<i>Spring Grove Hospital</i>	94	482	63	639
TOTAL	402	1812	244	2458

**STAGE 4
CENTRAL REVIEW COMMITTEE**

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

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

There were a total of 38 grievances appealed to Stage 4 in Fiscal Year 2016, which represents 9.45 % of the 402 grievances filed.

Stage 4 appeals by facility:

Clifton T. Perkins Hospital Center = 8
Spring Grove Hospital Center = 12
Eastern Shore Hospital Center = 3
Springfield Hospital Center = 10
Thomas B. Finan Center = 5

**BHA Trending Data
2007-2016**

Year	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Grievances	999	978	1400	1048	1009	1093	949	786	676	402
Abuse	102	170	196	139	196	190	148	144	174	112
Neglect	3	4	5	4	2	2	0	2	3	2
Treatment	184	173	266	189	110	196	111	101	99	42
I & A	1846	1466	1832	2144	2046	1967	1623	1599	1758	1812
Abuse	1	1	7	4	3	24	17	18	35	30
Neglect	0	0	2	0	1	1	0	0	0	0
Treatment	74	2	280	60	79	117	108	75	114	128
CRP	206	139	158	186	182	202	192	199	227	244
Stage 4	22	12	14	33	15	31	69	33	39	38
Deaths	12	18	12	0	0	1	3	3	2	1

All numbers represent totals

Legend

I & A = Information and Assistance Requests

CRPs = Clinical Review Panels

BHA data reflects no clear trend in information and assistance requests, stage 4 grievances and clinical panel reviews. Throughout the past ten (10) years, the majority of cases reported are information and assistance requests, while grievances show a steady decline in numbers. Stage 4 grievances reflect a steady trend for the last three years, with over a 50% increase from FY12 to FY13. The data also reflects a drastic decline in the number of deaths reported from 2009 to 2010, with an increase in reported deaths in 2012.

PART II

**BEHAVIORAL HEALTH ADMINISTRATION
FACILITIES DATA**

FISCAL YEAR 2016

**Rhonda Callum
Director**

**John Hancock
Data Program Manager**

DEMOGRAPHIC INFORMATION FY 2016

**AGGREGATE
GRIEVANCES (BHA)**

SEX	#	%	AGE	#	%	RACE	#	%
Female	152	38	<18	75	19	African American	232	58
Male	238	59	18-44	168	42	Asian	4	1
			45-64	134	33	Caucasian	140	35
			65+	13	3	Hispanic	13	3
						Native American	0	0
						Unknown	1	0
Class	12	3	Class	12	3	Class	12	3
Total	402	100	Total	402	100	Total	402	100

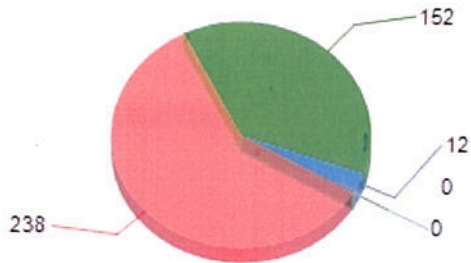
**AGGREGATE
INFORMATION/ASSISTANCE (BHA)**

SEX	#	%	AGE	#	%	RACE	#	%
Female	669	37	<18	145	8	African American	1074	59
Male	1125	62	18-44	879	49	Asian	19	1
			45-64	706	39	Caucasian	640	35
			65+	64	4	Hispanic	45	2
						Native American	3	0
						Unknown	13	1
Class	18	1	Class	18	1	Class	18	1
Total	1812	100	Total	1812	100	Total	1812	100

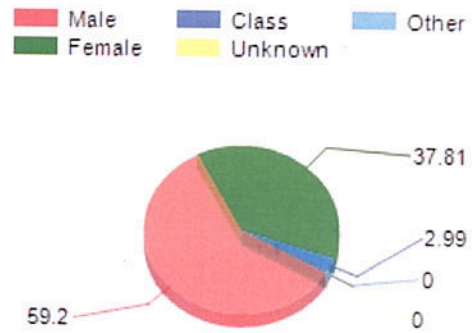
Note: Class represents demographic information representative of a class action initiated by a group of residents and cannot be assigned to any of the specific demographic areas (sex, age and race) listed on the chart.

Aggregate Cases for Gender for BHA for FY16

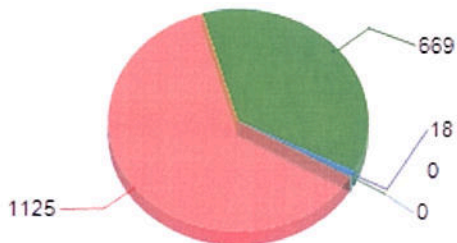
Grievance Numbers



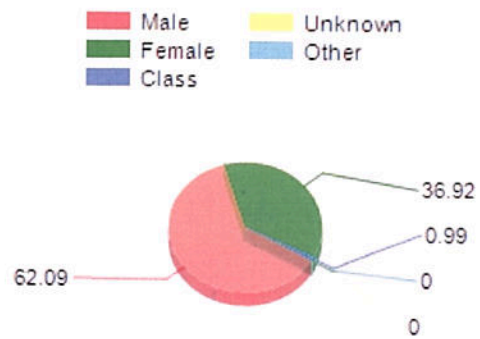
Grievance Percentages



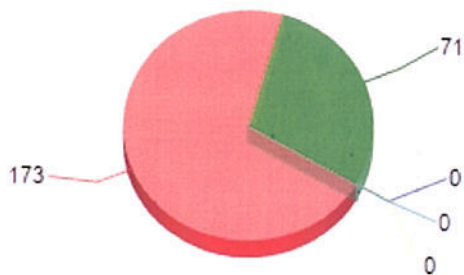
Information/Assistance Numbers



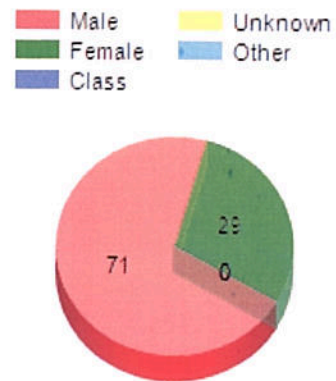
Information/Assistance Percentages



Clinical Review Panels Numbers

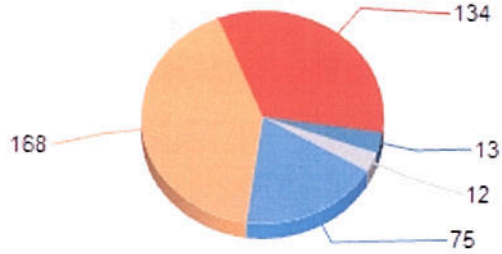


Clinical Review Panels Percentage

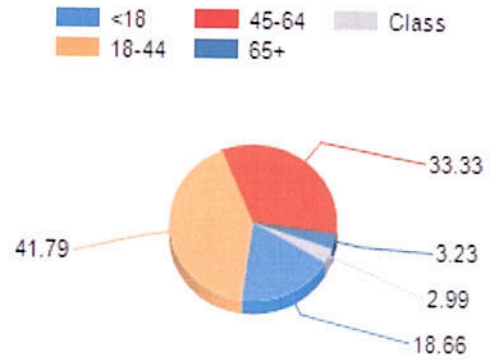


Aggregate Cases for Age for BHA for FY16

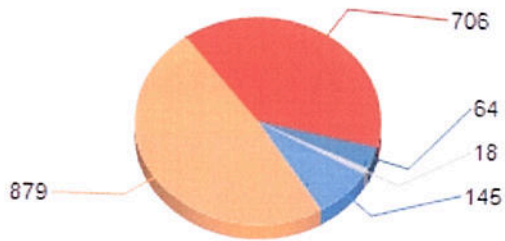
Grievance Numbers



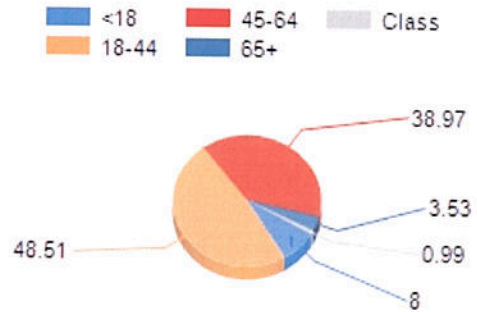
Grievance Percentages



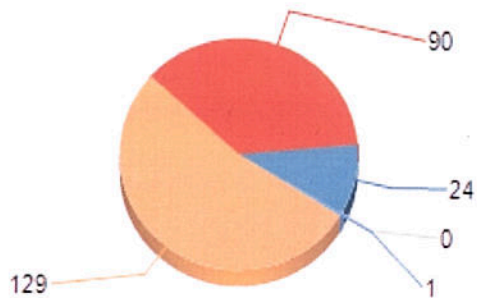
Information/Assistance Numbers



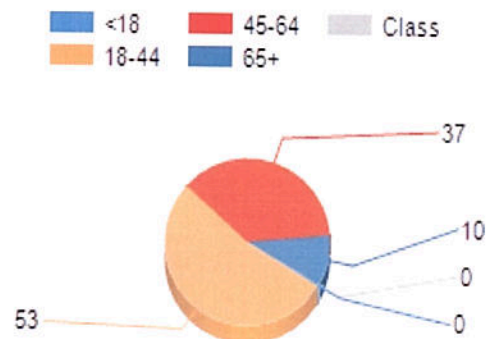
Information/Assistance Percentages



Clinical Review Panels Numbers

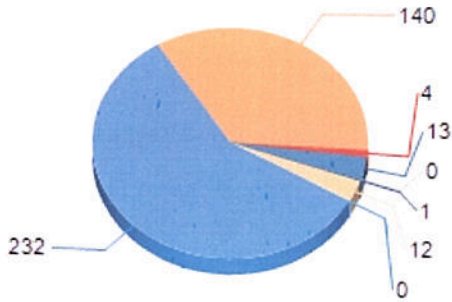


Clinical Review Panels Percentages

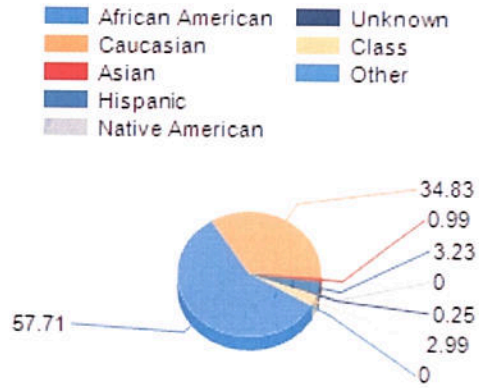


Aggregate Cases for Race for BHA for FY16

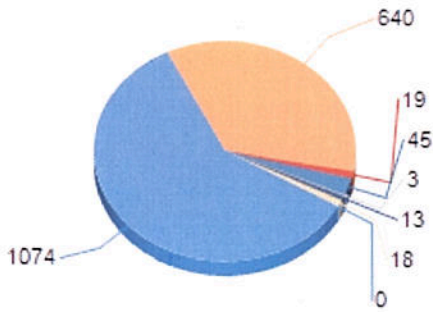
Grievance Numbers



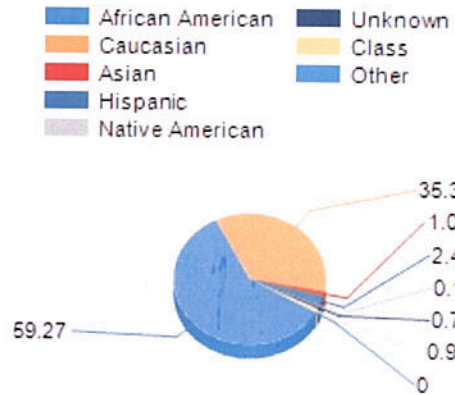
Grievance Percentages



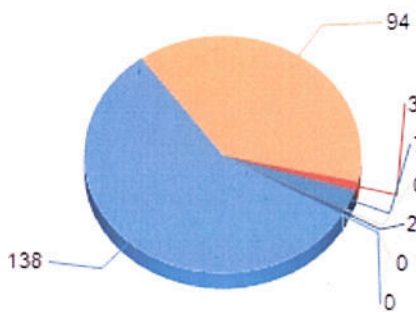
Information/Assistance Numbers



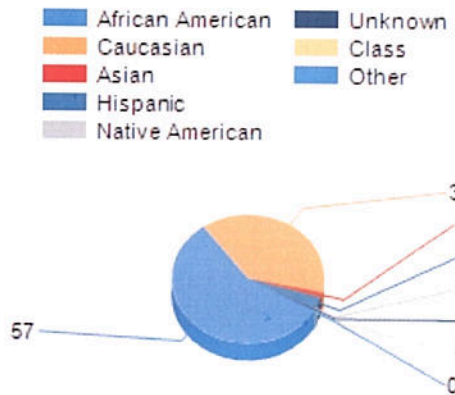
Information/Assistance Percentages



Clinical Review Panels Numbers



Clinical Review Panels Percentages



Grievances - Eastern Shore Hospital Center

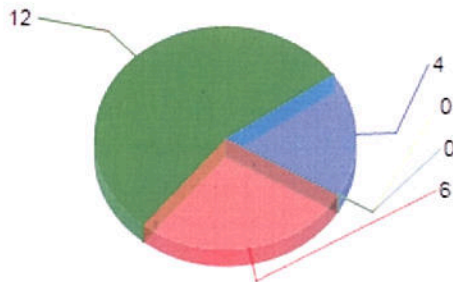
SEX	#	%	AGE	#	%	RACE	#	%
Female	12	55	<18	0	0	African American	7	32
Male	6	27	18-44	13	59	Asian	0	0
			45-64	5	23	Caucasian	11	50
			65+	0	0	Hispanic	0	0
						Native American	0	0
						Unknown	0	0
Class	4	18	Class	4	18	Class	4	18
Total	22	100	Total	22	100	Total	22	100

Information/Assistance - Eastern Shore Hospital Center

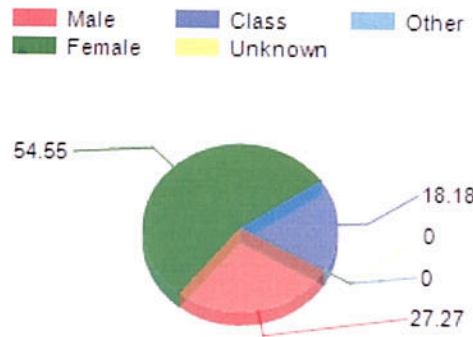
SEX	#	%	AGE	#	%	RACE	#	%
Female	43	55	<18	0	0	African American	25	32
Male	34	44	18-44	44	56	Asian	0	0
			45-64	29	37	Caucasian	52	67
			65+	4	5	Hispanic	0	0
						Native American	0	0
						Unknown	0	0
Class	1	1	Class	1	1	Class	1	1
Total	78	100	Total	78	100	Total	78	100

Cases for Gender for Eastern Shore Hospital for FY16

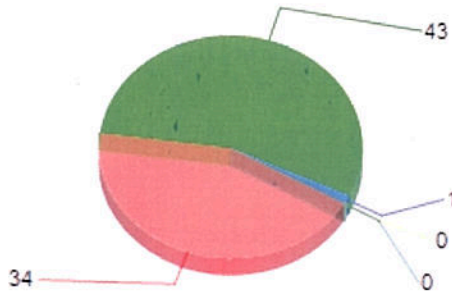
Grievance Numbers



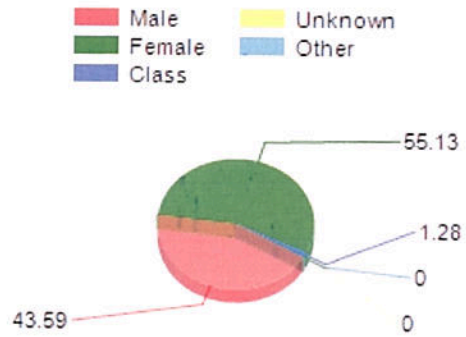
Grievance Percentages



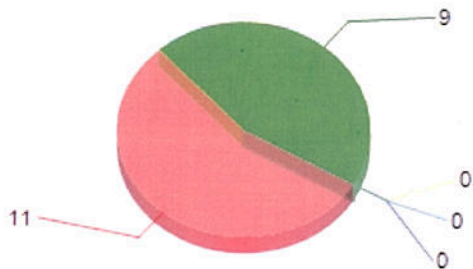
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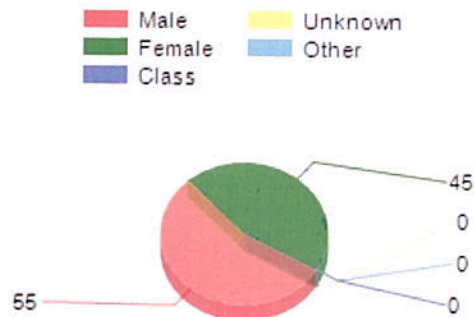
Information/Assistance Percentages



Clinical Review Panels Numbers

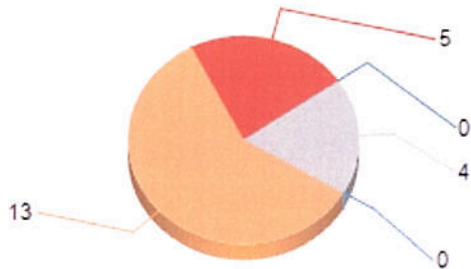


Clinical Review Panels Percentage

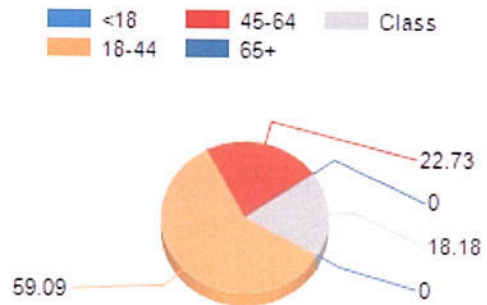


Cases for Age for Eastern Shore Hospital for FY16

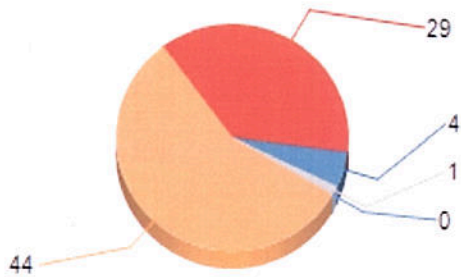
Grievance Numbers



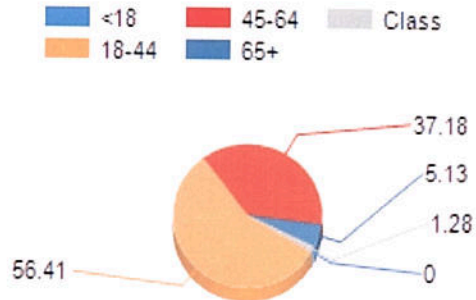
Grievance Percentages



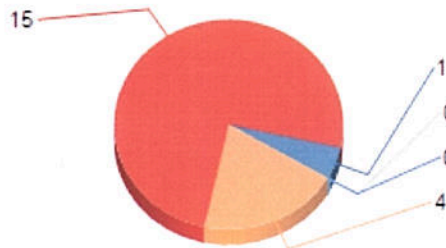
Information/Assistance Numbers



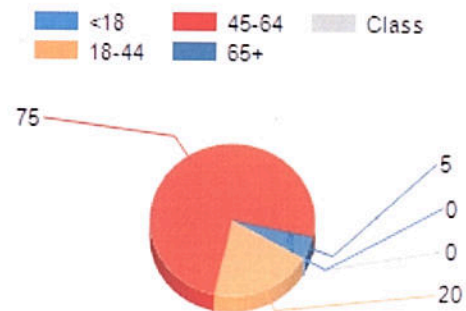
Information/Assistance Percentages



Clinical Review Panels Numbers

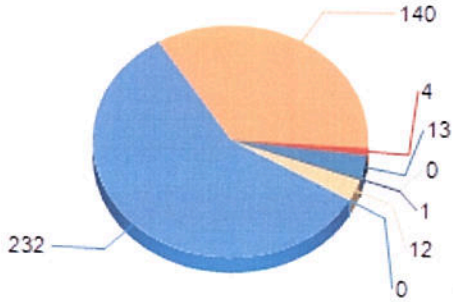


Clinical Review Panels Percentages

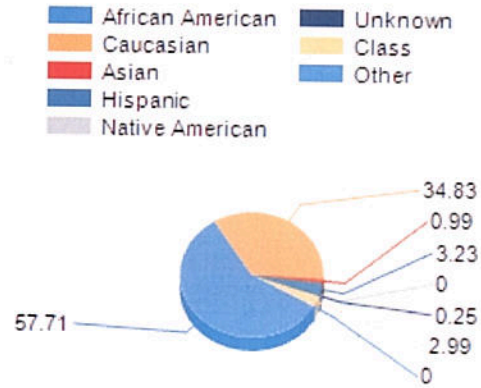


Cases for Race for Eastern Shore Hospital for FY16

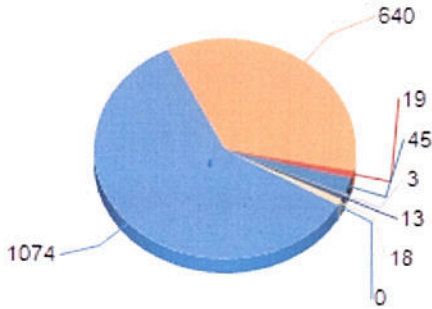
Grievance Numbers



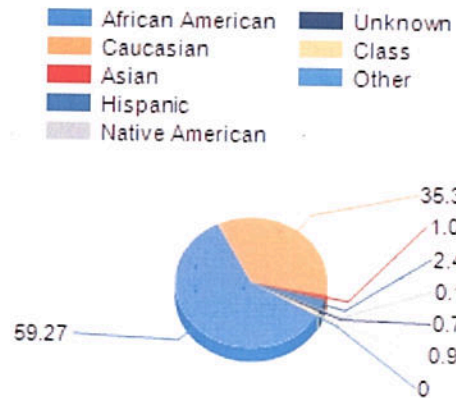
Grievance Percentages



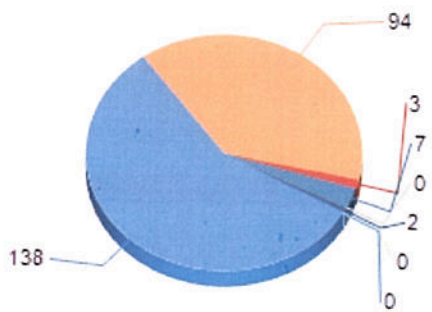
Information/Assistance Numbers



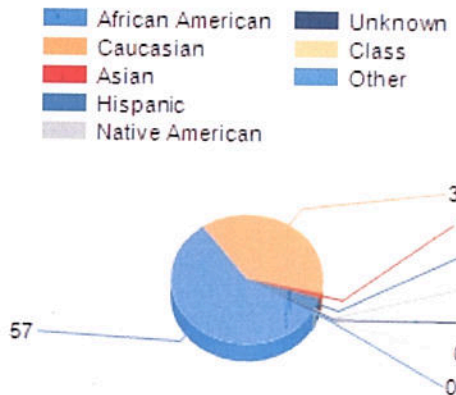
Information/Assistance Percentages



Clinical Review Panels Numbers



Clinical Review Panels Percentages



Grievances - Thomas B. Finan Center

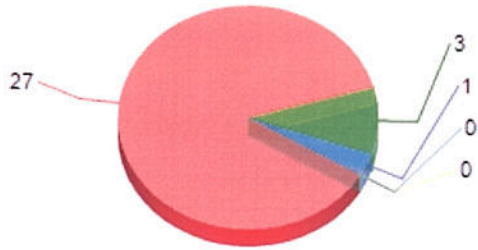
SEX	#	%	AGE	#	%	RACE	#	%
Female	3	10	<18	0	0	African American	19	61
Male	27	87	18-44	9	29	Asian	0	0
			45-64	21	68	Caucasian	11	36
			65+	0	0	Hispanic	0	0
						Native American	0	0
						Unknown	0	0
Class	1	3	Class	1	3	Class	1	3
Total	31	100	Total	31	100	Total	31	100

Information/Assistance - Thomas B. Finan Center

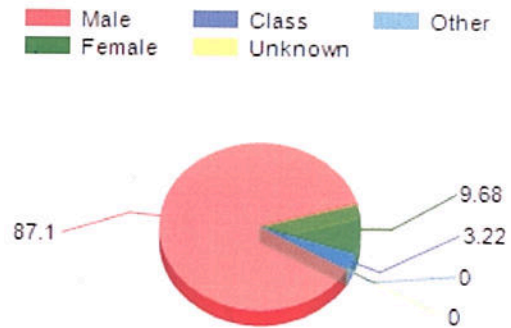
SEX	#	%	AGE	#	%	RACE	#	%
Female	241	54	<18	0	0	African American	238	53
Male	198	44	18-44	216	48	Asian	2	.5
			45-64	217	48	Caucasian	195	4
			65+	6	1	Hispanic	3	1
						Native American	0	0
						Unknown	1	.5
Class	9	2	Class	9	2	Class	9	2
Total	448	100	Total	448	100	Total	448	100

Cases for Gender for Thomas B. Finan Center for FY16

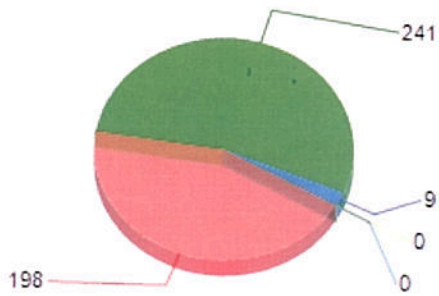
Grievance Numbers



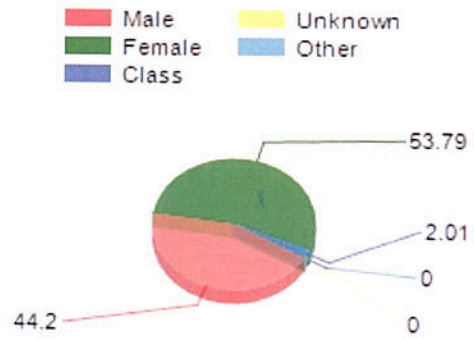
Grievance Percentages



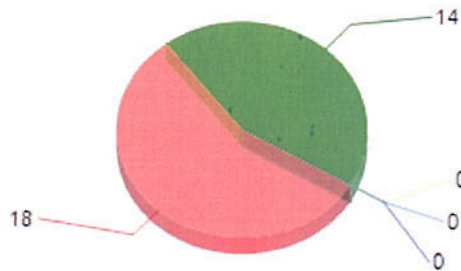
Information/Assistance Numbers



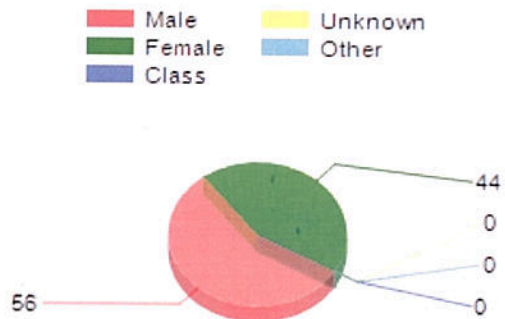
Information/Assistance Percentages



Clinical Review Panels Numbers

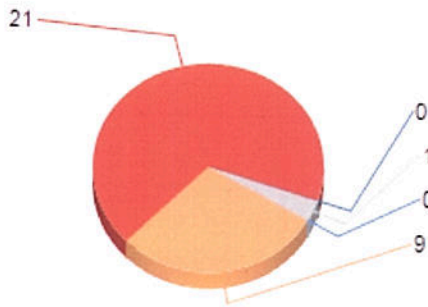


Clinical Review Panels Percentage

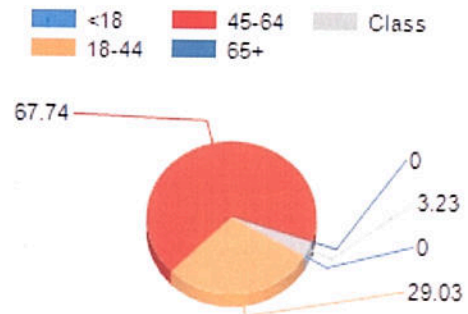


Cases for Age for Thomas B. Finan Center for FY16

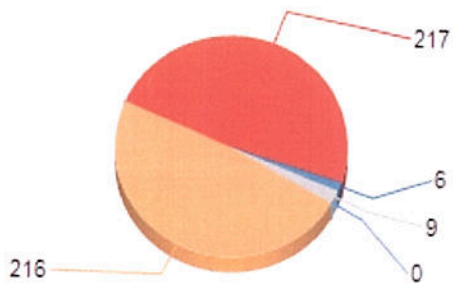
Grievance Numbers



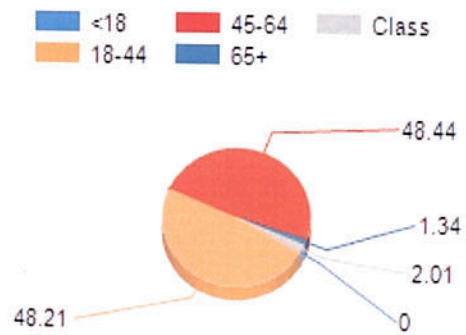
Grievance Percentages



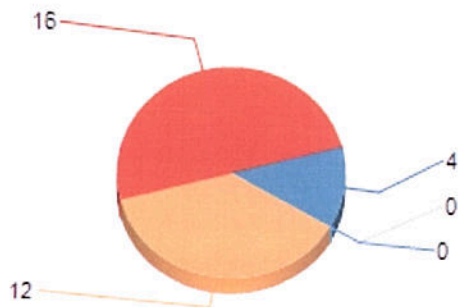
Information/Assistance Numbers



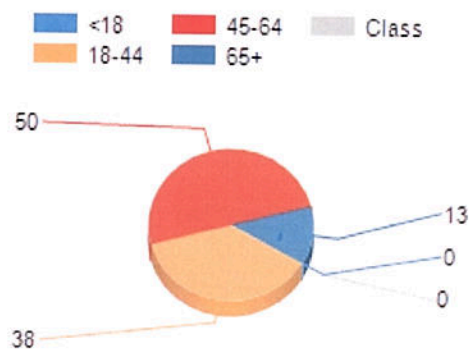
Information/Assistance Percentages



Clinical Review Panels Numbers

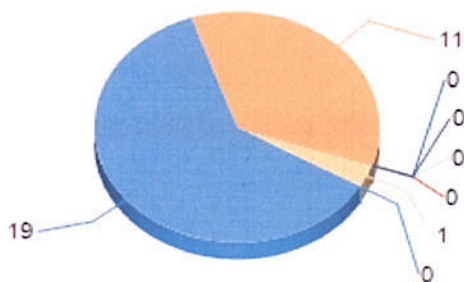


Clinical Review Panels Percentages

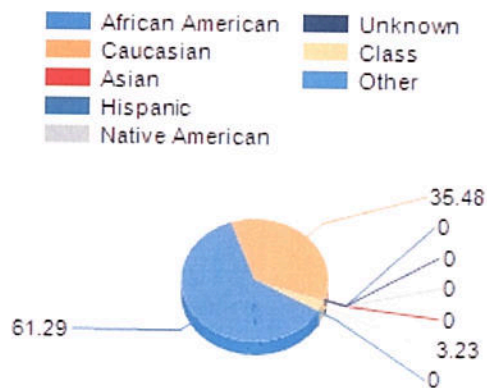


Cases for Race for Finan for FY16

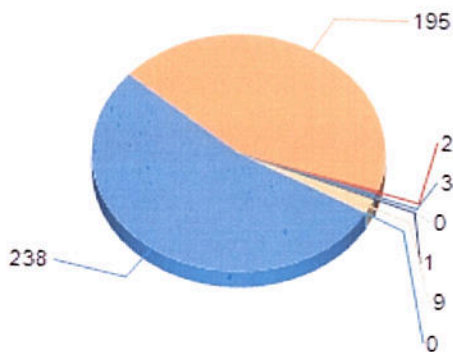
Grievance Numbers



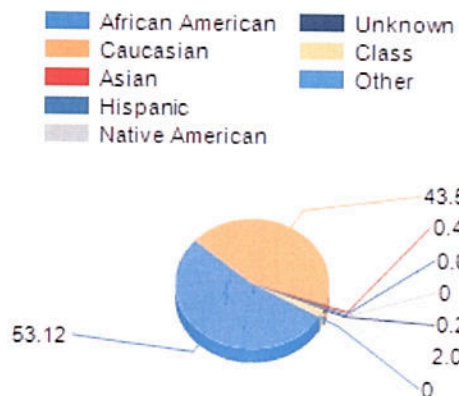
Grievance Percentages



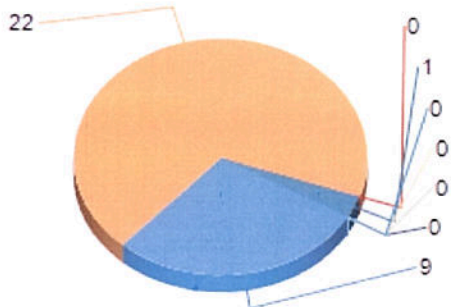
Information/Assistance Numbers



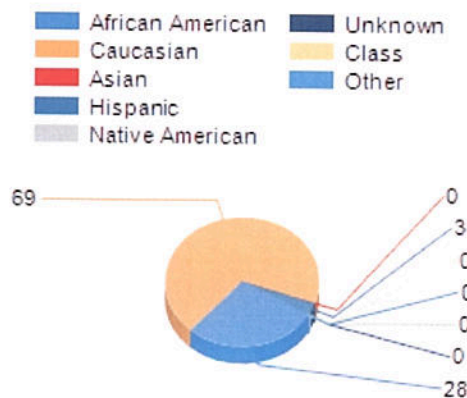
Information/Assistance Percentages



Clinical Review Panels Numbers



Clinical Review Panels Percentages



Grievances - Clifton T. Perkins Hospital

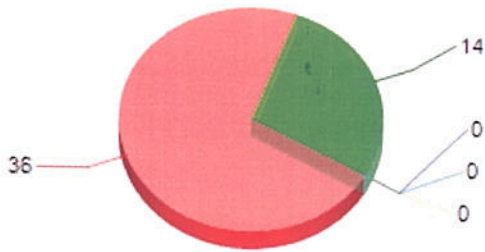
SEX	#	%	AGE	#	%	RACE	#	%
Female	14	28	<18	0	0	African American	25	50
Male	36	72	18-44	27	54	Asian	0	0
			45-64	20	40	Caucasian	24	48
			65+	3	6	Hispanic	1	2
						Native American	0	0
						Unknown	0	0
Class	0	0	Class	0	0	Class	0	0
Total	50	100	Total	50	100	Total	50	100

Information/Assistance - Clifton T. Perkins Hospital

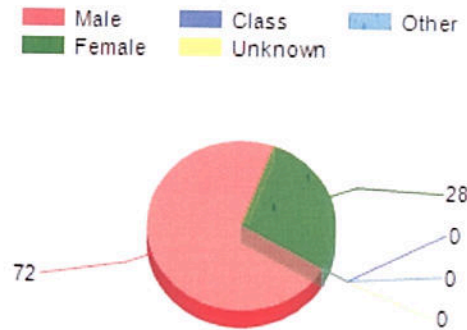
SEX	#	%	AGE	#	%	RACE	#	%
Female	16	10	<18	0	0	African American	119	77
Male	138	90	18-44	118	77	Asian	0	0
			45-64	31	20	Caucasian	24	16
			65+	5	3	Hispanic	6	4
						Native American	0	0
						Unknown	5	3
Class	0	0	Class	0	0	Class	0	0
Total	154	100	Total	154	100	Total	154	100

Cases for Gender for Clifton T. Perkins Hospital for FY16

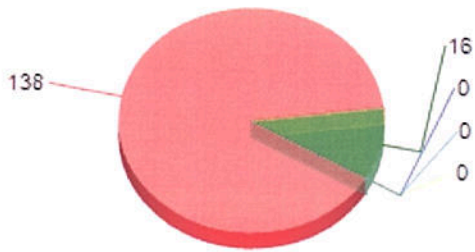
Grievance Numbers



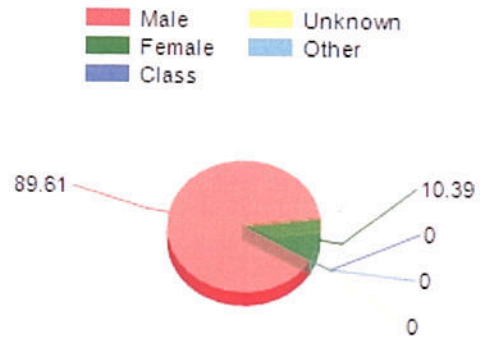
Grievance Percentages



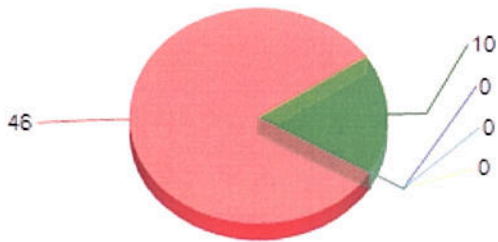
Information/Assistance Numbers



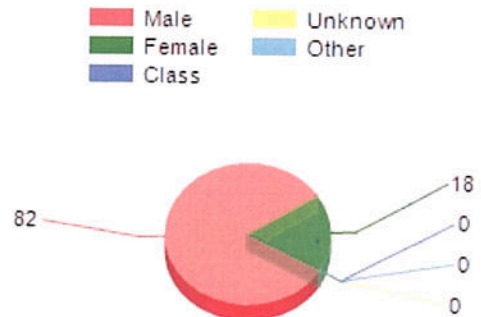
Information/Assistance Percentages



Clinical Review Panels Numbers

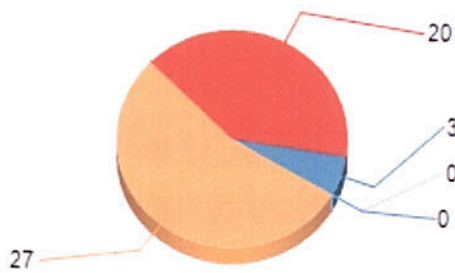


Clinical Review Panels Percentage

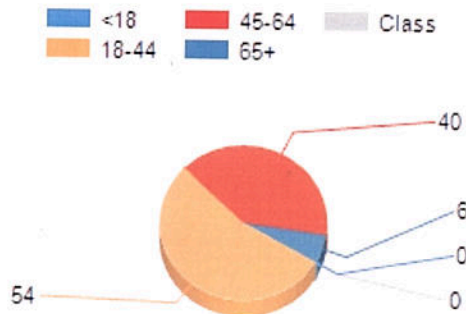


Cases for Age for Clifton T. Perkins Hospital for FY16

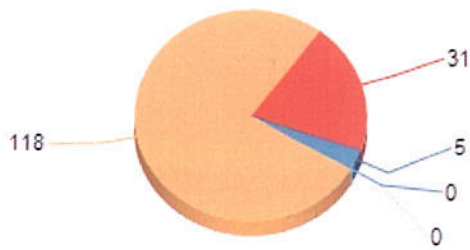
Grievance Numbers



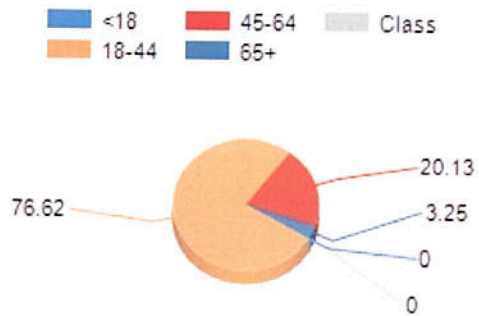
Grievance Percentages



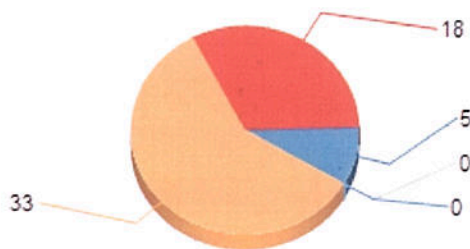
Information/Assistance Numbers



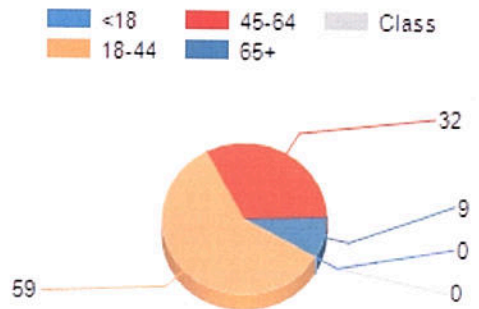
Information/Assistance Percentages



Clinical Review Panels Numbers

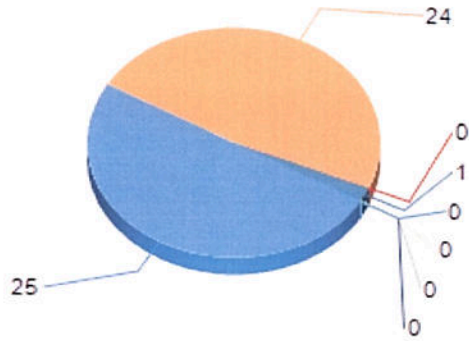


Clinical Review Panels Percentages

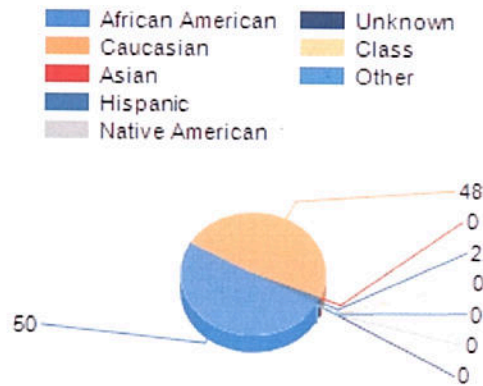


Cases for Race for Clifton T. Perkins Hospital for FY16

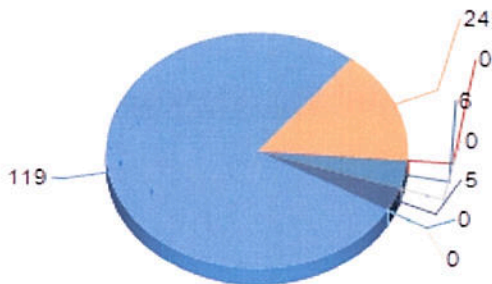
Grievance Numbers



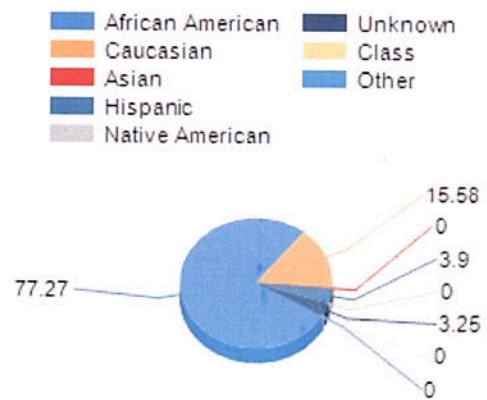
Grievance Percentages



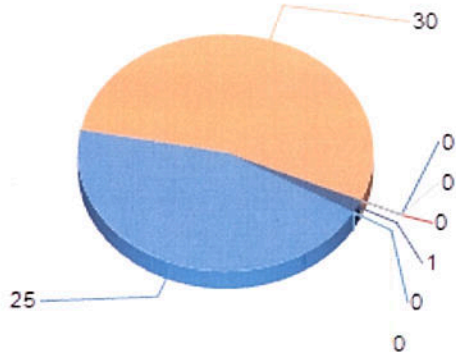
Information/Assistance Numbers



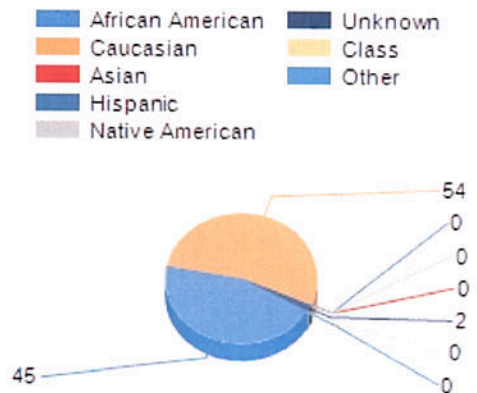
Information/Assistance Percentages



Clinical Review Panels Numbers



Clinical Review Panels Percentages



Grievances - RICA (Baltimore)

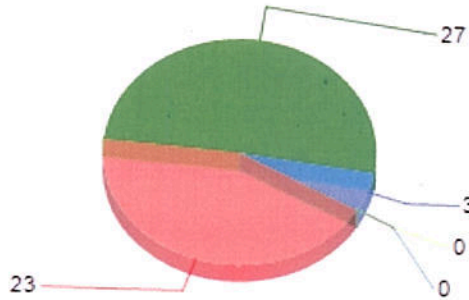
SEX	#	%	AGE	#	%	RACE	#	%
Female	27	51	<18	50	94	African American	26	49
Male	23	43	18-44	0	0	Asian	0	0
			45-64	0	0	Caucasian	22	41
			65+	0	0	Hispanic	2	4
						Native American	0	0
						Unknown	0	0
Class	3	6	Class	3	6	Class	3	6
Total	53	100	Total	53	100	Total	53	100

Information/Assistance - RICA (Baltimore)

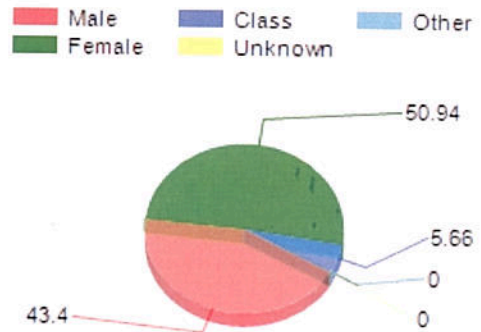
SEX	#	%	AGE	#	%	RACE	#	%
Female	23	34	<18	67	100	African American	30	45
Male	44	66	18-44	0	0	Asian	1	1.5
			45-64	0	0	Caucasian	26	39
			65+	0	0	Hispanic	9	13
						Native American	0	0
						Unknown	1	1.5
Class	0	0	Class	0	0	Class	0	0
Total	67	100	Total	67	100	Total	67	100

Cases by Gender for RICA Baltimore for FY16

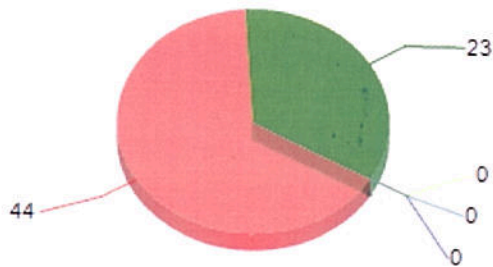
Grievance Numbers



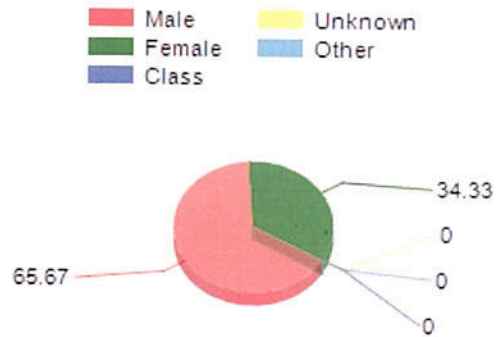
Grievance Percentages



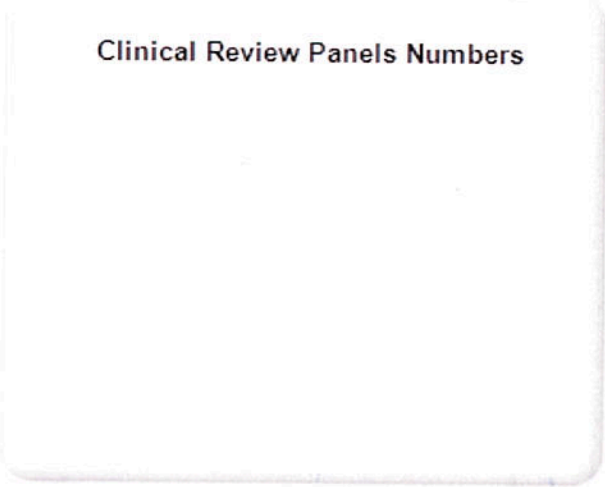
Information/Assistance Numbers



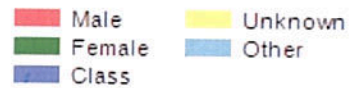
Information/Assistance Percentages



Clinical Review Panels Numbers



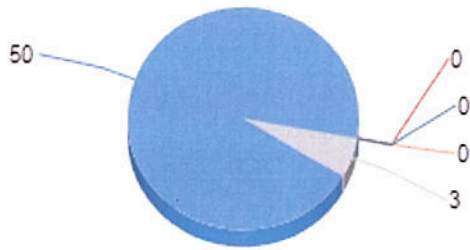
Clinical Review Panels Percentage



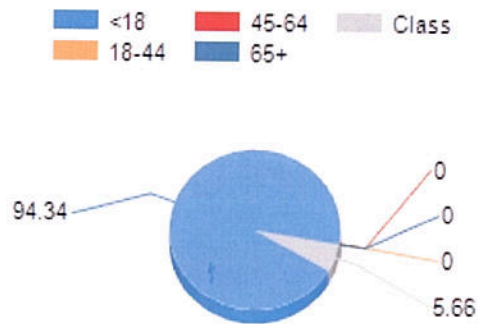
Note: There are no clinical review panels held within adolescent facilities

Cases by Age for RICA Baltimore for FY16

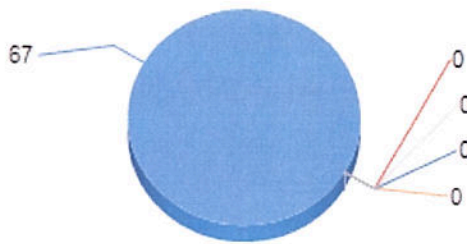
Grievance Numbers



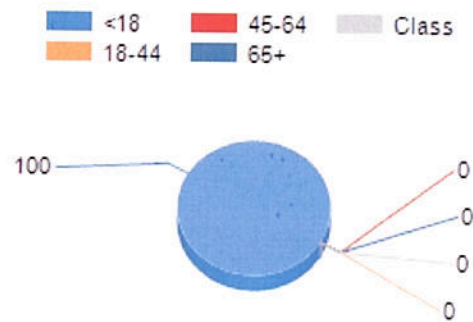
Grievance Percentages



Information/Assistance Numbers

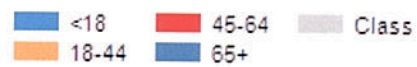


Information/Assistance Percentages



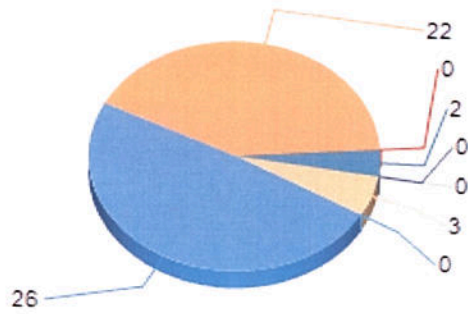
Clinical Review Panels Numbers

Clinical Review Panels Percentages

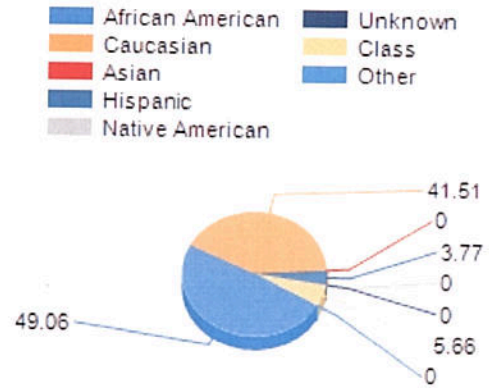


Cases by Race for RICA Baltimore for FY16

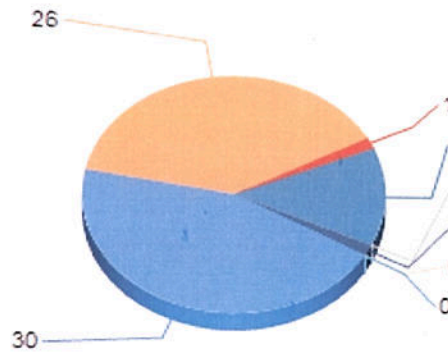
Grievance Numbers



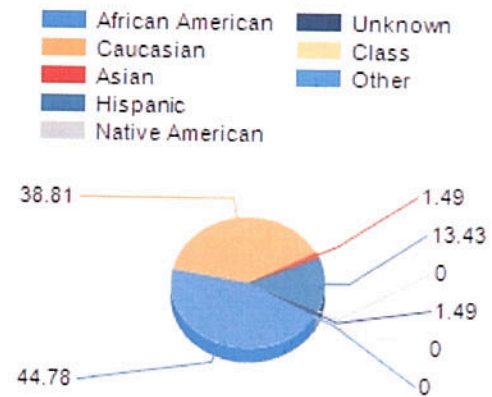
Grievance Percentages



Information/Assistance Numbers

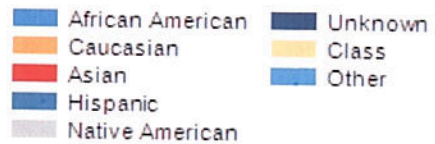


Information/Assistance Percentages



Clinical Review Panels Numbers

Clinical Review Panels Percentages



Grievances - RICA (Rockville)

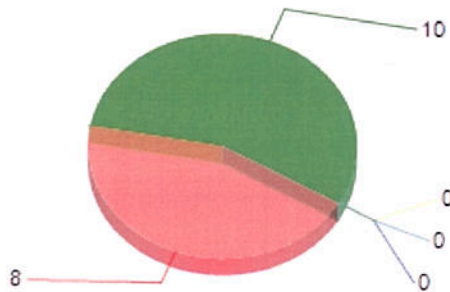
SEX	#	%	AGE	#	%	RACE	#	%
Female	10	56	<18	18	100	African American	8	44
Male	8	44	18-44	0	0	Asian	0	0
			45-64	0	0	Caucasian	9	50
			65+	0	0	Hispanic	1	6
						Native American	0	0
						Unknown	0	0
Class	0	0	Class	0	0	Class	0	0
Total	18	100	Total	18	100	Total	18	100

Information/Assistance - RICA (Rockville)

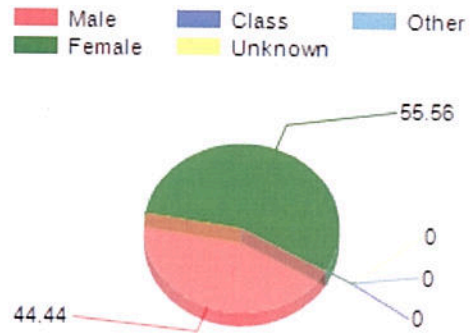
SEX	#	%	AGE	#	%	RACE	#	%
Female	25	45	<18	55	100	African American	22	40
Male	30	55	18-44	0	0	Asian	1	2
			45-64	0	0	Caucasian	24	43
			65+	0	0	Hispanic	7	13
						Native American	1	2
						Unknown	0	0
Class	0	0	Class	0	0	Class	0	0
Total	55	100	Total	55	100	Total	55	100

Cases by Gender for RICA Rockville for FY16

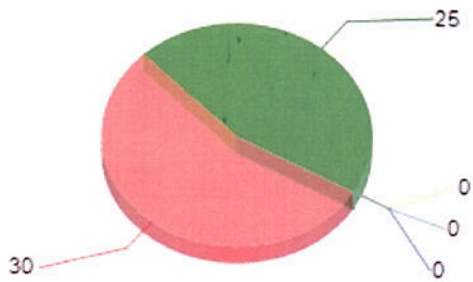
Grievance Numbers



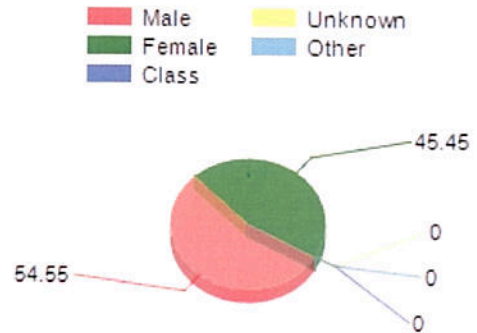
Grievance Percentages



Information/Assistance Numbers

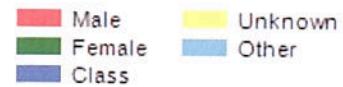


Information/Assistance Percentages



Clinical Review Panels Numbers

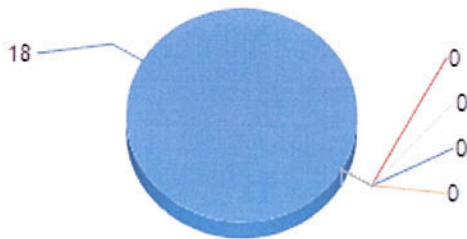
Clinical Review Panels Percentage



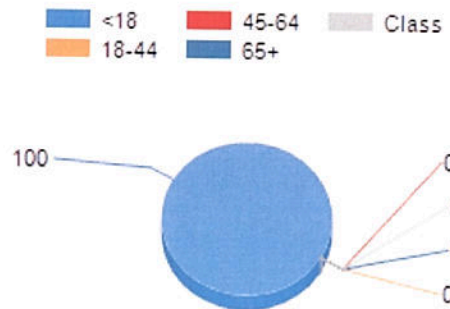
Note: There are no clinical review panels held within adolescent facilities

Cases by Age for RICA Rockville for FY16

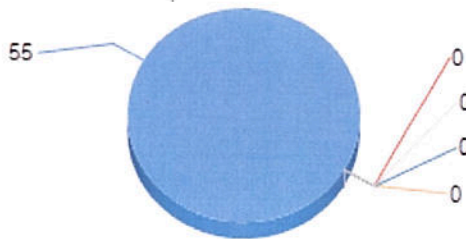
Grievance Numbers



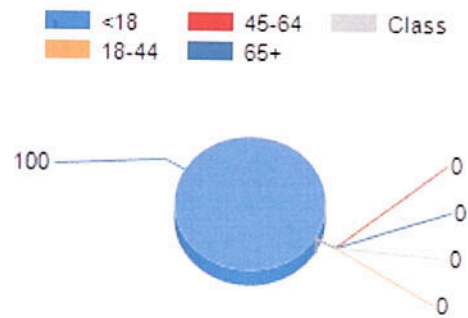
Grievance Percentages



Information/Assistance Numbers

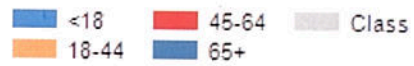


Information/Assistance Percentages



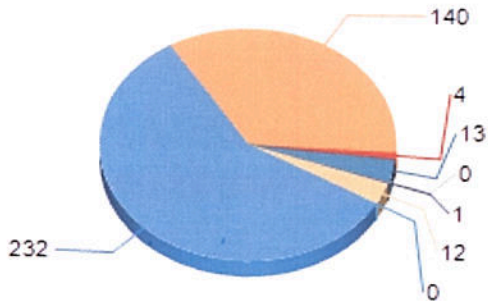
Clinical Review Panels Numbers

Clinical Review Panels Percentages

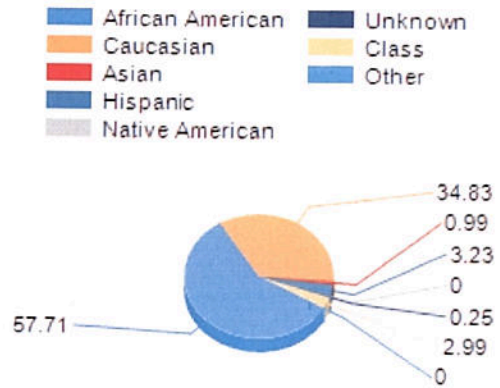


Cases by Race for RICA Rockville for FY16

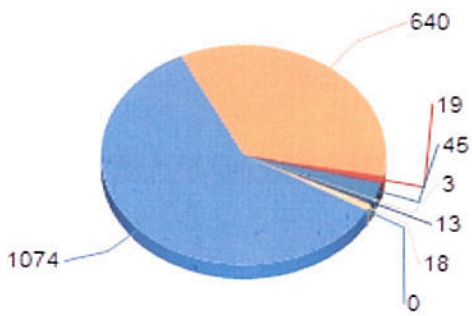
Grievance Numbers



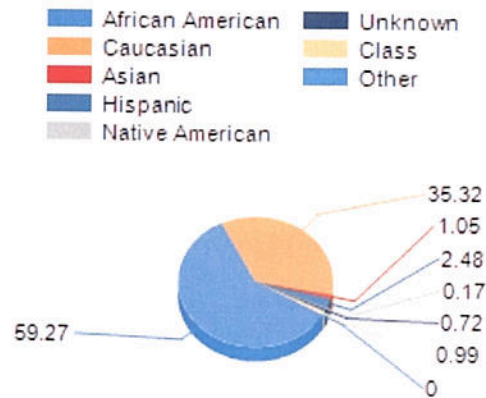
Grievance Percentages



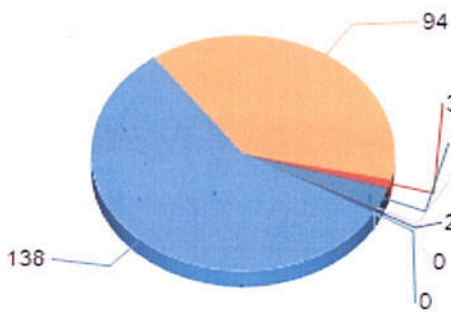
Information/Assistance Numbers



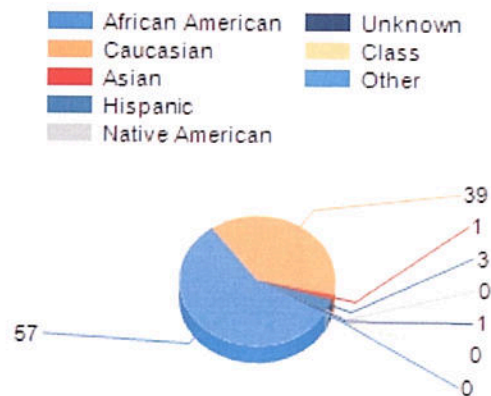
Information/Assistance Percentages



Clinical Review Panels Numbers



Clinical Review Panels Percentages



Grievances - Springfield Hospital

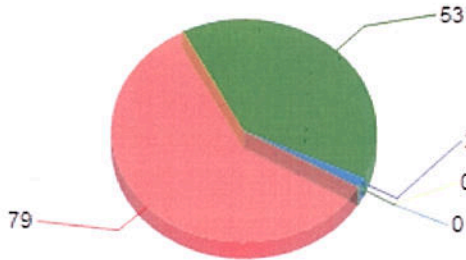
SEX	#	%	AGE	#	%	RACE	#	%
Female	53	40	<18	0	0	African American	78	58
Male	79	59	18-44	64	48	Asian	4	3
			45-64	61	46	Caucasian	41	31
			65+	7	5	Hispanic	9	7
						Native American	0	0
						Unknown	0	0
Class	2	1	Class	2	1	Class	2	1
Total	134	100	Total	134	100	Total	134	100

Information/Assistance - Springfield Hospital

SEX	#	%	AGE	#	%	RACE	#	%
Female	190	36	<18	1	0	African American	314	60
Male	338	64	18-44	232	44	Asian	13	2
			45-64	263	50	Caucasian	184	35
			65+	32	6	Hispanic	16	3
						Native American	1	>1
						Unknown	0	0
Class	0	0	Class	0	0	Class	0	0
Total	528	100	Total	528	100	Total	528	100

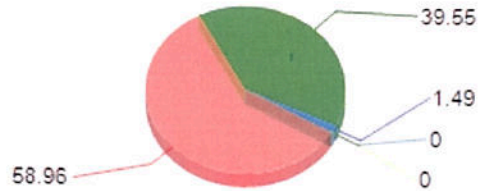
Cases for Gender for Springfield Hospital for FY 16

Grievance Numbers

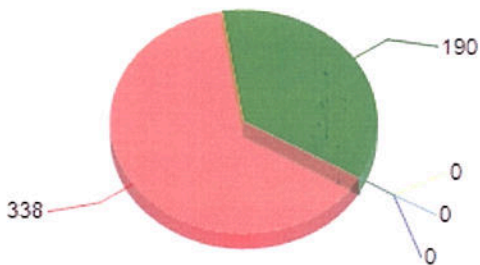


Grievance Percentages

Male (Red), Female (Green), Class (Blue), Other (Light Blue), Unknown (Yellow)



Information/Assistance Numbers

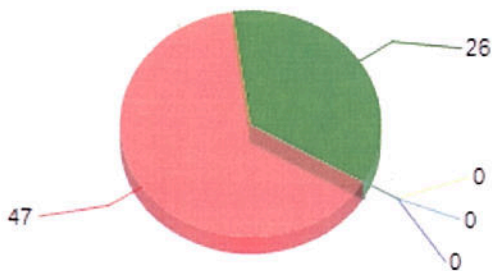


Information/Assistance Percentages

Male (Red), Female (Green), Class (Blue), Other (Light Blue), Unknown (Yellow)

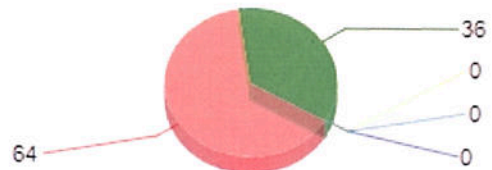


Clinical Review Panels Numbers



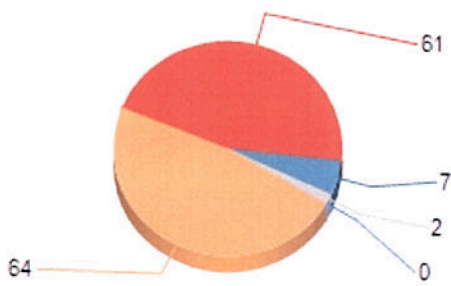
Clinical Review Panels Percentage

Male (Red), Female (Green), Class (Blue), Other (Light Blue), Unknown (Yellow)

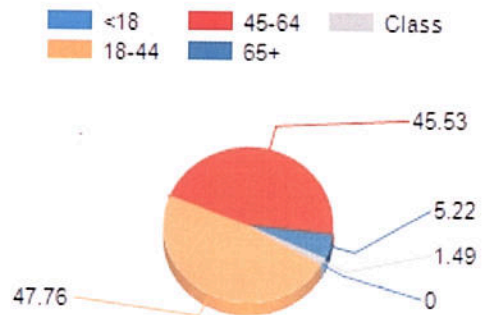


Cases for Age for Springfield Hospital for FY16

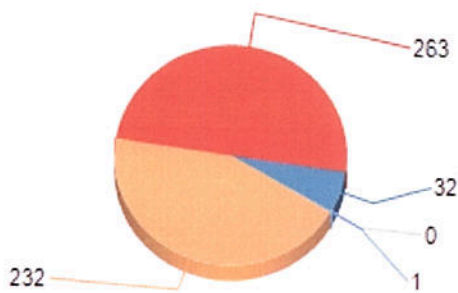
Grievance Numbers



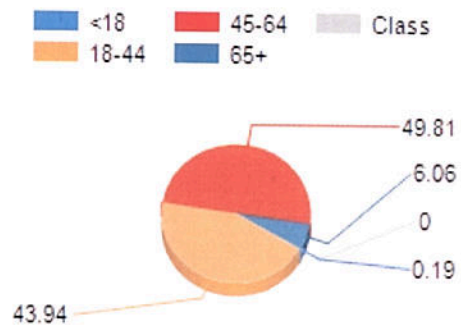
Grievance Percentages



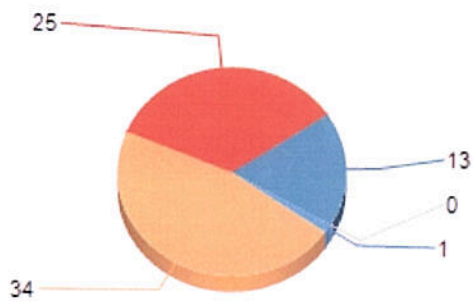
Information/Assistance Numbers



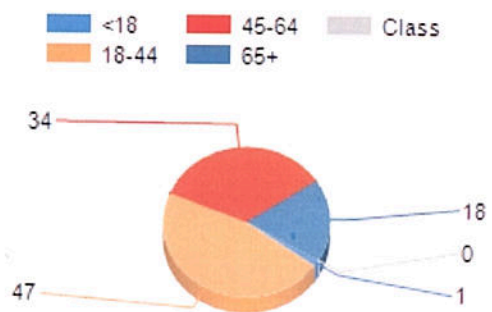
Information/Assistance Percentages



Clinical Review Panels Numbers

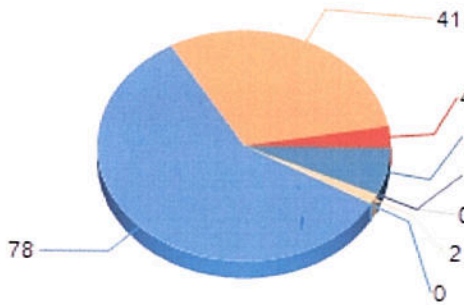


Clinical Review Panels Percentages

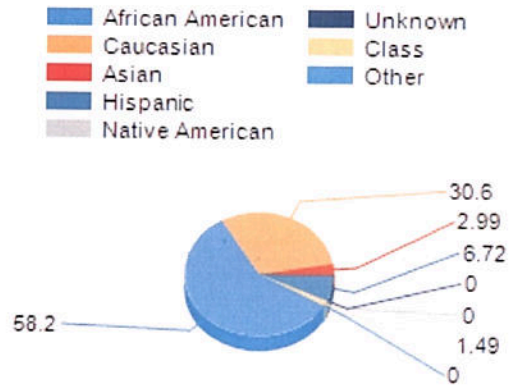


Cases for Race for Springfield Hospital for FY16

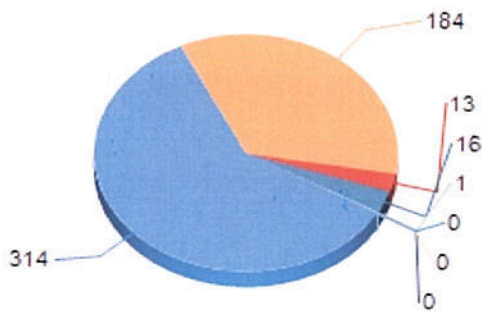
Grievance Numbers



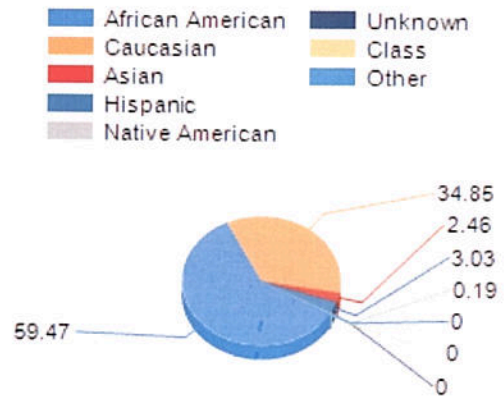
Grievance Percentages



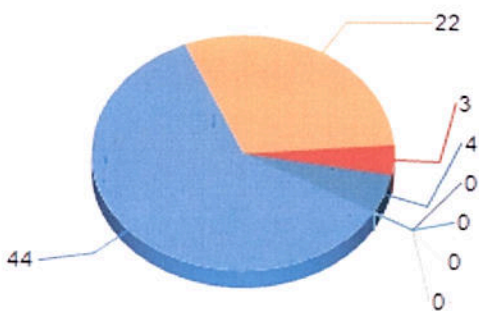
Information/Assistance Numbers



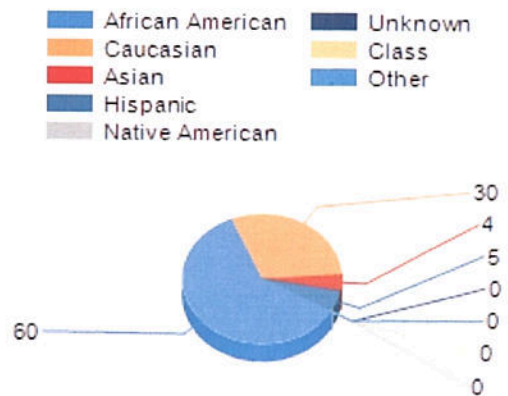
Information/Assistance Percentages



Clinical Review Panels Numbers



Clinical Review Panels Percentages



Grievances - Spring Grove Hospital

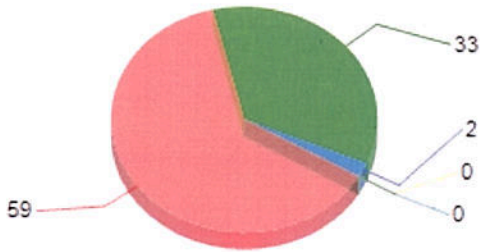
SEX	#	%	AGE	#	%	RACE	#	%
Female	33	35	<18	7	7	African American	69	73.5
Male	59	63	18-44	55	59	Asian	0	0
			45-64	27	29	Caucasian	22	23.5
			65+	3	3	Hispanic	0	0
						Native American	0	0
						Unknown	1	1
Class	2	2	Class	2	2	Class	2	2
Total	94	100	Total	94	100	Total	94	100

Information/Assistance - Spring Grove Hospital

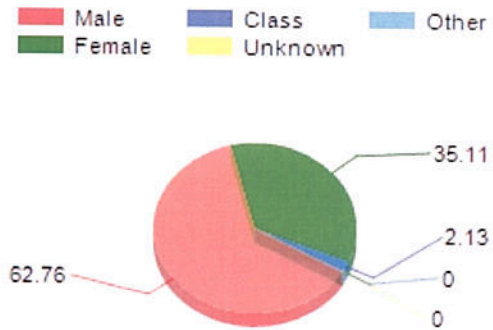
SEX	#	%	AGE	#	%	RACE	#	%
Female	131	27	<18	24	5	African American	326	68
Male	343	71	18-44	267	55	Asian	2	>1
			45-64	166	34	Caucasian	135	28
			65+	17	4	Hispanic	4	1
						Native American	1	>1
						Unknown	6	1
Class	8	2	Class	8	2	Class	8	2
Total	482	100	Total	482	100	Total	482	100

Cases for Gender for Spring Grove Hospital for FY16

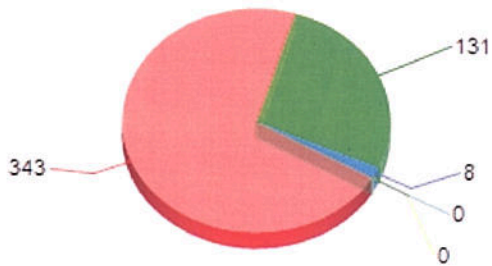
Grievance Numbers



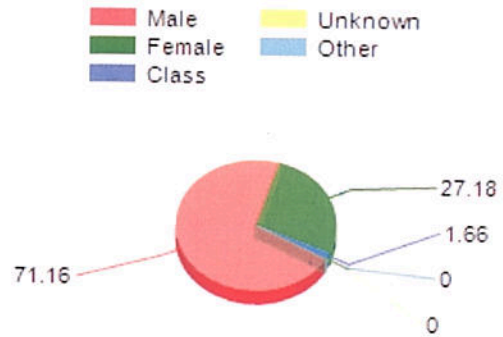
Grievance Percentages



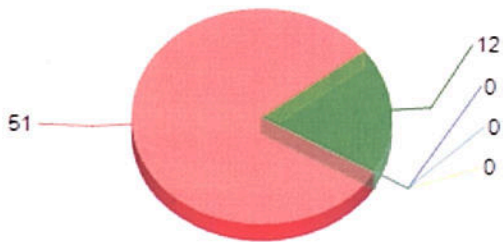
Information/Assistance Numbers



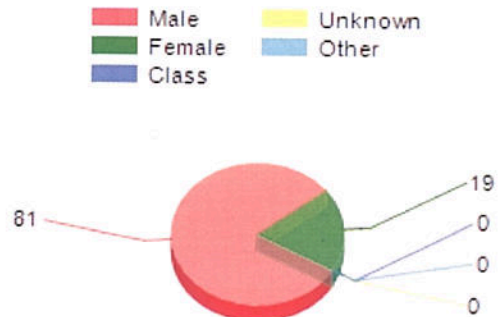
Information/Assistance Percentages



Clinical Review Panels Numbers

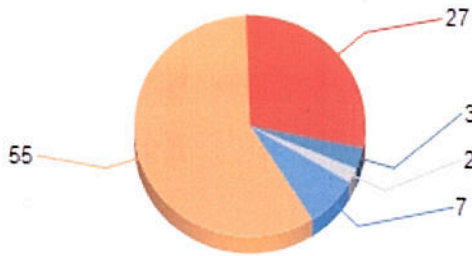


Clinical Review Panels Percentage

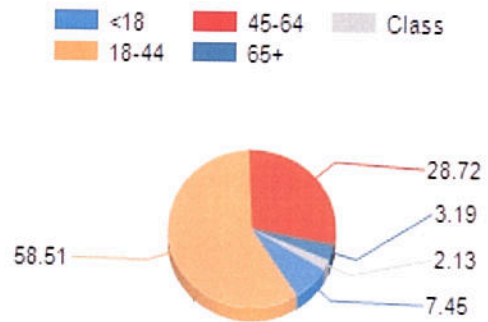


Cases for Age for Spring Grove Hospital for FY16

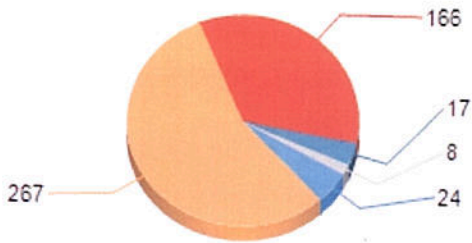
Grievance Numbers



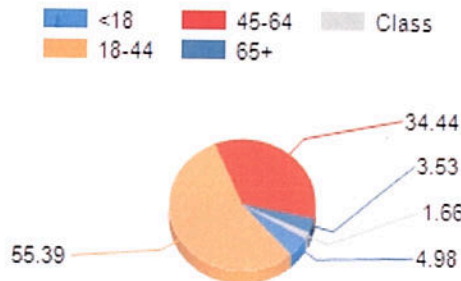
Grievance Percentages



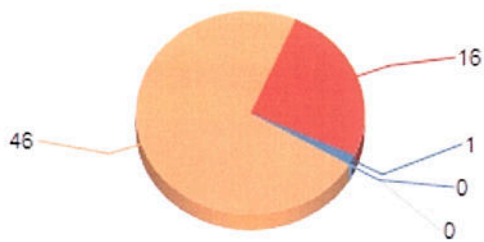
Information/Assistance Numbers



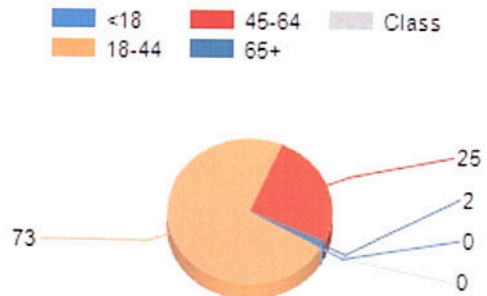
Information/Assistance Percentages



Clinical Review Panels Numbers

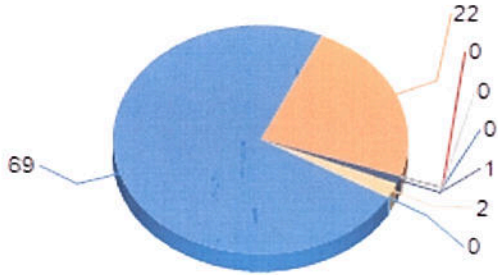


Clinical Review Panels Percentages

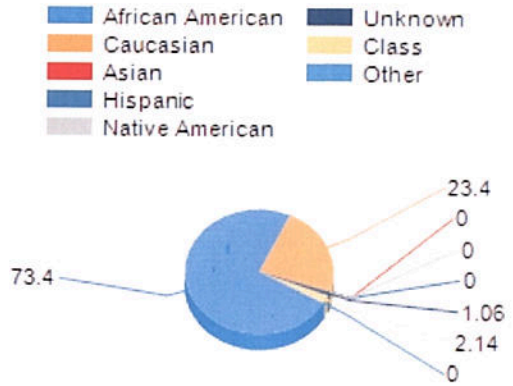


Cases for Race for Spring Grove Hospital FY16

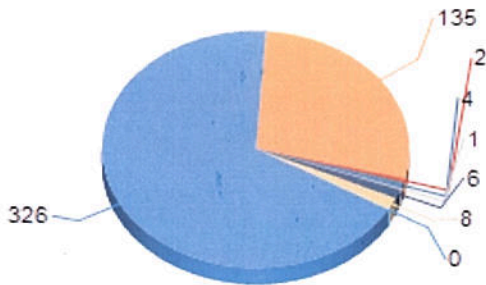
Grievance Numbers



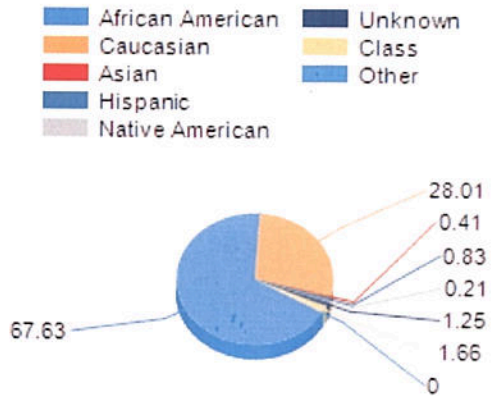
Grievance Percentages



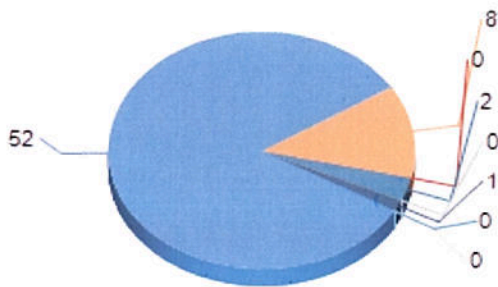
Information/Assistance Numbers



Information/Assistance Percentages



Clinical Review Panels Numbers



Clinical Review Panels Percentages

