

Annual Client Right's and Grievances Report for FY08
For
Mid-Ohio Psychological Services, Inc

Informal Complaints

In early July 2007 the parent of a client contacted the Client Rights Officer (CRO) regarding filing a grievance against a clinician due to the clinician being unqualified and unprofessional. The parent was asked to put the information in writing and to fax or mail it to the CRO. As of the date of this report, no formal grievance has been filed. The parent did contact the Columbus office regarding releasing client #070628H1's records on 7/5/2007, the records were not released until 8/9/2007, due to the client's contact information being invalid due to a move. The parent followed up with the Columbus office regarding the initial request for records on 8/7/2007 and then the CRO regarding not getting the records and to again make verbal complaints similar to the ones made before. The parent was provided the information regarding how to file a formal grievance again and access to the form needed to facilitate the release of records. The CRO updated the contact telephone number in the system. The parent was to have faxed the grievance and the record request form on 8/8/07; however no fax was received until 8/9/2007 at which time only the records request form was received. The CRO facilitated the records release and the records were mailed to the parent on 8/9/2007, at which time a new address was obtained and updated in the system.

The former guardian of multiple agency clients contacted the client's rights officer regarding client care on 03/26/2008. The guardian requested that we review the care provided due to the fact that the clients had been removed from the home. A review of the client's records was completed by Dr. Hedges with the client's rights officer. This review did not disclose any violations of agency policies and procedures related to client care. The former guardian was contacted by the client's rights officer and the information was shared. The former guardian accepted the information and the client's rights officer expects no further contact regarding this issue. The final contact regarding this issue was made on 4/01/2008.

On 6/19/2008 a client spoke with the client's rights officer regarding a right to receive medication services with this agency. The client reported that the staff psychiatrist was not willing to prescribe the medications the client was previously prescribed by another physician. After speaking with the staff psychiatrist and the client's therapist, the CRO discovered that based on the client medical and psychiatric history the staff psychiatrist was not willing to prescribe the previously prescribed medications, but was trying to work with different medications that were better suited to the client. The client had been out of the previously prescribed medications for approximately two months. The CRO discussed with the client that the staff psychiatrist should prescribe based on the client's psychiatric and medical history, and that the staff psychiatrist was willing to see the client again. The client was then scheduled to see the psychiatrist and was given the opportunity to sign releases to other agency's in town that provide medication services so that coordination of care could occur if the client decided to seek medication and counseling services else where, which the client stated they may check in to. The client

was rescheduled with the psychiatrist at this agency, however did not attend this appointment due to seeking services at a new agency due to moving away from the Lancaster area.

On 6/17/2008, a client spoke with the client's rights officer regarding concerns the client had regarding the therapist who had been recently assigned to their case. The client had only seen the therapist 2-3 times and felt that comments made at the end of the last session were not helpful. The client felt that they were trying to build a relationship with the new therapist, but the therapist wanted to cut back the number of sessions the client had due to the client having been with the agency so long, and not making much progress. The client expressed that they had to change therapists multiple times due to staff turnover and would like to see someone who was going to stay with the agency because it was hard to explain things over and over again. The client's rights officer explained to the client that the agency could not guarantee that any therapist would not leave the agency but that we could look at transferring the client to someone who had been with the agency for a longer period of time than the therapist who was newly assigned. The client indicated that they would be more comfortable with this idea because they liked the therapy and case management services that this agency provides; they just felt that they were not making as much progress as they thought they could due to the changes. The client's case manager facilitated the transfer of the client to another therapist. The client was scheduled on 6/30/2008 with the new therapist.

A grievance was taken from the parent of an adolescent client on 6/5/2008. The parent indicated that they were upset at comments the therapist had made regarding the client at the client's last court hearing. The parent said that the therapist had requested that the client be incarcerated and not returned to treatment at the agency. The parent felt that this meant the client was not welcome at the agency anymore and was being terminated from services. After speaking with the therapist, it was learned that the agency staff had recommended that due to the client's lack of progress in treatment and continued behavioral issues that the client be incarcerated, the judge had decided not to incarcerate the client, and had continued the order for the client to be seen by the agency for treatment. The parent was not pleased with this information and said that they were going to get the records from the court and put the complaint along with others in a letter and send it to the CRO to start the formal grievance process. The parent has not followed through with this, however they did call and request the information for the Fairfield County ADAMH Board, which was provided to them. As of 7/14/2008, the client was incarcerated and the parent has not had any further contact with our agency.

Formal Complaints

The agency did not receive any formal complaints during this fiscal year.