

**Annual Client Right's and Grievances Report for FY09**  
**For**  
**Mid-Ohio Psychological Services, Inc**

**Informal Complaints**

On July 9, 2008, the agency received correspondence from a family member of a client that expressed concern regarding the client's treatment. The client's guardian was contacted by the client's therapist regarding the concerns; however the client's guardian did not express any concerns regarding the client's treatment.

On October 1, 2008, the Executive Director received an email from the parent of a client who expressed concern regarding the length of time the client had been in treatment and the lack of communication that was occurring with the client's therapist. The therapist drafted a letter to the client's parents addressing each one of the concerns they had outlined in the original email.

On October 27, 2008, a client called to report to reception staff that they were discontinuing services after the second session, due to feeling dominated by the therapist during the intake process. The client refused to speak with the Client Rights Officer and stated that they were going to speak with someone at the ADAMH Board. The client did not return for services at the agency. The therapist attempted to contact the client to offer the client alternatives for treatment; however the client did not return the call.

On December 17, 2008, the Client Rights Officer received a message from a client regarding a situation that had happened between the client and an agency case manager. The client felt that the case manager had breach confidentiality. The message and situation was relayed to the case manager's supervisor for discussion and resolution. The supervisor contacted the client and addressed the client's concerns and processed with the client what their current case management needs were. The client has continued with services as needed since the resolution of this issue.

On January 15, 2009, the guardian of a client expressed concern regarding a conversation she had witnessed between staff members while in the waiting room. The guardian was concerned that the staff member had breeched HIPAA rules and was unprofessional. The staff member's supervisor was alerted to the situation. Agency staff alerted the Client Rights Officer and gave the guardian information regarding filing a complaint. The client's therapist then contacted the guardian and informed them that the situation had been addressed, and the guardian expressed that was all they had wanted to happen.

On February 2, 2009, the parent of a client contacted the Client Rights Officer regarding concerns they had regarding appointments, records requests, and billing. Client Rights Officer reviewed the clients concerns with the therapist and support staff and found that the concerns had all been addressed with the parents of the client previously. Client Rights Officer contacted the parent and reviewed each one of the concerns and the reasons why each issue had been handled the way it had been, and when it had been previously addressed. The parent was not fully satisfied with this and stated that they

were going to contact their lawyer regarding our practices. The Client Rights Officer has not heard from the parent or a lawyer on behalf of the family. The client continues to receive services at the agency.

On February 6, 2009 a client asked to speak to the Client Rights Officer regarding their treatment during an assessment. The client felt that the therapist who conducted the assessment had been rude, had not listened due to being on the computer and placing their back turned to the client. The client indicated that they wanted to file a formal grievance regarding this incident and would do so by writing a letter and turning it in at their next scheduled session. The client never submitted the grievance to the CRO in writing and did not respond to a telephone message left for them. The clients concerns were reported to the supervisor of the therapist conducting the assessment and were addressed with the therapist; however it seems that the session was conducted according to usual assessment practices. The client has continued with individual services with their assigned therapist.

On February 18, 2009 a client asked to speak to the Client Rights Officer regarding their treatment during an assessment. The client complained that the therapist who conducted the assessment had been texting and took a personal phone call during their assessment. The client felt that the therapist could not have done what they needed to do with their case due to all of these distractions. The client also said that the therapist complained that the client's assigned therapist did not do their job. The client stated that they would like to file a formal grievance regarding their treatment. The client indicated that they would submit a written statement by their next scheduled session with their assigned therapist. The client did not submit a written statement and did not respond to a message left by the CRO. The client's concerns were reported to the therapist's supervisor and addressed with the therapist. The client has continued with individual services with their assigned therapist.

On March 3, 2009 a client reported to a support staff member that they were upset with the agency's psychiatrist treatment of them during their session. The client reported that the psychiatrist would not prescribe them anything stronger than their current medication. The client was informed they could file a formal complaint with the Client Rights Officer, but the client stated they could not do that right now and left. The client's case was reviewed with their treatment providers and a referral was made for psychiatric services through another agency. The agency continues to provide individual services and case management services for the client.

On March 17, 2009 a client's parent called the agency Executive Director regarding treatment concerns. The Executive Director asked the client's therapist to call the parent regarding their concerns, the parent refused to speak with the therapist. No explanation of the treatment concerns was provided by the parent to any staff members of the agency. The client continues to receive services from the agency.

On March 17, 2009 a client asked to speak with the Client Rights Officer regarding their treatment by the agency's psychiatrist. The client felt that the psychiatrist did not believe

answers to the questions asked, the client said they had to repeat answers many times because the doctor was not listening. The client declined to file a formal grievance but asked that the concerns be addressed. The clients concerns were reviewed with the agency's Executive Director and the client's assigned therapist. This review indicated that the psychiatrist had conducted the initial session according to agency practice. The client opted to continue to receive medications with their primary care physician and continue to receive therapy with the agency.

On April 15, 2009 a client asked to speak with the Client Rights Officer regarding their services at the agency. The client expressed concern that their case had been transferred due to their assigned therapist moving to another office and that the psychiatrist was following through with the clients needs. Client Rights Officer spoke with the client regarding their concerns regarding the transfer and explained the agency's practices regarding transfers and the client seem to be ok with this and understand. The client then expressed concerns regarding not being able to get the results of a sleep study that the psychiatrist had ordered and that the psychiatrist has not followed through with medication changes that he and the client had discussed. The client was directed to contact the doctor directly who had conducted the sleep study for an explanation of the results, the client was able to do this. It was also decided that the client should be transferred to the second psychiatrist in the agency in order to better facilitate the client's treatment with the agency.

On May 5, 2009 a client contacted the Client Rights Officer via phone to discuss their dissatisfaction with the psychiatrist treatment of their case. The client stated that the psychiatrist was more concerned with their medical issues than their emotional issues and had changed a medication regime that had worked for them before to something that was not working now. The client's chart was reviewed and it was discovered that the client's medical records were out of date, so the client was contacted to sign releases in order to update the records, so that the psychiatrist would be able to ensure that the client's medical needs were being addressed so he could focus on the clients emotional needs, the client was agreeable to this. The medication regime issue was discussed with the psychiatrist, who supported the medication choices based on the client's diagnosis. The client continued to be dissatisfied with this regime, so the client was transferred to the agency's second psychiatrist; the second psychiatrist has continued to support the client's regime. The client continues to receive services with the agency.

On June 10, 2009 a family member of a client contacted the agency regarding concerns about the client abusing their agency prescribed medications and that we were not doing anything about it. The family members concerns were shared with the client's therapist and the psychiatrist.

On June 24, 2009 a client contacted the supervisor of a case manager and the Client Rights Officer regarding their concerns that the case manager had violated confidentiality by discussing the client's treatment with another client of the agency. The client stated that the other client has posted this information on the Internet. The supervisor discussed the situation with the case manager, however the concerns were unfounded. The client

has had issues with the other client in the past outside of the agency. The clients in question do not have the same case manager due to historic issues similar to the concerns in the past.

### **Formal Complaints**

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