

**DEPT. OF HEALTH AND SOCIAL SERVICES**  
**ADVISORY BOARD ON ALCOHOLISM AND DRUG ABUSE**  
**and ALASKA MENTAL HEALTH BOARD**

**SARAH PALIN, GOVERNOR**

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March 21, 2008

Mr. Dorrance Collins  
3240 Penland Parkway, Space 35  
Anchorage, Alaska 99508

Re: Confirmation of March 20, 2008 Conversation

Dear Mr. Collins,

To confirm our conversation yesterday afternoon: You raised the issue of whether the Alaska Mental Health Board (AMHB) supports a central or single patient grievance office. AMHB does not, without evidence of a systemic problem where patients/clients are denied access to a grievance procedure. We support patient-centered care, which includes a focus on informal resolution of patient grievances whenever appropriate.

There is a mechanism for formal grievance resolution for situations when informal resolution is not possible, and this mechanism includes resolution by the Division of Behavioral Health (DBH). According to DBH staff who have worked with consumer complaints and grievances, the number of patient grievances that remain unresolved and require DBH to step in is nominal (less than 10 over a four year period). Therefore, without further evidence that this is in fact a wide spread problem, AMHB does not advocate for increased governmental intervention in patient care.

You asked whether AMHB supports a requirement that DBH maintain "statistics" of patient-client grievances. As the emphasis is on patient-centered care and informal resolution of grievances as part of that care, the information you are seeking may not be possible or accurate. Again, we feel that DBH is exercising appropriate oversight of its grantees and do not advocate for greater governmental intervention in patient care without more information from you, other patient advocates, or the public that patients' grievances are being ignored or mishandled by grantees.

You asked whether AMHB's position is that all DBH grantees "should use the uniform form" created by the patient grievance committee on which you serve. I explained several times that AMHB does not have that position. Instead, I shared that I had learned from DBH that they may be recommending a standard grievance form for grantees' use.

The next AMHB meeting is May 19-21, 2008 in Barrow. I will send you a notice of when public comment will be heard.

Sincerely,



J. Kate Burkhart  
Executive Director