

Dear William Doolittle, M.D.,  
Chair, Trust Authority,

December 17, '07

We are asking for the direct help of the Trust Authority and the Board to bring about the following.

1. We want DHSS/ Behavioral Health to maintain timely statistics ( at minimum, quarterly ) of the number and type of patient / client grievances filed at all Behavioral Health / grantee facilities and psychiatric hospitals and units. We want grievance statistics broken out into two sections—grievances concerning individuals with a psychiatric disorder and grievances concerning individuals with a developmental disability.
2. Some exceptions ( in addition to the quarterly statistics) are sexual abuse allegations, denial of service, denial of rights granted by statute, physical abuse—all of the above should be reported within 24 hours to a state office for assistance and oversight to protect the patient.
3. We want the state in a more positive and active way to maintain an office to assist psychiatric patients and those with a developmental disability with the grievance process. Behavioral Health presently has such an office but they don't presently give their phone number to patients and don't require their 82 grantee facilities to post the phone number to the Behavioral Health office.

States with best practices have such a single office.

In closing, we are asking for the direct help of the Trust Authority to help bring about the changes we are asking for.

Thank You,

*Faith Myers*  
*Dorrance Collins*

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Cc: Mr. Jeff Jesse  
Mr. Bill Herman

*Dear Jim, We are asking for a support letter from Psych/Rights on one or more of the issues we have raised. Thanks*  
*F.M.*