

Sen. Bettye Davis,
Attn: Mr. Tom Obermeyer,

February 9, 2008

Information pertaining to Sen Bill 186:

As patient advocates, we don't have a problem with the 80 or so psychiatric treatment locations after a 2nd level review discounting a patient's grievance as frivolous and not allowing it to go forward. After the 2nd level review and the grievance was found to be frivolous, the patient would be notified in writing and advised of other recourses. Where we have the problem is psychiatric facilities having the right to tell patients they can or cannot file a grievance, which is what is happening now.

The enclosed API report says that 97 complaints were filed in a 6 month period; only 6 were allowed to become grievances. Nothing can or should be placed in the way of a patient who wants to file a grievance. That includes forcing a patient to go through an informal complaint process. And that includes forcing a patient to wait a certain amount of time before being allowed to file a grievance,

(The psychiatric facilities are actually telling some patients who can and can't file a grievance.)

The following statement has to be added to Sen. Bill 186:

"Under no circumstances shall the remedies requested in a grievance be denied nor shall the processing of a grievance be refused because of the availability of a less formal procedure."

Thank you for the consideration of making this addition, along with the other additions we requested to Sen. Bill 186.

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API is breaking the law by hindering patients from filing a grievance.

FM/DC

Consumer & Family Specialist Report
Advisory Board Report
January 24, 2008

There has not been much difference to report since my report in December 2007. I compared the MHSIP data from 2006 and 2007. There doesn't seem to be any significant change as to how our client's hospital experience is going. The overall averages for 2006 and 2007 show little difference. In a closer look at some of the percentages, most people are satisfied or highly satisfied. For example:

"I was treated with dignity and respect".

	<u>2006</u>	<u>2007</u>			<u>2006</u>	<u>2007</u>
Susitna	80%	78%	Agree/Agree+	Katmai	77%	72%
	15%	10%	Neutral		9%	13%
	5%	12%	Disagree/Disagree+		12%	13%

"Staff here believe I could grow, change and recover".

	<u>2006</u>	<u>2007</u>			<u>2006</u>	<u>2007</u>
Susitna	82%	79%	Agree/Agree+	Katmai	76%	77%
	11%	12%	Neutral		15%	11%
	5%	5%	Disagree/Disagree+		6%	6%

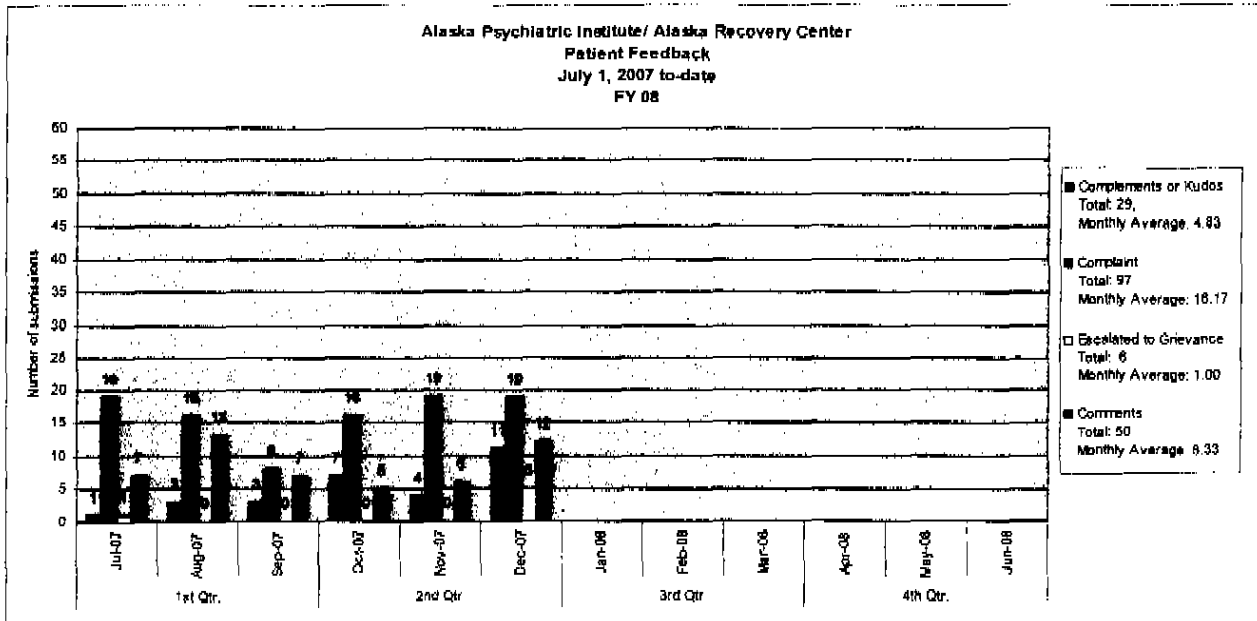
"I felt free to complain without fear of retaliation".

	<u>2006</u>	<u>2007</u>			<u>2006</u>	<u>2007</u>
Susitna	70%	67%	Agree/Agree+	Katmai	65%	67%
	16%	18%	Neutral		14%	14%
	10%	15%	Disagree/Disagree+		17%	14%

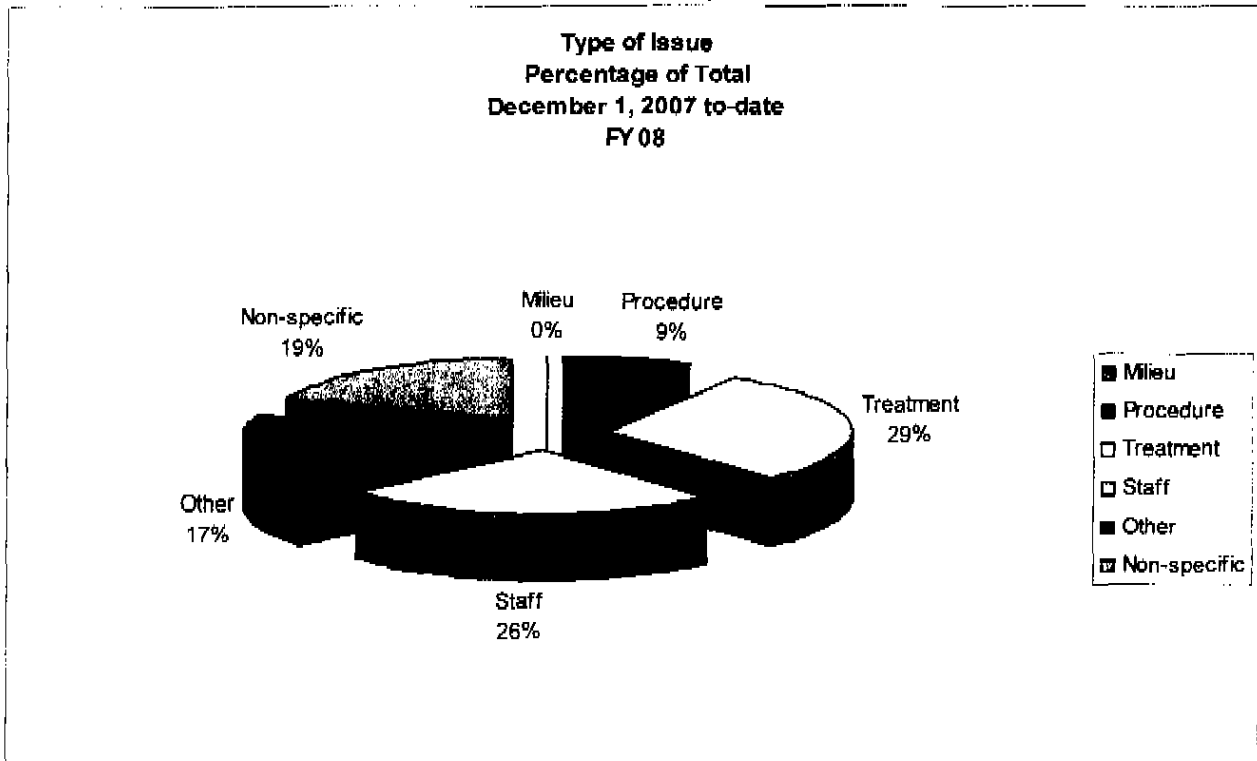
We are still in the process of getting the treatment mall running smoothly as well as many other projects to improve client outcome. The new breakdown of complaint forms can be reviewed on the pie graph. All sections of patient rights are above average on the API dashboard. Overall, things are busy but going well.

- ① Statistics only cover 2 units. API has 5 units.
- ② How many patients were interviewed?
- ③ All 97 patients who complained should have been surveyed — population could have been as high as 147.

FM/DC



Are there grievances mixed in with the comments? FM/DC



API "Dashboard" Key Performance Measures 01/09/08

National Comparison Data

Indicator	CY 06 3 rd Qtr	CY 06 4 th Qtr	CY 07 1 st Qtr	CY 07 2 nd Qtr	CY 07 3 rd Qtr	Last Quarter's Comparison to Goal	Goal (Annual National Average)
Client Injury Rate	0.33	0.63	0.20	0.00	0.37	▼ Nat. Avg.	▼ (0.44)
Elopement Rate	0.62	0.00	0.00	0.19	0.18	▼ Nat. Avg.	▼ (0.26)
Medication Error Rate	10.78	8.32	5.41	6.23	7.71	▲ Nat. Avg.	▼ (2.21)
Prevalence of COPSD	42.86	45.05	50.93	49.74	46.71	▲ Nat. Avg.	▼ (34.93)
30 Day Re-admit Rate (Discharge Cohort)	18.11	12.17	13.96	10.19	15.02	▲ Nat. Avg.	▼ (5.95)

Patient Seclusion and Restraint

Hours of Restraint Use	0.06	0.04	0.03	0.12	0.07	▼ Nat. Avg.	▼ (0.52)
% of Clients Restrained	0.39	0.61	0.41	1.30	0.64	▼ Nat. Avg.	▼ (4.89)
Hours of Seclusion Use	0.09	0.00	0.07	0.27	0.02	▼ Nat. Avg.	▼ (0.40)
% of Clients Secluded	1.01	0.00	0.89	0.66	0.19	▼ Nat. Avg.	▼ (3.11)

Patient Discharge Survey

Patient Outcome	76.58	67.72	68.73	69.40	78.33	▲ Nat. Avg.	▲ (75.14)
Patient Dignity	79.27	75.83	77.81	76.30	79.98	▲ Nat. Avg.	▲ (77.49)
Patient Rights	61.90	58.78	62.24	59.28	63.41	▲ Nat. Avg.	▲ (61.49)
Patient Participation	73.66	66.72	73.03	75.54	73.31	▲ Nat. Avg.	▲ (68.99)
Hospital Environment	77.61	67.35	69.91	68.68	78.08	▲ Nat. Avg.	▲ (66.71)

Hospital Measures

Indicator	CY 06 3 rd Qtr	CY 06 4 th Qtr	CY 07 1 st Qtr	CY 07 2 nd Qtr	CY 07 3 rd Qtr	Last Quarter's Comparison to Goal	Goal (API's Previous 4 Quarter Average)
Seclusion, total number of	5	0	5	5	1	▼ 4 Qtr. Avg.	▼ (3.75)
Seclusion, total time (hrs.)	12:57	0	10:00	32:40	2:00	▼ 4 Qtr. Avg.	▼ (13:54)
Restraint, total number of	3	4	3	7	3	▼ 4 Qtr. Avg.	▼ (4.25)
Restraint, total time (hrs.)	8:35	6:23	3:35	14:50	8:36	▲ 4 Qtr. Avg.	▼ (8:20)
Court Ordered Medications	8	14	12	14	15	▲ 4 Qtr. Avg.	▼ (12.00)
180 Day Adult Re-admit Rate (%)	34	27	28	32	36	▲ 4 Qtr. Avg.	▼ (30.25)
Nurse Mandatory OT (hr.)	202	63.50	117.50	85.50	26.50	▼ 4 Qtr. Avg.	▼ (117.13)
Nurse Voluntary OT (hr.)	1450	1095	1658.50	1165.50	1460.50	▲ 4 Qtr. Avg.	▼ (1342.25)
Nurse Vacancy Rate (%)	14.5	12.2	8	12	10	▼ 4 Qtr. Avg.	▼ (11.68)
Patient Assaults	73	49	19	21	21	▼ 4 Qtr. Avg.	▼ (40.50)
All Staff Injuries	52	21	21	24	16	▼ 4 Qtr. Avg.	▼ (29.50)
(Staff Injuries during patient assault episodes)	43	17	15	14	9	▼ 4 Qtr. Avg.	▼ (22.25)