

Faith Myers

From: Amory Lelake [Amory.Lelake@akleg.gov]
Sent: Friday, May 03, 2013 10:01 AM
To: faith.myers@gci.net
Subject: FW: Mental health grievance procedure
Attachments: Myers_Collins.pdf

Faith,

Please see DHSS's response below.

Best,

Amory

From: Laughlin, Wilda J (HSS) [mailto:wilda.laughlin@alaska.gov]
Sent: Thursday, May 02, 2013 3:31 PM
To: Sen. Johnny Ellis; Amory Lelake
Cc: Streur, William J (HSS); Rep. Geran Tarr
Subject: Mental health grievance procedure

Senator Ellis,

Thank you for forwarding the attached letter dated April 3, 2013, from Faith Myers and Dorrance Collins regarding the meaning of "impartial body" in AS47.30.847, Patients' Grievance Procedures.

Under AS 47.30.847(a) a patient has the right to bring grievances about the patient's treatment, care, or rights to an impartial body within an evaluation facility or designated treatment facility. Additionally, under AS47.30.847(b) an evaluation facility and a designated treatment facility shall have a formal grievance procedure for patient grievances brought under (a) of this section. The facility shall inform each patient of the existence and contents of the grievance procedure.

The formal grievance procedure required for each facility under AS47.30.847(b) will designate who the impartial body is for the facility, as well as define the steps in the grievance procedure that would lead to an impartial body reviewing the grievance if it cannot be resolved at a lower level in the process. It is always desirable for a grievance to be resolved as quickly as possible. Each facility is responsible for developing its own grievance procedure which is reviewed and approved as part of its accreditation process.

Please let me know if you have further questions.

w.

Ceo's of institutions get to choose the Impartial Body to hear a patient's complaint — it could even be the person the patient is complaining about.