

Ms. J. Kate Burkhart  
Ms. Angela Salerno

April 19, 08

Ronald Adler is not telling anyone the truth on the grievances filed and ~~and~~ the procedure. — "There's only been one complaint about the issue" (Privacy / sexual abuse allegations, etc.) "over many years he said." ①

The '06 patient complaint figures (enclosed) were provided by API. Seven on privacy which could be a man walking into a woman's shower, bedroom when the woman is undressing, etc. — three complaints were on sexual abuse allegations.

① Quote from news article, April 19<sup>th</sup>, 08.  
ADN.

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Not one patient complaint was considered a grievance. Not one patient received a written answer. Not one complaint was heard in front of an impartial body. All of the above are required by Federal regulation and state statute.

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DHSS, Behavioral Health, API all want to have patients go through an informal complaint process.

An informal process allows facilities to pick and choose what they want to consider a grievance. As we found out, most psychiatric facilities don't want to consider anything a grievance.

There has to be changes in Alaska so that psychiatric patients can file a grievance when they want to. (There is a simple way to deal with frivolous grievances, but it has to be done in writing.)

Alaska prisons, the largest provider of mental health services, — inmates can file an urgent grievance — must receive a written answer and can file an appeal. None of that is in regulation for a psychiatric patient in a psychiatric hospital.

Show up at the July 10<sup>th</sup> (9:00) API Board meeting (tentative).

Cc: DHSS , Thank you  
Psychiatric Rights

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