

Dear Karleen Jackson, PhD,
Commissioner—DHSS,

December 7, 2007

Your office answered only one of our two questions. Please answer the following question:

1. Does Providence Hospital's (Anchorage) single point of entry (SPE) for psychiatric patients have to abide by and comply with AS47.30.847 (Psychiatric patients' grievance procedure statute)?

It is a yes or no question.

As a note, Providence's attorney, Robert Dickson, Esq. (276-1700) stated Providence's single point of entry for psychiatric patients is not required to follow AS47.30.847.

Again, as a note, your office did answer one of our questions.

“Providence Hospital is not bound to Behavioral Health's grantee requirements for grievance procedures.”

In fact, Providence's single point of entry for psychiatric patients is not in compliance with major portions of the 4 pages of Behavioral Health's grievance procedure requirements.

On page 2, #4 of Behavioral Health requirements states:

“Explanation of agency's grievance procedure / policy provided to ALL consumers upon entry to services, to include the following

- a. Copy of agency procedure / policy
- b. A form for consumers to sign, which shall be maintained in the consumer's clinical record, that declares their receipt and understanding of the agency procedure / policy.

Providence's SPE does not comply with the above requirements; in fact, they refuse to give a copy of the grievance policy / procedure to patients.

As a further note, out of 82 grantee facilities, less than 10% comply with the above Behavioral Health requirement. Requirements are easy to ignore. There is no penalty (the requirements are not a statute.)

In closing, please answer the question #1. Thank you,

Cc: State Ombudsman's Office
Open letter

Faith Myers / Dorrance Collins
3240 Penland Pkwy, Sp. 35
Anchorage, AK. 99508
(907) 929-0532

Faith Myers / Dorrance Collins