Mental Health **Ombudsman**

MARCH 2025 REPORT







Patient Grievances from State Hospitals:

Total: 19 (Calendar Year: 94)Approved: 7 (Calendar Year: 20)

Denied: 12 (Calendar Year: 74)

Top 3 Categories of Patient Grievances:

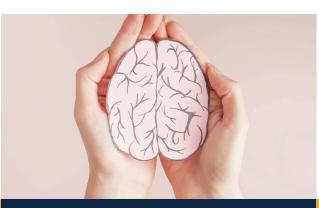
· Staff/Doctors (includes changing physicians, medication, or a medical decision)

 Abuse/Neglect (ás defined in W. Va. Code Ř. §64-59-1, et seq.)

 Communication (includes sending) and receiving mail, phone use, and visitation)

responded to by the Mental Health Ombudsman.

For Calendar Year 2025, a total of 142 contacts with clients have been responded to by the Mental Health Ombudsman



Average Time to Resolve to a Patient Grievance for Calendar Year 2025: 7.4 days

*Length of time to resolve individual patient grievances may be lengthened due to reviewing video footage or obtaining relevant records from the facilities.