

Mental Health Ombudsman

MARCH 2025 REPORT



Contacts Addressed

During March 2025, 27 Contacts have been 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

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 (as defined in W. Va. Code R. §64-59-1, *et seq.*)
- Communication (includes sending and receiving mail, phone use, and visitation)



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

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