

# Mental Health Ombudsman

MAY 2025 REPORT



## Contacts Addressed

During April 2025, 20 Contacts have been responded to by the Mental Health Ombudsman.

For Calendar Year 2025, a total of 163 contacts with clients have been responded to by the Mental Health Ombudsman

## Patient Grievances from State Hospitals:

- Total: 13 (Calendar Year: 143)
- Approved: 2 (Calendar Year: 32)
- Denied: 11 (Calendar Year: 111)

## 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.*)
- Patient Rights (Related to Patient Rights provided for by law)



\*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: 5.9 days