

# Mental Health Ombudsman

JUNE 2025 REPORT



## Contacts Addressed

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

For Calendar Year 2025, a total of 259 contacts with clients have been responded to by the Mental Health Ombudsman

## Patient Grievances from State Hospitals:

- Total: 10 (Calendar Year: 161)
- Approved: 3 (Calendar Year: 39)
- Denied: 7 (Calendar Year: 122)

## Top 3 Categories of Patient Grievances:

- Abuse/Neglect (as defined in W. Va. Code R. §64-59-1, *et seq.*)
- Other Patients (Problems or issues with other patients)
- Discharge/Transfer (Patient wants to leave the hospital or unit)



\*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: 2.3 days