

# Mental Health Ombudsman

JULY 2025 REPORT



## Contacts Addressed

During July 2025, 37 Contacts have been responded to by the Mental Health Ombudsman.

For Calendar Year 2025, a total of 296 contacts with clients have been responded to by the Mental Health Ombudsman

## Patient Grievances from State Hospitals:

- Total: 24 (Calendar Year: 185)
- Approved: 1 (Calendar Year: 40)
- Denied: 23 (Calendar Year: 145)

## Top 3 Categories of Patient Grievances:

- Abuse/Neglect (as defined in W. Va. Code R. §64-59-1, *et seq.*)
- Rights (related to patient's rights by law that may be violated)
- Staff/Doctors (includes changing physicians, medication, or a medical decision)



\*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: 6.46 days