

Mental Health Ombudsman

AUGUST 2025 REPORT



Contacts Addressed

During August 2025, 17 Contacts have been responded to by the Mental Health Ombudsman.

For Calendar Year 2025, a total of 332 contacts with clients have been responded to by the Mental Health Ombudsman

Patient Grievances from State Hospitals:

- Total: 11 (Calendar Year: 203)
- Approved: 0 (Calendar Year: 40)
- Denied: 11 (Calendar Year: 163)

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: 12.9 days