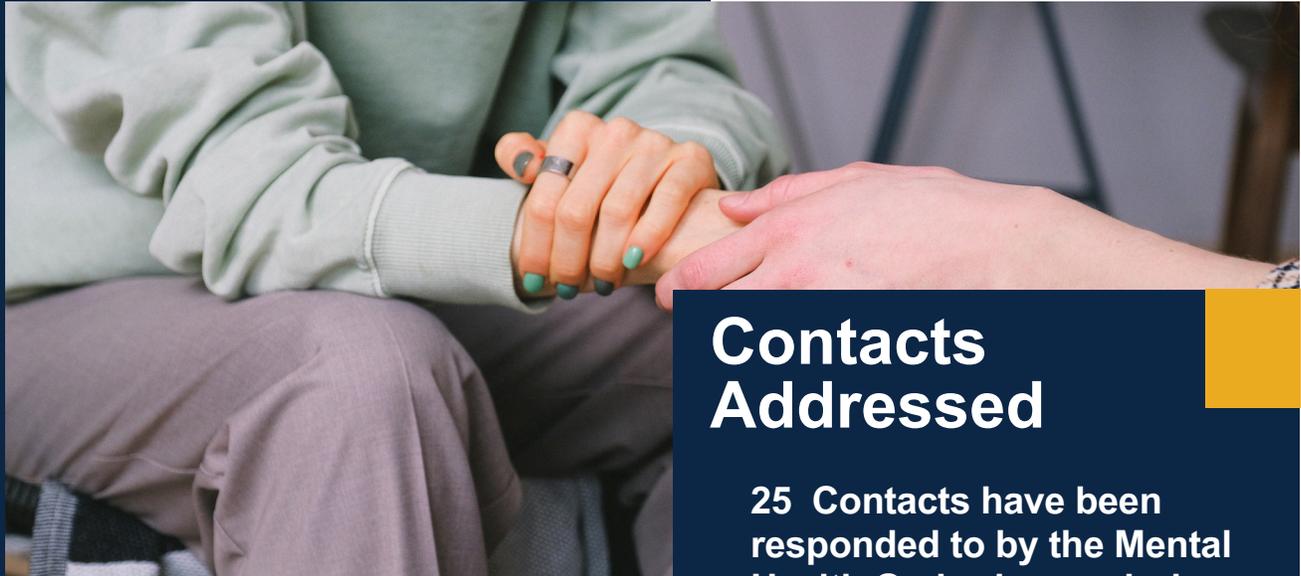


# Mental Health Ombudsman

FEBRUARY 2026 REPORT



## Contacts Addressed

25 Contacts have been responded to by the Mental Health Ombudsman during February 2026.

For Calendar Year 2026, a total of 65 contacts with clients have been responded to by the Mental Health Ombudsman

## Patient Grievances from State Hospitals:

- Total: 17
- Approved: 2
- Denied: 15

## Top 3 Categories of Patient Grievances:

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



Average Time to Resolve to a Patient Grievance for Calendar Year 2026: 4.9 days

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

\*\*Annual tracking is done on a calendar year