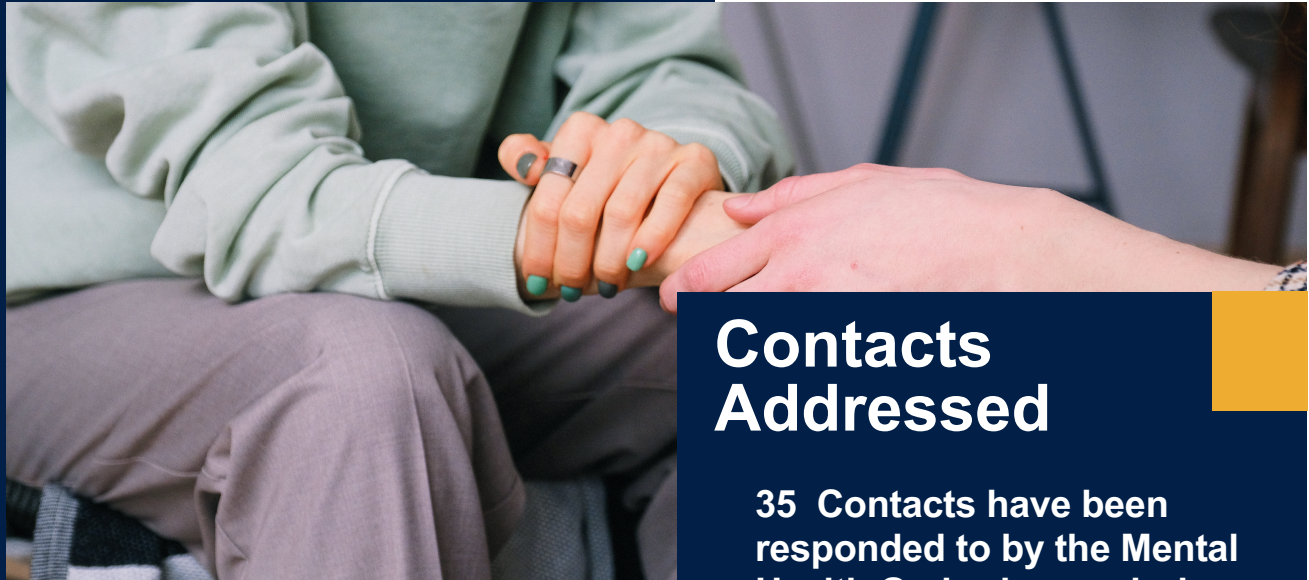


Mental Health Ombudsman

APRIL 2026 REPORT



Contacts Addressed

35 Contacts have been responded to by the Mental Health Ombudsman during March 2026.

For Calendar Year 2026, a total of 133 contacts with clients have been responded to by the Mental Health Ombudsman

Patient Grievances from State Hospitals:

- Total: 12
- Approved: 2
- Denied: 10

Top 3 Categories of Patient Grievances:

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



Average Time to Resolve to a Patient Grievance for Calendar Year 2026: 4.15 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