



SAGINAW COUNTY  
COMMUNITY MENTAL  
HEALTH AUTHORITY

# **Recipient Rights Annual Report Six Year Comparison Fiscal Years (FY) 2013 – 2018**

## **Prepared for the 9/18/19 Recipient Rights Advisory Committee**

**Saginaw County Community  
Mental Health Authority**

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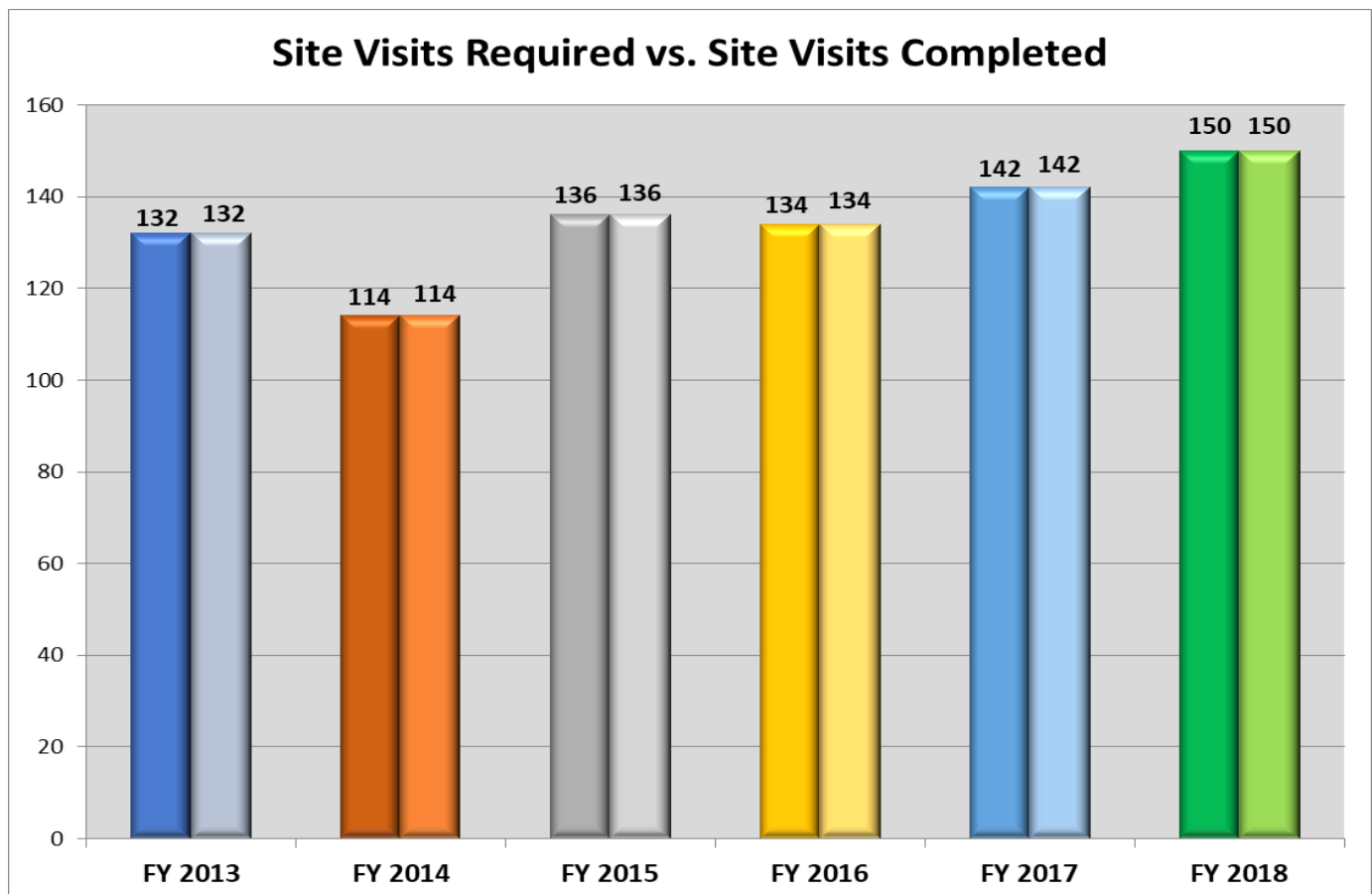
## **INTRODUCTION**

The Michigan Mental Health Code requires Community Mental Health (CMH) agencies to have an Office of Recipient Rights (ORR) to provide and coordinate the protection of Recipient Rights for all directly operated or contracted services. The Saginaw County Community Mental Health Authority (SCCMHA) Office of Recipient Rights has been given center stage in the main 500 Hancock facility to allow those served easy access to make a complaint. The entire purpose of the SCCMHA ORR is for protecting the Rights of the people we serve. This report is used to review and analyze data from the required Annual Reports to determine if there are ways to better protect SCCMHA consumers. We are reviewing data from the past 6 Fiscal Years to determine any trends that may be developing.


This report will be submitted to the ORR Committee, the SCCMHA Compliance & Policy Committee, and the Quality Governance Committee by December 2018.

## **SITE VISITS**

The Michigan Mental Health Code requires the ORR to visit every site serviced by SCCMHA annually. On the chart below, the number on the left represents the number of sites serviced by SCCMHA and the number on the right represents the number of sites visited by the SCCMHA ORR. As the chart indicates, over the past six years the SCCMHA ORR has completed 100% of the required Site Visits achieving the established goal.




## **Recipient Rights Data**

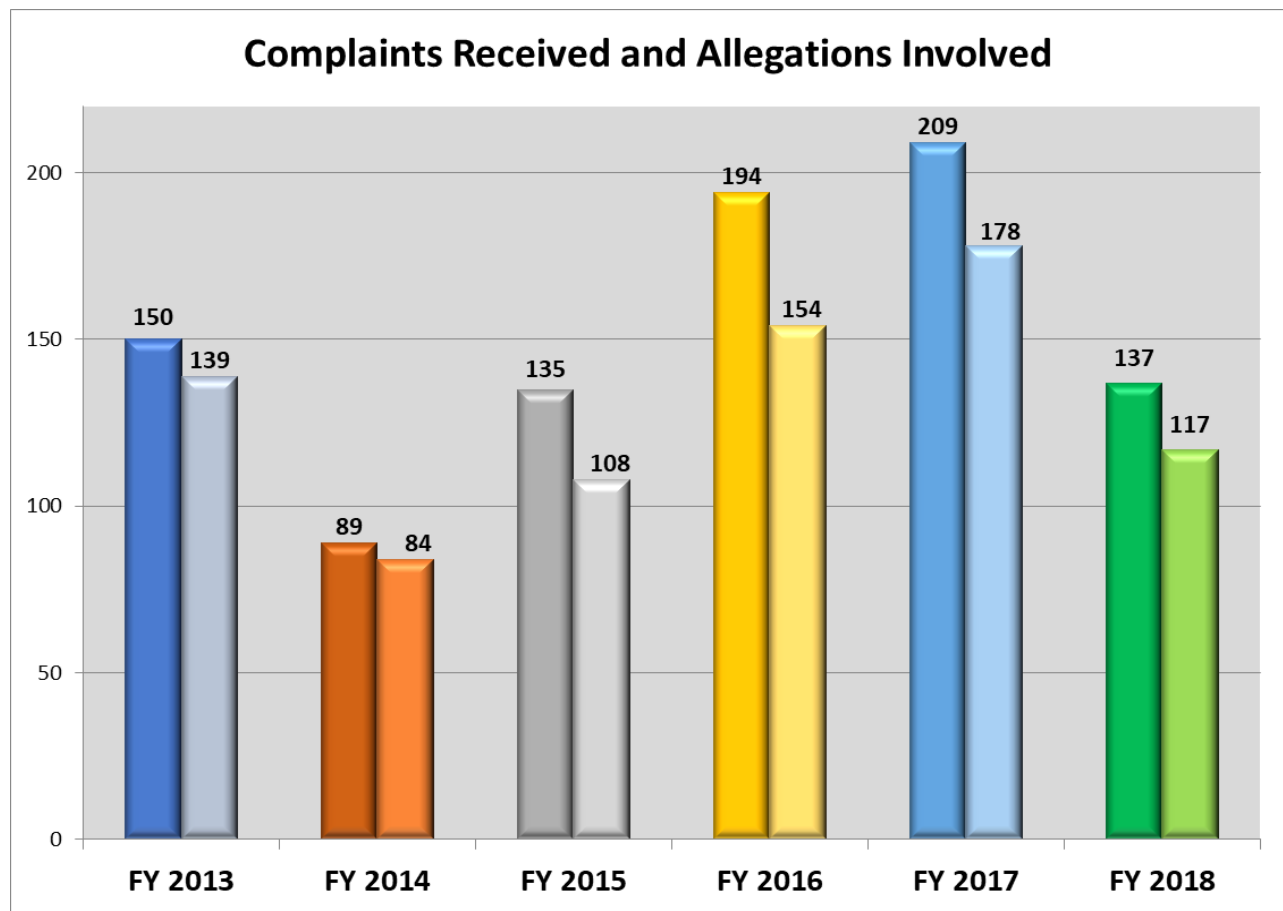
The SCCMHA ORR Investigations and Interventions data is maintained in the sentri  electronic record system. The data included in this report was pulled from the following table:

<b>Headings</b>	<b>FY 2013</b>	<b>FY 2014</b>	<b>FY 2015</b>	<b>FY 2016</b>	<b>FY 2017</b>	<b>FY 2018</b>
<b>Out of Jurisdiction</b>	<b>12</b>	<b>10</b>	<b>20</b>	<b>19</b>	<b>24</b>	<b>12</b>
<b>No Right Involved</b>	<b>26</b>	<b>12</b>	<b>8</b>	<b>15</b>	<b>27</b>	<b>8</b>
<b>Interventions</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>1</b>
<b>Allegations Investigated</b>	<b>107</b>	<b>66</b>	<b>107</b>	<b>160</b>	<b>152</b>	<b>116</b>
<b>Total Allegations Involved</b>	<b>150</b>	<b>89</b>	<b>135</b>	<b>194</b>	<b>209</b>	<b>137</b>
<b>Substantiated Allegations</b>	<b>56</b>	<b>34</b>	<b>56</b>	<b>117</b>	<b>101</b>	<b>74</b>
<b>Complaints Received</b>	<b>139</b>	<b>84</b>	<b>108</b>	<b>154</b>	<b>178</b>	<b>117</b>
<b>Number of People Served</b>	<b>4,860</b>	<b>5,164</b>	<b>5,664</b>	<b>6,210</b>	<b>6,989</b>	<b>7,523</b>
<b>Unduplicated Number of Complainants</b>	<b>86</b>	<b>66</b>	<b>75</b>	<b>83</b>	<b>103</b>	<b>65</b>
<b>Number of Required Site Visits</b>	<b>132</b>	<b>114</b>	<b>136</b>	<b>134</b>	<b>142</b>	<b>150</b>
<b>Number of Site Visits Completed</b>	<b>132</b>	<b>114</b>	<b>136</b>	<b>134</b>	<b>142</b>	<b>150</b>
<b>Substantiated Abuse</b>	<b>19</b>	<b>15</b>	<b>12</b>	<b>20</b>	<b>28</b>	<b>20</b>
<b>Substantiated Neglect</b>	<b>16</b>	<b>10</b>	<b>24</b>	<b>58</b>	<b>44</b>	<b>25</b>
<b>All Sub Complaints Other Than Abuse &amp; Neglect</b>	<b>21</b>	<b>9</b>	<b>20</b>	<b>39</b>	<b>29</b>	<b>57</b>

## **COMPLAINTS RECEIVED AND ALLEGATIONS INVOLVED**

There is a difference between Complaints and Allegations. When a Complaint is received by the ORR, it is the responsibility of the SCCMHA ORR Advisor/Investigator to document the information in the sentri  record. If there is an allegation of abuse or neglect, the Advisor/Investigator must immediately act to initiate the investigation and determine how many allegations of potential code protected Rights violations are involved. Because there may be multiple Allegations for each Complaint, there is always a potential to have more Allegations than Complaints.

The chart below shows the number of Complaints and Allegations have increased significantly for FY 2015 through FY 2017. In FY 2018 the number of complaints received was significantly down from FY 2017, but still significantly higher than the lowest year in FY 2014. It is not always possible to explain why the number of complaints rise or decrease as there are numerous factors. However, the SCCMHA ORR has constantly increased efforts to inform consumers of their right to file a complaint. The SCCMHA ORR has consistently also provided individualized, by home, specialized training for staff at specific residential Adult Foster Care (AFC) Homes as requested.



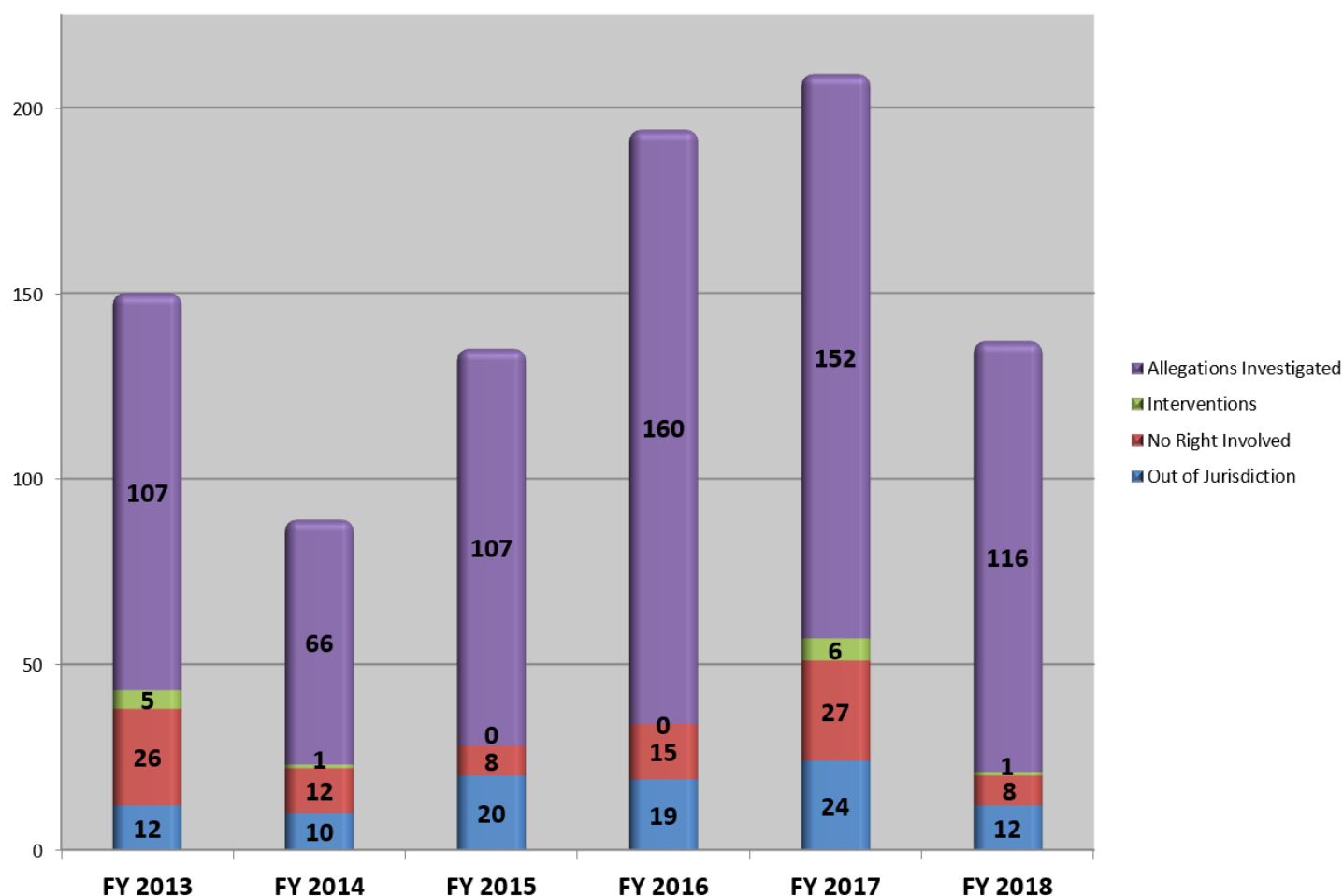
#### **ALLEGATIONS INVESTIGATED, INTERVENTIONS, NO RIGHT INVOLVED, AND OUT OF JURISDICTION**

An important aspect of the ORR process is understanding how Complaints are processed. When a Complaint is reported to the SCCMHA ORR, it is categorized as an Investigation, an Intervention, a No Right Involved, or an Out of Jurisdiction. The definition of each of these categories is defined below:

- Investigation: A right as defined in the Michigan Mental Health Code is alleged to have been violated and the facts of the allegation are not clear without looking into the allegation on a deeper level.
- Intervention: An allegation of a right has been reported to the SCCMHA ORR in which the facts, remedy, and resolution are clear. It is important to note that a case of abuse, neglect, or retaliation may not be opened as an Intervention.
- No Right Involved: An alleged violation of a person's rights that is not defined by the Michigan Mental Health Code.
- Outside of Jurisdiction: An alleged violation of a person's rights where the SCCMHA ORR would not have the authority to investigate.

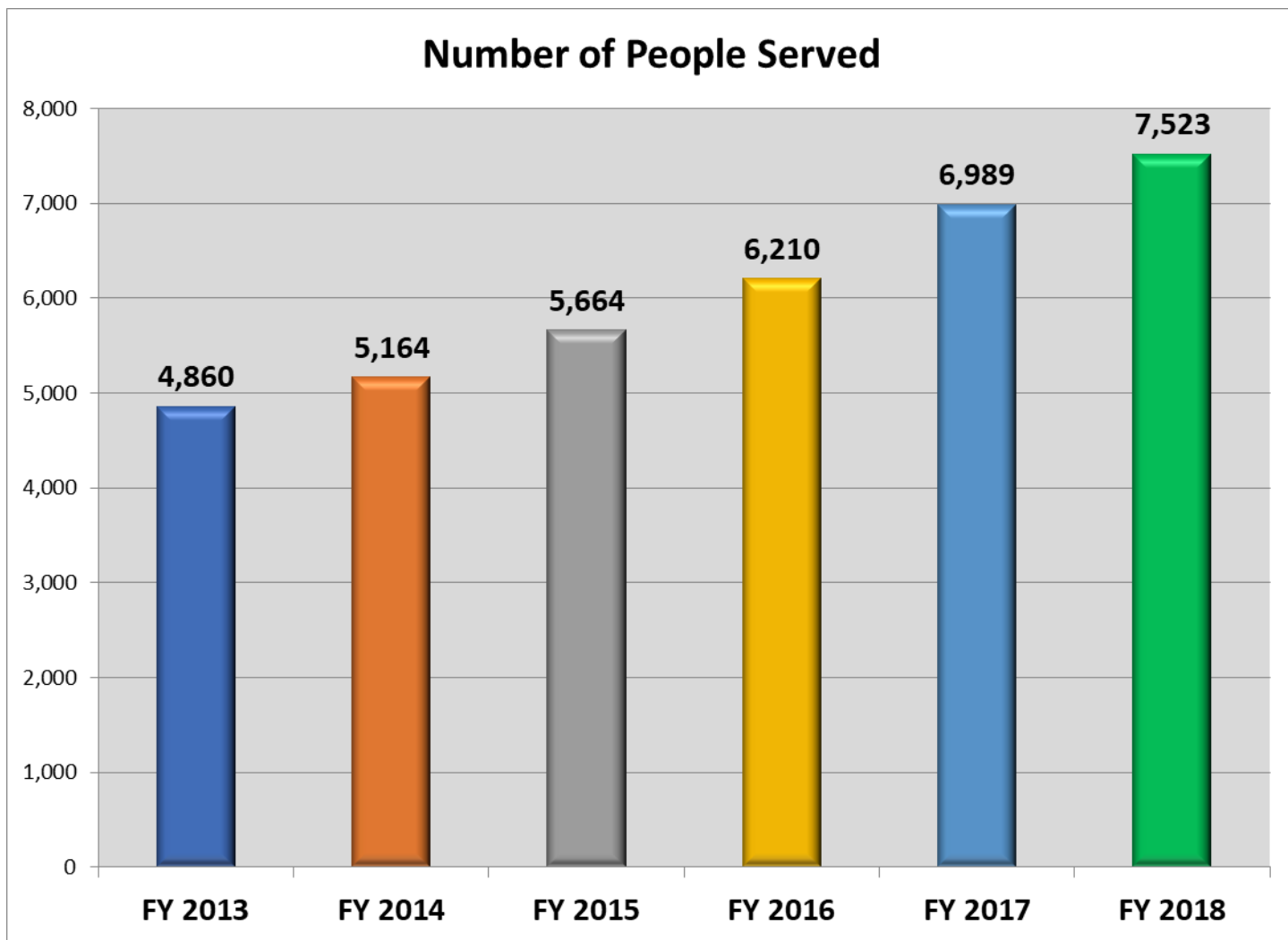
The chart below shows the number of Allegations Investigated since FY 2014 has risen consistently until FY 2018.

### Break Down of Complaints



### NUMBER OF CONSUMERS SERVED

The chart below shows the number of People Served over the past 6 years. The number of People Served has consistently increased over the last 5 years. This is in large part because the SCCMHA Chief Executive Officer, Sandra Lindsey has had a goal to serve more people over the past several years. There was not immediate and noticeable change, however, over the long run it has been obvious this goal is being achieved. The reason to serve more people in Saginaw County is simply to provide more and better care to the citizens of Saginaw County. By serving more people SCCMHA provides a better life to the entire community. Over the past 6 years the number of people served went from 4,860 to 7,523 which is an increase of 55%.



#### **ABUSE & NEGLECT**

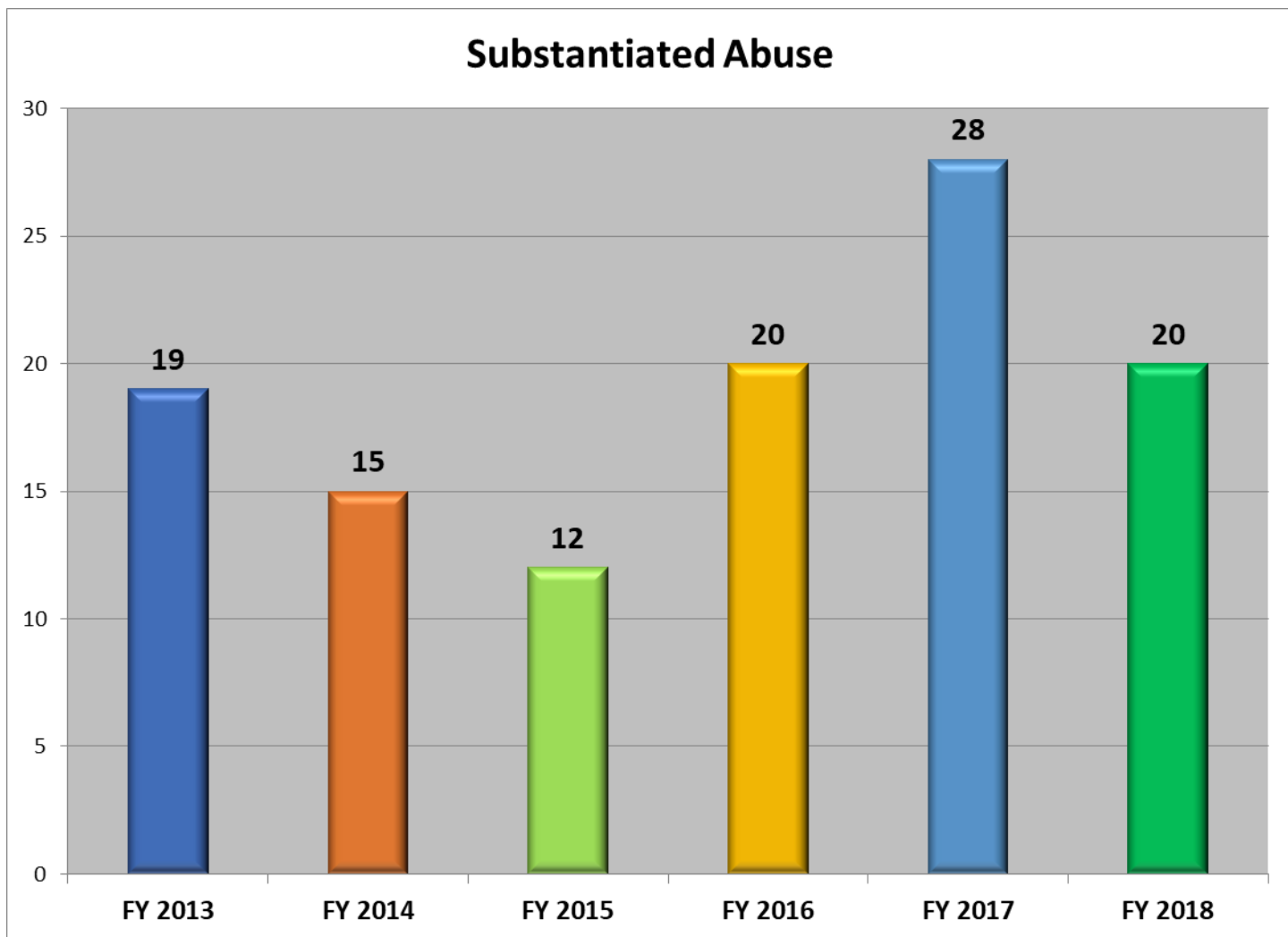
The categories of Abuse and Neglect are the most important categories of investigations because it directly impacts recipient health and safety! It is important to know the types of allegations that are involved in the Abuse and Neglect categories.

The following are examples of Neglect: leaving a recipient unattended, medication errors, failure to seek medical attention, doing or not doing something that is non-complaint with a written standard of care of treatment required by law or written standard, and failure to report apparent or suspected abuse or neglect.

The following are examples of Abuse: sexual contact, hitting, slapping, biting, kicking a recipient, use of weapons, foul language, racial or ethnic slurs, misuse or misappropriation of recipient funds, and unreasonable force while using physical management.

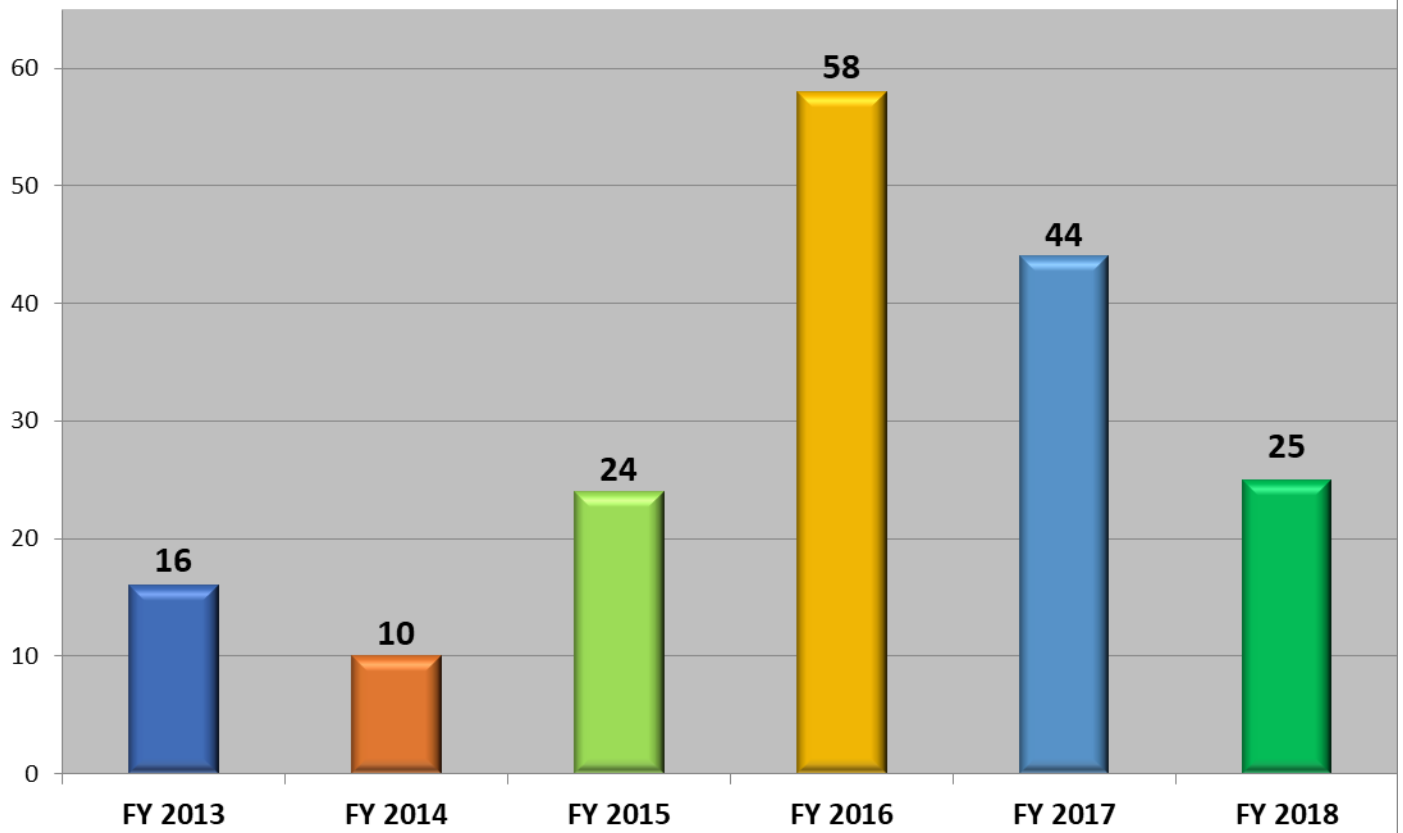
Abuse and neglect are separated into three different types; both can be Class I, Class II, and Class III. The most serious of both abuse and neglect is Class I and the least serious is Class III.

The chart below shows the number of Substantiated Abuse Complaints had increased since FY 2015. Fortunately in FY 2018 the trend did go down and the number of people abused or neglected in the SCCMHA network is small. However, each person is important and a primary goal of the SCCMHA ORR is to reduce abuse and neglect.



The chart below shows the number of Substantiated Neglect Complaints in FY 2016 more than doubled the amount from the previous year. There had been a disturbing trend of increased number of substantiated Neglect cases. Fortunately in the last 2 years this trend has decreased. This is definitely a better trend than experienced in FY 2016. The downward trend is a good start, however, we must remain diligent to assisting those served to avoid any neglect committed upon them. We strive to reduce abuse and neglect of those served and will continue to work toward determining if there are ways to better protect them. We do, at least, have data showing consumers, family members, and staff do know how to contact the SCCMHA ORR to report alleged Abuse & Neglect. On a positive note it does appear that while the number of people served has risen, the number of substantiated allegations of Abuse & Neglect has gone down.

## Substantiated Neglect







The Office of Recipient Rights is dedicated to protect  
the rights of the people we serve!