



“If you see something that is not right, not fair, not just, you have a moral obligation to do something about it.”  
*U.S. Rep. John Lewis*

# FY 2020 SEMI-ANNUAL REPORT

Michigan Department of Health and  
Human Services

Office of Recipient Rights

Statistical Analysis of  
CMH and LPH Data



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## INTRODUCTION

The Michigan Mental Health Code §330.1754 indicates that: (6) The state office of recipient rights shall do all of the following: (I) Review semiannual statistical rights data submitted by community mental health services programs and licensed hospitals to determine trends and patterns in the protection of recipient rights in the public mental health system and provide a summary of the data to community mental health services programs and to the director of the department.

Consistent with that mandate, the MDHHS Office of Recipient Rights presents the semiannual statistical report for the period October 1, 2019 – March 30, 2020. Questions pertaining to this report may be directed to the Office of Recipient Rights:

MDHHS-RecipientRights@michigan.gov.

A handwritten signature in black ink, appearing to read "Raymie Postema".

*Raymie Postema, Director, MDHHS Office of Recipient Rights*

# RESPONSIBILITIES OF THE CMH/LPH RIGHTS OFFICE

## MHC 330.1755

Each office of recipient rights established under PA 258 of 1974 shall do all of the following:

- Provide or coordinate the protection of recipient rights for all directly operated or contracted services.
- Ensure that recipients, parents of minor recipients, and guardians or other legal representatives have access to summaries of the rights guaranteed by this chapter and chapter 7a and are notified of those rights in an understandable manner, both at the time services are initiated and periodically during the time services are provided to the recipient.
- Ensure that the telephone number and address of the office of recipient rights and the names of rights officers are conspicuously posted in all service sites.
- Maintain a record system for all reports of apparent or suspected rights violations received within the community mental health services program system or the licensed hospital system, including a mechanism for logging in all complaints and a mechanism for secure storage of all investigative documents and evidence.
- Ensure that each service site is visited with the frequency necessary for protection of rights but in no case less than annually.
- Ensure that all individuals employed by the community mental health services program, contract agency, or licensed hospital receive training related to recipient rights protection before or within 30 days after being employed.
- Review the recipient rights policies and the rights system of each provider of mental health services under contract with the community mental health services program or licensed hospital to ensure that the rights protection system of each provider is in compliance with this act and is of a uniformly high standard.
- Serve as consultant to the executive director or hospital director and to staff of the community mental health services program or licensed hospital in matters related to recipient rights.
- Ensure that all reports of apparent or suspected violations of rights within the community mental health services program system or licensed hospital system are investigated in accordance with section 778 and that those reports that do not warrant investigation are recorded in accordance with subdivision (d).
- Semiannually provide summary complaint data consistent with the annual report required in subsection (6), together with a summary of remedial action taken on substantiated complaints by category, to the department and to the recipient rights advisory committee of the community mental health services program or licensed hospital

## DEFINITIONS

**"Community mental health services program" (CMHSP)** means a program operated under Chapter 2 of the Michigan Mental Health Code as a county community mental health agency, a community mental health authority, or a community mental health organization.

**"Hospital" (LPH)** means an inpatient program operated by the department for the treatment of individuals with serious mental illness or serious emotional disturbance or a psychiatric hospital or psychiatric unit licensed under section 330.1137 of the Michigan Mental Health Code.

**"Intervention"**: To act on behalf of a recipient to resolve a complaint alleging a violation of a code protected right when the facts are clear and the remedy, if applicable, is clear, easily obtainable within 30 days, and does not involve statutorily required disciplinary action. Interventions, at a minimum, must contain the following elements: the specific action taken by ORR, on behalf of the complainant, to resolve the complaint, identification of the code-protected right, a statement indicating whether the allegation of a rights violation is substantiated or not substantiated. Additionally, if the allegation is substantiated, the specific remedial action taken is identified.

**"Investigation"**: A detailed inquiry into and systematic examination of an allegation raised in a rights complaint, as outlined in 330.1778 of PA 258 of 1974.

## CMH COMPARATIVE DATA FY20 (October 1. 2019 – March 30. 2020)

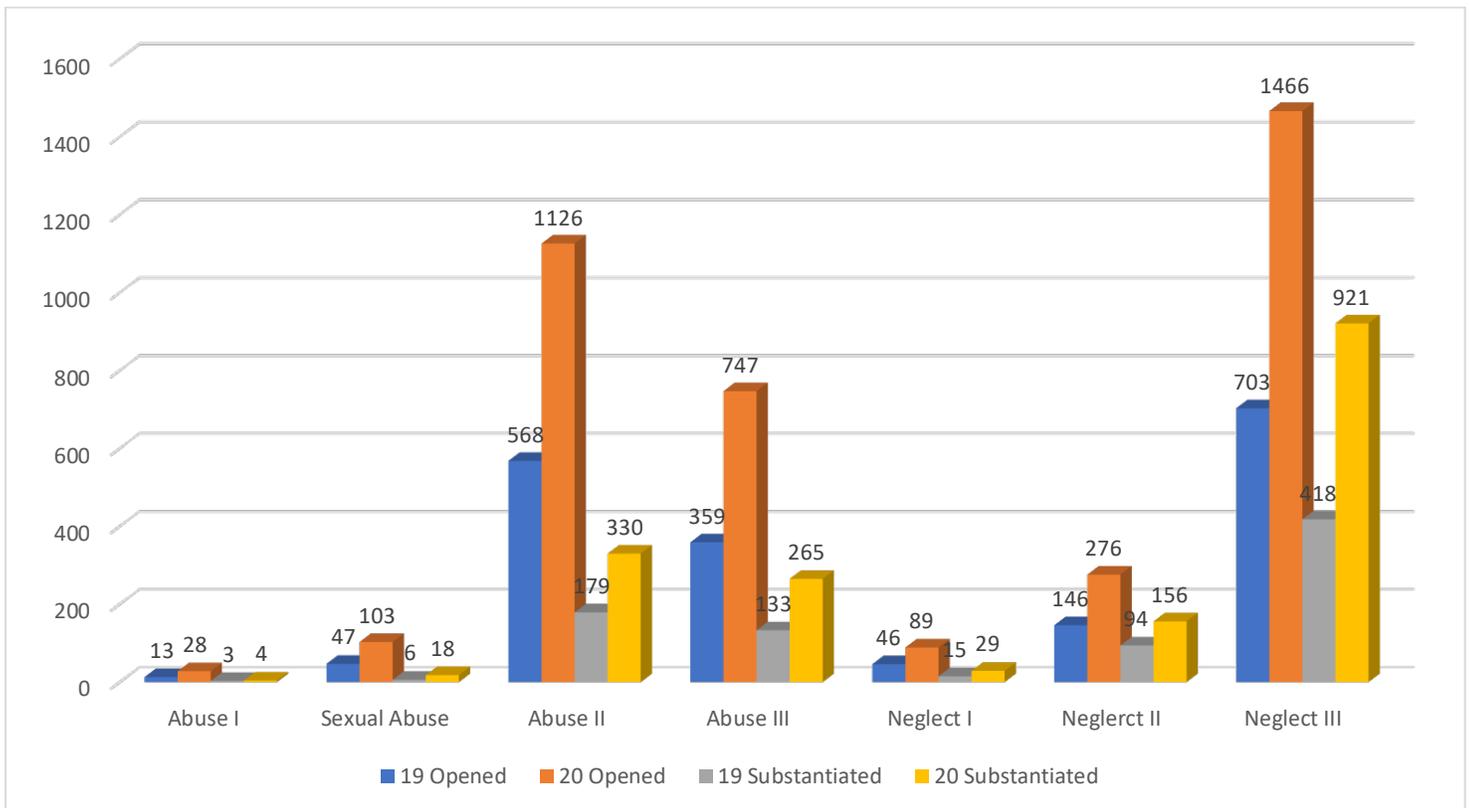
CMHSP	Unduplicated Count	Rights Office Staffing FTE	Allegations Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
Allegan County CMH Services	1,940	3.00	293	242	47	51	14
AuSable Valley CMHA	2,709	2.00	85	81	42	4	2
Barry County CMHA	1,534	1.00	12	12	12	0	0
Bay-Arenac Behavioral Health	5,033	2.75	161	142	57	19	14
Berrien MHA-Riverwood	5,145	1.60	46	36	19	10	7
Centra Wellness Network	1,663	1.50	35	30	18	5	3
CMH & SA Services of St Joseph County	2,188	1.25	30	26	9	4	1
CMH Authority of Clinton Eaton Ingham	11,164	4.00	131	131	37	0	0
CMH for Central Michigan	10,495	5.80	300	300	107	0	0
CMH of Ottawa County	3,236	1.00	38	38	11	0	0
Copper Country CMH Services	1,011	2.00	58	56	25	2	0
Detroit Wayne Integrated Health Network	65,199	33.00	1312	1312	504	0	0
Genesee Health System	10,817	6.00	388	372	168	16	16
Gogebic Community Mental Health	548	0.25	6	6	5	0	0
Gratiot Integrated Health Network	1,787	1.00	13	11	5	2	2
HealthWest	6,550	2.00	180	180	122	0	0
Hiawatha Behavioral Health	1,459	1.40	24	21	18	3	0
Huron Behavioral Health Services	1,019	0.50	7	7	4	0	0
Kalamazoo CMH & SA Services	6,464	6.00	714	500	191	214	22
Lapeer County CMH Services	2,342	1.00	34	37	16	1	1
Lenawee County CMH Authority	1,975	1.25	103	103	51	0	0
Lifeways CMH	7,817	4.00	242	242	102	0	0
Livingston County CMH Authority	2,296	2.00	142	141	50	1	1
Macomb County CMH Services	12,545	15.50	1713	1713	660	0	0
Monroe CMH Authority	2,670	2.00	173	173	105	0	0
Montcalm Care Network	2,123	1.25	58	42	33	16	10
network180	15,857	4.25	340	328	124	12	4
Newaygo County CMH Services	2,511	1.25	45	36	14	9	7
North Country CMH	4,045	2.00	128	111	58	17	6
Northeast Michigan CMH Authority	2,433	2.00	80	79	52	1	1
Northern Lakes CMH	6,326	5.00	371	356	181	15	12
Northpointe Behavioral Healthcare	1,965	1.00	61	59	35	2	1
Oakland Community Health Network	25,408	16.00	868	867	345	1	1
Pathways	2,806	3.00	238	227	99	11	5
Pines Behavioral Health Services	2,060	0.60	97	95	31	2	2

Saginaw County CMH Authority	7,725	0.00	185	181	97	4	3
CMHSP	Unduplicated Count	Rights Office Staffing FTE	Allegations Received	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
Sanilac County CMH Services	1,308	1.20	123	107	60	16	1
Shiawassee County CMH Services	2,072	2.00	68	56	26	12	12
St Clair County CMH Services	4,674	2.50	179	179	81	17	0
Summit Pointe Behavioral Health	8,291	2.50	437	437	258	0	0
The Right Door (Ionia)	2,385	1.00	47	45	19	0	0
Tuscola Behavioral Health Systems	1,314	1.00	122	122	72	0	0
Van Buren CMH Authority	2,262	1.00	8	5	1	3	1
Washtenaw County CMH	4,430	4.00	326	324	116	1	0
West Michigan CMH	2,820	1.00	86	73	36	13	11
Woodlands Behavioral Health	1,383	1.00	51	50	15	1	0
<b>TOTALS</b>	<b>273,804</b>	<b>155.35</b>	<b>10158</b>	<b>9691</b>	<b>4138</b>	<b>485</b>	<b>160</b>

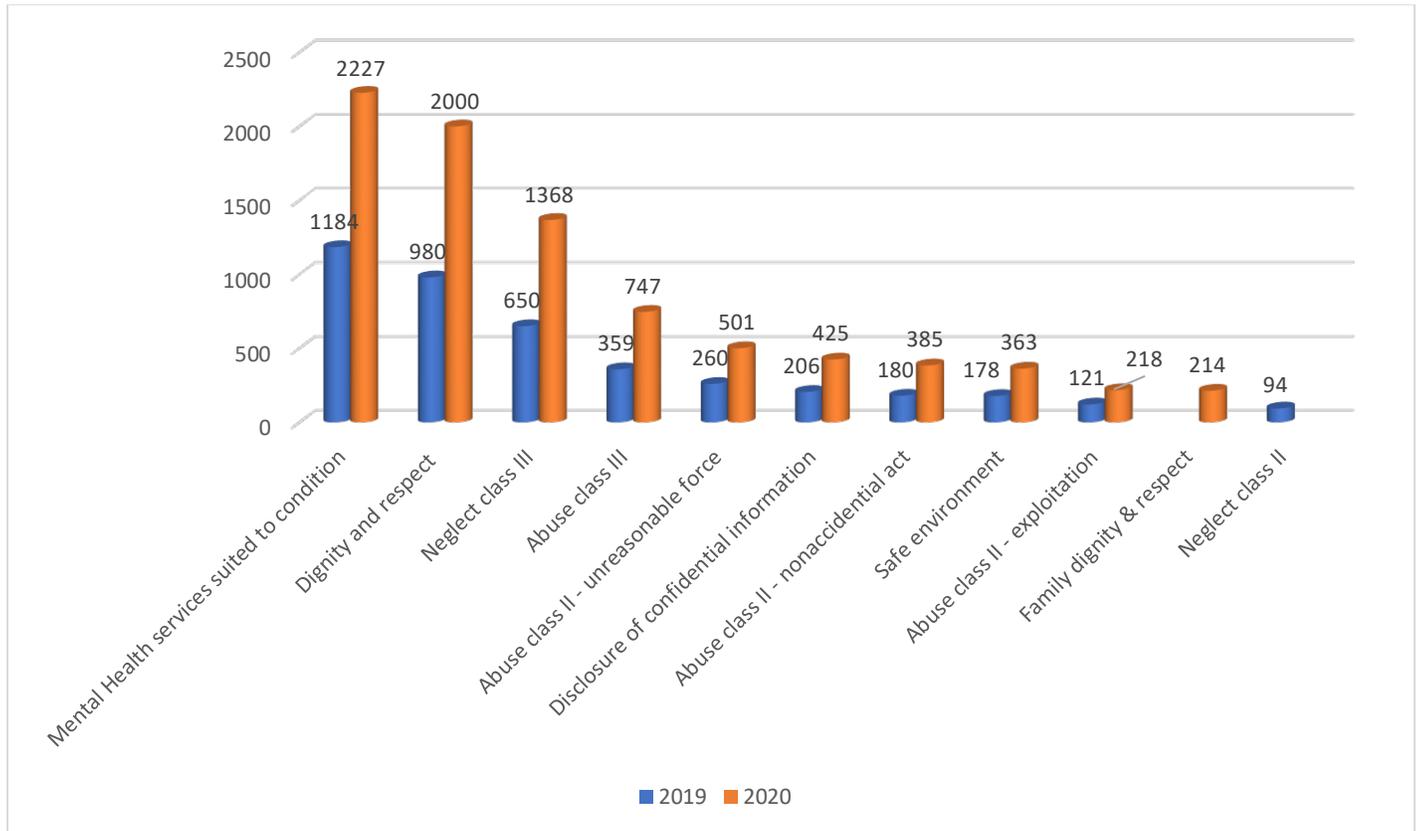
**Unduplicated Count:**

An actual count of eligible individuals who are receiving or have received services. When initially served each new individual is counted one time, by service, in each fiscal year.

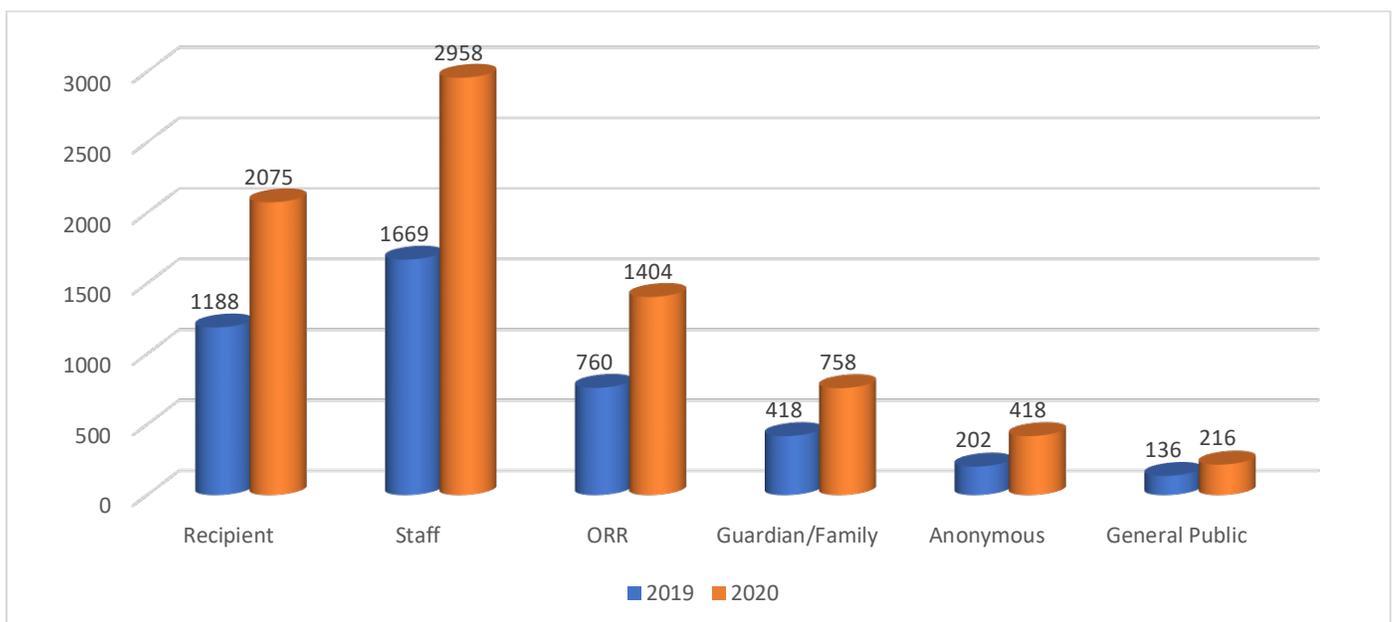
**Comparison of Abuse and Neglect Allegations CMH FY19 & FY 20 (October 1 – March 30)**



### Comparison of Top 10 Allegations Received CMHSP FY 19 & FY20 (October 1 – March 30)



### Comparison of Complaints Received by Source CMHSP FY 19 & FY 20 (October 1 – March 30)

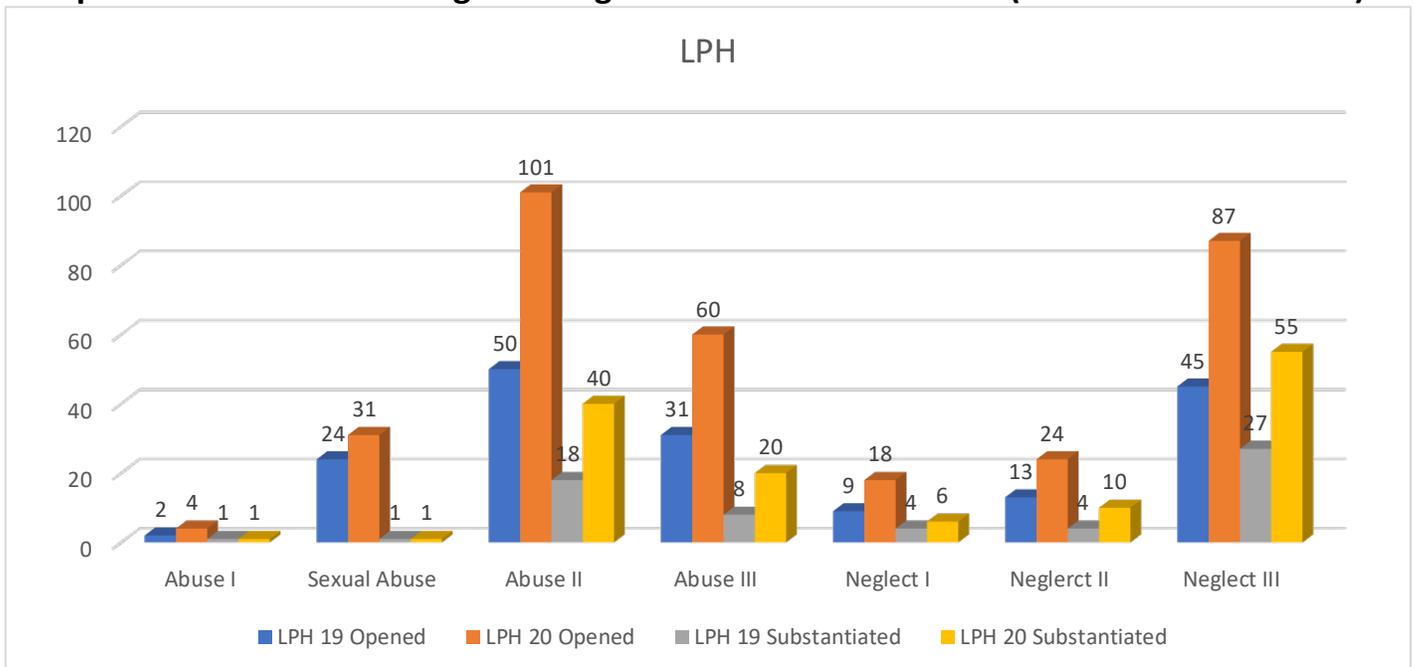


## LPH COMPARATIVE DATA – FY20 (October 1 – March 30)

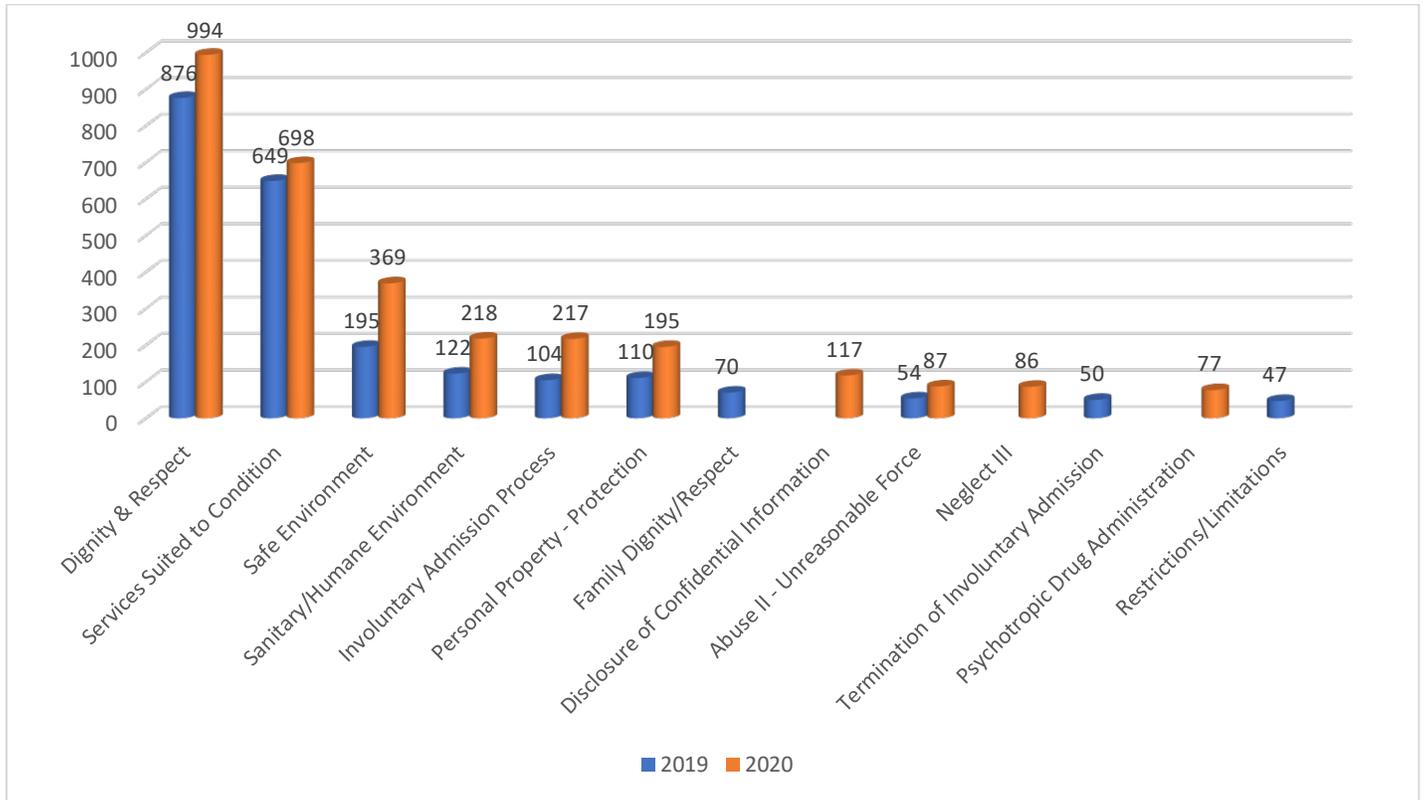
LPH	Admissions	FTE	Allegations*	Number of Investigations	Number of Substantiated Allegations	Number of Interventions	Number of Substantiated Interventions
Ascension Borgess Hospital	2,371	0.40	24	2	0	22	3
Ascension Macomb-Oakland Hospital - Madison Heights Campus	711	0.25	24	3	0	21	2
Ascension Macomb-Oakland Hospital - Warren Campus	947	0.25	32	2	0	30	2
Ascension Providence Hospital	463	0.50	79	8	3	71	12
Ascension Providence Rochester	847	0.13	40	8	2	32	3
Ascension St John Hospital	661	0.25	65	14	9	51	9
Beaumont Hospital - Farmington Hills	666	0.38	10	2	0	8	4
Beaumont Hospital - Royal Oak	818	1.73	19	1	0	18	0
Beaumont Hospital - Taylor	786	1.00	254	253	16	1	0
Behavioral Center of Michigan	1,305	1.00	69	11	4	58	19
Bronson Battle Creek - Field Stone	560	0.60	160	22	8	138	25
Bronson Lakeview Hospital	159	0.05	6	5	4	1	0
Cedar Creek Hospital	1,509	0.50	67	58	15	9	5
DMC Detroit Receiving Hospital	434	0.25	8	8	2	2	2
DMC Sinai-Grace Hospital	828	0.80	60	6	2	64	3
ForestView Psychiatric Hospital	3,464	0.63	167	12	0	155	63
Harbor Oaks Hospital	2,637	1.75	210	56	36	154	36
Havenwyck Hospital	6,697	2.00	316	30	4	286	25
HealthSource Saginaw	2,929	1.00	665	112	32	553	34
Henry Ford Allegiance Health	604	1.20	50	4	2	46	15
Henry Ford Kingswood	3,556	1.00	287	32	11	255	101
Henry Ford Macomb	1,806	1.00	191	26	17	165	10
Henry Ford Wyandotte	1,077	1.00	81	6	3	75	8
Hillsdale Hospital	361	0.20	6	6	1	1	1
Holland Hospital	585	0.15	22	15	1	7	1
Hurley Medical Center	1,095	0.18	12	12	1	0	0
McLaren - Bay Region	1,098	0.10	9	9	2	0	0
McLaren - Flint	1,086	0.40	7	2	0	5	0
McLaren - Greater Lansing	117	1.00	4	3	0	1	0
McLaren - Lapeer Region	2,920	0.13	17	10	9	7	0
McLaren - Oakland	668	1.00	109	7	7	102	16
McLaren - Port Huron	703	0.50	66	7	0	59	5
Memorial Healthcare - Owosso	830	0.50	8	2	2	6	0
Mercy Health Partners - Hackley Campus	1,104	0.40	61	9	1	52	7
Mercy Health St Mary's	0	0.00	0	0	0	0	0
Michigan Medicine	1,629	1.00	29	29	16	0	0
MidMichigan Medical Center - Alpena	432	0.20	4	0	0	4	1

LPH	Admissions	FTE	Allegations*	Number of Investigations	Number of Substantiated Allegations	Number of Interventions	Number of Substantiated Interventions
MidMichigan Medical Center - Gratiot	818	0.56	77	21	6	56	9
MidMichigan Medical Center - Midland	737	0.50	109	5	3	104	3
Munson Medical Center	615	1.00	140	5	3	135	6
Oaklawn Hospital	452	0.20	31	4	0	29	3
Pine Rest Christian Mental Health Services	7,148	1.50	123	11	5	112	0
Pontiac General Hospital	1,487	0.50	69	13	8	56	3
Promedica Coldwater Regional Hospital	446	0.08	7	7	2	0	0
ProMedica Monroe Regional Hospital	574	0.50	19	2	0	18	6
Samaritan Behavioral Center	1,252	1.00	39	16	8	23	6
Sparrow-St Lawrence Hospital	1,297	0.04	48	35	13	13	3
Spectrum Health Lakeland Hospital	907	0.13	5	2	1	3	1
St Joseph Mercy Hospital	966	0.60	15	4	2	11	2
St Joseph Mercy Hospital - Chelsea	818	0.40	11	5	0	6	3
St Joseph Mercy Hospital - Oakland	814	0.50	75	5	2	70	4
St Mary Mercy Hospital	652	0.05	23	0	0	23	0
StoneCrest Center	5,882	1.00	201	21	15	180	144
UP Health System - Marquette	626	0.25	11	1	0	10	3
War Memorial Hospital	524	0.50	89	26	11	63	41
<b>TOTALS</b>	<b>74,478</b>	<b>33</b>	<b>4330</b>	<b>975</b>	<b>289</b>	<b>3371</b>	<b>649</b>

### Comparison of Abuse and Neglect Allegations LPH FY19 & FY 20 (October 1 – March 30)



### Comparison of Top 10 Allegations Received LPH FY 19 & FY20 (October 1 – March 30)



### Comparison of Complaints Received by Source LPH FY 19 & FY 20 (October 1 – March 30)

