



FY 18 Semi- Annual Report

OFFICE OF RECIPIENT RIGHTS
Statistical Analysis of
CMHSP and LPH Data

INTRODUCTION



The Michigan Mental Health Code §330.1754 indicates that: (6) The state office of recipient rights shall do all of the following: (l) 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 semi-annual statistical report for the period October 1, 2017 – March 30, 2018. Questions pertaining to this report may be directed to the Office of Recipient Rights:

MDHHS-RecipientRights@michigan.gov.

John T. Sanford, Esq., Director,
MDHHS Office of Recipient Rights

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

BASIC RESPONSIBILITIES OF THE OFFICE OF RECIPIENT RIGHTS:

- 5) Each office of recipient rights established under PA 258 of 1974 shall do all of the following:
- (a) Provide or coordinate the protection of recipient rights for all directly operated or contracted services.
 - (b) 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.
 - (c) 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.
 - (d) 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.
 - (e) Ensure that each service site is visited with the frequency necessary for protection of rights but in no case less than annually.
 - (f) 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.
 - (g) 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.
 - (h) 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.
 - (i) 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).
 - (j) 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

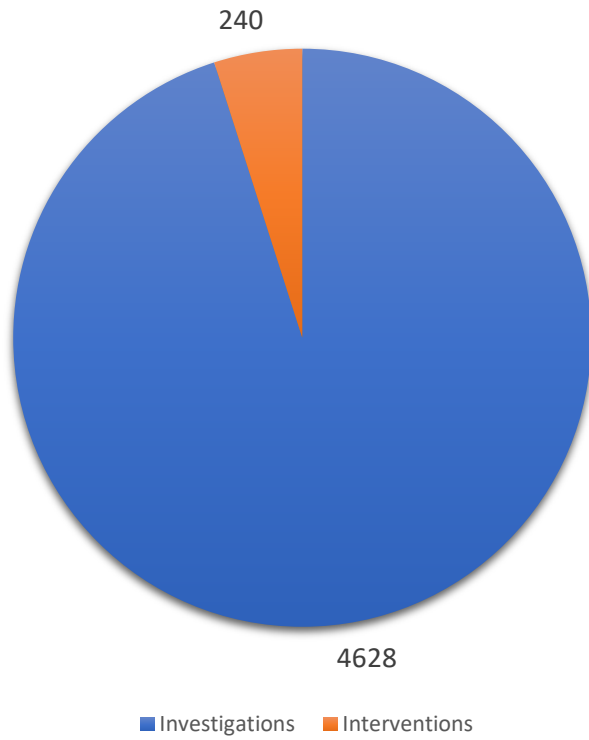
Comparative Data - CMH

CMHSP	Unduplicated Count	Rank by Count	Rights Office Staffing FTE	Rank by FTE	Allegations (not including 0000 or 0001)	Rank by Allegations	Investigations	Number of Interventions	Number of Substantiated Allegations	Percent of Allegations Substantiated
Detroit Wayne MH Authority	48,136	1	33.00	1	634	2	634	0	236	37%
Oakland Community Health Network	19,764	2	16.00	3	369	3	369	0	120	33%
Macomb County CMH Services	11,703	3	16.50	2	1010	1	1010	0	429	42%
network180	11,387	4	4.25	7	149	10	144	5	51	34%
Genesee Health System	10,449	5	6.00	4	228	5	220	8	107	47%
CMH Authority of Clinton Eaton	8,157	6	4.00	8	69	16	69	0	15	22%
CMH for Central Michigan	7,408	7	5.18	6	206	6	206	0	94	46%
Summit Pointe Behavioral Health	6,247	8	2.00	15	168	8	161	7	117	70%
HealthWest CMH Services	5,864	9	1.50	22	84	13	84	0	43	51%
Saginaw County CMH Authority	5,574	10	2.50	14	63	21	63	0	42	67%
Lifeways	5,508	11	3.00	11	127	11	127	0	41	32%
Berrien/Riverwood Center	5,192	12	1.70	21	15	38	7	8	9	60%
Kalamazoo CMH & SA Services	4,628	13	6.00	5	290	4	203	87	83	29%
Bay-Arenac Behavioral Health	4,544	14	2.75	13	69	17	61	8	32	46%
Northern Lakes CMH	3,939	15	4.00	9	186	7	179	7	86	46%
St Clair County CMH Services	3,725	16	2.00	16	57	23	57	0	27	47%
Washtenaw County	3,677	17	4.00	10	163	9	163	0	69	42%
North Country CMH	2,949	18	2.00	17	88	12	76	12	54	61%
CMH for Ottawa County	2,446	19	1.00	29	11	42	11	0	3	27%
Pathways	2,209	20	3.00	12	74	14	67	7	27	36%
Monroe CMH Authority	2,023	21	2.00	18	73	15	73	0	49	67%
AuSable Valley CMH	2,020	22	1.00	30	69	18	67	2	39	57%
Livingston County CMH Services	1,954	23	2.00	19	68	19	67	1	22	32%
Northeast Michigan CMH Authority	1,865	24	1.50	23	41	26	38	3	21	51%
CMH & SA Servces of St Joseph Cty.	1,837	25	1.00	31	17	35	14	3	7	41%
The Right Door for Hope, Recovery	1,727	26	1.00	32	16	37	13	3	7	44%
Pines Behavioral Health Services	1,693	27	0.60	43	59	22	58	1	36	61%
West Michigan CMH	1,557	28	1.00	33	28	29	14	14	15	54%
Lenawee County CMH Authority	1,433	29	1.00	34	24	32	24	0	4	17%
Northpointe Behavioral Healthcare Systems	1,426	30	1.00	35	25	30	20	5	19	76%
Montcalm Center for Behavioral Health	1,426	31	1.40	25	15	39	10	5	10	67%
Van Buren CMH Authority	1,403	32	1.00	36	5	45	5	0	2	40%
Newaygo County CMH Services	1,394	33	1.25	26	33	27	33	0	18	55%
Lapeer County CMH Services	1,360	34	1.00	37	25	31	13	12	3	12%
Allegan County CMH Services	1,349	35	1.10	27	48	25	35	13	12	25%
Shiawassee County CMH Services	1,319	36	2.00	20	29	28	21	8	13	45%
Gratiot Integrated Health Network	1,275	37	1.00	38	24	33	24	0	13	54%
Centra Wellness Network	1,161	38	1.50	24	16	36	10	6	10	63%
Barry County CMHA	1,145	39	1.00	28	9	44	9	0	7	78%
Hiawatha	1,127	40	1.00	39	12	41	11	1	8	67%
Huron Behavioral Health Services	1,019	41	0.50	45	11	43	11	0	7	64%
Tuscola Behavioral Health Systems	1,015	42	1.00	40	68	20	66	2	43	63%
Sanilac County CMH Services	832	43	1.00	41	57	24	53	4	25	44%
Copper Country CMH Services	767	44	0.60	44	22	34	17	5	11	50%
Woodlands Behavioral Healthcare Network	734	45	1.00	42	13	40	11	2	6	46%
Gogebic County CMH Services	412	46	0.25	46	1	46	0	1	0	0%

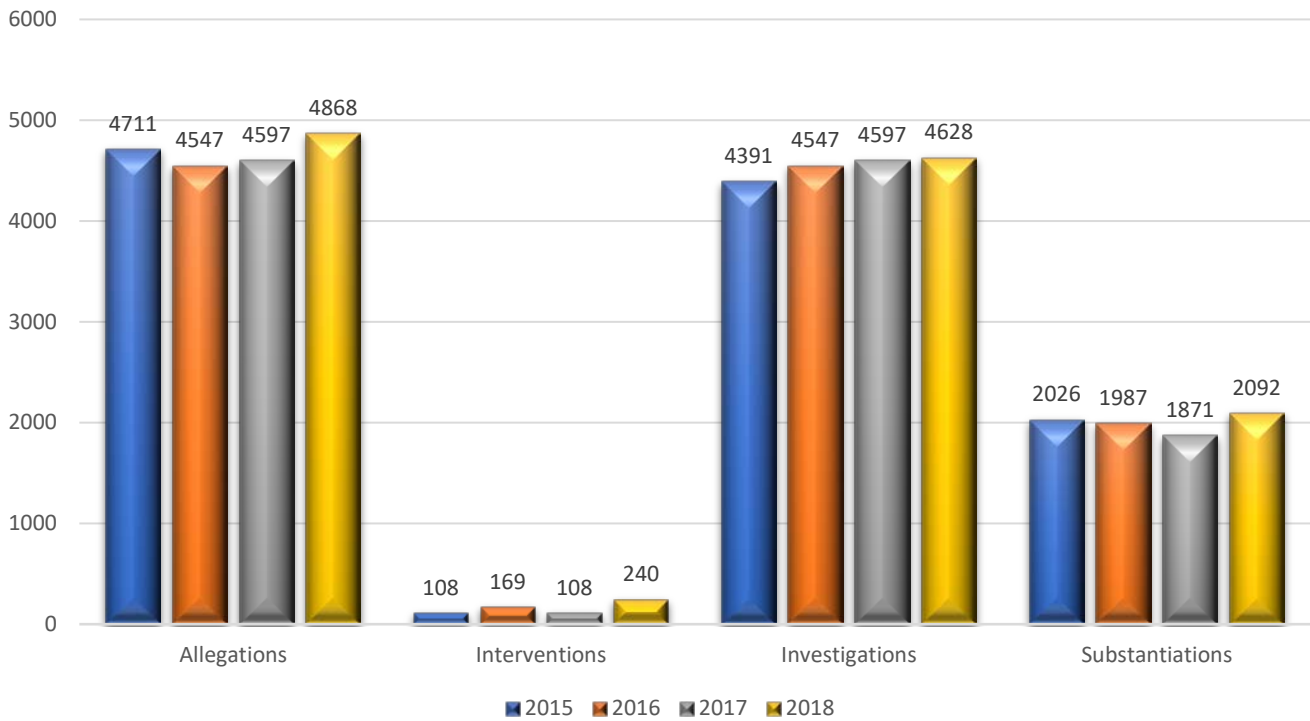
Unduplicated Count:

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.

Actions Taken on Allegations - CMHSP



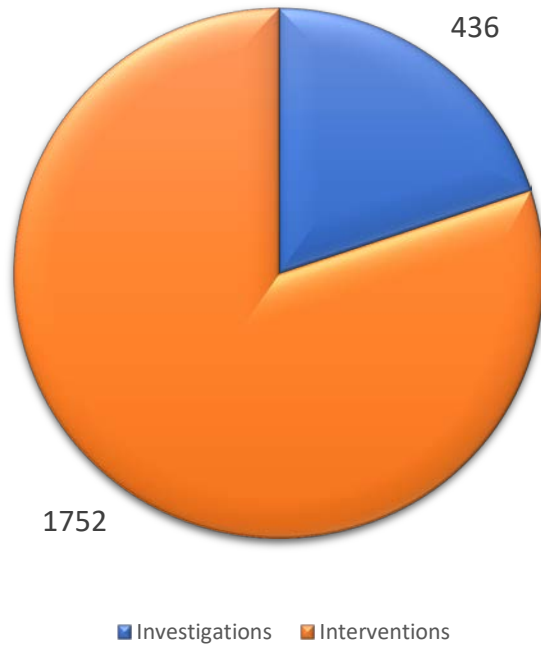
CMH Comparative Data 2015-2018



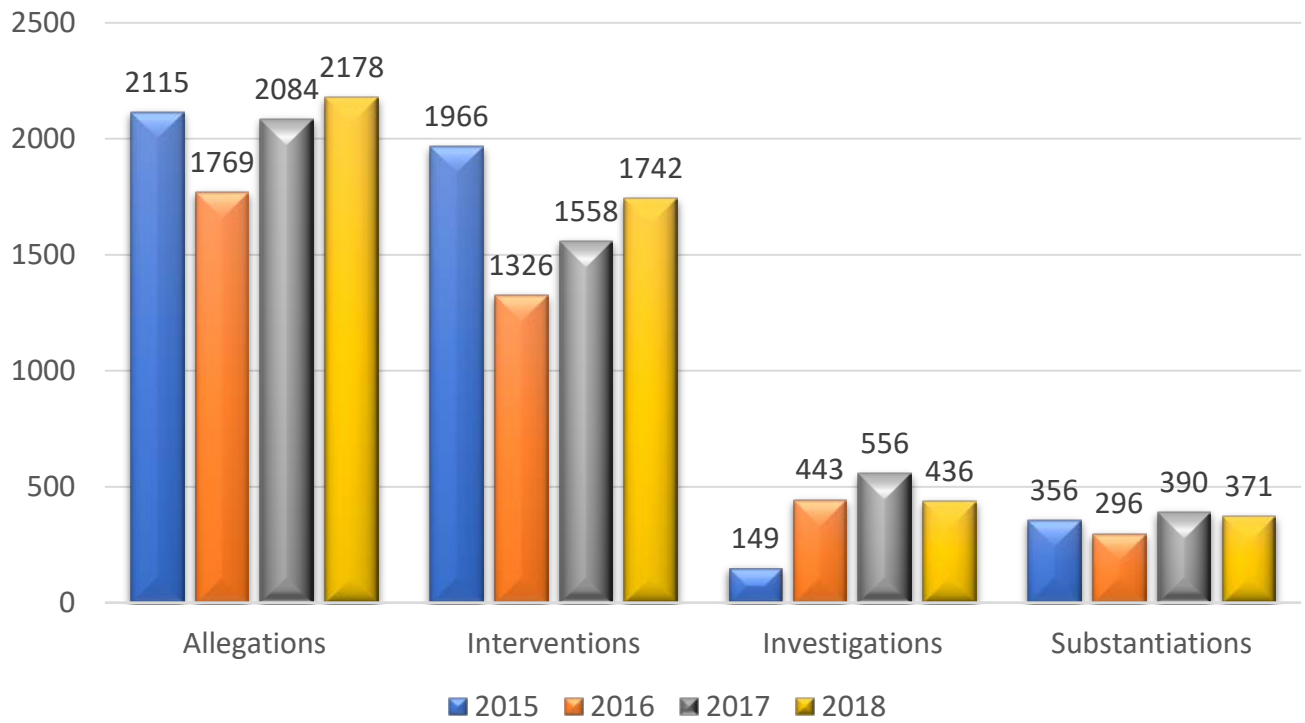
Comparative Data - LPH

LPH	Admissions	Rank by Admissions	# Hours/40	Rank by Hours Devoted to Rights	Allegations (not including 0000 or 0001)	Rank by Allegations	Number of Investigations	Percent of Allegations Investigated	Number of Interventions	Percent of Allegations with Interventions	Number of Substantiated Allegations	Percent of Allegations Substantiated
Havenwyck Hospital	4,211	1	80	1	215	2	7	3%	208	97%	26	12%
StoneCrest Center	1,982	2	40	4	24	24	9	38%	15	63%	15	63%
Henry Ford Kingswood Hospital	1,849	3	40	5	128	4	21	16%	107	84%	32	25%
ForestView Psychiatric Hospital	1,663	4	25	21	56	9	0	0%	56	100%	23	41%
Pine Rest Christian Mental Health Services	1,609	5	60	2	92	5	5	5%	87	95%	3	3%
HealthSource Saginaw	1,469	6	60	3	466	1	141	30%	325	70%	26	6%
Harbor Oaks Hospital	1,313	7	30	19	57	8	11	19%	46	81%	33	58%
Mercy Health St Marys	1,135	8	32	17	20	29	2	10%	18	90%	2	10%
Hurley Medical Center	972	9	8	46	22	26	22	100%	0	0%	5	23%
Henry Ford Macomb Hospital	922	10	40	6	174	3	7	4%	167	96%	14	8%
Borgess Medical Center	773	11	16	36	19	30	2	11%	17	89%	1	5%
Behavioral Center of Michigan	698	12	40	7	69	6	19	28%	50	72%	21	30%
Samaritan Behavioral Center	686	13	40	8	26	23	8	31%	18	69%	9	35%
Henry Ford Wyandotte Hospital	650	14	40	9	23	25	2	9%	21	91%	1	4%
Henry Ford Allegiance Health	640	15	40	10	34	17	11	32%	23	68%	9	26%
Michigan Medicine	616	16	40	11	18	32	17	94%	1	6%	9	50%
Sparrow-St Lawrence Hospital	571	17	40	12	21	27	10	48%	11	52%	3	14%
St Mary Mercy Hospital	565	18	20	25	50	10	1	2%	49	98%	4	8%
St Joseph Mercy Hospital	549	19	24	22	12	36	1	8%	11	92%	5	42%
Memorial Healthcare - Owosso	521	20	20	26	9	39	0	0%	9	100%	3	33%
McLaren - Bay Region	520	21	4	52	2	53	1	50%	1	50%	0	0%
McLaren - Port Huron	517	22	20	27	17	33	8	47%	9	53%	1	6%
Mercy Health Hackley Campus	515	23	32	18	39	13	7	18%	32	82%	6	15%
McLaren Medical Center - Flint	500	24	1	56	4	48	0	0%	4	100%	0	0%
St John Macomb-Oakland Hospital-Warren Campus	471	25	10	41	19	31	2	11%	17	89%	5	26%
Beaumont Hospital - Taylor	465	26	40	13	31	20	6	19%	25	81%	5	16%
Beaumont Hospital - Royal Oak	450	27	2	53	4	47	0	0%	4	100%	0	0%
UP Health System - Marquette	447	28	16	37	9	40	1	11%	8	89%	3	33%
Pontiac General Hospital	418	29	30	20	38	15	37	97%	1	3%	5	13%
MidMichigan Medical Center - Gratiot	409	30	23	24	40	56	5	13%	34	0%	11	28%
Crittenton Hospital Medical Center	383	31	15	38	35	16	2	6%	33	94%	4	11%
St Joseph Mercy Hospital - Chelsea	375	32	18	35	1	54	0	0%	1	100%	0	0%
MidMichigan Medical Center - Midland	372	33	10	42	4	45	0	0%	4	100%	1	25%
St John Macomb-Oakland Hospital-Madison Heights Campus	367	34	10	43	4	46	1	25%	3	75%	0	0%
St John Hospital & Medical Center	349	35	10	44	29	22	2	7%	27	93%	3	10%
St Joseph Mercy Hospital - Oakland	349	36	20	28	39	14	19	49%	20	51%	3	8%
DMC Sinai-Grace Hospital	332	37	20	29	49	11	4	8%	45	92%	1	2%
Beaumont Hospital - Farmington Hills	325	38	15	39	3	49	3	100%	0	0%	3	100%
Bronson Battle Creek	324	39	24	23	64	7	6	9%	58	91%	15	23%
ProMedica Herrick Medical Center	305	40	20	30	8	41	1	13%	7	88%	0	0%
ProMedica Monroe Regional Hospital	305	41	20	31	8	42	1	13%	7	88%	0	0%
Munson Medical Center	285	42	40	14	29	21	2	7%	27	93%	3	10%
DMC Detroit Receiving Hospital	284	43	20	32	13	35	3	23%	10	77%	0	0%
Holland Community Hospital	279	44	6	50	5	44	5	100%	0	0%	1	20%
Oaklawn Hospital	274	45	8	47	17	34	1	6%	16	94%	1	6%
War Memorial Hospital	264	46	20	33	44	12	14	32%	30	68%	36	82%
Lakeland Health	257	47	6	51	11	37	0	0%	11	100%	2	18%
McLaren - Oakland Hospital	257	48	40	15	34	18	1	3%	33	97%	7	21%
MidMichigan Medical Center - Alpena	247	49	15	40	8	43	0	0%	8	100%	0	0%
Providence-Providence Park Hospital	236	50	20	34	21	28	3	14%	18	86%	2	10%
Hillsdale Community Health Center	214	51	8	48	3	50	0	0%	3	100%	0	0%
McLaren - Lapeer Region	214	52	10	45	34	19	2	6%	32	94%	1	3%
Community Health Center of Branch County, Behavioral Healthcare	210	53	8	49	3	51	0	0%	3	100%	0	0%
Cedar Creek Hospital of MI	182	54	40	16	10	38	5	50%	5	50%	5	50%
Bronson Lakeview Hospital	107	55	2	54	3	52	3	100%	0	0%	2	67%
McLaren - Greater Lansing	74	56	2	55	1	55	0	0%	1	100%	1	100%

Actions Taken on Allegations - LPH



LPH Comparative Data 2015-2018





The Michigan Department of Health and Human Services (MDHHS) does not discriminate against any individual or group because of race, religion, age, national origin, color, height, weight, marital status, genetic information, sex, sexual orientation, gender identity or expression, political beliefs or disability.