



**Michigan Department of Health
and Human Services
OFFICE OF RECIPIENT RIGHTS**


FY2021 Semi-Annual Report

Statistical Analysis of CMH and LPH Data

October 1, 2020 – March 31, 2021

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The Michigan Department of Health and Human Services will not exclude from participation in, deny benefits of, or discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, gender identification or expression, sexual orientation, partisan considerations, or a disability or genetic information that is unrelated to the person’s eligibility.

INTRODUCTION

The Michigan Mental Health Code §330.1754 indicates that: (6) The state office of recipient rights shall do all of the following: (1) 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, 2020 – March 30, 2021. Questions pertaining to this report may be directed to the Office of Recipient Rights: MDHHS-RecipientRights@michigan.gov.

Raymie Postema, Director, MDHHS Office of Recipient Rights

RESPONSIBILITIES OF THE 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" means... a psychiatric hospital or psychiatric unit licensed under section 330.1137 of the Michigan Mental Health Code (Licensed Private Hospital {LPH})

"Intervention" means 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" means 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.

"Substantiation" means to determine that a violation of a right has occurred based upon the "preponderance of evidence" standard meaning that it is more likely than not that a right was violated.

DATA

Section 330.1754 (6) (l) requires that MDHHS-ORR "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..." The data that follows offers a comparison of a number of essential variables for both of these systems.

DATA – COMMUNITY MENTAL HEALTH SYSTEM

Table 1 – Distribution of Allegations Received by CMH (October 1, 2020 – March 30, 2021)

CMHSP	Unduplicated Count	Rights Office Staffing FTE	Allegations	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
Allegan County CMH Services	1,358	2.20	105	105	32	0	0
AuSable Valley CMHA	1,915	1.00	20	20	9	0	0
Barry County CMHA	885	1.00	38	34	16	4	2
Bay-Arenac Behavioral Health	3,142	2.25	70	65	32	5	4
Berrien MHA-Riverwood	4,228	2.00	60	60	42	0	0
Centra Wellness Network	1,212	1.50	22	17	13	5	5
CMH & SA Services of St Joseph County	1,443	1.00	23	21	7	2	0
CMHA of Clinton, Eaton, Ingham County	8,164	4.00	53	53	21	0	0
CMH for Central Michigan	7,807	5.46	153	153	53	0	0
CMH of Ottawa County	2,423	1.00	21	21	3	0	0
Copper Country CMH Services	1,396	3.00	27	23	9	4	1
Detroit Wayne Integrated Health Network	53,378	37.00	418	418	119	0	0
Genesee Health System	10,817	6.00	124	118	44	6	6
Gogebic Community Mental Health Authority	415	0.25	3	3	1	0	0
Gratiot Integrated Health Network	4,228	1.00	16	16	6	0	0
HealthWest	6,500	2.00	55	55	33	0	0
Hiawatha Behavioral Health	1,182	1.40	8	7	6	1	1
Huron Behavioral Health Services	895	0.50	2	2	2	0	0
Integrated Services of Kalamazoo	3,106	6.00	330	237	114	93	10
Lapeer County CMH Services	1,528	1.00	70	70	64	3	0
Lenawee County CMH Authority	1,428	1.25	25	25	10	0	0
Lifeways CMH	5,605	4.00	79	79	52	0	0
Livingston County CMH Authority	1,897	2.00	73	73	32	0	0
Macomb County CMH Services	9,947	14.50	596	596	199	0	0
Monroe CMH Authority	1,960	2.00	41	41	26	0	0
Montcalm Care Network	1,681	1.25	27	21	8	6	6
Network180	11,675	5.65	135	135	47	0	0
Newaygo County CMH Services	1,961	1.25	21	21	13	0	0
North Country CMH	2,959	3.00	134	133	102	1	1

CMHSP	Unduplicated Count	Rights Office Staffing FTE	Allegations	Investigations	Investigations Substantiated	Interventions	Interventions Substantiated
Northeast Michigan CMHA	1,836	2.00	46	45	30	1	0
Northern Lakes CMH	4,145	5.00	139	137	56	2	2
Northpointe Behavioral Healthcare Systems	1,160	1.00	18	18	11	0	0
Oakland Community Health Network	18,596	16.00	312	312	141	0	0
Pathways	2,110	3.00	53	46	24	7	4
Pines Behavioral Health Services	1,712	1.00	19	18	12	1	0
Saginaw County CMH Authority	5,693	3.25	100	99	49	1	1
Sanilac County CMH Services	1,167	1.20	84	81	27	3	0
Shiawassee County CMH Services	1,130	2.00	61	54	19	7	7
St Clair County CMHA	4,234	3.00	88	88	32	0	0
Summit Pointe Behavioral Health	5,950	2.60	132	124	81	8	1
The Right Door for Hope, Recovery and Wellness	1,486	1.00	27	16	14	11	4
Tuscola Behavioral Health Systems	1,002	1.00	66	60	33	6	1
Van Buren CMHA	2,362	1.00	12	9	3	3	1
Washtenaw County CMH	3,616	4.00	78	78	34	0	0
West Michigan CMH	2,308	1.0	42	32	8	10	4
Woodlands Behavioral Healthcare Network	650	1.00	5	5	3	0	0
TOTALS	214,292	164	4034	3844	1692	190	61

Chart 1: Top 10 Complaints received by CMH system (October 1, 2020 – March 30, 2021)

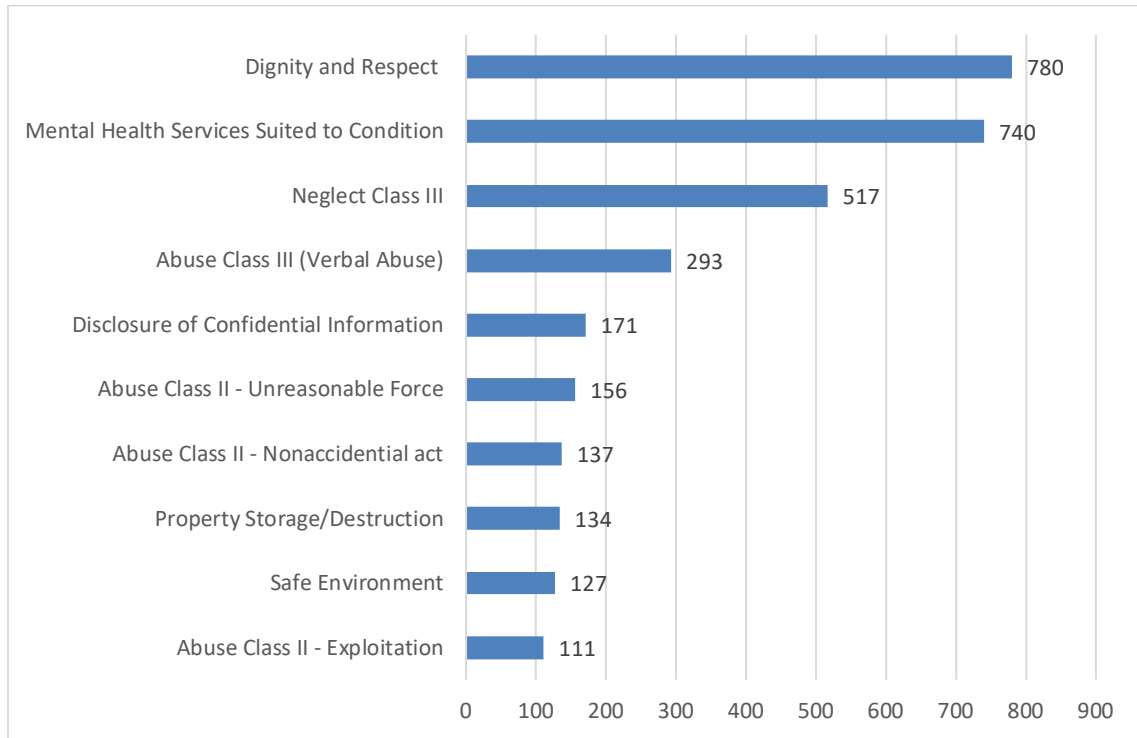
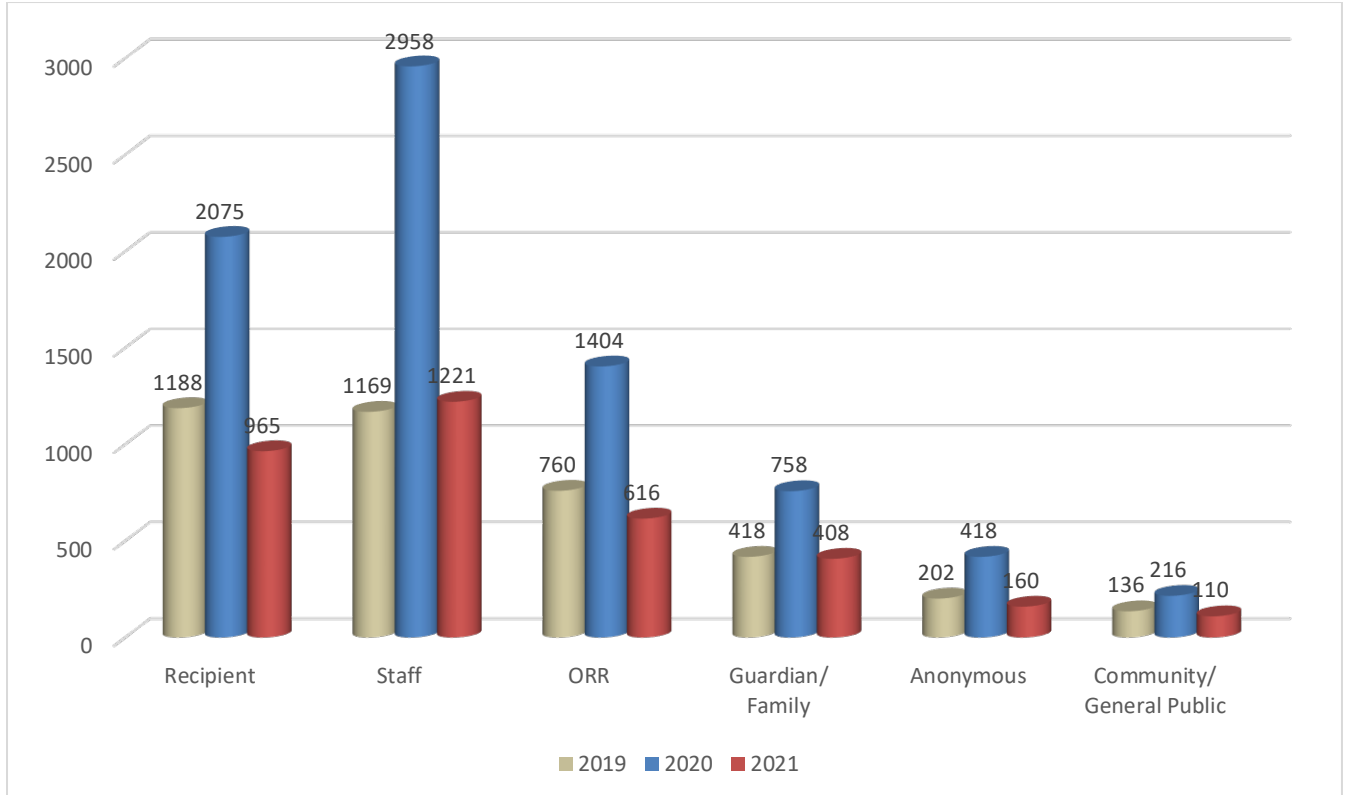


Chart 2: Complaints received in the CMH system by source (October 1, 2018 – March 30, 2021)



DATA – LICENSED PRIVATE HOSPITAL SYSTEM

TABLE 2: Distribution of Allegations Received by CMH (October 1, 2020 – March 30, 2021)

LPH	Admissions	FTE	Allegations	Investigations	Substantiated Allegations	Interventions	Substantiated Interventions
Ascension Borgess Hospital	325	0.40	28	8	2	20	4
Ascension Macomb-Oakland Hospital - Madison Heights Campus	269	0.25	19	4	2	15	1
Ascension Macomb-Oakland Hospital - Warren Campus	377	0.25	42	2	0	40	1
Ascension Providence Hospital - Southfield Campus	264	0.50	50	3	1	47	10
Ascension Providence Rochester Hospital	322	0.13	13	1	0	12	0
Ascension St. John Hospital	303	0.25	44	12	6	32	6
Beaumont Hospital - Farmington Hills	250	0.43	5	3	1	2	0
Beaumont Hospital - Royal Oak	243	0.04	6	3	1	3	0
Beaumont Hospital - Taylor	227	1.00	49	6	0	43	2
Brightwell Behavioral Health	139	0.63	3	3	1	0	0
Behavioral Center of Michigan	566	1.00	49	17	2	32	4
Bronson Battle Creek - Fieldstone Center	282	0.60	56	5	2	51	4
Bronson Lakeview Hospital	74	0.05	3	3	1	0	0
Cedar Creek Hospital	987	1.00	14	12	7	2	2
DMC Detroit Receiving Hospital	250	1.00	8	2	0	6	0
DMC Sinai-Grace Hospital	315	0.80	17	5	1	12	0
Forest View Psychiatric Hospital	1,591	0.50	65	5	3	60	22
Harbor Oaks Hospital	2,121	2.00	145	23	6	122	21
Havenwyck Hospital	32,782	2.00	227	22	4	205	24
HealthSource Saginaw	955	1.00	234	53	9	181	4
Henry Ford Allegiance Hospital	442	1.00	38	6	2	32	6
Henry Ford Kingswood Hospital	1,860	1.00	114	13	9	101	57
Henry Ford Macomb Hospital	892	1.00	67	2	1	65	7
Henry Ford Wyandotte Hospital	372	1.00	22	1	0	21	2
Hillsdale Hospital	217	0.20	0	0	0	0	0
Holland Hospital	250	0.25	12	7	0	5	0
Hurley Medical Center	518	0.20	5	5	0	0	0
McLaren - Bay Region	626	0.10	3	1	0	2	0
McLaren - Flint	550	0.25	7	0	0	7	0

LPH	Admissions	FTE	Allegations	Investigations	Substantiated Allegations	Interventions	Substantiated Interventions
McLaren - Greater Lansing	48	1.00	3	0	0	3	0
McLaren - Lapeer Region	203	0.13	9	1	1	8	0
McLaren - Oakland	488	0.90	32	6	5	26	7
McLaren - Port Huron	442	0.50	29	10	0	19	1
Memorial Healthcare - Owosso	359	0.50	0	0	0	0	0
Mercy Health Muskegon - Hackley Campus	483	0.20	13	2	0	11	0
Mercy Health St. Marys	325	0.50	45	9	2	36	0
Michigan Medicine	818	1.00	10	9	9	1	0
MidMichigan Medical Center - Alpena	183	0.60	9	0	0	9	0
MidMichigan Medical Center - Gratiot	305	1.00	12	1	0	11	5
MidMichigan Medical Center - Midland	342	0.80	36	10	5	26	1
Munson Medical Center	331	1.00	105	3	2	102	5
Oaklawn Hospital	166	0.20	5	1	0	4	0
Pine Rest Christian Mental Health Services	3,545	1.00	33	6	0	27	0
Pontiac General Hospital	679	1.00	25	11	7	14	2
Promedica Coldwater Regional Hospital	163	0.25	35	5	0	16	3
ProMedica Monroe Regional Hospital	307	0.50	14	0	0	14	1
Samaritan Behavioral Center	610	1.00	111	43	26	68	17
Sparrow-St Lawrence Hospital	572	1.50	20	17	1	3	2
Spectrum Health Lakeland Hospital	374	0.23	14	10	2	4	0
St. Joseph Mercy Hospital	420	0.60	5	1	1	4	1
St. Joseph Mercy Hospital - Chelsea	341	0.40	3	1	1	2	0
St. Joseph Mercy Hospital - Oakland	332	0.50	54	9	0	45	3
St. Mary Mercy Hospital - Livonia	522	0.70	6	0	0	6	2
StoneCrest Center	2,045	1.00	61	9	3	52	39
UP Health System - Marquette	293	0.40	8	1	1	7	4
War Memorial Hospital Behavioral Health Center	254	0.50	46	11	7	35	14
TOTALS	63,319	36.71	2088	403	134	1671	284

Chart 3: Top 10 Complaints received by LPH system (October 1, 2020 – March 30, 2021)

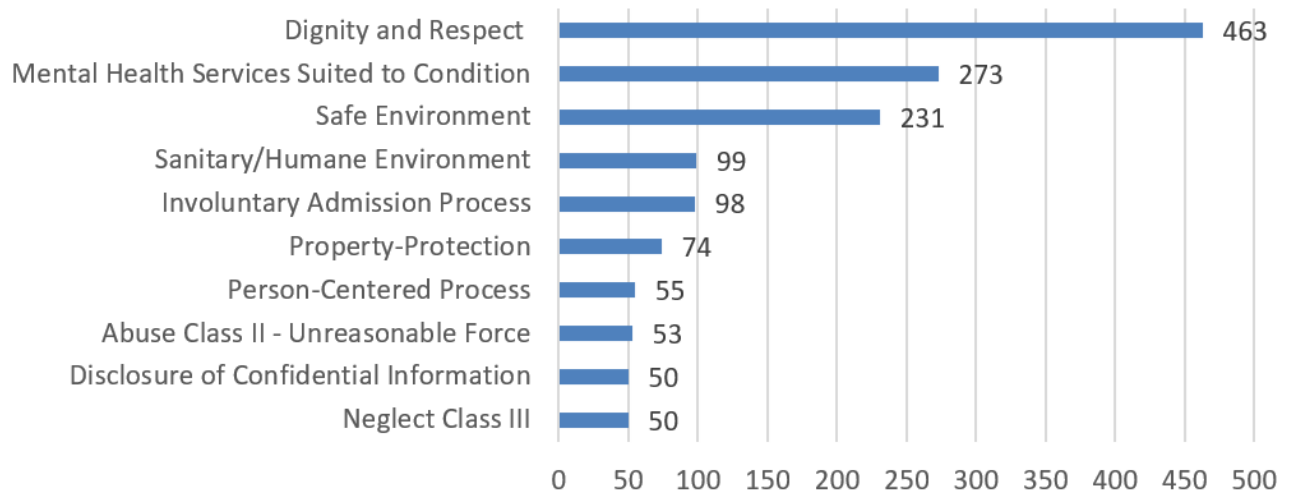


Chart 4: Complaints received in the LPH system by source (October 1, 2018 – March 30, 2021)

