

## **Oregon State Hospital (OSH) Community Complaint**

### *How to file a complaint with the OSH Ombuds*

#### **1. What does the OSH Ombuds do?**

The OSH Ombuds is a neutral intermediary between the hospital, a patient, and a patient's family or friends. Our office works across disciplines and divisions within the hospital and the Oregon Health Authority to investigate complaints about the hospital. We work to get answers and identify the best possible resolutions.

Ombuds conclusions must be fair and reasonable, and firmly grounded in fact. Ombuds make recommendations to hospital leadership for corrective action, as appropriate. OSH leadership supports and values the role of the Ombud's office and seriously considers all recommendations for improvement.

#### **2. What types of issues can the OSH Ombuds help with?**

The OSH Ombuds can help with concerns regarding:

- Patient care
- Customer Service
- Visitation
- Staff interaction
- OSH administrative policies, protocols, rules, or procedures
- Other OSH related concerns

#### **3. Are there complaints that the OSH Ombuds cannot address?**

The OSH Ombuds is unable to assist with issues that the hospital has no authority over. For example:

- Court Orders - Ex: civil commitment, Sell order or guardianship
- A patient's legal status – Ex: pending charges or commitment type
- Psychiatric Security Review Board (PSRB) decisions
- Informed consent process - Involuntary medication orders
- Medical diagnosis
- Issues with courts, businesses, or agencies/organizations other than OSH
- Abuse allegations (These are referred to the Office of Training, Investigation, and Safety)
- Criminal allegations (These are referred to hospital security or outside law enforcement agencies as is appropriate)

#### **4. Who can use the OSH community complaint process?**

- OSH patient's friends or family
- Former OSH patients

\*Note: Current patients can file a complaint about the hospital using the patient grievance process.

#### **5. How do I file a complaint?**

Before making a formal complaint, we encourage you to try to resolve any your concerns with the hospital department or staff involved.

Complaints should be submitted within fourteen (14) days of the incident. This time frame is recommended as human recall of detail often diminishes or becomes distorted over time. All complaints submitted, regardless of date of incident will be considered.

*Please provide as much detail as possible about what happened, including date, time, location, and names of staff involved.*

#### **Community complaint form**

*Complaints forms are located:*

- In the hospital lobbies brochure racks
- Online at: [www.oshfriends.com](http://www.oshfriends.com)

- Request a form to be sent to you through the mail by calling 503-947-8109
- Request a form by emailing  
[OSH.OmbudsandFamilyServices@odhsoha.oregon.gov](mailto:OSH.OmbudsandFamilyServices@odhsoha.oregon.gov)

*Submit a complaint form by:*

Mailing your completed form to:

OSH Ombuds  
2600 Center Street NE  
Salem, OR 97301

Emailing your completed form to:

[OSH.OmbudsandFamilyServices@odhsoha.oregon.gov](mailto:OSH.OmbudsandFamilyServices@odhsoha.oregon.gov)

To make a verbal complaint you can call the OSH Ombuds office at 503-947-8109\*

*\*Note: This is a voicemail only line. The Ombuds make every effort to return calls within 1 business day. In your message, please include your name, phone number, and a summary of your complaint.*

## **6. How will the OSH Ombuds handle my complaint?**

There are 3 steps that each complaint may go through. These are:

- **Screening:** Each complaint is screened to decide if it falls within the scope of the OSH Ombud's office. Issues that are within scope will be assigned for review and possible investigation. You will be notified when your complaint is assigned or if your issues are not within the scope of this office.
- **Review and investigation:** The Ombud will review the complaint and gather all information necessary to provide you a response. An investigation may include contacting you for more information or clarification, contacting staff named in the complaint, contacting department managers, reviewing patient information and a review of OSH policies or state and federal laws. During an investigation, Ombuds are obligated to remain impartial and to maintain confidentiality. Documents reviewed for the investigation cannot be shared with you.
- **Resolution:** After investigation, the Ombuds will inform you of their conclusion or recommendations and, if appropriate, any action taken or planned to be

taken by OSH. The amount of time to reach a decision will vary from case to case, depending on how complex it is. OSH Ombuds are committed to ensuring that every complaint is appropriately resolved.

## **7. What if I'm unhappy with the Ombuds resolution?**

You may ask the OSH Ombuds to reconsider. This is called a “request for reconsideration”. A request for consideration can be submitted in writing using the submission options listed above.

- The request for reconsideration must be received in writing within thirty (30) calendar days of the resolution letter date.
- The request for reconsideration must be limited to the issues addressed in the resolution.
- The request must identify the specific findings which you disagree and explain why the findings are unsupported by evidence presented.
- Merely stating that you are unhappy or disagree with the findings will not be sufficient. Failing to meet the conditions above may result in the denial of the request for reconsideration.
- Based on the information submitted, the Ombuds will either decline the request for consideration or assign it to an Ombuds who did not provide the original resolution, for further review and response.