

# Oregon State Hospital (OSH) Community Complaint

## How to file a complaint with the OSH Ombuds

### FREQUENTLY ASKED QUESTIONS:

#### 1. WHAT IS AN OSH OMBUDS?

The OSH Ombuds is a neutral intermediary between the hospital 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 COMPLAINTS CAN OMBUDS 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 OMBUDS CANNOT INVESTIGATE OR ADDRESS?

- Court Orders - examples civil commitment, Sell order or guardianship
- A patient's legal status - examples GEI or .370
- Psychiatric Security Review Board (PSRB) decisions
- Informed consent process - Involuntary medications
- Medical diagnosis
- Issues with courts, businesses or agencies other than OSH
- Abuse allegations
- Criminal allegations

#### 4. WHO CAN FILE AN OSH COMMUNITY COMPLAINT?

- Friends and Family of patients at Oregon State Hospital
- Community

#### 5. HOW DO I FILE A COMPLAINT?

Before making a formal complaint, we encourage you to try and resolve any issues you have directly with the hospital staff or department 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 give as much detail as possible including date, time, location and names of staff involved.

### **A. Community Complaint Form**

- Complaints forms are located:
  - In the hospital lobbies brochure racks
  - Online at: [www.oshfriends.com](http://www.oshfriends.com)
  - Request by mail by calling:
    - Salem: 503-945-2800
    - Junction City: 541-465-2785
- Methods to submit completed forms:
  - Drop off: Place in drop boxes labeled “Comment Card & Ombuds Complaints” located in the OSH lobbies.
  - Mail to:
    - OSH Ombuds
    - 2600 Center Street NE
    - Salem, OR 97301
  - Email form to: [OSH.ombudsservices@dhsosha.state.or.us](mailto:OSH.ombudsservices@dhsosha.state.or.us)

### **B. Call the Ombuds office at:**

- Salem: 503-947-8109
- Junction City: 541-465-2785

## **6. HOW WILL THE OMBUDS HANDLE MY COMPLAINT?**

- **Screening:** Each complaint will be screened to determine if it falls within the scope of the OSH Ombud’s office. Issues that are within scope will be assigned for follow up and possible investigation. You will be notified when your complaint is assigned or if your issues are not within the scope of this office.
- **Ombuds assigned:** The Ombud will review the complaint and gather all information necessary to provide you a response. An investigation may include contacting you, staff involved, department managers, reviewing patient information and 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 shall inform you of their conclusion or recommendations and, if appropriate, any action taken or 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 AM UNHAPPY WITH THE OMBUDS RESOLUTION?**

You may ask the OSH Ombuds to reconsider. This is called a request for reconsideration.

Conditions:

- The request for reconsideration must be received in writing within thirty (30) calendar days of the resolution letter date. See contact information in #5 above for drop off, email or mailing information.
- 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.