

# Ombuds and Family Services Community Complaint Process

## **FREQUENTLY ASKED QUESTIONS:**

### **WHAT IS AN OSH OMBUDS?**

The OSH Ombuds is a neutral intermediary between the Oregon State Hospital, a patient, and/or 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.

Ombud's 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.

### **WHAT TYPES OF COMPLAINTS CAN OMBUDS HELP WITH?**

The Ombuds can assist with concerns regarding:

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

### **ARE THERE COMPLAINTS OMBUDS CANNOT INVESTIGATE OR ADDRESS?**

The Ombuds office cannot assist with concerns regarding:

- Court Orders – Ex: civil commitment, Sell order or guardianship
- A patient's legal status – Ex: GEI or .370 admission status or discharge requests
- Decisions made by the Psychiatric Security Review Board (PSRB)

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- Informed consent process - Involuntary medications
- Medical diagnosis
- Issues with courts, businesses, or agencies other than OSH
- Abuse allegations – These are referred to the Office of Investigation, Training, and Safety (OTIS)
- Criminal allegations

## **WHO CAN FILE AN OSH COMMUNITY COMPLAINT? \***

- Friends and Family of patients at Oregon State Hospital
- Members of the community

\*Current OSH patients can file a complaint through the patient grievance process

## **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.

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact OSH Language Access Services at [OSH.InterpreterServices@odhsoha.oregon.gov](mailto:OSH.InterpreterServices@odhsoha.oregon.gov) or 503-756-7889. We accept all relay calls.