

PHF Grievances and Complaints October '16-December '16

Grievance/Complaint	Date of complaint/grievance	Concern	Resolution	Date of Resolution	Type
Grievance	10/14/16	Being questioned and interrogated about his court case without his lawyer.	Client was placed in PHF on 1370 status and participated in court hearings while staying in PHF. Information was gathered as part of treatment plan purposes.	11/9/16	Quality
Grievance	12/7/2016	Dr. Lundt decision to keep me on a hold	The medical record includes documentation that supports the need for the client to remain at a higher level of care.	12/12/2016	Quality
Grievance	12/8/2016	Client would like to be able to smoke on the unit.	The PHF policy states that it is a non-smoking unit. Alternatives for nicotine management were offered to the client. The client declined alternatives.	12/12/2016	Quality
Grievance	12/19/2016	Client reports that staff and clients are stealing his clothes and poison him with medication.	Client has in his possession the clothing that he came in with. He has received additional clothing during his stay that has been taken back due to client	12/27/2016	Quality

			urinating on clothing in his room.		
Grievance	12/19/2016	"not being able to see the physician about my treatment program here"	The medical record indicates the client has met with medical staff on a daily basis since intake. Client has remained hostile and combative, refusing to meet with staff at times and making threats.	12/22/2016	Quality
Complaint	10/7/16	Dissatisfaction with current treatment provider	<i>Met with client per his request as he wanted to share he had asked for a COC because he felt the NP had been rude and condescending to him. But he had just met with Dr. Lundt, the SW and the NP and had come to an agreement to give them another chance. Validated his self-empowerment and let him know what he needed to do to be released.</i>	10/7/16	Quality
Complaint	12/1/16	Client being refused extra portions	<i>Consulted with dietitian and participated in updating the policy regarding outside food</i>	12/1/16	Quality

			<i>being brought in. Advocated for client to be provided a low calorie health snack between lunch and breakfast upon request.</i>		
Complaint	12/13/16	Staff are being rude, concerned that staff are entering his room at night	<i>Explained the requirement of regular (safety) checking on clients on the unit. Let the staff know of his concerns, suggested he report to the night staff if he feels violated at night check. Discussed his concerns about an IMD with his team and shared with client they would consider a community social rehab if he demonstrates he could control his temper while at PHF.</i>	12/13/16	Quality