

•• Patients' Rights Advocates

Marin County Program

Andrea Little – Patients' Rights Advocate of Marin
County

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Director



mentalhealth
ASSOCIATION OF ALAMEDA COUNTY

Here in Marin County, your
Patients' Rights Advocate is
Andrea Little



Marin County Patients' Right Advocates Informational Video

+ <https://www.marinbhhs.org/clients-caregivers/patients-rights>

**Some unique ways we
perform patients' rights
advocacy duties**

We want to encourage clients to contact us.



Identifying a problem can open the door to finding solutions.

We make efforts to outreach to families

- **Family members often do not experience patients' rights advocates as allies. Historically, PRA have treated family as if they were adversaries**

The members of our PRA team recognize the important role of family members and their unique concerns:

- Most of our clients' main support comes from their families.
- They will live with their families after they are discharged from the hospital.
- Family members are important sources of critical information (e.g., medical history)
- When our clients have a mental health crisis, the family members are usually the primary source of support and the ones to reach out to find treatment for them. They are also experiencing crisis.

Family members witness/report abuse & violations

- Family members are often the most important source of patients' rights complaints, particularly incidences of abuse or neglect.

We know there are a number of good reasons, our clients don't report abuse, neglect or rights violations

- Belief they deserve the negative treatment
- Fear of Retribution
- Trauma of recounting the experience



Patients' Rights Advocates' procedure for responding to complaints:

What do we do when a client calls with a complaint?

- Gather information
 - Talk to people
 - Review records

We do not assume or draw conclusions until we have looked at all the relevant information.



PRA Duty #1 -

Investigation

We look for collaborative solutions to complaints.



We rely on providing education to resolve problems

- **When treatment staff and clients understand the patients' rights There is less chance the rights will be violated. Rarely are violations caused by bad intentions.**

PRA Duty #4 -

Education

Andrea holds a group for residents at Canyon Manor every week. At these meetings, clients have the opportunity to talk 1:1 with Andrea and report any concerns they may have. Andrea follows up and, if necessary, conducts an investigation.



PRA Duty #4 -

Education

We recently provided an in-service to the social workers at MarinHealth, with information on preventing patients being released by procedural errors and presenting stronger legal evidence at Certification Review Hearings.

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**Making ourselves available for consultation
improves compliance**

- **When treatment staff have access to us to ask questions, they are likely to provide treatment in compliance with laws, and we rarely have reason to investigate violations.**

PRA Duty #5 -

Consultation

Clinicians and members of leadership at the CSU, Unit A and Canyon Manor have begun to call on us to consult on cases where

- there may be a question of
- whether their actions might violate
- the rights of a client.

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Thanks!

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Reach out to us with any questions:

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