# Patients' Rights Advocates

Marin County Program

Andrea Little – Patients' Rights Advocate of Marin

County

Presented by: Francesca Tenenbaum,
Director



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

# Marin County Patients' Right Advocates Informational Video

+ https://www.marinbhrs.org/clients-caregivers/patients-rights

# Some unique ways we perform patients' rights advocacy duties

## PRA Duty #1 -

### **Investigation**





#### 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 <u>clients' main support</u> comes from their families.
- They will <u>live with their families</u> after they are discharged from the hospital.
- Family members are important <u>sources of critical information</u> (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 <u>reach out to find treatment</u> for them. They are <u>also</u> <u>experiencing crisis</u>.

#### 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 - <u>Investigation</u>

## 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 inservice to the social workers at MarinHealth, with information on preventing patients being released by procedural errors o and presenting stronger legal evidence at Certification Review Hearings.



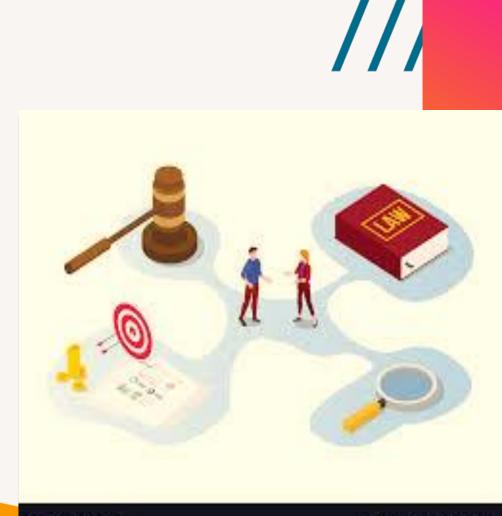
#### Making ourselves available for consultation improves compliance

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



## Thanks! Office: (415) 473 – 2960

#### Reach out to us with any questions:

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#### **CREDITS:**

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