



Michigan
Office of the Auditor General
REPORT SUMMARY

Performance Audit

Report Number:
 391-0120-13

Office of Recipient Rights

Department of Community Health

Released:
 August 2014

The Office of Recipient Rights (ORR) was created by Section 754, Act 290, P.A. 1995. The mission of ORR is to protect and promote the constitutional and statutory rights of recipients of public mental health services and empower recipients to fully exercise these rights.

Audit Objective		Audit Conclusion	
Objective 1: To assess the effectiveness of ORR's efforts to comply with select sections of the Mental Health Code and select policies and procedures.		Moderately effective	
Findings Related to This Objective	Material Condition	Reportable Condition	Agency Preliminary Response
ORR did not initiate investigations immediately upon receipt of complaints involving alleged abuse or neglect. Also, ORR did not timely complete interventions and investigations (Finding 1).	X		Partially agrees
ORR did not perform a preliminary review for 1 (9%) of the 11 patient deaths that State psychiatric hospitals reported to ORR during the audit period. Also, ORR did not have sufficient documentation to support that ORR performed a preliminary review for 3 (27%) of the 11 patient deaths (Finding 2).	X		Agrees
ORR did not ensure that it provided complete and timely complaint information to all parties as required by the Mental Health Code (Finding 3).		X	Agrees
ORR did not document that it reviewed or timely reviewed incident reports (Finding 4).		X	Agrees
ORR did not perform all required monitoring activities when conducting assessments of community mental health services programs (CMHSPs). Also, ORR needs to improve the process used to document and score assessments of CMHSPs (Finding 5).		X	Agrees

Findings Related to This Objective (<i>Continued</i>)	Material Condition	Reportable Condition	Agency Preliminary Response
ORR did not semiannually review recipient rights data submitted by CMHSPs and licensed private psychiatric hospitals and units to determine trends and patterns. Also, ORR did not semiannually provide a summary of the recipient rights data to CMHSPs and the Department of Community Health (DCH) director (<u>Finding 6</u>).		X	Agrees
ORR did not monitor to ensure that all new DCH employees received recipient rights training within 30 days of employment (<u>Finding 7</u>).		X	Agrees
ORR did not follow Department of Technology, Management, and Budget procurement processes when selecting facilities for the annual recipient rights conferences (<u>Finding 8</u>).		X	Agrees

A copy of the full report can be obtained by calling 517.334.8050 or by visiting our Web site at: <http://audgen.michigan.gov>



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