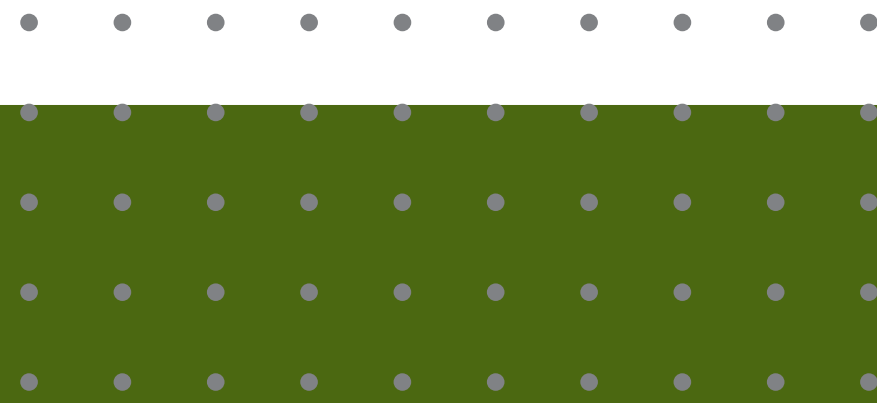


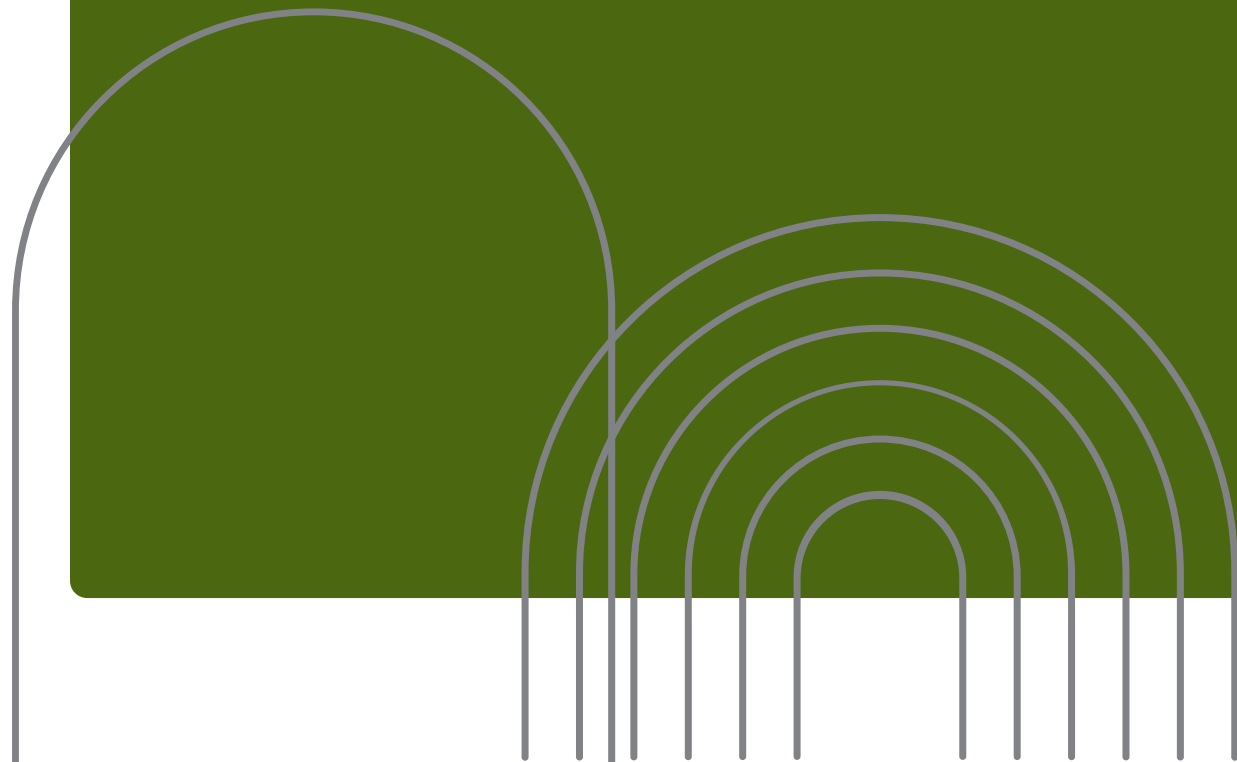


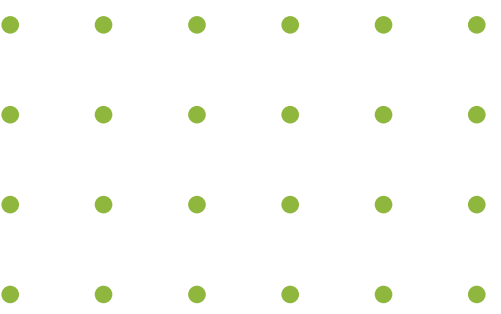
PATIENTS' RIGHTS

ORANGE COUNTY

Valerie M. Williams MPA

June 24, 2026

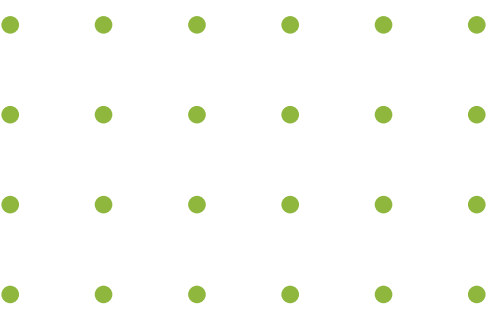




Patients Rights Advocacy Services

Orange County

- **Systematic Advocacy.**
- We observe the overall compliance to all Welfare and Institutions Codes (WIC) and regulations ensuring respectful treatment for the patients
- **Respond to Psychiatric Grievances and Complaints.**
- They review, mediate, and investigate complaints regarding abuse, neglect, or poor care conditions in inpatient psychiatric hospitals and residential care facilities.
- **Patient representation for Capacity Hearings, *Probable Cause Hearings and Independent Clinical Reviews*.**
- Along with the patient Advocates help to express the best interest of the patient and formulate a plan for continued treatment.
- **Advocate For The Minors.**
- Minors receive the same level of care and attention as the adult patients
- **Out-Reach in the Santa Ana Jail Modularity L and K men and women.**
- Twice a month we enter the Santa Ana Jail to provide outreach, educate the population of their rights under the LPS and WIC Codes, respond to any grievances and perform random chart audits.
- **Provide Trainings on best practices for LPS patient interaction.**
- With our Patient Rights Legal Consultant Camille Nguyen. Camille received my J.D. from UC Irvine School of Law and was barred in California in 2018. I am currently a practicing health access attorney in San Mateo County and was previously a patients' rights attorney in Santa Clara County.
- **Special Investigations.**
- Generally, a deep dive into a reported incident, these can vary from sexual assaults, mismanaged medication, injuries, and deaths.



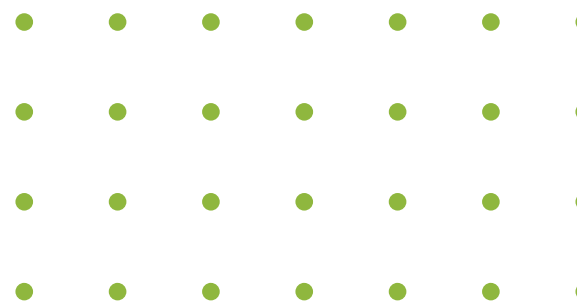
Advocate Assignments

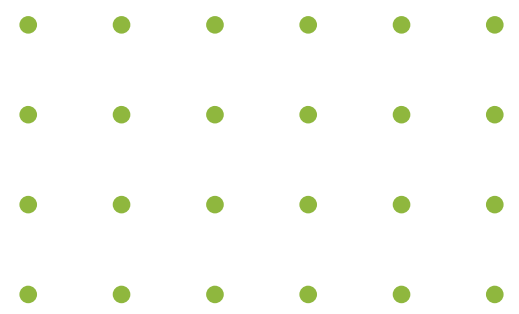
- Advocate A

- Interviews all eligible patients for their up-and-coming PCH Hearings.
- Performs facility & chart audits, responds to grievances.
- Supplies the facility with any needed PRAS education information.

- Advocate B

- Provides patient representation at assigned facility for all Probable Cause Hearings.
- Can assist with LPS services if applicable.





Grievance Resolution Form



Notice of Grievance Resolution

Rebekah Radomski, LMFT
SERVICE CHIEF II

Valerie M. Williams
PROGRAM MANAGER

6/24/26

RE: **Your Grievance**

Your Grievance

Investigation Summary

Patients Rights’ can help you with any questions you have about this notice. For help, you may call Monday through Friday, 8am to 5pm PST, excluding holidays, at 1-800-668-4240.

If you need this notice and/or other documents from Patient Rights in an alternative communication format such as large font, Braille, or an electronic format, or, if you would like help reading the material, please contact Patients’ Rights by calling 1-800-668-4240.

If Patient Rights do not help to your satisfaction and/or you need additional help, the State Medi-Cal Managed Care Ombudsman Office can help you with any questions. You may call them Monday through Friday, 8am to 5pm PST, excluding holidays, at 1-888-452-8609.
Sincerely,

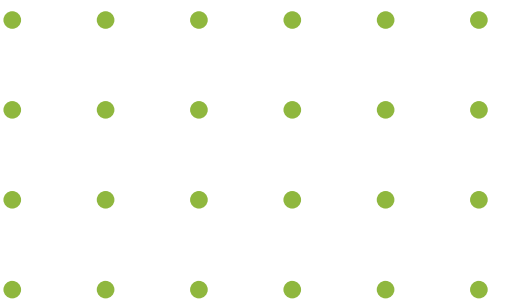
Valerie Williams

Valerie Williams M.P.A.

Patients’ Rights Advocacy Services Program Manager

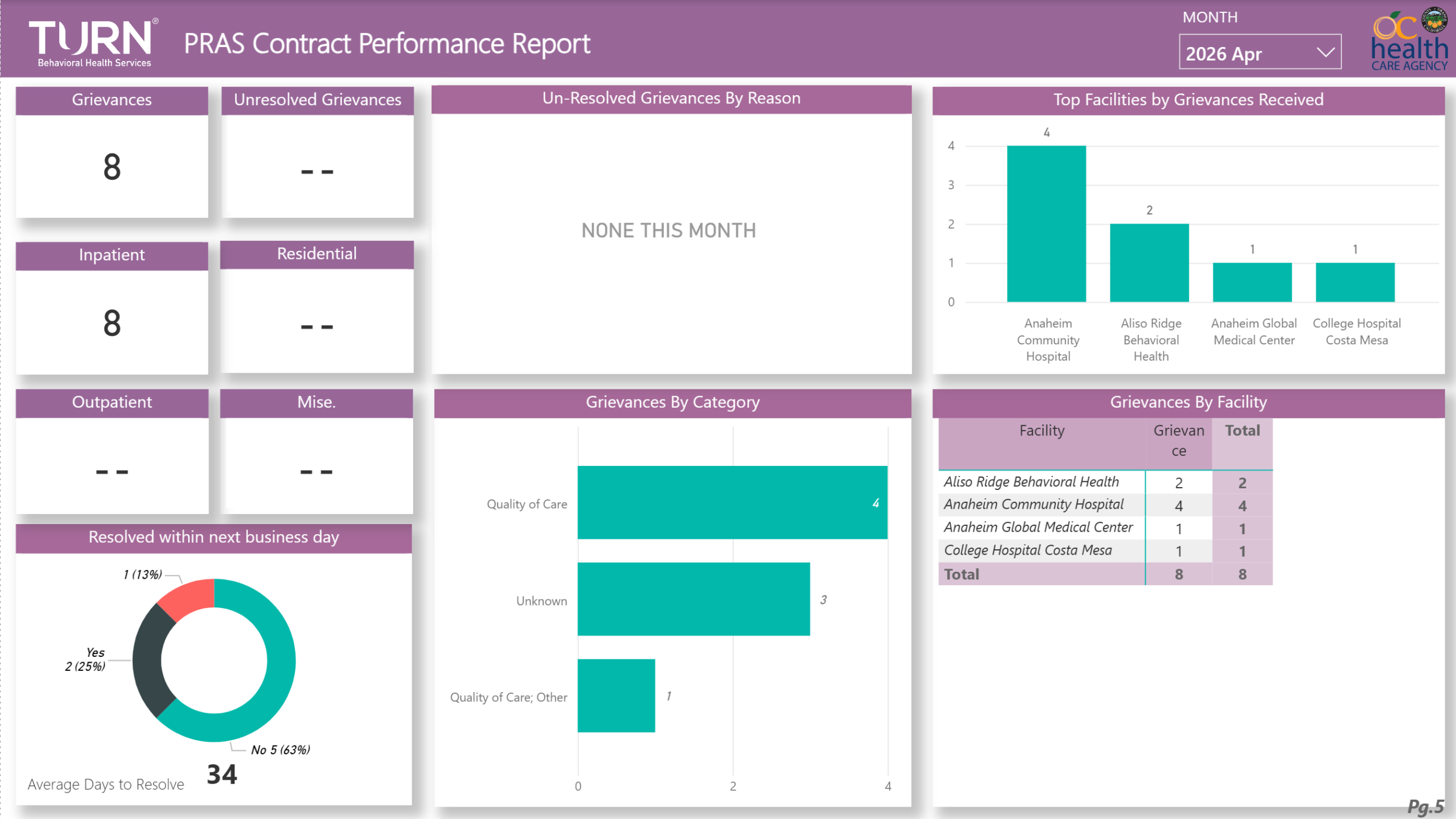


IMPROVING
LIVES



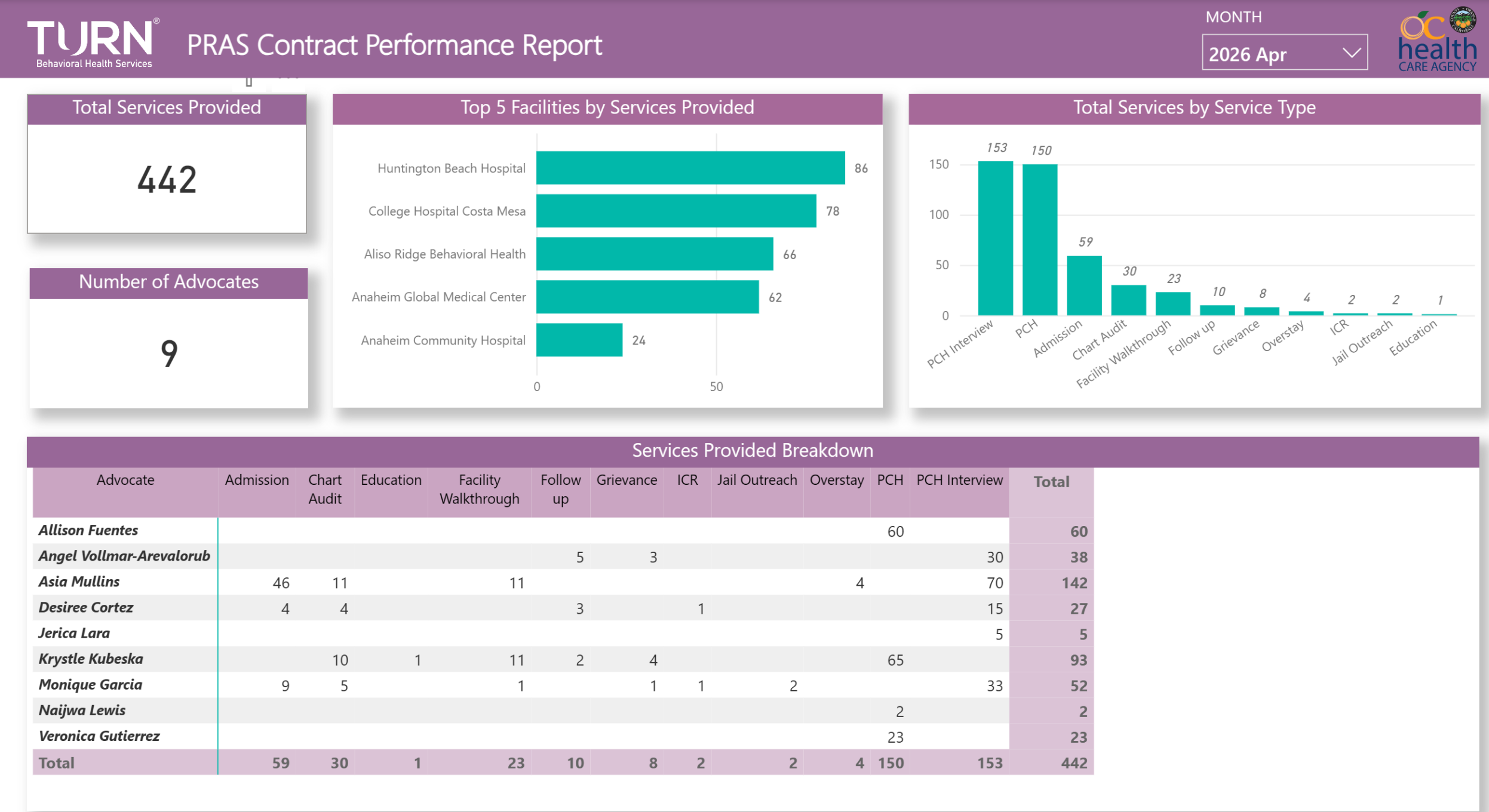
Patient's Rights Orange County

- Patients can call the office and speak to a live person, if not the advocate assigned to their facility.
- Mail in, patients can mail their grievance form to the office
- In person, during our weekly visits
- Mental Health Plan (medical personnel).
- Anonymous (depending on context)
- Do not accept 3rd party grievances.



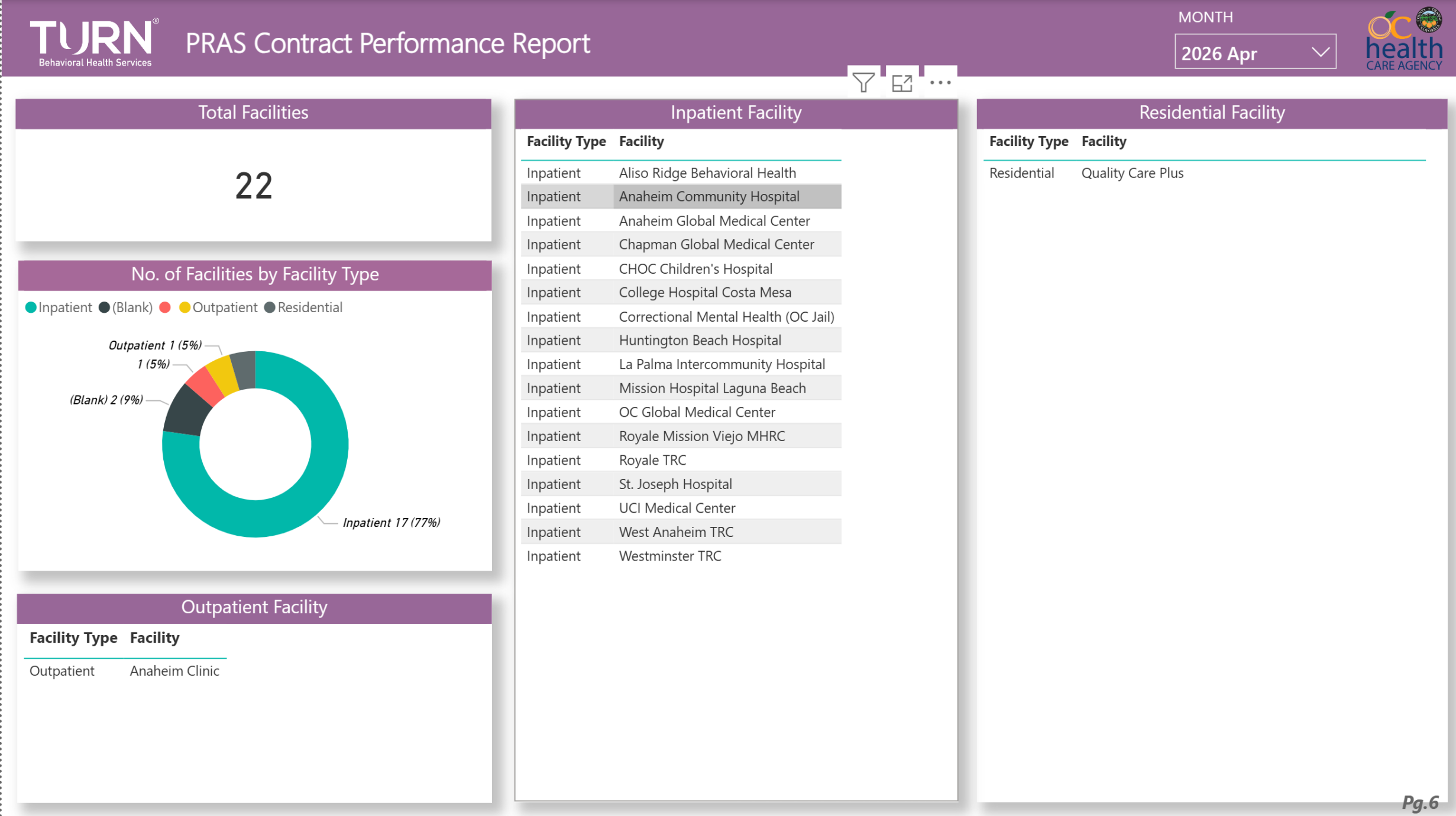
Services

- Grievance Investigations
- Probable Cause Hearings
- Independent Clinical Reviews
- Facility Audits, Walk Throughs, Community Government
- LPS Facility Trainings
- Minor Admissions
- S&R Reviews/ Investigations

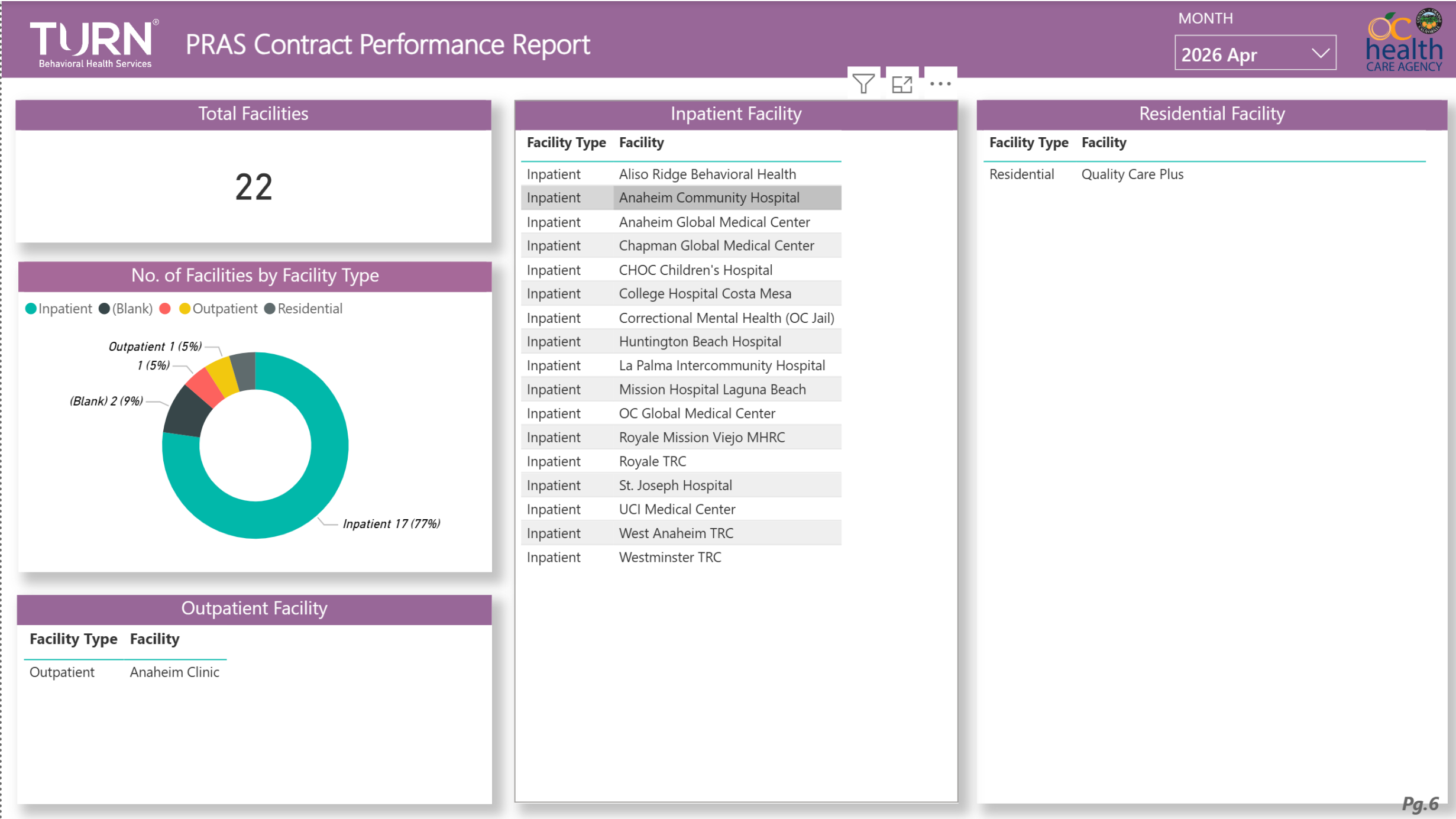


Facility List

- The facility list varies from month to month. We monitor the trends that come through whether it is context taken from grievances, or special investigation.
- This same data is utilized to address facilities that may have a negative trend that affects care to the patients. A training with PRAS and our legal consultant we provide legal clarity and understanding in various WIC codes possibly being violated.
- After all trainings, the power point developed is offered to the facility to assist with future trainings and reference.



Facility List



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Behavioral Health Services

**IMPROVING
LIVES**

