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FOR IMMEDIATE RELEASE
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**UNPRECEDENTED FIFTH CONSECUTIVE PERFECT SCORE FOR
GHS RECIPIENT RIGHTS AUDIT**

Flint, Michigan - Genesee Health System's (GHS) Recipient Rights Department oversees the rights of recipients of the GHS's provider network. The Michigan Department of Community Health (MDCH) recently audited the department. For an unprecedented fifth time in a row, a perfect score was achieved. The office was the first in the state to achieve a perfect score in 2001 and has now done so for a record fifth time.

State of Michigan Department of Community Health assessor D'Angela Lefere stated, "On Oct 3-5, 2013, my co-worker and myself conducted the triennial recipient rights system assessment at Genesee Health System (formerly Genesee County CMH). It was with great pleasure that we were able to award the GHS Office of Recipient Rights with another well-deserved full compliance score of 277 out of 277. What makes this assessment particularly special is that this is the fifth consecutive assessment wherein this Office of Recipient Rights has earned a full compliance score. No other CMH Office of Recipient Rights has achieved this accomplishment."

She continues, "Cheryl Rousseau, Director of the Office of Recipient Rights, and her staff Matthew Potts, Andrea Andrykovich, Michelle Salem and Geri Roberts, work very hard to achieve all the required standards as set forth by the Mental Health Code and the Department of Community Health, and yet they make it look so easy. They work as a well-oiled machine in their team approach in providing exemplary recipient rights protection, and it shows. They are professional, conscientious, thorough, and very detailed-oriented in conducting complaint resolution, training, monitoring and prevention. It is a pleasure to work with all of them."

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The Recipient Rights office, located at Genesee Health System, engages in complaint resolution, monitors contracted hospitals' Rights mechanisms, and develops contracts and policies to ensure that consumers of GHS services are protected at every level. The office of Recipient Rights also provides nearly 200 site assessments and trains every employee in the network of providers on recipient rights.

The department was recognized at a recent conference for Recipient Rights departments and will attend the November GHS Board of Director's meeting for special recognition from the board for 'outstanding achievement' on the assessment.

The office acts much like an impartial judicial system when dealing with complaint resolution and investigations; weighing the evidence, rendering decisions and requesting and monitoring remedial action, if warranted. The office operates at an arm's length away from the GHS system and all of the investigators are independent contractors, not employees.

Danis Russell, Chief Executive Officer of GHS stated, "Our Board and I believe that the safety, rights, and respectful treatment of our consumers is our most important objective, and we have made the resources and staff available to ensure we accomplish that. I think our record speaks to our commitment as an Agency."

Genesee Health System provides services and supports to Genesee County residents who are adults and children with developmental disabilities, adults with serious mental illness, children with serious emotional disturbances, and adults and children with substance use disorders. Our focus is on the health of the whole person. For more information, call Customer Services at (810) 257-3705.

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