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North Suburban Human Rights Authority  
Report of Findings  
Centegra Health System  
HRA #08-100-9037

Case Summary: The chart contained documentation indicating that the parent and recipient were advised of their rights, including the discharge process. The HRA concluded that the allegation that neither the recipient nor the parents were advised of what to expect from the in-patient hospitalization and the recipient did not have a treatment plan for the hospitalization is unsubstantiated. The HRA's public record on this case is recorded below.

The North Suburban Regional Human Rights Authority (HRA) of the Illinois Guardianship and Advocacy Commission has completed its investigation of alleged rights violations at Centegra Health System.

In September 2008, the HRA notified Centegra of its intent to conduct an investigation, pursuant to the Guardianship and Advocacy Act (20 ILCS 3955). The complaint reported that neither a recipient nor her parents were advised of what to expect from an in-patient hospitalization and that the recipient did not have a treatment plan for the hospitalization. The rights of mental health recipients are protected by the Mental Health and Developmental Disabilities Code (405 ILCS 5).

The HRA conducted an on-site visit in November 2008. While at Centegra, the HRA interviewed a Licensed Clinical Social Worker, the Clinical Nurse Manager, the consumer's attending Psychiatrist, a representative from Corporate Counsel and the Vice President of Operations/Behavioral Health Services. The HRA reviewed clinical data about the consumer identified in this allegation, with consent. Also reviewed were hospital policies specific to the allegations.

**Background**

According to the Centegra Health System web-site, "Centegra Health System was formed when Memorial Medical Center in Woodstock and Northern Illinois Medical Center in McHenry joined forces. Centegra serves the greater McHenry County region of northern Illinois and is the county's largest employer with over 3,100 Associates, 450 Physicians, and nearly 500 Volunteers. Centegra Health System has Level II Trauma Centers and Level II nurseries at both of its medical centers. In addition to Emergency Services and Obstetrics, Centegra has over 30 sites and is recognized for cardiac care, cancer care, rehabilitation services, occupational health, behavioral health services, and Centegra Health Bridge Fitness Center." The focus of this investigation was the inpatient hospital located in Woodstock. Adolescents and adults participating in this intensive level of treatment are cared for in a safe, comfortable and structured setting with 24-hour care and treatment. The adolescent and the adult units offer

individual, group and family therapy as well as education related to medication and psychiatric disorders.

### **Findings**

The complaint reported that neither the family member nor the consumer knew what to expect from the hospitalization, such as how long the consumer might be hospitalized and what she needed to do to get discharged. When asked by the HRA if the consumer had a treatment plan that might address some of the questions, the complainant stated that no plan was in place. It was also asked if the parent was given a Parent Handbook; a Parent Handbook was not given.

According to the clinical record, the consumer is a 13 year old who was initially seen by a Centegra Health System crisis worker on June 4, 2008. It was documented that the consumer had a history of feeling down and depressed, she had a lack of energy, mood swings and she had periodic thoughts of suicide. The consumer was able to contract for safety at that time, so partial hospitalization was recommended. The consumer entered the partial hospitalization program on June 5<sup>th</sup>; while at the program she reported that she was having suicidal thoughts and that she wanted to jump off a bridge or tall building. As a result, in-patient hospitalization was recommended for safety reasons and for further stabilization. Progress notes document that the parents were notified and they were agreeable to the hospitalization. The consumer was admitted for inpatient services on June 5<sup>th</sup> (Friday); she was discharged on June 9<sup>th</sup> (Monday) against medical advice because the parents wanted the consumer to attend cheerleading try-outs. The chart contained an admission Application by an Adult for the Admission of the Minor form which was signed by the mother. The application documented that the rights contained on the back of the form were given to the minor and the parent, which included the discharge process.

Admitting nursing notes documented that the mother and step-father accompanied the consumer to the unit. Notes show that the mother provided staff members with needed admission information. The following day, the Psychiatrist documented that medications were discussed with the consumer and the mother. It was also documented that the discussion included treatment therapies, in that the consumer would participate in milieu therapy, individual therapy, group therapy and family therapy. The Psychiatrist recommended that the consumer's mother attend the family therapy sessions to work on the consumer's family issues.

On June 6<sup>th</sup>, it was documented that the family visited the consumer. On June 7<sup>th</sup>, it was documented that the Social Worker met with the consumer and her parents for a family session. Medication and sexual abuse issues were discussed. The note concluded by documenting that the consumer would continue with her Interdisciplinary Treatment Plan.

The chart contained the Interdisciplinary Plan, which listed problems, goals and the intervention frequently. The chart contained a form, signed by the consumer, indicating that her treatment plan was reviewed with her and that she agreed with the problems/behaviors being addressed and the action plan.

At the site visit, the consumer's Psychiatrist stated that she remembers personally meeting with the mother to explain the program what to expect from the program. Other staff members present also stated that at the time of admission, each adolescent and accompanying parent(s) receive both verbal and written information about the program. The written information includes an Adolescent Handbook and a Parent Handbook. The HRA was given a copy of the Handbooks which describe the program. Consumers are also given a copy of the unit schedule that shows exactly what happens

throughout the day. It was stated that a treatment plan is individually developed and reviewed with each consumer.

### **Conclusion**

Pursuant to Section 5/2-102 of the Mental Health and Developmental Disabilities Code, a recipient of services shall be provided with adequate and humane care and services in the least restrictive environment, pursuant to an individual services plan. Section 5/2-200 of the Code states that "Upon commencement of services, or as soon thereafter as the condition of the recipient permits, every adult recipient, as well as the recipient's guardian or substitute decision maker, and every recipient who is 12 years of age or older and the parent or guardian of a minor or person under guardianship shall be informed orally and in writing of the rights guaranteed by this Chapter which are relevant to the nature of the recipient's services program." Section 5/ 3-503 of the Code states that "Any minor may be admitted to a mental health facility for inpatient treatment upon application to the facility director, if the facility director finds that the minor has a mental illness or emotional disturbance of such severity that hospitalization is necessary and that the minor is likely to benefit from inpatient treatment. The application may be executed by a parent or guardian." Section 5/3-508 of the Code states that whenever the guardian, or person in loco parentis requests the discharge of a minor admitted under Section 3-503 or 3-504, the minor shall be discharged at the earliest appropriate time, not to exceed 5 days to the custody of such person unless within that time the minor, if he is 12 years of age or older, or the facility director objects to the discharge in which event he shall file with the court a petition for review of the admission accompanied by 2 certificates prepared pursuant to paragraph (c) of Section 3-507."

The consumer was hospitalized over a weekend; the mother was there at the time of admission; the mother and consumer met with the Psychiatrist and documentation showed that the treatment course was discussed with both. The mother participated in a family session. The chart contained a treatment plan and the consumer, by her signature, agreed to the plan. The chart contained documentation indicating that the parent and recipient were advised of their rights, including the discharge process. The HRA concludes that the allegation that neither the recipient nor the parents were advised of what to expect from the in-patient hospitalization and the recipient did not have a treatment plan for the hospitalization is unsubstantiated.