

# Monterey County Behavioral Health, Quality Improvement

## Monterey County Behavioral Health Quality Improvement Memo

**DATE:** October 5, 2017

**SUBJECT:** Patient Rights Advocate

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### Topic

With the retirement of our Patient Rights Advocate, David Vandenberg, we have adopted the following plan to ensure patient/client needs are addressed in a timely manner.

### Procedures

- Patient Rights Advocate
  - Tim Forbes
  
- Patient Rights telephone number remains the same
  - (831) 755-4518 or (866) 908-4375 toll free
  - All calls will be routed to Quality Improvement Team
  - Clinical staff will take information and contact Patient Rights Advocate directly
  
- A Patient Rights email address has been set up
  - [415-PatientAdvocate@co.monterey.ca.us](mailto:415-PatientAdvocate@co.monterey.ca.us)
  - Emails route to Behavioral Health Director, Amie Miller, QI Manager, Lucero Robles, and Training Manager, Jill Walker