



State of Minnesota

## Office of Ombudsman for Mental Health and Developmental Disabilities

121 7<sup>th</sup> Place E. Suite 420 Metro Square Building, St. Paul, Minnesota 55101-2117  
Voice: 651-757-1800 or Toll Free: 1-800-657-3506 TTY/Voice – Minnesota Relay Service 711  
*“Giving voice to those seldom heard”*

Dear Newly Bereaved,

Your loved one was receiving services from an agency, facility, or program that is required by Minnesota State Statute § 245.94, Subdivision 2a, to report your loved one’s death to the Office of Ombudsman for Mental Health and Developmental Disabilities.

The Office of Ombudsman for Mental Health and Developmental Disabilities was created by the Minnesota legislature in 1987 to “promote the highest attainable standards of treatment, competence, efficiency, and justice... for persons receiving services or treatment for mental illness, developmental disabilities or a related condition, chemical dependency, or serious emotional disturbance....”

A very important part of our agency’s mission is to review the circumstances surrounding the deaths of clients that are reported to us in order to look for opportunities to improve services to the living. As Medical Review Coordinator, I perform an initial review of every death reported to the agency. When specific questions or concerns are raised about the circumstances surrounding a death, our Medical Reviewer conducts a very thorough review, often on-site. Some reports of deaths are brought to our Medical Review Subcommittee (MRS) for additional review and recommendations. The MRS is a subcommittee of volunteer physicians and clinicians, who are members of the Ombudsman’s Advisory Committee and who are appointed by the Governor.

You are welcome to contact me at 651-431-5202, or toll free at 1-800-657-3506, with any questions or concerns about our death review process or about the care received by your loved one.

If you would like to receive a copy of the results of our review of your loved one’s death, please call me at either of the above numbers or drop me a note at the above address.

Sincerely,

Jo Zillhardt, RN-BC, PHN  
Medical Review Coordinator

