

**SC DMH Client Advocacy Report
June 2009**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	9	88
Wellspring	8	31
Harris	9	89
Morris Village	8	22
Hall	0	11
Tucker	7	29
Just Care (Forensics)	8	92
Mental Health Centers	32	141
Total	81	503

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	68	390
Information, Referral & Other Assistance ¹	26	180

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	39	9	22	14	70
2) Admission & Discharge	71	15	15	15	101
3) Information & Advocacy	14	12	6	4	32
4) Physical Environment	16	5		2	21
5) Inpatient Rights	76	30	1	16	107
6) Personal Property & Money	33	7	12	11	52
7) Confidentiality & Consent	8	5	4	5	17
8) Treatment	53	16	114	36	183
9) Other Rights Issues	5	3	4	1	12
Total⁵	315	102	178	104	595

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: Bryan, Wellspring, Harris, Morris Village, Tucker & Hall.

³ Forensics: Just Care & Crafts Farrow Campus.

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	7	6		1	13
b. Excessive Restraint, Seclusion & PRNs	1	3			4
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	28		22	13	50
e. Neglect	3				3
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	44	12	3	7	59
b. Community Placement (where)	20	1	10	7	31
c. Periodic Court Review	2	1			3
d. Questions, Education & Other	5	1	2	1	8
3) Information & Advocacy					
a. Access to Advocacy	8	2	4		14
b. Access to Legal Resources	4	10		4	14
c. Questions, Education & Other	2		2		4
4) Physical Environment					
a. Food Quality & Quantity	6	2			8
b. Linens, Clothes & Toiletries	2	1			3
c. Disrepair of Physical Plant	3	2		1	5
d. Cleanliness of Facilities	5			1	5
5) Inpatient Rights					
a. Privacy	2	1	1	1	4
b. Safety	4	2		1	6
c. Freedom, Privileges & Fairness	25	12		1	37
d. Communication	15	11		8	26
e. Health Care	30	4		5	34
6) Personal Property & Money					
a. Property	18	2	1	4	21
b. Money, Entitlements, Rep. Payee	12	4	7	7	23
c. Billing Issues		1	3		4
d. Other Non-DMH Issues	3		1		4
7) Confidentiality & Consent					
a. Access to Records & Information	1	4	2	2	7
b. Breach of Confidentiality	5	1	2	3	8
c. Issues of Consent, Confidentiality, etc.	2				2
8) Treatment					
a. Eligibility for Services	1		16	3	17
b. Accessibility to Staff & Treatment	9		40	6	49
c. Individualized, Client-Driven	34	14	57	23	105
d. Right to Refuse Treatment	9	2	1	4	12
9) Other Rights Issues					
a. Work, Compensation & Education	1	1			2
b. Religion	1				1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing					
f. Legal assistance for Non-DMH issues	3	2	4	1	9