

SC DMH Client Advocacy Report October 2017

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	10	125
Harris	11	112
Morris Village	1	27
Hall	3	21
Tucker	0	5
BPH-Forensics	19	232
Mental Health Centers	38	418
Total	82	940

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy Information, Referral & Other Assistance¹	90	656
	10	89

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	59	26	66	12	151
2) Admission & Discharge	50	49	26	15	125
3) Information & Advocacy	19	7	14	6	40
4) Physical Environment	12	36	1	4	49
5) Inpatient Rights	117	106	3	18	226
6) Personal Property & Money	37	47	42	15	126
7) Confidentiality & Consent	4	7	33	4	44
8) Treatment	38	12	298	26	348
9) Other Rights Issues	5	6	50	5	61
Total⁵	341	296	533	105	1170

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

² Inpatient: BPH-Adult, Harris, Morris Village, Tucker & Hall.

³ Forensics: BPH-forensics (Correct 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	8	4			12
b. Excessive Restraint, Seclusion & PRNs	6	1			7
c. Sexual Abuse	1	1	1	1	3
d. Verbal Abuse or Violations of Dignity	35	13	62	8	110
e. Neglect	8	6	2	1	16
f. Financial Exploitation	1	1	1	2	3
2) Admission & Discharge					
a. Discharge (when)	32	26		8	58
b. Community Placement (where)	13	8	1	3	22
c. Periodic Court Review	2	4	1	1	7
d. Questions, Education & Other	3	11	24	3	38
3) Information & Advocacy					
a. Access to Advocacy	8	3	5	3	16
b. Access to Legal Resources	10	4	5	2	19
c. Questions, Education & Other	1		4	1	5
4) Physical Environment					
a. Food Quality & Quantity	4	5		2	9
b. Linens, Clothes & Toiletries	6	12			18
c. Disrepair of Physical Plant	2	9		1	11
d. Cleanliness of Facilities		10	1	1	11
5) Inpatient Rights					
a. Privacy	3	3			6
b. Safety	4	22	1	2	27
c. Freedom, Privileges & Fairness	68	34	1	7	103
d. Communication	20	28	1	4	49
e. Health Care	22	19		5	41
6) Personal Property & Money					
a. Property	14	34		5	48
b. Money, Entitlements, Rep. Payee	14	13	6	5	33
c. Billing Issues	5		34	5	39
d. Other Non-DMH Issues	4		2		6
7) Confidentiality & Consent					
a. Access to Records & Information	1	4	19	3	24
b. Breach of Confidentiality	2		12	1	14
c. Issues of Consent, Confidentiality, etc.	1	3	2		6
8) Treatment					
a. Eligibility for Services	2		44	5	46
b. Accessibility to Staff & Treatment	11	3	105	9	119
c. Individualized, Client-Driven	21	8	147	11	176
d. Right to Refuse Treatment	4	1	2	1	7
9) Other Rights Issues					
a. Work, Compensation & Education		1	2		3
b. Religion	2				2
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			26	2	26
f. Legal assistance for Non-DMH issues	3	5	22	3	30

