

## SC DMH Client Advocacy Report April 2017

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	11	49
Harris	10	42
Morris Village	1	13
Hall	4	12
Tucker	0	4
BPH-Forensics	17	90
Mental Health Centers	33	152
<b>Total</b>	<b>76</b>	<b>362</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	40	207
Information, Referral & Other Assistance <sup>1</sup>	5	36

### AT A GLANCE

Type of Complaint Resolved	Inpatient <sup>2</sup> Year-to-date	Forensics <sup>3</sup> Year-to-date	Centers <sup>4</sup> Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	25	14	22	14	61
2) Admission & Discharge	19	16	11	13	46
3) Information & Advocacy	8	1	4	5	13
4) Physical Environment	5	15		2	20
5) Inpatient Rights	50	48	2	21	100
6) Personal Property & Money	16	13	13	11	42
7) Confidentiality & Consent	2	2	17	5	21
8) Treatment	14	5	104	24	123
9) Other Rights Issues	3	1	24	4	28
<b>Total<sup>5</sup></b>	<b>142</b>	<b>115</b>	<b>197</b>	<b>99</b>	<b>454</b>

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

<sup>2</sup> Inpatient: BPH-Adult, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: BPH-forensics (Correct Care & Crafts Farrow Campus).

<sup>4</sup> Centers: All DMH community mental health centers, programs and community residential facilities.

<sup>5</sup> 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
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force	3	3		3	6
b. Excessive Restraint, Seclusion & PRNs	3			1	3
c. Sexual Abuse		1	1		2
d. Verbal Abuse or Violations of Dignity	12	8	21	8	41
e. Neglect	7	1		1	8
f. Financial Exploitation		1		1	1
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	13	9		8	22
b. Community Placement (where)	3	3		2	6
c. Periodic Court Review		3	1		4
d. Questions, Education & Other	3	1	10	3	14
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	2			1	2
b. Access to Legal Resources	6	1	2	3	9
c. Questions, Education & Other			2	1	2
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	2	1			3
b. Linens, Clothes & Toiletries	3	6			9
c. Disrepair of Physical Plant		5		2	5
d. Cleanliness of Facilities		3			3
<b>5) Inpatient Rights</b>					
a. Privacy	3	1		1	4
b. Safety	3	14	1	4	18
c. Freedom, Privileges & Fairness	29	13	1	9	43
d. Communication	6	11		5	17
e. Health Care	9	9		2	18
<b>6) Personal Property &amp; Money</b>					
a. Property	8	9		4	17
b. Money, Entitlements, Rep. Payee	2	4	1	1	7
c. Billing Issues	3		11	6	14
d. Other Non-DMH Issues	3		1		4
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information			10	4	10
b. Breach of Confidentiality	2		6	1	8
c. Issues of Consent, Confidentiality, etc.		2	1		3
<b>8) Treatment</b>					
a. Eligibility for Services	2		16	4	18
b. Accessibility to Staff & Treatment	3		36	5	39
c. Individualized, Client-Driven	6	4	52	12	62
d. Right to Refuse Treatment	3	1		3	4
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education					
b. Religion	1				1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			12	3	12
f. Legal assistance for Non-DMH issues	2	1	12	1	15

