

SC DMH Client Advocacy Report August 2017

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	15	107
Harris	15	89
Morris Village	7	24
Hall	2	16
Tucker	0	5
BPH-Forensics	20	193
Mental Health Centers	54	344
Total	113	778

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy Information, Referral & Other Assistance¹	72	514
	3	68

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	53	25	55	19	133
2) Admission & Discharge	40	39	20	11	99
3) Information & Advocacy	19	3	10	10	32
4) Physical Environment	9	32		5	41
5) Inpatient Rights	92	92	3	25	187
6) Personal Property & Money	30	34	31	16	95
7) Confidentiality & Consent	4	2	26	4	32
8) Treatment	30	11	246	44	287
9) Other Rights Issues	5	5	44	6	54
Total⁵	282	243	435	140	960

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		1	12
b. Excessive Restraint, Seclusion & PRNs	4	1			5
c. Sexual Abuse		1	1		2
d. Verbal Abuse or Violations of Dignity	33	13	53	17	99
e. Neglect	8	5	1	1	14
f. Financial Exploitation		1			1
2) Admission & Discharge					
a. Discharge (when)	25	21		5	46
b. Community Placement (where)	11	7		4	18
c. Periodic Court Review	1	4	1	1	6
d. Questions, Education & Other	3	7	19	1	29
3) Information & Advocacy					
a. Access to Advocacy	8	2	3	4	13
b. Access to Legal Resources	10	1	4	5	15
c. Questions, Education & Other	1		3	1	4
4) Physical Environment					
a. Food Quality & Quantity	3	3			6
b. Linens, Clothes & Toiletries	6	11		3	17
c. Disrepair of Physical Plant		8		1	8
d. Cleanliness of Facilities		10		1	10
5) Inpatient Rights					
a. Privacy	3	3			6
b. Safety	4	18	1	1	23
c. Freedom, Privileges & Fairness	56	29	1	13	86
d. Communication	15	24	1	11	40
e. Health Care	14	18			32
6) Personal Property & Money					
a. Property	13	25		6	38
b. Money, Entitlements, Rep. Payee	9	9	5	8	23
c. Billing Issues	4		24	2	28
d. Other Non-DMH Issues	4		2		6
7) Confidentiality & Consent					
a. Access to Records & Information	1		14	2	15
b. Breach of Confidentiality	2		10	1	12
c. Issues of Consent, Confidentiality, etc.	1	2	2	1	5
8) Treatment					
a. Eligibility for Services	2		34	8	36
b. Accessibility to Staff & Treatment	9	3	88	18	100
c. Individualized, Client-Driven	16	7	123	18	146
d. Right to Refuse Treatment	3	1	1		5
9) Other Rights Issues					
a. Work, Compensation & Education		1	1		2
b. Religion	2			1	2
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			23	2	23
f. Legal assistance for Non-DMH issues	3	4	20	3	27

