

SC DMH Client Advocacy Report January 2017

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	8	8
Harris	11	11
Morris Village	3	3
Hall		
Tucker	2	2
BPH-Forensics	27	27
Mental Health Centers	45	45
Total	96	96

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	60	60
Information, Referral & Other Assistance¹	10	10

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	3	7	5	15	15
2) Admission & Discharge	3	3	5	11	11
3) Information & Advocacy	2		1	3	3
4) Physical Environment	1	4		5	5
5) Inpatient Rights	8	11	1	20	20
6) Personal Property & Money	4	6	2	12	12
7) Confidentiality & Consent	1	1	6	8	8
8) Treatment	3	1	26	30	30
9) Other Rights Issues	1		9	10	10
Total⁵	26	33	55	114	114

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

