

SC DMH Client Advocacy Report July 2017

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	19	92
Harris	5	74
Morris Village	2	17
Hall	2	14
Tucker	0	5
BPH-Forensics	55	173
Mental Health Centers	39	290
Total	122	645

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	89	442
Information, Referral & Other Assistance ¹	8	65

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	44	24	46	13	114
2) Admission & Discharge	33	35	20	19	88
3) Information & Advocacy	13	3	6	2	22
4) Physical Environment	8	28		6	36
5) Inpatient Rights	77	82	3	33	162
6) Personal Property & Money	23	29	27	18	79
7) Confidentiality & Consent	3	2	23	3	28
8) Treatment	28	9	206	36	243
9) Other Rights Issues	4	4	40	8	48
Total⁵	233	216	371	138	820

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	7	4			11
b. Excessive Restraint, Seclusion & PRNs	4	1		1	5
c. Sexual Abuse		1	1		2
d. Verbal Abuse or Violations of Dignity	25	12	45	9	82
e. Neglect	8	5		3	13
f. Financial Exploitation		1			1
2) Admission & Discharge					
a. Discharge (when)	22	19		8	41
b. Community Placement (where)	8	6		4	14
c. Periodic Court Review		4	1	1	5
d. Questions, Education & Other	3	6	19	6	28
3) Information & Advocacy					
a. Access to Advocacy	6	2	1	1	9
b. Access to Legal Resources	7	1	2		10
c. Questions, Education & Other			3	1	3
4) Physical Environment					
a. Food Quality & Quantity	3	3			6
b. Linens, Clothes & Toiletries	5	9		3	14
c. Disrepair of Physical Plant		7			7
d. Cleanliness of Facilities		9		3	9
5) Inpatient Rights					
a. Privacy	3	3		2	6
b. Safety	4	17	1	1	22
c. Freedom, Privileges & Fairness	44	28	1	18	73
d. Communication	12	16	1	8	29
e. Health Care	14	18		4	32
6) Personal Property & Money					
a. Property	10	22		10	32
b. Money, Entitlements, Rep. Payee	5	7	3	3	15
c. Billing Issues	4		22	4	26
d. Other Non-DMH Issues	4		2	1	6
7) Confidentiality & Consent					
a. Access to Records & Information	1		12	2	13
b. Breach of Confidentiality	2		9	1	11
c. Issues of Consent, Confidentiality, etc.		2	2		4
8) Treatment					
a. Eligibility for Services	2		26	4	28
b. Accessibility to Staff & Treatment	9	1	72	18	82
c. Individualized, Client-Driven	14	7	107	14	128
d. Right to Refuse Treatment	3	1	1		5
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			21	4	21
f. Legal assistance for Non-DMH issues	3	3	18	4	24

