

SC DMH Client Advocacy Report June 2017

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	15	73
Harris	14	69
Morris Village	1	15
Hall	0	12
Tucker	1	5
BPH-Forensics	12	118
Mental Health Centers	57	251
Total	100	543

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	54	353
Information, Referral & Other Assistance ¹	12	57

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	40	18	43	21	101
2) Admission & Discharge	29	22	18	10	69
3) Information & Advocacy	13	2	5	5	20
4) Physical Environment	7	23		7	30
5) Inpatient Rights	67	60	2	17	129
6) Personal Property & Money	20	18	23	11	61
7) Confidentiality & Consent	2	2	21	2	25
8) Treatment	22	7	178	50	207
9) Other Rights Issues	3	3	34	8	40
Total⁵	203	155	324	131	682

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		3	11
b. Excessive Restraint, Seclusion & PRNs	3	1			4
c. Sexual Abuse		1	1		2
d. Verbal Abuse or Violations of Dignity	22	9	42	17	73
e. Neglect	8	2		1	10
f. Financial Exploitation		1			1
2) Admission & Discharge					
a. Discharge (when)	20	13		3	33
b. Community Placement (where)	6	4		2	10
c. Periodic Court Review		3	1		4
d. Questions, Education & Other	3	2	17	5	22
3) Information & Advocacy					
a. Access to Advocacy	6	1	1	4	8
b. Access to Legal Resources	7	1	2	1	10
c. Questions, Education & Other			2		2
4) Physical Environment					
a. Food Quality & Quantity	3	3		2	6
b. Linens, Clothes & Toiletries	4	7		2	11
c. Disrepair of Physical Plant		7		1	7
d. Cleanliness of Facilities		6		2	6
5) Inpatient Rights					
a. Privacy	3	1			4
b. Safety	4	16	1	3	21
c. Freedom, Privileges & Fairness	38	16	1	7	55
d. Communication	9	12		2	21
e. Health Care	13	15		5	28
6) Personal Property & Money					
a. Property	9	13		3	22
b. Money, Entitlements, Rep. Payee	4	5	3	2	12
c. Billing Issues	4		18	6	22
d. Other Non-DMH Issues	3		2		5
7) Confidentiality & Consent					
a. Access to Records & Information			11	1	11
b. Breach of Confidentiality	2		8		10
c. Issues of Consent, Confidentiality, etc.		2	2	1	4
8) Treatment					
a. Eligibility for Services	2		22	3	24
b. Accessibility to Staff & Treatment	4		60	15	64
c. Individualized, Client-Driven	13	6	95	32	114
d. Right to Refuse Treatment	3	1	1		5
9) Other Rights Issues					
a. Work, Compensation & Education		1	1	1	2
b. Religion	1				1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			17	3	17
f. Legal assistance for Non-DMH issues	2	2	16	4	20

