

**SC DMH Client Advocacy Report  
March 2017**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	18	38
Harris	14	32
Morris Village	8	12
Hall	6	8
Tucker	2	4
BPH-Forensics	19	73
Mental Health Centers	36	119
<b>Total</b>	<b>103</b>	<b>286</b>

**OTHER INFORMATION**

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	66	167
Information, Referral & Other Assistance <sup>1</sup>	15	31

**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	19	11	17	22	47
2) Admission & Discharge	13	10	10	9	33
3) Information & Advocacy	6		2	4	8
4) Physical Environment	5	13		8	18
5) Inpatient Rights	39	38	2	36	79
6) Personal Property & Money	12	12	7	8	31
7) Confidentiality & Consent	2	2	12	5	16
8) Treatment	11	3	85	33	99
9) Other Rights Issues	3	1	20	9	24
<b>Total<sup>5</sup></b>	<b>110</b>	<b>90</b>	<b>155</b>	<b>134</b>	<b>355</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	1	2		1	3
b. Excessive Restraint, Seclusion & PRNs	2			2	2
c. Sexual Abuse		1	1	1	2
d. Verbal Abuse or Violations of Dignity	10	7	16	13	33
e. Neglect	6	1		5	7
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	8	6		6	14
b. Community Placement (where)	3	1		1	4
c. Periodic Court Review		3	1		4
d. Questions, Education & Other	2		9	2	11
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	1			1	1
b. Access to Legal Resources	5		1	2	6
c. Questions, Education & Other			1	1	1
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	2	1		2	3
b. Linens, Clothes & Toiletries	3	6		5	9
c. Disrepair of Physical Plant		3		1	3
d. Cleanliness of Facilities		3			3
<b>5) Inpatient Rights</b>					
a. Privacy	2	1		2	3
b. Safety	2	11	1	6	14
c. Freedom, Privileges & Fairness	21	12	1	18	34
d. Communication	5	7		4	12
e. Health Care	9	7		6	16
<b>6) Personal Property &amp; Money</b>					
a. Property	5	8		3	13
b. Money, Entitlements, Rep. Payee	1	4	1	2	6
c. Billing Issues	3		5	2	8
d. Other Non-DMH Issues	3		1	1	4
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information			6	3	6
b. Breach of Confidentiality	2		5	2	7
c. Issues of Consent, Confidentiality, etc.		2	1		3
<b>8) Treatment</b>					
a. Eligibility for Services	2		12	4	14
b. Accessibility to Staff & Treatment	3		31	7	34
c. Individualized, Client-Driven	6	2	42	22	50
d. Right to Refuse Treatment		1			1
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education					
b. Religion	1			1	1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			9	3	9
f. Legal assistance for Non-DMH issues	2	1	11	5	14

