

**SC DMH Client Advocacy Report
November 2017**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	11	136
Harris	12	124
Morris Village	2	29
Hall	0	21
Tucker	0	5
BPH-Forensics	20	252
Mental Health Centers	29	447
Total	74	1014

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	150	806
Information, Referral & Other Assistance ¹	11	100

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	63	29	69	10	161
2) Admission & Discharge	54	54	28	11	136
3) Information & Advocacy	21	7	15	3	43
4) Physical Environment	15	46	1	13	62
5) Inpatient Rights	126	114	3	17	243
6) Personal Property & Money	42	49	45	10	136
7) Confidentiality & Consent	4	7	36	3	47
8) Treatment	44	13	321	30	378
9) Other Rights Issues	7	6	54	6	67
Total⁵	376	325	572	103	1273

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	5		1	13
b. Excessive Restraint, Seclusion & PRNs	8	1		2	9
c. Sexual Abuse	1	1	1		3
d. Verbal Abuse or Violations of Dignity	36	14	65	5	115
e. Neglect	9	7	2	2	18
f. Financial Exploitation	1	1	1		3
2) Admission & Discharge					
a. Discharge (when)	34	28		4	62
b. Community Placement (where)	14	9	1	2	24
c. Periodic Court Review	2	5	1	1	8
d. Questions, Education & Other	4	12	26	4	42
3) Information & Advocacy					
a. Access to Advocacy	8	3	6	1	17
b. Access to Legal Resources	11	4	5	1	20
c. Questions, Education & Other	2		4	1	6
4) Physical Environment					
a. Food Quality & Quantity	5	6		2	11
b. Linens, Clothes & Toiletries	7	15		4	22
c. Disrepair of Physical Plant	2	12		3	14
d. Cleanliness of Facilities	1	13	1	4	15
5) Inpatient Rights					
a. Privacy	3	3			6
b. Safety	5	22	1	1	28
c. Freedom, Privileges & Fairness	69	38	1	5	108
d. Communication	26	31	1	9	58
e. Health Care	23	20		2	43
6) Personal Property & Money					
a. Property	18	36		6	54
b. Money, Entitlements, Rep. Payee	14	13	8	2	35
c. Billing Issues	6		35	2	41
d. Other Non-DMH Issues	4		2		6
7) Confidentiality & Consent					
a. Access to Records & Information	1	4	22	3	27
b. Breach of Confidentiality	2		12		14
c. Issues of Consent, Confidentiality, etc.	1	3	2		6
8) Treatment					
a. Eligibility for Services	2		46	2	48
b. Accessibility to Staff & Treatment	15	3	118	17	136
c. Individualized, Client-Driven	22	9	154	9	185
d. Right to Refuse Treatment	5	1	3	2	9
9) Other Rights Issues					
a. Work, Compensation & Education		1	2		3
b. Religion	2				2
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			28	2	28
f. Legal assistance for Non-DMH issues	5	5	24	4	34

