

SC DMH Client Advocacy Report September 2017

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	8	115
Harris	12	101
Morris Village	2	26
Hall	2	18
Tucker	0	5
BPH-Forensics	20	213
Mental Health Centers	36	380
Total	80	858

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy Information, Referral & Other Assistance¹	52	566
	11	79

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	56	26	57	6	139
2) Admission & Discharge	43	43	24	11	110
3) Information & Advocacy	19	5	10	2	34
4) Physical Environment	11	34		4	45
5) Inpatient Rights	105	100	3	21	208
6) Personal Property & Money	34	41	36	16	111
7) Confidentiality & Consent	4	6	30	8	40
8) Treatment	35	12	275	35	322
9) Other Rights Issues	5	5	46	2	56
Total⁵	312	272	481	105	1065

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	4			12
b. Excessive Restraint, Seclusion & PRNs	6	1		2	7
c. Sexual Abuse		1	1		2
d. Verbal Abuse or Violations of Dignity	34	13	55	3	102
e. Neglect	8	6	1	1	15
f. Financial Exploitation		1			1
2) Admission & Discharge					
a. Discharge (when)	27	23		4	50
b. Community Placement (where)	12	7		1	19
c. Periodic Court Review	1	4	1		6
d. Questions, Education & Other	3	9	23	6	35
3) Information & Advocacy					
a. Access to Advocacy	8	2	3		13
b. Access to Legal Resources	10	3	4	2	17
c. Questions, Education & Other	1		3		4
4) Physical Environment					
a. Food Quality & Quantity	3	4		1	7
b. Linens, Clothes & Toiletries	6	12		1	18
c. Disrepair of Physical Plant	2	8		2	10
d. Cleanliness of Facilities		10			10
5) Inpatient Rights					
a. Privacy	3	3			6
b. Safety	4	20	1	2	25
c. Freedom, Privileges & Fairness	62	33	1	10	96
d. Communication	19	25	1	5	45
e. Health Care	17	19		4	36
6) Personal Property & Money					
a. Property	13	30		5	43
b. Money, Entitlements, Rep. Payee	12	11	5	5	28
c. Billing Issues	5		29	6	34
d. Other Non-DMH Issues	4		2		6
7) Confidentiality & Consent					
a. Access to Records & Information	1	3	17	6	21
b. Breach of Confidentiality	2		11	1	13
c. Issues of Consent, Confidentiality, etc.	1	3	2	1	6
8) Treatment					
a. Eligibility for Services	2		39	5	41
b. Accessibility to Staff & Treatment	10	3	97	10	110
c. Individualized, Client-Driven	20	8	137	19	165
d. Right to Refuse Treatment	3	1	2	1	6
9) Other Rights Issues					
a. Work, Compensation & Education		1	2	1	3
b. Religion	2				2
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			24	1	24
f. Legal assistance for Non-DMH issues	3	4	20		27

