

SC DMH Client Advocacy Report February 2017

| FACILITY | COMPLAINTS RESOLVED THIS MONTH | YEAR-TO-DATE |
|------------------------------|--------------------------------|--------------|
| BPH-Adult | 12 | 20 |
| Harris | 7 | 18 |
| Morris Village | 1 | 4 |
| Hall | 2 | 2 |
| Tucker | | 2 |
| BPH-Forensics | 27 | 54 |
| Mental Health Centers | 38 | 83 |
| Total | 87 | 183 |

OTHER INFORMATION

| | THIS MONTH | YEAR-TO-DATE |
|--|------------|--------------|
| Toll Free Telephone Calls to SCDMH Client Advocacy Information, Referral & Other Assistance¹ | 41 | 101 |
| | 6 | 16 |

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 | 4 | 9 | 12 | 10 | 25 |
| 2) Admission & Discharge | 8 | 8 | 8 | 13 | 24 |
| 3) Information & Advocacy | 3 | | 1 | 1 | 4 |
| 4) Physical Environment | 1 | 9 | | 5 | 10 |
| 5) Inpatient Rights | 17 | 25 | 1 | 23 | 43 |
| 6) Personal Property & Money | 8 | 10 | 5 | 11 | 23 |
| 7) Confidentiality & Consent | 2 | 2 | 7 | 3 | 11 |
| 8) Treatment | 6 | 2 | 58 | 36 | 66 |
| 9) Other Rights Issues | 1 | 1 | 13 | 5 | 15 |
| Total⁵ | 50 | 66 | 105 | 107 | 221 |

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 | | 2 | | | 2 |
| b. Excessive Restraint, Seclusion & PRNs | | | | | |
| c. Sexual Abuse | | 1 | | 1 | 1 |
| d. Verbal Abuse or Violations of Dignity | 3 | 5 | 12 | 9 | 20 |
| e. Neglect | 1 | 1 | | | 2 |
| f. Financial Exploitation | | | | | |
| 2) Admission & Discharge | | | | | |
| a. Discharge (when) | 4 | 4 | | 4 | 8 |
| b. Community Placement (where) | 2 | 1 | | 1 | 3 |
| c. Periodic Court Review | | 3 | 1 | 4 | 4 |
| d. Questions, Education & Other | 2 | | 7 | 4 | 9 |
| 3) Information & Advocacy | | | | | |
| a. Access to Advocacy | | | | | |
| b. Access to Legal Resources | 3 | | 1 | 1 | 4 |
| c. Questions, Education & Other | | | | | |
| 4) Physical Environment | | | | | |
| a. Food Quality & Quantity | 1 | | | | 1 |
| b. Linens, Clothes & Toiletries | | 4 | | 2 | 4 |
| c. Disrepair of Physical Plant | | 2 | | 1 | 2 |
| d. Cleanliness of Facilities | | 3 | | 2 | 3 |
| 5) Inpatient Rights | | | | | |
| a. Privacy | 1 | | | | 1 |
| b. Safety | 1 | 7 | | 6 | 8 |
| c. Freedom, Privileges & Fairness | 8 | 7 | 1 | 10 | 16 |
| d. Communication | 2 | 6 | | 2 | 8 |
| e. Health Care | 5 | 5 | | 5 | 10 |
| 6) Personal Property & Money | | | | | |
| a. Property | 3 | 7 | | 3 | 10 |
| b. Money, Entitlements, Rep. Payee | | 3 | 1 | 3 | 4 |
| c. Billing Issues | 2 | | 4 | 3 | 6 |
| d. Other Non-DMH Issues | 3 | | | 2 | 3 |
| 7) Confidentiality & Consent | | | | | |
| a. Access to Records & Information | | | 3 | 1 | 3 |
| b. Breach of Confidentiality | 2 | | 3 | 1 | 5 |
| c. Issues of Consent, Confidentiality, etc. | | 2 | 1 | 1 | 3 |
| 8) Treatment | | | | | |
| a. Eligibility for Services | 2 | | 8 | 5 | 10 |
| b. Accessibility to Staff & Treatment | 1 | | 26 | 17 | 27 |
| c. Individualized, Client-Driven | 3 | 1 | 24 | 14 | 28 |
| d. Right to Refuse Treatment | | 1 | | | 1 |
| 9) Other Rights Issues | | | | | |
| a. Work, Compensation & Education | | | | | |
| b. Religion | | | | | |
| c. Sexuality, Birth Control, Marriage, etc. | | | | | |
| d. Voting | | | | | |
| e. Housing | | | 6 | 3 | 6 |
| f. Legal assistance for Non-DMH issues | 1 | 1 | 7 | 2 | 9 |

