

SC DMH Client Advocacy Report January 2018

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	3	3
Harris	8	8
Morris Village	4	4
Hall	2	2
Tucker	1	1
BPH-Forensics	18	18
Mental Health Centers	34	34
Total	70	70

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	61	61
Information, Referral & Other Assistance ¹	12	12

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	5	4	13	13
2) Admission & Discharge	1	2	4	7	7
3) Information & Advocacy		7		7	7
4) Physical Environment	3			3	3
5) Inpatient Rights	4	5		9	9
6) Personal Property & Money	4	3	2	9	9
7) Confidentiality & Consent	1		2	3	3
8) Treatment	2	3	23	28	28
9) Other Rights Issues		2	5	7	7
Total⁵	19	27	40	86	86

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

