

SC DMH Client Advocacy Report February 2018

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	7	10
Harris	10	18
Morris Village		4
Hall	1	3
Tucker	1	2
BPH-Forensics	9	27
Mental Health Centers	34	68
Total	62	132

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	48	109
Information, Referral & Other Assistance ¹	7	19

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	13	6	10	16	29
2) Admission & Discharge	6	5	6	10	17
3) Information & Advocacy		7	1	1	8
4) Physical Environment	4	3		4	7
5) Inpatient Rights	11	7		9	18
6) Personal Property & Money	5	6	4	6	15
7) Confidentiality & Consent	1		5	3	6
8) Treatment	3	4	46	25	53
9) Other Rights Issues		2	10	5	12
Total⁵	43	40	82	79	165

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		1	1	3
b. Excessive Restraint, Seclusion & PRNs	3			2	3
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	4	3	9	8	16
e. Neglect	4	3		5	7
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	5	3		6	8
b. Community Placement (where)	1	1		2	2
c. Periodic Court Review					
d. Questions, Education & Other		1	6	2	7
3) Information & Advocacy					
a. Access to Advocacy		3	1	1	4
b. Access to Legal Resources		3			3
c. Questions, Education & Other		1			1
4) Physical Environment					
a. Food Quality & Quantity					
b. Linens, Clothes & Toiletries	1	2		3	3
c. Disrepair of Physical Plant	2	1		1	3
d. Cleanliness of Facilities	1				1
5) Inpatient Rights					
a. Privacy					
b. Safety	1				1
c. Freedom, Privileges & Fairness	6	2		5	8
d. Communication		2		1	2
e. Health Care	4	3		3	7
6) Personal Property & Money					
a. Property	1	5		3	6
b. Money, Entitlements, Rep. Payee	3	1	1	1	5
c. Billing Issues	1		3	2	4
d. Other Non-DMH Issues					
7) Confidentiality & Consent					
a. Access to Records & Information			3	3	3
b. Breach of Confidentiality	1				1
c. Issues of Consent, Confidentiality, etc.			2		2
8) Treatment					
a. Eligibility for Services			11	7	11
b. Accessibility to Staff & Treatment	1	2	11	3	14
c. Individualized, Client-Driven	2	2	23	15	27
d. Right to Refuse Treatment			1		1
9) Other Rights Issues					
a. Work, Compensation & Education		1			1
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			4	3	4
f. Legal assistance for Non-DMH issues		1	6	2	7

