

**SC DMH Client Advocacy Report
March 2018**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	17	27
Harris	10	28
Morris Village	3	7
Hall	1	4
Tucker	0	2
BPH-Forensics	29	56
Mental Health Centers	32	100
Total	92	224

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	72	181
Information, Referral & Other Assistance ¹	8	27

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	17	9	19	16	45
2) Admission & Discharge	17	9	8	17	34
3) Information & Advocacy		11	1	4	12
4) Physical Environment	7	9		9	16
5) Inpatient Rights	20	19		21	39
6) Personal Property & Money	6	13	7	11	26
7) Confidentiality & Consent	1	1	7	3	9
8) Treatment	9	9	68	33	86
9) Other Rights Issues	1	4	11	4	16
Total⁵	78	84	121	118	283

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	4		1	2	5
b. Excessive Restraint, Seclusion & PRNs	3				3
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	6	5	18	13	29
e. Neglect	4	4		1	8
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	13	4		9	17
b. Community Placement (where)	3	3		4	6
c. Periodic Court Review					
d. Questions, Education & Other	1	2	8	4	11
3) Information & Advocacy					
a. Access to Advocacy		4	1	1	5
b. Access to Legal Resources		6		3	6
c. Questions, Education & Other		1			1
4) Physical Environment					
a. Food Quality & Quantity	1	2		3	3
b. Linens, Clothes & Toiletries	1	5		3	6
c. Disrepair of Physical Plant	4	1		2	5
d. Cleanliness of Facilities	1	1		1	2
5) Inpatient Rights					
a. Privacy					
b. Safety	1	1		1	2
c. Freedom, Privileges & Fairness	9	7		8	16
d. Communication	3	7		8	10
e. Health Care	7	4		4	11
6) Personal Property & Money					
a. Property	1	10		5	11
b. Money, Entitlements, Rep. Payee	4	1	1	1	6
c. Billing Issues	1		6	3	7
d. Other Non-DMH Issues		2		2	2
7) Confidentiality & Consent					
a. Access to Records & Information		1	5	3	6
b. Breach of Confidentiality	1				1
c. Issues of Consent, Confidentiality, etc.			2		2
8) Treatment					
a. Eligibility for Services			14	3	14
b. Accessibility to Staff & Treatment	2	2	23	13	27
c. Individualized, Client-Driven	6	7	30	16	43
d. Right to Refuse Treatment	1		1	1	2
9) Other Rights Issues					
a. Work, Compensation & Education		1			1
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.		1		1	1
d. Voting					
e. Housing			4		4
f. Legal assistance for Non-DMH issues	1	2	7	3	10

