

SC DMH Client Advocacy Report April 2018

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	2	29
Harris	6	34
Morris Village	1	8
Hall	1	5
Tucker	0	2
BPH-Forensics	16	72
Mental Health Centers	34	134
Total	60	284

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	51	232
Information, Referral & Other Assistance ¹	14	41

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	19	11	26	11	56
2) Admission & Discharge	17	14	11	8	42
3) Information & Advocacy		14	1	3	15
4) Physical Environment	8	11		3	19
5) Inpatient Rights	25	26		12	51
6) Personal Property & Money	8	13	8	3	29
7) Confidentiality & Consent	2	1	11	5	14
8) Treatment	9	10	93	26	112
9) Other Rights Issues	1	4	17	6	22
Total⁵	89	104	167	77	360

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		5
b. Excessive Restraint, Seclusion & PRNs	4			1	4
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	7	7	24	9	38
e. Neglect	4	4	1	1	9
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	13	6		2	19
b. Community Placement (where)	3	5		2	8
c. Periodic Court Review					
d. Questions, Education & Other	1	3	11	4	15
3) Information & Advocacy					
a. Access to Advocacy		5	1	1	6
b. Access to Legal Resources		8		2	8
c. Questions, Education & Other		1			1
4) Physical Environment					
a. Food Quality & Quantity	1	3		1	4
b. Linens, Clothes & Toiletries	1	6		1	7
c. Disrepair of Physical Plant	5	1		1	6
d. Cleanliness of Facilities	1	1			2
5) Inpatient Rights					
a. Privacy		1		1	1
b. Safety	1	1			2
c. Freedom, Privileges & Fairness	12	9		5	21
d. Communication	5	10		5	15
e. Health Care	7	5		1	12
6) Personal Property & Money					
a. Property	2	10		1	12
b. Money, Entitlements, Rep. Payee	4	1	1		6
c. Billing Issues	2		7	2	9
d. Other Non-DMH Issues		2			2
7) Confidentiality & Consent					
a. Access to Records & Information		1	9	4	10
b. Breach of Confidentiality	2			1	2
c. Issues of Consent, Confidentiality, etc.			2		2
8) Treatment					
a. Eligibility for Services			19	5	19
b. Accessibility to Staff & Treatment	2	3	30	8	35
c. Individualized, Client-Driven	6	7	42	12	55
d. Right to Refuse Treatment	1		2	1	3
9) Other Rights Issues					
a. Work, Compensation & Education		1			1
b. Religion			1	1	1
c. Sexuality, Birth Control, Marriage, etc.		1			1
d. Voting					
e. Housing			7	3	7
f. Legal assistance for Non-DMH issues	1	2	9	2	12

