

**SC DMH Client Advocacy Report
May 2018**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	10	39
Harris	7	41
Morris Village	7	15
Hall	2	7
Tucker	0	2
BPH-Forensics	19	91
Mental Health Centers	47	181
Total	92	376

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	40	277
Information, Referral & Other Assistance ¹	7	48

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	25	18	31	18	74
2) Admission & Discharge	18	14	14	4	46
3) Information & Advocacy	1	17	1	4	19
4) Physical Environment	8	14		3	22
5) Inpatient Rights	34	30		13	64
6) Personal Property & Money	11	17	11	10	39
7) Confidentiality & Consent	3	2	14	5	19
8) Treatment	14	11	126	39	151
9) Other Rights Issues	4	5	28	15	37
Total⁵	118	128	225	111	471

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	5			1	5
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	10	11	29	12	50
e. Neglect	6	7	1	5	14
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	13	6			19
b. Community Placement (where)	4	5		1	9
c. Periodic Court Review					
d. Questions, Education & Other	1	3	14	3	18
3) Information & Advocacy					
a. Access to Advocacy	1	6	1	2	8
b. Access to Legal Resources		10		2	10
c. Questions, Education & Other		1			1
4) Physical Environment					
a. Food Quality & Quantity	1	3			4
b. Linens, Clothes & Toiletries	1	8		2	9
c. Disrepair of Physical Plant	5	2		1	7
d. Cleanliness of Facilities	1	1			2
5) Inpatient Rights					
a. Privacy		1			1
b. Safety	2	2		2	4
c. Freedom, Privileges & Fairness	17	9		5	26
d. Communication	5	10			15
e. Health Care	10	8		6	18
6) Personal Property & Money					
a. Property	2	12		2	14
b. Money, Entitlements, Rep. Payee	5	3	1	3	9
c. Billing Issues	3		10	4	13
d. Other Non-DMH Issues	1	2		1	3
7) Confidentiality & Consent					
a. Access to Records & Information	1	2	11	4	14
b. Breach of Confidentiality	2				2
c. Issues of Consent, Confidentiality, etc.			3	1	3
8) Treatment					
a. Eligibility for Services	2		25	8	27
b. Accessibility to Staff & Treatment	2	3	43	13	48
c. Individualized, Client-Driven	9	8	55	17	72
d. Right to Refuse Treatment	1		3	1	4
9) Other Rights Issues					
a. Work, Compensation & Education		1			1
b. Religion			1		1
c. Sexuality, Birth Control, Marriage, etc.		2		1	2
d. Voting	1			1	1
e. Housing			12	5	12
f. Legal assistance for Non-DMH issues	3	2	15	8	20

