

**SC DMH Client Advocacy Report
June 2018**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	16	55
Harris	7	48
Morris Village	1	16
Hall	1	8
Tucker	0	2
BPH-Forensics	18	109
Mental Health Centers	47	228
Total	90	466

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	65	342
Information, Referral & Other Assistance ¹	9	57

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	28	20	39	13	87
2) Admission & Discharge	26	16	16	12	58
3) Information & Advocacy	3	18	2	4	23
4) Physical Environment	10	17	1	6	28
5) Inpatient Rights	41	36	2	15	79
6) Personal Property & Money	12	21	14	8	47
7) Confidentiality & Consent	4	3	21	9	28
8) Treatment	19	13	145	26	177
9) Other Rights Issues	6	6	38	13	50
Total⁵	149	150	278	106	577

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	2	1	2	7
b. Excessive Restraint, Seclusion & PRNs	5				5
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	13	11	37	11	61
e. Neglect	6	7	1		14
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	21	6		8	27
b. Community Placement (where)	4	5			9
c. Periodic Court Review					
d. Questions, Education & Other	1	5	16	4	22
3) Information & Advocacy					
a. Access to Advocacy	2	7	1	2	10
b. Access to Legal Resources	1	10		1	11
c. Questions, Education & Other		1	1	1	2
4) Physical Environment					
a. Food Quality & Quantity	1	4		1	5
b. Linens, Clothes & Toiletries	3	8		2	11
c. Disrepair of Physical Plant	5	4	1	3	10
d. Cleanliness of Facilities	1	1			2
5) Inpatient Rights					
a. Privacy	1	1		1	2
b. Safety	3	2		1	5
c. Freedom, Privileges & Fairness	20	12	2	8	34
d. Communication	5	11		1	16
e. Health Care	12	10		4	22
6) Personal Property & Money					
a. Property	2	15		3	17
b. Money, Entitlements, Rep. Payee	6	4	1	2	11
c. Billing Issues	3		12	2	15
d. Other Non-DMH Issues	1	2	1	1	4
7) Confidentiality & Consent					
a. Access to Records & Information	2	3	15	6	20
b. Breach of Confidentiality	2		3	3	5
c. Issues of Consent, Confidentiality, etc.			3		3
8) Treatment					
a. Eligibility for Services	3	1	27	4	31
b. Accessibility to Staff & Treatment	3	3	50	8	56
c. Individualized, Client-Driven	11	9	64	12	84
d. Right to Refuse Treatment	2		4	2	6
9) Other Rights Issues					
a. Work, Compensation & Education		1	1	1	2
b. Religion			2	1	2
c. Sexuality, Birth Control, Marriage, etc.		2			2
d. Voting	3	1		3	4
e. Housing			14	2	14
f. Legal assistance for Non-DMH issues	3	2	21	6	26

