

## SC DMH Client Advocacy Report July 2018

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
<b>BPH-Adult</b>	<b>9</b>	<b>64</b>
<b>Harris</b>	<b>9</b>	<b>57</b>
<b>Morris Village</b>	<b>1</b>	<b>17</b>
<b>Hall</b>	<b>0</b>	<b>8</b>
<b>Tucker</b>	<b>0</b>	<b>2</b>
<b>BPH-Forensics</b>	<b>6</b>	<b>115</b>
<b>Mental Health Centers</b>	<b>45</b>	<b>273</b>
<b>Total</b>	<b>70</b>	<b>536</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
<b>Toll Free Telephone Calls to SCDMH Client Advocacy Information, Referral &amp; Other Assistance<sup>1</sup></b>	<b>42</b>	<b>384</b>
	<b>9</b>	<b>66</b>

### AT A GLANCE

Type of Complaint Resolved	Inpatient <sup>2</sup> Year-to-date	Forensics <sup>3</sup> Year-to-date	Centers <sup>4</sup> Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	<b>33</b>	<b>20</b>	<b>44</b>	<b>10</b>	<b>97</b>
2) Admission & Discharge	<b>27</b>	<b>17</b>	<b>18</b>	<b>4</b>	<b>62</b>
3) Information & Advocacy	<b>4</b>	<b>19</b>	<b>2</b>	<b>2</b>	<b>25</b>
4) Physical Environment	<b>10</b>	<b>17</b>	<b>2</b>	<b>1</b>	<b>29</b>
5) Inpatient Rights	<b>50</b>	<b>38</b>	<b>2</b>	<b>11</b>	<b>90</b>
6) Personal Property & Money	<b>16</b>	<b>24</b>	<b>19</b>	<b>12</b>	<b>59</b>
7) Confidentiality & Consent	<b>6</b>	<b>3</b>	<b>26</b>	<b>7</b>	<b>35</b>
8) Treatment	<b>24</b>	<b>13</b>	<b>183</b>	<b>43</b>	<b>220</b>
9) Other Rights Issues	<b>6</b>	<b>6</b>	<b>42</b>	<b>4</b>	<b>54</b>
<b>Total<sup>5</sup></b>	<b>176</b>	<b>157</b>	<b>338</b>	<b>94</b>	<b>671</b>

<sup>1</sup> Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

<sup>2</sup> Inpatient: BPH-Adult, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: BPH-forensics (Correct Care & Crafts Farrow Campus).

<sup>4</sup> Centers: All DMH community mental health centers, programs and community residential facilities.

<sup>5</sup> 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.

<b>Type of Complaint Resolved</b>	<b>Inpatient Year-to-date</b>	<b>Forensics Year-to-date</b>	<b>Centers Year-to-date</b>	<b>Total # This Month</b>	<b>Total DMH Year-to-date</b>
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force	4	2	1		7
b. Excessive Restraint, Seclusion & PRNs	5				5
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	18	11	42	10	71
e. Neglect	6	7	1		14
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	21	7		1	28
b. Community Placement (where)	4	5			9
c. Periodic Court Review					
d. Questions, Education & Other	2	5	18	3	25
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	2	7	1		10
b. Access to Legal Resources	2	10		1	12
c. Questions, Education & Other		2	1	1	3
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	1	4			5
b. Linens, Clothes & Toiletries	3	8			11
c. Disrepair of Physical Plant	5	4	2	1	11
d. Cleanliness of Facilities	1	1			2
<b>5) Inpatient Rights</b>					
a. Privacy	2	1		1	3
b. Safety	3	2			5
c. Freedom, Privileges & Fairness	26	13	2	7	41
d. Communication	6	11		1	17
e. Health Care	13	11		2	24
<b>6) Personal Property &amp; Money</b>					
a. Property	3	17		3	20
b. Money, Entitlements, Rep. Payee	7	4	2	2	13
c. Billing Issues	4		16	5	20
d. Other Non-DMH Issues	2	3	1	2	6
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	2	3	17	2	22
b. Breach of Confidentiality	3		5	3	8
c. Issues of Consent, Confidentiality, etc.	1		4	2	5
<b>8) Treatment</b>					
a. Eligibility for Services	3	1	35	8	39
b. Accessibility to Staff & Treatment	4	3	69	20	76
c. Individualized, Client-Driven	14	9	75	14	98
d. Right to Refuse Treatment	3		4	1	7
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education		1	1		2
b. Religion			2		2
c. Sexuality, Birth Control, Marriage, etc.		2			2
d. Voting	3	1			4
e. Housing			17	3	17
f. Legal assistance for Non-DMH issues	3	2	22	1	27

