

## SC DMH Client Advocacy Report September 2018

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
<b>BPH-Adult</b>	<b>5</b>	<b>77</b>
<b>Harris</b>	<b>8</b>	<b>71</b>
<b>Morris Village</b>	<b>2</b>	<b>22</b>
<b>Hall</b>	<b>3</b>	<b>14</b>
<b>Tucker</b>	<b>2</b>	<b>5</b>
<b>BPH-Forensics</b>	<b>15</b>	<b>140</b>
<b>Mental Health Centers</b>	<b>35</b>	<b>349</b>
<b>Total</b>	<b>70</b>	<b>678</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>57</b>	<b>493</b>
	<b>9</b>	<b>86</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>39</b>	<b>22</b>	<b>52</b>	<b>6</b>	<b>113</b>
2) Admission & Discharge	<b>36</b>	<b>22</b>	<b>19</b>	<b>6</b>	<b>77</b>
3) Information & Advocacy	<b>6</b>	<b>25</b>	<b>5</b>	<b>7</b>	<b>36</b>
4) Physical Environment	<b>12</b>	<b>20</b>	<b>5</b>	<b>3</b>	<b>37</b>
5) Inpatient Rights	<b>64</b>	<b>44</b>	<b>3</b>	<b>12</b>	<b>111</b>
6) Personal Property & Money	<b>19</b>	<b>28</b>	<b>28</b>	<b>11</b>	<b>75</b>
7) Confidentiality & Consent	<b>10</b>	<b>5</b>	<b>31</b>	<b>6</b>	<b>46</b>
8) Treatment	<b>30</b>	<b>16</b>	<b>240</b>	<b>28</b>	<b>286</b>
9) Other Rights Issues	<b>8</b>	<b>8</b>	<b>52</b>	<b>8</b>	<b>68</b>
<b>Total<sup>5</sup></b>	<b>224</b>	<b>190</b>	<b>435</b>	<b>87</b>	<b>849</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	23	13	47	4	83
e. Neglect	7	7	4	2	18
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	28	9		4	37
b. Community Placement (where)	6	5	1	1	12
c. Periodic Court Review					
d. Questions, Education & Other	2	8	18	1	28
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	3	10	3	4	16
b. Access to Legal Resources	3	13		2	16
c. Questions, Education & Other		2	2	1	4
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	3	4		1	7
b. Linens, Clothes & Toiletries	3	10	1		14
c. Disrepair of Physical Plant	5	5	4	2	14
d. Cleanliness of Facilities	1	1			2
<b>5) Inpatient Rights</b>					
a. Privacy	3	2		2	5
b. Safety	3	3			6
c. Freedom, Privileges & Fairness	31	15	2	4	48
d. Communication	10	12		2	22
e. Health Care	17	12	1	4	30
<b>6) Personal Property &amp; Money</b>					
a. Property	4	21		3	25
b. Money, Entitlements, Rep. Payee	9	4	5	4	18
c. Billing Issues	4		22	4	26
d. Other Non-DMH Issues	2	3	1		6
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	4	5	20	4	29
b. Breach of Confidentiality	4		7	1	11
c. Issues of Consent, Confidentiality, etc.	2		4	1	6
<b>8) Treatment</b>					
a. Eligibility for Services	4	1	42	4	47
b. Accessibility to Staff & Treatment	5	4	93	11	102
c. Individualized, Client-Driven	17	11	101	13	129
d. Right to Refuse Treatment	4		4		8
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education		1	1		2
b. Religion			2		2
c. Sexuality, Birth Control, Marriage, etc.	1	2		1	3
d. Voting	4	2	22	2	6
e. Housing			27	1	22
f. Legal assistance for Non-DMH issues	3	3		4	33

