

SC DMH Patient Advocacy Report November 2018

| FACILITY | COMPLAINTS RESOLVED THIS MONTH | YEAR-TO-DATE |
|------------------------------|--------------------------------|--------------|
| BPH-Adult | 4 | 88 |
| Harris | 6 | 91 |
| Morris Village | 0 | 24 |
| Hall | 1 | 18 |
| Tucker | 1 | 7 |
| BPH-Forensics | 9 | 156 |
| Mental Health Centers | 33 | 421 |
| Total | 54 | 805 |

OTHER INFORMATION

| | THIS MONTH | YEAR-TO-DATE |
|---|------------|--------------|
| Toll Free Telephone Calls to SCDMH Patient Advocacy | 20 | 576 |
| Information, Referral & Other Assistance¹ | 6 | 100 |

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 | 46 | 23 | 66 | 8 | 135 |
| 2) Admission & Discharge | 44 | 22 | 22 | 3 | 88 |
| 3) Information & Advocacy | 8 | 28 | 7 | 3 | 43 |
| 4) Physical Environment | 13 | 23 | 6 | 3 | 42 |
| 5) Inpatient Rights | 79 | 47 | 5 | 9 | 131 |
| 6) Personal Property & Money | 24 | 31 | 31 | 5 | 86 |
| 7) Confidentiality & Consent | 13 | 6 | 36 | 6 | 55 |
| 8) Treatment | 38 | 18 | 294 | 32 | 350 |
| 9) Other Rights Issues | 11 | 10 | 60 | 2 | 81 |
| Total⁵ | 276 | 208 | 527 | 71 | 1011 |

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 | 3 | 1 | | 8 |
| b. Excessive Restraint, Seclusion & PRNs | 10 | | | 1 | 10 |
| c. Sexual Abuse | | | | | |
| d. Verbal Abuse or Violations of Dignity | 24 | 13 | 59 | 5 | 96 |
| e. Neglect | 8 | 7 | 6 | 2 | 21 |
| f. Financial Exploitation | | | | | |
| 2) Admission & Discharge | | | | | |
| a. Discharge (when) | 33 | 9 | | 2 | 42 |
| b. Community Placement (where) | 7 | 5 | 1 | 1 | 13 |
| c. Periodic Court Review | | | | | |
| d. Questions, Education & Other | 4 | 8 | 21 | | 33 |
| 3) Information & Advocacy | | | | | |
| a. Access to Advocacy | 4 | 11 | 5 | 2 | 20 |
| b. Access to Legal Resources | 4 | 15 | | 1 | 19 |
| c. Questions, Education & Other | | 2 | 2 | | 4 |
| 4) Physical Environment | | | | | |
| a. Food Quality & Quantity | 4 | 6 | | 1 | 10 |
| b. Linens, Clothes & Toiletries | 3 | 10 | 1 | | 14 |
| c. Disrepair of Physical Plant | 5 | 5 | 5 | 1 | 15 |
| d. Cleanliness of Facilities | 1 | 2 | | 1 | 3 |
| 5) Inpatient Rights | | | | | |
| a. Privacy | 4 | 2 | | 1 | 6 |
| b. Safety | 5 | 3 | | 1 | 8 |
| c. Freedom, Privileges & Fairness | 38 | 18 | 2 | 4 | 58 |
| d. Communication | 11 | 12 | 1 | 2 | 24 |
| e. Health Care | 21 | 12 | 2 | 1 | 35 |
| 6) Personal Property & Money | | | | | |
| a. Property | 7 | 23 | | 3 | 30 |
| b. Money, Entitlements, Rep. Payee | 11 | 5 | 5 | 1 | 21 |
| c. Billing Issues | 4 | | 24 | 1 | 28 |
| d. Other Non-DMH Issues | 2 | 3 | 2 | | 7 |
| 7) Confidentiality & Consent | | | | | |
| a. Access to Records & Information | 6 | 6 | 24 | 4 | 36 |
| b. Breach of Confidentiality | 4 | | 7 | | 11 |
| c. Issues of Consent, Confidentiality, etc. | 3 | | 5 | 2 | 8 |
| 8) Treatment | | | | | |
| a. Eligibility for Services | 4 | 1 | 51 | 3 | 56 |
| b. Accessibility to Staff & Treatment | 6 | 5 | 117 | 16 | 128 |
| c. Individualized, Client-Driven | 20 | 12 | 122 | 12 | 154 |
| d. Right to Refuse Treatment | 8 | | 4 | 1 | 12 |
| 9) Other Rights Issues | | | | | |
| a. Work, Compensation & Education | | 1 | 1 | | 2 |
| b. Religion | 1 | | 2 | | 3 |
| c. Sexuality, Birth Control, Marriage, etc. | 1 | 2 | | | 3 |
| d. Voting | 6 | 4 | 22 | 2 | 10 |
| e. Housing | | | 30 | | 25 |
| f. Legal assistance for Non-DMH issues | 3 | 3 | 5 | | 38 |

