

SC DMH Patient Advocacy Report March 2019

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	4	19
Harris	9	26
Morris Village	2	4
Hall	2	9
Tucker	0	2
BPH-Forensics	10	33
Mental Health Centers	42	108
Total	69	201

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	40	109
Information, Referral & Other Assistance¹	9	20

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	18	4	14	9	36
2) Admission & Discharge	9	7	5	10	21
3) Information & Advocacy	6	3	6	5	15
4) Physical Environment	1	4	3	5	8
5) Inpatient Rights	13	13	2	9	28
6) Personal Property & Money	6	11	4	3	21
7) Confidentiality & Consent	7	1	7	3	15
8) Treatment	7	0	89	44	96
9) Other Rights Issues	1	1	21	5	23
Total⁵	68	44	151	93	263

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 (Wellpath 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		1		1	1
b. Excessive Restraint, Seclusion & PRNs	1			1	1
c. Sexual Abuse		1		1	1
d. Verbal Abuse or Violations of Dignity	15	2	12	6	29
e. Neglect	2		1		3
f. Financial Exploitation			1		1
2) Admission & Discharge					
a. Discharge (when)	7	3		3	10
b. Community Placement (where)	1	2		1	3
c. Periodic Court Review					
d. Questions, Education & Other	1	2	5	6	8
3) Information & Advocacy					
a. Access to Advocacy	4	3	4	5	11
b. Access to Legal Resources					
c. Questions, Education & Other	2		2		4
4) Physical Environment					
a. Food Quality & Quantity					
b. Linens, Clothes & Toiletries		1		1	1
c. Disrepair of Physical Plant	1	2	3	4	6
d. Cleanliness of Facilities		1			1
5) Inpatient Rights					
a. Privacy		3		1	3
b. Safety	1	1			2
c. Freedom, Privileges & Fairness	4	3		3	7
d. Communication	1	3		2	4
e. Health Care	7	3	2	3	12
6) Personal Property & Money					
a. Property	4	4		1	8
b. Money, Entitlements, Rep. Payee	2	5		1	7
c. Billing Issues			4	1	4
d. Other Non-DMH Issues		2			2
7) Confidentiality & Consent					
a. Access to Records & Information	4	1	4	2	9
b. Breach of Confidentiality			2		2
c. Issues of Consent, Confidentiality, etc.	3		1	1	4
8) Treatment					
a. Eligibility for Services			11	6	11
b. Accessibility to Staff & Treatment	2		45	21	47
c. Individualized, Client-Driven	1		33	16	34
d. Right to Refuse Treatment	4			1	4
9) Other Rights Issues					
a. Work, Compensation & Education			1		1
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting		1			1
e. Housing			9	2	9
f. Legal assistance for Non-DMH issues	1		11	3	12

