

**SC DMH Patient Advocacy Report
May 2019**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	9	39
Harris	11	43
Morris Village	8	13
Hall	2	14
Tucker	0	2
BPH-Forensics	8	50
Mental Health Centers	54	196
Total	92	357

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	61	226
Information, Referral & Other Assistance¹	13	41

AT A GLANCE

Type of Complaint Resolved	Inpatient² Year-to-date	Forensics³ Year-to-date	Centers⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	33	5	24	13	62
2) Admission & Discharge	16	8	8	7	32
3) Information & Advocacy	10	4	13	8	27
4) Physical Environment	5	8	3	5	16
5) Inpatient Rights	29	21	3	14	53
6) Personal Property & Money	9	13	15	11	37
7) Confidentiality & Consent	12	3	14	6	29
8) Treatment	15	1	162	46	178
9) Other Rights Issues	3	3	29	8	35
Total⁵	132	66	271	118	469

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 & 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	3	1		1	4
b. Excessive Restraint, Seclusion & PRNs	6			2	6
c. Sexual Abuse		1			1
d. Verbal Abuse or Violations of Dignity	21	2	21	9	44
e. Neglect	3	1	2	1	6
f. Financial Exploitation			1		1
2) Admission & Discharge					
a. Discharge (when)	8	3		1	11
b. Community Placement (where)	4	3		2	7
c. Periodic Court Review					
d. Questions, Education & Other	4	2	8	4	14
3) Information & Advocacy					
a. Access to Advocacy	8	4	9	7	21
b. Access to Legal Resources					
c. Questions, Education & Other	2		4	1	6
4) Physical Environment					
a. Food Quality & Quantity	4			3	4
b. Linens, Clothes & Toiletries		2			2
c. Disrepair of Physical Plant	1	4	3	1	8
d. Cleanliness of Facilities		2		1	2
5) Inpatient Rights					
a. Privacy		4		1	4
b. Safety	2	1		1	3
c. Freedom, Privileges & Fairness	14	6		7	20
d. Communication	3	4		3	7
e. Health Care	10	6	3	2	19
6) Personal Property & Money					
a. Property	5	6		2	11
b. Money, Entitlements, Rep. Payee	4	5	1	2	10
c. Billing Issues			13	7	13
d. Other Non-DMH Issues		2	1		3
7) Confidentiality & Consent					
a. Access to Records & Information	5	3	8	3	16
b. Breach of Confidentiality	1		4	2	5
c. Issues of Consent, Confidentiality, etc.	6		2	1	8
8) Treatment					
a. Eligibility for Services	4		21	9	25
b. Accessibility to Staff & Treatment	2	1	73	20	76
c. Individualized, Client-Driven	3		67	15	70
d. Right to Refuse Treatment	6		1	2	7
9) Other Rights Issues					
a. Work, Compensation & Education			1		1
b. Religion	1			1	1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting		1			1
e. Housing			12	2	12
f. Legal assistance for Non-DMH issues	2	2	16	5	20

