

SC DMH Patient Advocacy Report June 2019

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	9	48
Harris	5	48
Morris Village	4	17
Hall	2	16
Tucker	9	11
BPH-Forensics	17	67
Mental Health Centers	34	230
Total	80	437

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	50	276
Information, Referral & Other Assistance¹	11	52

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	43	9	31	21	83
2) Admission & Discharge	18	9	8	3	35
3) Information & Advocacy	10	5	14	2	29
4) Physical Environment	7	9	3	3	19
5) Inpatient Rights	43	30	3	23	76
6) Personal Property & Money	10	17	18	8	45
7) Confidentiality & Consent	13	3	17	4	33
8) Treatment	25	2	188	37	215
9) Other Rights Issues	3	4	32	4	39
Total⁵	172	88	314	105	574

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	6	2		4	8
b. Excessive Restraint, Seclusion & PRNs	7	1		2	8
c. Sexual Abuse		1	2	2	3
d. Verbal Abuse or Violations of Dignity	25	4	25	10	54
e. Neglect	5	1	3	3	9
f. Financial Exploitation			1		1
2) Admission & Discharge					
a. Discharge (when)	9	4		2	13
b. Community Placement (where)	5	3		1	8
c. Periodic Court Review					
d. Questions, Education & Other	4	2	8		14
3) Information & Advocacy					
a. Access to Advocacy	8	5	9	1	22
b. Access to Legal Resources					
c. Questions, Education & Other	2		5	1	7
4) Physical Environment					
a. Food Quality & Quantity	6			2	6
b. Linens, Clothes & Toiletries		3		1	3
c. Disrepair of Physical Plant	1	4	3		8
d. Cleanliness of Facilities		2			2
5) Inpatient Rights					
a. Privacy	2	5		3	7
b. Safety	2	2		1	4
c. Freedom, Privileges & Fairness	20	10		10	30
d. Communication	4	5		2	9
e. Health Care	15	8	3	7	26
6) Personal Property & Money					
a. Property	5	9		3	14
b. Money, Entitlements, Rep. Payee	5	6	2	3	13
c. Billing Issues			15	2	15
d. Other Non-DMH Issues		2	1		3
7) Confidentiality & Consent					
a. Access to Records & Information	5	3	9	1	17
b. Breach of Confidentiality	2		4	1	6
c. Issues of Consent, Confidentiality, etc.	6		4	2	10
8) Treatment					
a. Eligibility for Services	7		24	6	31
b. Accessibility to Staff & Treatment	4	1	86	15	91
c. Individualized, Client-Driven	5		77	12	82
d. Right to Refuse Treatment	9	1	1	4	11
9) Other Rights Issues					
a. Work, Compensation & Education			1		1
b. Religion	1				1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting		1			1
e. Housing			13	1	13
f. Legal assistance for Non-DMH issues	2	3	18	3	23

