

## SC DMH Patient Advocacy Report April 2019

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
<b>BPH-Adult</b>	<b>11</b>	<b>30</b>
<b>Harris</b>	<b>6</b>	<b>32</b>
<b>Morris Village</b>	<b>1</b>	<b>5</b>
<b>Hall</b>	<b>3</b>	<b>12</b>
<b>Tucker</b>	<b>0</b>	<b>2</b>
<b>BPH-Forensics</b>	<b>9</b>	<b>42</b>
<b>Mental Health Centers</b>	<b>34</b>	<b>142</b>
<b>Total</b>	<b>64</b>	<b>265</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
<b>Toll Free Telephone Calls to SCDMH Patient Advocacy</b>	<b>56</b>	<b>165</b>
<b>Information, Referral &amp; Other Assistance<sup>1</sup></b>	<b>8</b>	<b>28</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>25</b>	<b>5</b>	<b>19</b>	<b>13</b>	<b>49</b>
2) Admission & Discharge	<b>12</b>	<b>7</b>	<b>6</b>	<b>4</b>	<b>25</b>
3) Information & Advocacy	<b>6</b>	<b>3</b>	<b>10</b>	<b>4</b>	<b>19</b>
4) Physical Environment	<b>2</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>11</b>
5) Inpatient Rights	<b>19</b>	<b>17</b>	<b>3</b>	<b>11</b>	<b>39</b>
6) Personal Property & Money	<b>6</b>	<b>12</b>	<b>8</b>	<b>5</b>	<b>26</b>
7) Confidentiality & Consent	<b>12</b>	<b>3</b>	<b>8</b>	<b>8</b>	<b>23</b>
8) Treatment	<b>11</b>	<b>0</b>	<b>121</b>	<b>36</b>	<b>132</b>
9) Other Rights Issues	<b>1</b>	<b>3</b>	<b>23</b>	<b>4</b>	<b>27</b>
<b>Total<sup>5</sup></b>	<b>94</b>	<b>56</b>	<b>201</b>	<b>88</b>	<b>351</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 (Wellpath & 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	2	1		2	3
b. Excessive Restraint, Seclusion & PRNs	4			3	4
c. Sexual Abuse		1			1
d. Verbal Abuse or Violations of Dignity	17	2	16	6	35
e. Neglect	2	1	2	2	5
f. Financial Exploitation			1		1
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	7	3			10
b. Community Placement (where)	3	2		2	5
c. Periodic Court Review					
d. Questions, Education & Other	2	2	6	2	10
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	4	3	7	3	14
b. Access to Legal Resources					
c. Questions, Education & Other	2		3	1	5
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	1			1	1
b. Linens, Clothes & Toiletries		2		1	2
c. Disrepair of Physical Plant	1	3	3	1	7
d. Cleanliness of Facilities		1			1
<b>5) Inpatient Rights</b>					
a. Privacy		3			3
b. Safety	1	1			2
c. Freedom, Privileges & Fairness	8	5		6	13
d. Communication	1	3			4
e. Health Care	9	5	3	5	17
<b>6) Personal Property &amp; Money</b>					
a. Property	4	5		1	9
b. Money, Entitlements, Rep. Payee	2	5	1	1	8
c. Billing Issues			6	2	6
d. Other Non-DMH Issues		2	1	1	3
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	5	3	5	4	13
b. Breach of Confidentiality	1		2	1	3
c. Issues of Consent, Confidentiality, etc.	6		1	3	7
<b>8) Treatment</b>					
a. Eligibility for Services	1		15	5	16
b. Accessibility to Staff & Treatment	2		54	9	56
c. Individualized, Client-Driven	3		52	21	55
d. Right to Refuse Treatment	5			1	5
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education			1		1
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting		1			1
e. Housing			10	1	10
f. Legal assistance for Non-DMH issues	1	2	12	3	15

