

SC DMH Patient Advocacy Report October 2019

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	13	92
Harris	9	80
Morris Village	0	34
Hall	1	21
Tucker	1	16
BPH-Forensics	16	110
Mental Health Centers	31	362
Total	71	715

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	37	447
Information, Referral & Other Assistance¹	8	91

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	67	16	48	13	131
2) Admission & Discharge	38	9	11	7	58
3) Information & Advocacy	15	7	17	3	39
4) Physical Environment	20	17	3	2	40
5) Inpatient Rights	70	50	3	18	123
6) Personal Property & Money	19	25	37	4	81
7) Confidentiality & Consent	15	4	33	7	52
8) Treatment	44	10	281	31	335
9) Other Rights Issues	4	6	41	3	51
Total⁵	292	144	474	88	910

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	9	3		1	12
b. Excessive Restraint, Seclusion & PRNs	7	1			8
c. Sexual Abuse	1	1	2		4
d. Verbal Abuse or Violations of Dignity	44	8	42	12	94
e. Neglect	6	3	3		12
f. Financial Exploitation			1		1
2) Admission & Discharge					
a. Discharge (when)	18	4		3	22
b. Community Placement (where)	13	3		1	16
c. Periodic Court Review					
d. Questions, Education & Other	7	2	11	3	20
3) Information & Advocacy					
a. Access to Advocacy	10	7	10	1	27
b. Access to Legal Resources	1		1	1	2
c. Questions, Education & Other	4		6	1	10
4) Physical Environment					
a. Food Quality & Quantity	10	2		1	12
b. Linens, Clothes & Toiletries	4	4			8
c. Disrepair of Physical Plant	6	9	3	1	18
d. Cleanliness of Facilities		2			2
5) Inpatient Rights					
a. Privacy	3	5			8
b. Safety	3	4			7
c. Freedom, Privileges & Fairness	27	23		8	50
d. Communication	8	7		5	15
e. Health Care	29	11	3	5	43
6) Personal Property & Money					
a. Property	7	13			20
b. Money, Entitlements, Rep. Payee	9	9	4		22
c. Billing Issues	3	1	30	3	34
d. Other Non-DMH Issues		2	3	1	5
7) Confidentiality & Consent					
a. Access to Records & Information	7	3	21	4	31
b. Breach of Confidentiality	2		6	2	8
c. Issues of Consent, Confidentiality, etc.	6	1	6	1	13
8) Treatment					
a. Eligibility for Services	9		42	4	51
b. Accessibility to Staff & Treatment	7	3	122	7	132
c. Individualized, Client-Driven	11	3	116	16	130
d. Right to Refuse Treatment	17	4	1	4	22
9) Other Rights Issues					
a. Work, Compensation & Education			1		1
b. Religion	1	1			2
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting		2		1	2
e. Housing	1		17		18
f. Legal assistance for Non-DMH issues	2	3	23	2	28

