

SC DMH Patient Advocacy Report January 2020

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	8	8
Harris	10	10
Morris Village	1	1
Hall	0	0
Tucker	7	7
BPH-Forensics	11	11
Mental Health Centers	41	41
Total	78	78

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	47	47
Information, Referral & Other Assistance¹	10	10

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	8		4	12	12
2) Admission & Discharge	4	3	1	8	8
3) Information & Advocacy	3	2	2	7	7
4) Physical Environment	1	3		4	4
5) Inpatient Rights	11	2		13	13
6) Personal Property & Money	2	1	8	11	11
7) Confidentiality & Consent	2		2	4	4
8) Treatment	1	3	28	32	32
9) Other Rights Issues	4		3	7	7
Total⁵	36	14	48	98	98

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

