

## SC DMH Patient Advocacy Report February 2020

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
<b>BPH-Adult</b>	<b>10</b>	<b>18</b>
<b>Harris</b>	<b>7</b>	<b>17</b>
<b>Morris Village</b>	<b>2</b>	<b>3</b>
<b>Hall</b>	<b>3</b>	<b>3</b>
<b>Tucker</b>	<b>0</b>	<b>7</b>
<b>BPH-Forensics</b>	<b>10</b>	<b>21</b>
<b>Mental Health Centers</b>	<b>37</b>	<b>78</b>
<b>Total</b>	<b>69</b>	<b>147</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
<b>Toll Free Telephone Calls to SCDMH Patient Advocacy</b>	<b>41</b>	<b>88</b>
<b>Information, Referral &amp; Other Assistance<sup>1</sup></b>	<b>6</b>	<b>16</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>11</b>	<b>1</b>	<b>7</b>	<b>7</b>	<b>19</b>
2) Admission & Discharge	<b>7</b>	<b>3</b>	<b>2</b>	<b>4</b>	<b>12</b>
3) Information & Advocacy	<b>9</b>	<b>4</b>	<b>3</b>	<b>9</b>	<b>16</b>
4) Physical Environment	<b>4</b>	<b>7</b>		<b>7</b>	<b>11</b>
5) Inpatient Rights	<b>18</b>	<b>4</b>		<b>9</b>	<b>22</b>
6) Personal Property & Money	<b>3</b>	<b>2</b>	<b>15</b>	<b>9</b>	<b>20</b>
7) Confidentiality & Consent	<b>2</b>	<b>1</b>	<b>10</b>	<b>9</b>	<b>13</b>
8) Treatment	<b>7</b>	<b>3</b>	<b>48</b>	<b>26</b>	<b>58</b>
9) Other Rights Issues	<b>5</b>	<b>1</b>	<b>7</b>	<b>6</b>	<b>13</b>
<b>Total<sup>5</sup></b>	<b>66</b>	<b>26</b>	<b>92</b>	<b>86</b>	<b>184</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			2	2
b. Excessive Restraint, Seclusion & PRNs					
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	6	1	7	5	14
e. Neglect	3				3
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	3	1		3	4
b. Community Placement (where)	2	1			3
c. Periodic Court Review	1				1
d. Questions, Education & Other	1	1	2	1	4
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	6	3	1	6	10
b. Access to Legal Resources	3	1	2	3	6
c. Questions, Education & Other					
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	1	1		1	2
b. Linens, Clothes & Toiletries	1	1		2	2
c. Disrepair of Physical Plant	2	5		4	7
d. Cleanliness of Facilities					
<b>5) Inpatient Rights</b>					
a. Privacy		1		1	1
b. Safety					
c. Freedom, Privileges & Fairness	8	1		4	9
d. Communication	4	1		1	5
e. Health Care	6	1		3	7
<b>6) Personal Property &amp; Money</b>					
a. Property	3	1		1	4
b. Money, Entitlements, Rep. Payee		1	2	3	3
c. Billing Issues			13	5	13
d. Other Non-DMH Issues					
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information			7	6	7
b. Breach of Confidentiality	1	1	2	2	4
c. Issues of Consent, Confidentiality, etc.	1		1	1	2
<b>8) Treatment</b>					
a. Eligibility for Services			10	4	10
b. Accessibility to Staff & Treatment	2	1	18	8	21
c. Individualized, Client-Driven	3		19	13	22
d. Right to Refuse Treatment	2	2	1	1	5
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	1	1		2	2
e. Housing	2		2	1	4
f. Legal assistance for Non-DMH issues	2		5	3	7

