

SC DMH Patient Advocacy Report March 2020

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	9	27
Harris	7	24
Morris Village	1	4
Hall	2	5
Tucker	0	7
BPH-Forensics	12	33
Mental Health Centers	40	118
Total	71	218

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	52	140
Information, Referral & Other Assistance¹	10	26

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	13	7	14	15	34
2) Admission & Discharge	7	3	7	5	17
3) Information & Advocacy	14	6	11	15	31
4) Physical Environment	5	8	1	3	14
5) Inpatient Rights	29	10		17	39
6) Personal Property & Money	5	2	16	3	23
7) Confidentiality & Consent	3	1	14	5	18
8) Treatment	11	3	64	20	78
9) Other Rights Issues	5	1	15	8	21
Total⁵	92	41	142	91	275

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	2				2
b. Excessive Restraint, Seclusion & PRNs	1			1	1
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	7	6	14	13	27
e. Neglect	3	1		1	4
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	3	1			4
b. Community Placement (where)	2	1			3
c. Periodic Court Review	1				1
d. Questions, Education & Other	1	1	7	5	9
3) Information & Advocacy					
a. Access to Advocacy	9	5	9	13	23
b. Access to Legal Resources	5	1	2	2	8
c. Questions, Education & Other					
4) Physical Environment					
a. Food Quality & Quantity	1	2		1	3
b. Linens, Clothes & Toiletries	1	1			2
c. Disrepair of Physical Plant	3	5	1	2	9
d. Cleanliness of Facilities					
5) Inpatient Rights					
a. Privacy		1			1
b. Safety	1	1		2	2
c. Freedom, Privileges & Fairness	14	6		11	20
d. Communication	7	1		3	8
e. Health Care	7	1		1	8
6) Personal Property & Money					
a. Property	5	1		2	6
b. Money, Entitlements, Rep. Payee		1	2		3
c. Billing Issues			13		13
d. Other Non-DMH Issues			1	1	1
7) Confidentiality & Consent					
a. Access to Records & Information			9	2	9
b. Breach of Confidentiality	2	1	3	2	6
c. Issues of Consent, Confidentiality, etc.	1		2	1	3
8) Treatment					
a. Eligibility for Services			13	3	13
b. Accessibility to Staff & Treatment	2	1	29	11	32
c. Individualized, Client-Driven	6		21	5	27
d. Right to Refuse Treatment	3	2	1	1	6
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	1	1			2
e. Housing	2		5	3	7
f. Legal assistance for Non-DMH issues	2		10	5	12

