

SC DMH Patient Advocacy Report May 2020

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	8	43
Harris	5	34
Morris Village	0	4
Hall	0	6
Tucker	1	8
BPH-Forensics	10	57
Mental Health Centers	30	170
Total	54	322

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	42	236
Information, Referral & Other Assistance¹	10	45

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	18	10	21	6	49
2) Admission & Discharge	13	5	11	8	29
3) Information & Advocacy	17	10	18	7	45
4) Physical Environment	5	11	1	1	17
5) Inpatient Rights	39	13	0	6	52
6) Personal Property & Money	7	8	19	7	34
7) Confidentiality & Consent	5	2	14	1	21
8) Treatment	17	6	98	24	121
9) Other Rights Issues	6	5	22	7	33
Total⁵	127	70	204	67	401

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
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	12	8	21	5	41
e. Neglect	3	2		1	5
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	5	2		3	7
b. Community Placement (where)	4	2		1	6
c. Periodic Court Review	2			1	2
d. Questions, Education & Other	2	1	11	3	14
3) Information & Advocacy					
a. Access to Advocacy	12	7	15	6	34
b. Access to Legal Resources	5	3	3	1	11
c. Questions, Education & Other					
4) Physical Environment					
a. Food Quality & Quantity	1	4		1	5
b. Linens, Clothes & Toiletries	1	1			2
c. Disrepair of Physical Plant	3	6	1		10
d. Cleanliness of Facilities					
5) Inpatient Rights					
a. Privacy		1			1
b. Safety	3	1		2	4
c. Freedom, Privileges & Fairness	18	8		2	26
d. Communication	9	1			10
e. Health Care	9	2		2	11
6) Personal Property & Money					
a. Property	6	6		3	12
b. Money, Entitlements, Rep. Payee	1	2	2	1	5
c. Billing Issues			15	2	15
d. Other Non-DMH Issues			2	1	2
7) Confidentiality & Consent					
a. Access to Records & Information		1	9	1	10
b. Breach of Confidentiality	3	1	3		7
c. Issues of Consent, Confidentiality, etc.	2		2		4
8) Treatment					
a. Eligibility for Services			17		17
b. Accessibility to Staff & Treatment	2	3	47	12	52
c. Individualized, Client-Driven	9	1	33	9	43
d. Right to Refuse Treatment	6	2	1	3	9
9) Other Rights Issues					
a. Work, Compensation & Education		1			1
b. Religion		1		1	1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	2	2		2	4
e. Housing	2		9	1	11
f. Legal assistance for Non-DMH issues	2	1	13	3	16

