

SC DMH Patient Advocacy Report September 2020

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	6	68
Harris	5	60
Morris Village	2	10
Hall	1	7
Tucker	2	15
BPH-Forensics	13	108
Mental Health Centers	51	327
Total	80	595

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	61	429
Information, Referral & Other Assistance¹	12	86

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	26	14	41	10	81
2) Admission & Discharge	18	7	22	8	47
3) Information & Advocacy	22	17	30	6	69
4) Physical Environment	12	20	3	3	35
5) Inpatient Rights	57	35	2	9	94
6) Personal Property & Money	17	18	41	10	76
7) Confidentiality & Consent	6	5	24	4	35
8) Treatment	36	9	191	36	236
9) Other Rights Issues	10	8	49	9	67
Total⁵	204	133	403	95	740

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	4				4
b. Excessive Restraint, Seclusion & PRNs	1				1
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	14	11	40	8	65
e. Neglect	6	3		2	9
f. Financial Exploitation	1		1		2
2) Admission & Discharge					
a. Discharge (when)	7	4		3	11
b. Community Placement (where)	5	2		1	7
c. Periodic Court Review	2		1	1	3
d. Questions, Education & Other	4	1	21	3	26
3) Information & Advocacy					
a. Access to Advocacy	15	12	25	4	52
b. Access to Legal Resources	6	4	5	1	15
c. Questions, Education & Other	1	1		1	2
4) Physical Environment					
a. Food Quality & Quantity	3	5		1	8
b. Linens, Clothes & Toiletries	3	3			6
c. Disrepair of Physical Plant	5	11	3	2	19
d. Cleanliness of Facilities	1	1			2
5) Inpatient Rights					
a. Privacy		4			4
b. Safety	7	1		1	8
c. Freedom, Privileges & Fairness	25	17	1	5	43
d. Communication	10	10		1	20
e. Health Care	15	3	1	2	19
6) Personal Property & Money					
a. Property	9	12		1	21
b. Money, Entitlements, Rep. Payee	6	6	3	3	15
c. Billing Issues	2		34	6	36
d. Other Non-DMH Issues			4		4
7) Confidentiality & Consent					
a. Access to Records & Information	1	2	16	2	19
b. Breach of Confidentiality	3	3	4	1	10
c. Issues of Consent, Confidentiality, etc.	2		4	1	6
8) Treatment					
a. Eligibility for Services	2		27	2	29
b. Accessibility to Staff & Treatment	5	5	86	15	96
c. Individualized, Client-Driven	16	1	73	18	90
d. Right to Refuse Treatment	13	3	5	1	21
9) Other Rights Issues					
a. Work, Compensation & Education		1			1
b. Religion		1			1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	5	5		2	10
e. Housing	2		27	5	29
f. Legal assistance for Non-DMH issues	3	1	22	2	26

