

## SC DMH Patient Advocacy Report June 2020

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
<b>BPH-Adult</b>	<b>6</b>	<b>49</b>
<b>Harris</b>	<b>6</b>	<b>40</b>
<b>Morris Village</b>	<b>0</b>	<b>4</b>
<b>Hall</b>	<b>0</b>	<b>6</b>
<b>Tucker</b>	<b>0</b>	<b>8</b>
<b>BPH-Forensics</b>	<b>10</b>	<b>67</b>
<b>Mental Health Centers</b>	<b>32</b>	<b>202</b>
<b>Total</b>	<b>54</b>	<b>376</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
<b>Toll Free Telephone Calls to SCDMH Patient Advocacy</b>	<b>36</b>	<b>272</b>
<b>Information, Referral &amp; Other Assistance<sup>1</sup></b>	<b>13</b>	<b>58</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>19</b>	<b>12</b>	<b>24</b>	<b>6</b>	<b>55</b>
2) Admission & Discharge	<b>13</b>	<b>5</b>	<b>12</b>	<b>1</b>	<b>30</b>
3) Information & Advocacy	<b>18</b>	<b>10</b>	<b>19</b>	<b>2</b>	<b>47</b>
4) Physical Environment	<b>5</b>	<b>13</b>	<b>1</b>	<b>2</b>	<b>19</b>
5) Inpatient Rights	<b>42</b>	<b>16</b>	<b>0</b>	<b>6</b>	<b>58</b>
6) Personal Property & Money	<b>10</b>	<b>12</b>	<b>24</b>	<b>12</b>	<b>46</b>
7) Confidentiality & Consent	<b>5</b>	<b>2</b>	<b>19</b>	<b>5</b>	<b>26</b>
8) Treatment	<b>19</b>	<b>7</b>	<b>115</b>	<b>20</b>	<b>141</b>
9) Other Rights Issues	<b>8</b>	<b>6</b>	<b>31</b>	<b>12</b>	<b>45</b>
<b>Total<sup>5</sup></b>	<b>139</b>	<b>83</b>	<b>245</b>	<b>66</b>	<b>467</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
b. Excessive Restraint, Seclusion & PRNs	1				1
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	13	9	24	5	46
e. Neglect	3	3		1	6
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	5	2			7
b. Community Placement (where)	4	2			6
c. Periodic Court Review	2				2
d. Questions, Education & Other	2	1	12	1	15
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	13	7	15	1	35
b. Access to Legal Resources	5	3	4	1	12
c. Questions, Education & Other					
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	1	5		1	6
b. Linens, Clothes & Toiletries	1	1			2
c. Disrepair of Physical Plant	3	7	1	1	11
d. Cleanliness of Facilities					
<b>5) Inpatient Rights</b>					
a. Privacy		2		1	2
b. Safety	3	1			4
c. Freedom, Privileges & Fairness	20	8		2	28
d. Communication	10	3		3	13
e. Health Care	9	2			11
<b>6) Personal Property &amp; Money</b>					
a. Property	7	8		3	15
b. Money, Entitlements, Rep. Payee	3	4	2	4	9
c. Billing Issues			19	4	19
d. Other Non-DMH Issues			3	1	3
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information		1	13	4	14
b. Breach of Confidentiality	3	1	4	1	8
c. Issues of Consent, Confidentiality, etc.	2		2		4
<b>8) Treatment</b>					
a. Eligibility for Services			18	1	18
b. Accessibility to Staff & Treatment	2	3	55	8	60
c. Individualized, Client-Driven	9	1	40	7	50
d. Right to Refuse Treatment	8	3	2	4	13
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education		1			1
b. Religion		1			1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	3	3		2	6
e. Housing	2		14	5	16
f. Legal assistance for Non-DMH issues	3	1	17	5	21

