

SC DMH Patient Advocacy Report January 2021

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	9	9
Harris	2	2
Morris Village		
Hall	1	1
Tucker	1	1
BPH-Forensics	10	10
Mental Health Centers	49	49
Total	72	72

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	64	64
Information, Referral & Other Assistance¹	8	8

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	1		7	8	8
2) Admission & Discharge	2	2	6	10	10
3) Information & Advocacy	2	1	3	6	6
4) Physical Environment					
5) Inpatient Rights	2	1		3	3
6) Personal Property & Money	2	3	9	14	14
7) Confidentiality & Consent		4	1	5	5
8) Treatment	7		25	32	32
9) Other Rights Issues			6	6	6
Total⁵	16	11	57	84	84

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

