

## SC DMH Patient Advocacy Report April 2021

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
<b>BPH-Adult</b>	<b>5</b>	<b>28</b>
<b>Harris</b>	<b>12</b>	<b>28</b>
<b>Morris Village</b>	<b>2</b>	<b>6</b>
<b>Hall</b>	<b>1</b>	<b>6</b>
<b>Tucker</b>	<b>2</b>	<b>6</b>
<b>BPH-Forensics</b>	<b>9</b>	<b>38</b>
<b>Mental Health Centers</b>	<b>48</b>	<b>183</b>
<b>Total</b>	<b>79</b>	<b>295</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
<b>Toll Free Telephone Calls to SCDMH Patient Advocacy</b>	<b>50</b>	<b>238</b>
<b>Information, Referral &amp; Other Assistance<sup>1</sup></b>	<b>14</b>	<b>57</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>9</b>	<b>4</b>	<b>15</b>	<b>3</b>	<b>28</b>
2) Admission & Discharge	<b>13</b>	<b>4</b>	<b>19</b>	<b>6</b>	<b>36</b>
3) Information & Advocacy	<b>7</b>	<b>5</b>	<b>12</b>	<b>4</b>	<b>24</b>
4) Physical Environment	<b>7</b>	<b>6</b>		<b>4</b>	<b>13</b>
5) Inpatient Rights	<b>14</b>	<b>11</b>		<b>8</b>	<b>25</b>
6) Personal Property & Money	<b>16</b>	<b>7</b>	<b>34</b>	<b>24</b>	<b>57</b>
7) Confidentiality & Consent	<b>5</b>	<b>5</b>	<b>18</b>	<b>8</b>	<b>28</b>
8) Treatment	<b>17</b>	<b>5</b>	<b>98</b>	<b>33</b>	<b>120</b>
9) Other Rights Issues			<b>24</b>	<b>4</b>	<b>24</b>
<b>Total<sup>5</sup></b>	<b>88</b>	<b>47</b>	<b>220</b>	<b>94</b>	<b>355</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		1	2
b. Excessive Restraint, Seclusion & PRNs	2				2
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	5	2	15	2	22
e. Neglect	2				2
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	4	2		1	6
b. Community Placement (where)	7	1		1	8
c. Periodic Court Review					
d. Questions, Education & Other	2	1	19	4	22
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	7	4	11	4	22
b. Access to Legal Resources		1			1
c. Questions, Education & Other			1		1
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	4	4		3	8
b. Linens, Clothes & Toiletries		1			1
c. Disrepair of Physical Plant	3	1		1	4
d. Cleanliness of Facilities					
<b>5) Inpatient Rights</b>					
a. Privacy	1	1		1	2
b. Safety	2	1		1	3
c. Freedom, Privileges & Fairness	2	5		3	7
d. Communication	3			1	3
e. Health Care	6	4		2	10
<b>6) Personal Property &amp; Money</b>					
a. Property	10	3		5	13
b. Money, Entitlements, Rep. Payee	3	2	3	2	8
c. Billing Issues	2		29	15	31
d. Other Non-DMH Issues	1	2	2	2	5
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	2	2	12	6	16
b. Breach of Confidentiality	1	1	5	1	7
c. Issues of Consent, Confidentiality, etc.	2	2	1	1	5
<b>8) Treatment</b>					
a. Eligibility for Services	1		12	3	13
b. Accessibility to Staff & Treatment	1		54	13	55
c. Individualized, Client-Driven	7	5	32	15	44
d. Right to Refuse Treatment	8			2	8
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			9	1	9
f. Legal assistance for Non-DMH issues			15	3	15

