

SC DMH Patient Advocacy Report May 2021

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	5	33
Harris	8	36
Morris Village	3	9
Hall	0	6
Tucker	3	9
BPH-Forensics	9	47
Mental Health Centers	48	231
Total	76	371

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	32	270
Information, Referral & Other Assistance ¹	10	67

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	13	4	18	7	35
2) Admission & Discharge	16	4	21	5	41
3) Information & Advocacy	7	6	17	6	30
4) Physical Environment	12	7		6	19
5) Inpatient Rights	19	15		9	34
6) Personal Property & Money	19	8	42	12	69
7) Confidentiality & Consent	5	5	21	3	31
8) Treatment	19	8	127	34	154
9) Other Rights Issues			31	7	31
Total⁵	110	57	277	89	444

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	2				2
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	7	2	18	5	27
e. Neglect	4			2	4
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	4	2			6
b. Community Placement (where)	8	1		1	9
c. Periodic Court Review					
d. Questions, Education & Other	4	1	21	4	26
3) Information & Advocacy					
a. Access to Advocacy	7	4	15	4	26
b. Access to Legal Resources		1			1
c. Questions, Education & Other		1	2	2	3
4) Physical Environment					
a. Food Quality & Quantity	4	4			8
b. Linens, Clothes & Toiletries	1	2		2	3
c. Disrepair of Physical Plant	5	1		2	6
d. Cleanliness of Facilities	2			2	2
5) Inpatient Rights					
a. Privacy	1	1			2
b. Safety	3	1		1	4
c. Freedom, Privileges & Fairness	4	6		3	10
d. Communication	3	1		1	4
e. Health Care	8	6		4	14
6) Personal Property & Money					
a. Property	11	3		1	14
b. Money, Entitlements, Rep. Payee	5	3	3	3	11
c. Billing Issues	2		36	7	38
d. Other Non-DMH Issues	1	2	3	1	6
7) Confidentiality & Consent					
a. Access to Records & Information	2	2	13	1	17
b. Breach of Confidentiality	1	1	7	2	9
c. Issues of Consent, Confidentiality, etc.	2	2	1		5
8) Treatment					
a. Eligibility for Services	2		12	1	14
b. Accessibility to Staff & Treatment	1		66	12	67
c. Individualized, Client-Driven	7	8	48	19	63
d. Right to Refuse Treatment	9		1	2	10
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.			1	1	1
d. Voting					
e. Housing			11	2	11
f. Legal assistance for Non-DMH issues			19	4	19

