

SC DMH Patient Advocacy Report August 2021

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	4	46
Harris	5	58
Morris Village	3	15
Hall	0	8
Tucker	0	10
BPH-Forensics	8	72
Mental Health Centers	49	361
Total	69	570

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	42	424
Information, Referral & Other Assistance¹	12	107

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	18	6	30	5	54
2) Admission & Discharge	24	6	26	8	56
3) Information & Advocacy	8	7	25	2	40
4) Physical Environment	16	14		5	30
5) Inpatient Rights	31	26	2	8	59
6) Personal Property & Money	28	11	57	8	96
7) Confidentiality & Consent	5	7	27	3	39
8) Treatment	28	12	207	38	247
9) Other Rights Issues	1		61	10	62
Total⁵	159	89	435	87	683

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		3			3
b. Excessive Restraint, Seclusion & PRNs	2				2
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	10	2	30	4	42
e. Neglect	6	1		1	7
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	9	3		3	12
b. Community Placement (where)	10	1			11
c. Periodic Court Review					
d. Questions, Education & Other	5	2	26	5	33
3) Information & Advocacy					
a. Access to Advocacy	8	4	22	1	34
b. Access to Legal Resources		2		1	2
c. Questions, Education & Other		1	3		4
4) Physical Environment					
a. Food Quality & Quantity	6	7		3	13
b. Linens, Clothes & Toiletries	1	4			5
c. Disrepair of Physical Plant	7	3		2	10
d. Cleanliness of Facilities	2				2
5) Inpatient Rights					
a. Privacy	1	1			2
b. Safety	3	2		1	5
c. Freedom, Privileges & Fairness	10	10		4	20
d. Communication	5	5	1		11
e. Health Care	12	8	1	3	21
6) Personal Property & Money					
a. Property	17	4			21
b. Money, Entitlements, Rep. Payee	6	3	4		13
c. Billing Issues	4		50	6	54
d. Other Non-DMH Issues	1	4	3	2	8
7) Confidentiality & Consent					
a. Access to Records & Information	2	4	18	2	24
b. Breach of Confidentiality	1	1	7		9
c. Issues of Consent, Confidentiality, etc.	2	2	2	1	6
8) Treatment					
a. Eligibility for Services	2		20	4	22
b. Accessibility to Staff & Treatment	3	1	98	14	102
c. Individualized, Client-Driven	11	11	87	19	109
d. Right to Refuse Treatment	12		2	1	14
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.			1		1
d. Voting					
e. Housing			26	4	26
f. Legal assistance for Non-DMH issues	1		34	6	35

