

SC DMH Patient Advocacy Report December 2021

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	7	77
Harris	4	84
Morris Village	3	20
Hall	1	15
Tucker	4	16
BPH-Forensics	16	123
Mental Health Centers	39	541
Total	74	876

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	59	672
Information, Referral & Other Assistance¹	10	153

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	37	13	46	12	96
2) Admission & Discharge	36	14	41	2	91
3) Information & Advocacy	10	13	43	7	66
4) Physical Environment	25	25		4	50
5) Inpatient Rights	49	48	5	9	102
6) Personal Property & Money	33	15	81	10	129
7) Confidentiality & Consent	7	9	49	9	65
8) Treatment	51	14	314	31	379
9) Other Rights Issues	1		86	4	87
Total⁵	249	151	665	88	1065

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	3		1	5
b. Excessive Restraint, Seclusion & PRNs	4				4
c. Sexual Abuse	1	1	1	2	3
d. Verbal Abuse or Violations of Dignity	17	6	45	5	68
e. Neglect	13	3		4	16
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	14	8		2	22
b. Community Placement (where)	14	3			17
c. Periodic Court Review	2				2
d. Questions, Education & Other	6	3	41		50
3) Information & Advocacy					
a. Access to Advocacy	10	9	40	7	59
b. Access to Legal Resources		3			3
c. Questions, Education & Other		1	3		4
4) Physical Environment					
a. Food Quality & Quantity	10	8		1	18
b. Linens, Clothes & Toiletries	2	6			8
c. Disrepair of Physical Plant	9	9		2	18
d. Cleanliness of Facilities	4	2		1	6
5) Inpatient Rights					
a. Privacy	2	2	2	1	4
b. Safety	4	4	1	1	8
c. Freedom, Privileges & Fairness	19	23	2	2	44
d. Communication	7	8		3	16
e. Health Care	17	11		2	30
6) Personal Property & Money					
a. Property	21	8		3	29
b. Money, Entitlements, Rep. Payee	6	3	5		14
c. Billing Issues	5		73	7	78
d. Other Non-DMH Issues	1	4	3		8
7) Confidentiality & Consent					
a. Access to Records & Information	3	5	33	7	41
b. Breach of Confidentiality	2	2	9	1	13
c. Issues of Consent, Confidentiality, etc.	2	2	7	1	11
8) Treatment					
a. Eligibility for Services	3		28	4	31
b. Accessibility to Staff & Treatment	12	2	156	14	170
c. Individualized, Client-Driven	19	12	124	11	155
d. Right to Refuse Treatment	17		6	2	23
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.			1		1
d. Voting			35		
e. Housing			47	1	36
f. Legal assistance for Non-DMH issues	1		3	3	50

