

SC DMH Patient Advocacy Report November 2021

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	9	70
Harris	7	80
Morris Village	0	17
Hall	4	14
Tucker	2	12
BPH-Forensics	11	107
Mental Health Centers	49	502
Total	82	802

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	59	613
Information, Referral & Other Assistance¹	12	143

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	32	9	43	12	84
2) Admission & Discharge	34	14	41	8	89
3) Information & Advocacy	9	11	39	5	59
4) Physical Environment	23	23		7	46
5) Inpatient Rights	46	42	5	9	93
6) Personal Property & Money	32	12	75	10	119
7) Confidentiality & Consent	7	9	40	5	56
8) Treatment	45	13	290	36	348
9) Other Rights Issues	1		82	7	83
Total⁵	229	133	615	99	977

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	1	3		1	4
b. Excessive Restraint, Seclusion & PRNs	4			2	4
c. Sexual Abuse			1	1	1
d. Verbal Abuse or Violations of Dignity	17	4	42	8	63
e. Neglect	10	2			12
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	12	8		2	20
b. Community Placement (where)	14	3		1	17
c. Periodic Court Review	2				2
d. Questions, Education & Other	6	3	41	5	50
3) Information & Advocacy					
a. Access to Advocacy	9	7	36	5	52
b. Access to Legal Resources		3			3
c. Questions, Education & Other		1	3		4
4) Physical Environment					
a. Food Quality & Quantity	9	8		2	17
b. Linens, Clothes & Toiletries	2	6		1	8
c. Disrepair of Physical Plant	9	7		4	16
d. Cleanliness of Facilities	3	2			5
5) Inpatient Rights					
a. Privacy	2	1			3
b. Safety	4	3			7
c. Freedom, Privileges & Fairness	18	22	2	6	42
d. Communication	6	6	1		13
e. Health Care	16	10	2	3	28
6) Personal Property & Money					
a. Property	21	5		1	26
b. Money, Entitlements, Rep. Payee	6	3	5	1	14
c. Billing Issues	4		67	8	71
d. Other Non-DMH Issues	1	4	3		8
7) Confidentiality & Consent					
a. Access to Records & Information	3	5	26	4	34
b. Breach of Confidentiality	2	2	8		12
c. Issues of Consent, Confidentiality, etc.	2	2	6	1	10
8) Treatment					
a. Eligibility for Services	2		25	2	27
b. Accessibility to Staff & Treatment	12	2	142	21	156
c. Individualized, Client-Driven	16	11	117	13	144
d. Right to Refuse Treatment	15		6		21
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.			1		1
d. Voting			35		
e. Housing			46	1	35
f. Legal assistance for Non-DMH issues	1			6	47

