

SC DMH Client Advocacy Report April 2016

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	20	52
Harris	12	38
Morris Village	6	11
Hall	14	20
Tucker	1	1
BPH-Forensics	25	105
Mental Health Centers	39	134
Total	117	361

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy Information, Referral & Other Assistance¹	112	406
	14	72

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	5	23	16	46
2) Admission & Discharge	26	36	2	24	64
3) Information & Advocacy	14	12		8	26
4) Physical Environment	11	6		8	17
5) Inpatient Rights	48	34		24	82
6) Personal Property & Money	15	19	16	21	50
7) Confidentiality & Consent	1	4	6	4	11
8) Treatment	15	13	112	43	140
9) Other Rights Issues	6	2	13	7	21
Total⁵	154	131	172	155	457

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 (Correct Care & 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	1				1
c. Sexual Abuse	1			1	1
d. Verbal Abuse or Violations of Dignity	14	2	23	13	39
e. Neglect	1			1	1
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	15	16		12	31
b. Community Placement (where)	8	7		7	15
c. Periodic Court Review	2	3		1	5
d. Questions, Education & Other	1	10	2	4	13
3) Information & Advocacy					
a. Access to Advocacy	3	6		3	9
b. Access to Legal Resources	4	5		3	9
c. Questions, Education & Other	7	1		2	8
4) Physical Environment					
a. Food Quality & Quantity	4	3		3	7
b. Linens, Clothes & Toiletries	6	2		5	8
c. Disrepair of Physical Plant	1	1			2
d. Cleanliness of Facilities					
5) Inpatient Rights					
a. Privacy	4			2	4
b. Safety	3	6		3	9
c. Freedom, Privileges & Fairness	27	12		15	39
d. Communication	7	6		3	13
e. Health Care	7	10		1	17
6) Personal Property & Money					
a. Property	8	9		8	17
b. Money, Entitlements, Rep. Payee	6	9	4	9	19
c. Billing Issues			11	4	11
d. Other Non-DMH Issues	1	1	1		3
7) Confidentiality & Consent					
a. Access to Records & Information	1	4	4	3	9
b. Breach of Confidentiality			2	1	2
c. Issues of Consent, Confidentiality, etc.					
8) Treatment					
a. Eligibility for Services	2		15	4	17
b. Accessibility to Staff & Treatment	3	2	43	13	48
c. Individualized, Client-Driven	9	6	54	24	69
d. Right to Refuse Treatment	1	5		2	6
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion	2	1		2	3
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	1				1
e. Housing	1		9	2	10
f. Legal assistance for Non-DMH issues	2	1	4	3	7

