

## SC DMH Client Advocacy Report July 2016

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
<b>BPH-Adult</b>	<b>11</b>	<b>101</b>
<b>Harris</b>	<b>7</b>	<b>56</b>
<b>Morris Village</b>	<b>0</b>	<b>14</b>
<b>Hall</b>	<b>0</b>	<b>36</b>
<b>Tucker</b>	<b>2</b>	<b>5</b>
<b>BPH-Forensics</b>	<b>24</b>	<b>178</b>
<b>Mental Health Centers</b>	<b>33</b>	<b>237</b>
<b>Total</b>	<b>77</b>	<b>627</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
<b>Toll Free Telephone Calls to SCDMH Client Advocacy Information, Referral &amp; Other Assistance<sup>1</sup></b>	<b>79</b>	<b>586</b>
	<b>10</b>	<b>103</b>

### AT A GLANCE

Type of Complaint Resolved	Inpatient <sup>2</sup> Year-to-date	Forensics <sup>3</sup> Year-to-date	Centers <sup>4</sup> Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	<b>30</b>	<b>10</b>	<b>38</b>	<b>12</b>	<b>78</b>
2) Admission & Discharge	<b>47</b>	<b>53</b>	<b>7</b>	<b>11</b>	<b>107</b>
3) Information & Advocacy	<b>21</b>	<b>16</b>	<b>1</b>	<b>4</b>	<b>38</b>
4) Physical Environment	<b>19</b>	<b>23</b>	<b>1</b>	<b>7</b>	<b>43</b>
5) Inpatient Rights	<b>94</b>	<b>62</b>		<b>17</b>	<b>156</b>
6) Personal Property & Money	<b>24</b>	<b>32</b>	<b>26</b>	<b>12</b>	<b>82</b>
7) Confidentiality & Consent	<b>3</b>	<b>5</b>	<b>15</b>	<b>1</b>	<b>23</b>
8) Treatment	<b>25</b>	<b>19</b>	<b>194</b>	<b>34</b>	<b>238</b>
9) Other Rights Issues	<b>11</b>	<b>6</b>	<b>29</b>	<b>4</b>	<b>46</b>
<b>Total<sup>5</sup></b>	<b>274</b>	<b>226</b>	<b>311</b>	<b>102</b>	<b>811</b>

<sup>1</sup> Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

<sup>2</sup> Inpatient: BPH-Adult, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: BPH-forensics (Correct Care & Crafts Farrow Campus).

<sup>4</sup> Centers: All DMH community mental health centers, programs and community residential facilities.

<sup>5</sup> 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.

<b>Type of Complaint Resolved</b>	<b>Inpatient Year-to-date</b>	<b>Forensics Year-to-date</b>	<b>Centers Year-to-date</b>	<b>Total # This Month</b>	<b>Total DMH Year-to-date</b>
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force	1	5	1	1	7
b. Excessive Restraint, Seclusion & PRNs	3				3
c. Sexual Abuse	2	1			3
d. Verbal Abuse or Violations of Dignity	20	2	37	8	59
e. Neglect	4	2		3	6
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	25	18		1	43
b. Community Placement (where)	18	12	1	4	31
c. Periodic Court Review	2	3			5
d. Questions, Education & Other	2	20	6	6	28
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	6	7		1	13
b. Access to Legal Resources	8	7		3	15
c. Questions, Education & Other	7	2	1		10
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	6	10		1	16
b. Linens, Clothes & Toiletries	6	5		1	11
c. Disrepair of Physical Plant	4	4	1	3	9
d. Cleanliness of Facilities	3	4		2	7
<b>5) Inpatient Rights</b>					
a. Privacy	4				4
b. Safety	6	10		1	16
c. Freedom, Privileges & Fairness	52	27		7	79
d. Communication	15	10		3	25
e. Health Care	17	15		6	32
<b>6) Personal Property &amp; Money</b>					
a. Property	11	16		4	27
b. Money, Entitlements, Rep. Payee	9	14	4	2	27
c. Billing Issues	1	1	19	5	21
d. Other Non-DMH Issues	3	1	3	1	7
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	2	4	10	1	16
b. Breach of Confidentiality		1	5		6
c. Issues of Consent, Confidentiality, etc.	1				1
<b>8) Treatment</b>					
a. Eligibility for Services	2		31	5	33
b. Accessibility to Staff & Treatment	6	3	72	17	81
c. Individualized, Client-Driven	13	9	90	11	112
d. Right to Refuse Treatment	4	7	1	1	12
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education	1	1		1	2
b. Religion	4	2			6
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	1				1
e. Housing	3		16	2	19
f. Legal assistance for Non-DMH issues	2	3	13	1	18

