

**SC DMH Client Advocacy Report  
March 2009**

<b>FACILITY</b>	<b>COMPLAINTS RESOLVED THIS MONTH</b>	<b>YEAR-TO-DATE</b>
Bryan	16	54
Wellspring (Byrnes)	7	9
Harris	18	51
Morris Village	4	11
Hall	4	5
Tucker	2	12
Just Care (Forensics)	16	54
Mental Health Centers	27	66
<b>Total</b>	<b>94</b>	<b>262</b>

**OTHER INFORMATION**

	<b>THIS MONTH</b>	<b>YEAR-TO-DATE</b>
<b>Toll Free Telephone Calls to SCDMH Client Advocacy</b>	<b>38</b>	<b>173</b>
<b>Information, Referral &amp; Other Assistance<sup>1</sup></b>	<b>24</b>	<b>90</b>

**AT A GLANCE**

<b>Type of Complaint Resolved</b>	<b>Inpatient<sup>2</sup> Year-to-date</b>	<b>Forensics<sup>3</sup> Year-to-date</b>	<b>Centers<sup>4</sup> Year-to-date</b>	<b>Total # This Month</b>	<b>Total DMH Year to Date</b>
1) Abuse & Neglect	15	9	11	22	35
2) Admission & Discharge	39	6	7	8	52
3) Information & Advocacy	10	5	6	7	21
4) Physical Environment	10	2		2	12
5) Inpatient Rights	39	18	1	25	58
6) Personal Property & Money	17	3	2	10	22
7) Confidentiality & Consent	5	2		4	7
8) Treatment	32	12	57	41	101
9) Other Rights Issues	2	2	4	5	8
<b>Total<sup>5</sup></b>	<b>169</b>	<b>59</b>	<b>88</b>	<b>124</b>	<b>316</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: Bryan, Wellspring, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: Just 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.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force	1	6		2	7
b. Excessive Restraint, Seclusion & PRNs		3		2	3
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	11		11	15	22
e. Neglect	3			3	3
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	22	4	1	5	27
b. Community Placement (where)	12	1	5	3	18
c. Periodic Court Review	2	1			3
d. Questions, Education & Other	3		1		4
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	7		4	5	11
b. Access to Legal Resources	1	5		1	6
c. Questions, Education & Other	2		2	1	4
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	4			1	4
b. Linens, Clothes & Toiletries	1	1			2
c. Disrepair of Physical Plant	2	1		1	3
d. Cleanliness of Facilities	3				3
<b>5) Inpatient Rights</b>					
a. Privacy	1	1	1		3
b. Safety	3	1		3	4
c. Freedom, Privileges & Fairness	18	5		6	23
d. Communication	4	8		7	12
e. Health Care	13	3		9	16
<b>6) Personal Property &amp; Money</b>					
a. Property	7			5	7
b. Money, Entitlements, Rep. Payee	7	3	2	5	12
c. Billing Issues					
d. Other Non-DMH Issues	3				3
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	1	1		1	2
b. Breach of Confidentiality	3	1		2	4
c. Issues of Consent, Confidentiality, etc.	1			1	1
<b>8) Treatment</b>					
a. Eligibility for Services	1		9	4	10
b. Accessibility to Staff & Treatment	7		23	13	30
c. Individualized, Client-Driven	20	11	25	24	56
d. Right to Refuse Treatment	4	1			5
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education					
b. Religion	1				1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing					
f. Legal assistance for Non-DMH issues	1	2	4	5	7