

**SC DMH Client Advocacy Report
May 2009**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	12	79
Wellspring (Byrnes)	4	23
Harris	12	80
Morris Village	2	14
Hall	4	11
Tucker	1	22
Just Care (Forensics)	14	84
Mental Health Centers	21	109
Total	70	422

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	101	322
Information, Referral & Other Assistance ¹	31	154

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	29	9	18	5	56
2) Admission & Discharge	64	11	11	13	86
3) Information & Advocacy	12	10	6	2	28
4) Physical Environment	14	5		3	19
5) Inpatient Rights	60	30	1	14	91
6) Personal Property & Money	27	6	8	11	41
7) Confidentiality & Consent	6	4	2	3	12
8) Treatment	43	15	89	20	147
9) Other Rights Issues	4	3	4	1	11
Total⁵	259	93	139	72	491

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

² Inpatient: Bryan, Wellspring, Harris, Morris Village, Tucker & Hall.

³ Forensics: Just 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	6	6		1	12
b. Excessive Restraint, Seclusion & PRNs	1	3		1	4
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	19		18	3	37
e. Neglect	3				3
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	42	8	2	7	52
b. Community Placement (where)	16	1	7	4	24
c. Periodic Court Review	2	1			3
d. Questions, Education & Other	4	1	2	2	7
3) Information & Advocacy					
a. Access to Advocacy	8	2	4	1	14
b. Access to Legal Resources	2	8		1	10
c. Questions, Education & Other	2		2		4
4) Physical Environment					
a. Food Quality & Quantity	6	2		1	8
b. Linens, Clothes & Toiletries	2	1		1	3
c. Disrepair of Physical Plant	2	2			4
d. Cleanliness of Facilities	4			1	4
5) Inpatient Rights					
a. Privacy	1	1	1		3
b. Safety	3	2		1	5
c. Freedom, Privileges & Fairness	24	12		7	36
d. Communication	7	11		2	18
e. Health Care	25	4		4	29
6) Personal Property & Money					
a. Property	14	2	1	5	17
b. Money, Entitlements, Rep. Payee	10	3	3	2	16
c. Billing Issues		1	3	4	4
d. Other Non-DMH Issues	3		1		4
7) Confidentiality & Consent					
a. Access to Records & Information	1	3	1	1	5
b. Breach of Confidentiality	3	1	1	1	5
c. Issues of Consent, Confidentiality, etc.	2			1	2
8) Treatment					
a. Eligibility for Services	1		13	1	14
b. Accessibility to Staff & Treatment	8		35	5	43
c. Individualized, Client-Driven	28	13	41	14	82
d. Right to Refuse Treatment	6	2			8
9) Other Rights Issues					
a. Work, Compensation & Education	1	1		1	2
b. Religion	1				1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing					
f. Legal assistance for Non-DMH issues	2	2	4		8