

**SC DMH Client Advocacy Report
September 2009**

| FACILITY | COMPLAINTS RESOLVED THIS MONTH | YEAR-TO-DATE |
|-----------------------|---|---------------------|
| Bryan | 17 | 164 |
| Harris | 14 | 123 |
| Morris Village | 0 | 29 |
| Hall | 9 | 30 |
| Tucker | 1 | 34 |
| Just Care (Forensics) | 13 | 133 |
| Mental Health Centers | 34 | 240 |
| Total | 88 | 753 |

OTHER INFORMATION

| | THIS MONTH | YEAR-TO-DATE |
|---|-------------------|---------------------|
| Toll Free Telephone Calls to SCDMH Client Advocacy | 77 | 631 |
| Information, Referral & Other Assistance¹ | 16 | 235 |

AT A GLANCE

| Type of Complaint Resolved | Inpatient² Year-to-date | Forensics³ Year-to-date | Centers⁴ Year-to-date | Total # This Month | Total DMH Year to Date |
|---------------------------------------|---|---|---|-------------------------------|-----------------------------------|
| 1) Abuse & Neglect | 64 | 10 | 34 | 13 | 108 |
| 2) Admission & Discharge | 91 | 18 | 20 | 11 | 129 |
| 3) Information & Advocacy | 21 | 15 | 7 | 6 | 43 |
| 4) Physical Environment | 28 | 7 | | 2 | 35 |
| 5) Inpatient Rights | 108 | 49 | 3 | 17 | 160 |
| 6) Personal Property & Money | 47 | 17 | 23 | 18 | 87 |
| 7) Confidentiality & Consent | 14 | 7 | 9 | 2 | 30 |
| 8) Treatment | 65 | 18 | 180 | 23 | 263 |
| 9) Other Rights Issues | 7 | 6 | 19 | 8 | 32 |
| Total⁵ | 445 | 147 | 295 | 100 | 887 |

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

² Inpatient: Bryan, 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 | 11 | 6 | | | 17 |
| b. Excessive Restraint, Seclusion & PRNs | 8 | 4 | | 4 | 12 |
| c. Sexual Abuse | | | | | |
| d. Verbal Abuse or Violations of Dignity | 42 | | 34 | 9 | 76 |
| e. Neglect | 3 | | | | 3 |
| f. Financial Exploitation | | | | | |
| 2) Admission & Discharge | | | | | |
| a. Discharge (when) | 57 | 15 | 3 | 8 | 75 |
| b. Community Placement (where) | 24 | 1 | 15 | 1 | 40 |
| c. Periodic Court Review | 2 | 1 | | | 3 |
| d. Questions, Education & Other | 8 | 1 | 2 | 2 | 11 |
| 3) Information & Advocacy | | | | | |
| a. Access to Advocacy | 11 | 2 | 4 | 2 | 17 |
| b. Access to Legal Resources | 6 | 13 | | 2 | 19 |
| c. Questions, Education & Other | 4 | | 3 | 2 | 7 |
| 4) Physical Environment | | | | | |
| a. Food Quality & Quantity | 15 | 3 | | 2 | 18 |
| b. Linens, Clothes & Toiletries | 2 | 1 | | | 3 |
| c. Disrepair of Physical Plant | 4 | 3 | | | 7 |
| d. Cleanliness of Facilities | 7 | | | | 7 |
| 5) Inpatient Rights | | | | | |
| a. Privacy | 2 | 2 | 2 | | 6 |
| b. Safety | 6 | 4 | | 1 | 10 |
| c. Freedom, Privileges & Fairness | 41 | 17 | | 10 | 58 |
| d. Communication | 16 | 18 | | 2 | 34 |
| e. Health Care | 43 | 8 | 1 | 4 | 52 |
| 6) Personal Property & Money | | | | | |
| a. Property | 27 | 5 | 3 | 7 | 35 |
| b. Money, Entitlements, Rep. Payee | 15 | 8 | 11 | 6 | 34 |
| c. Billing Issues | 1 | 1 | 6 | 1 | 8 |
| d. Other Non-DMH Issues | 4 | 3 | 3 | 4 | 10 |
| 7) Confidentiality & Consent | | | | | |
| a. Access to Records & Information | 6 | 5 | 5 | 1 | 16 |
| b. Breach of Confidentiality | 5 | 1 | 4 | 1 | 10 |
| c. Issues of Consent, Confidentiality, etc. | 3 | 1 | | | 4 |
| 8) Treatment | | | | | |
| a. Eligibility for Services | 1 | | 31 | 3 | 32 |
| b. Accessibility to Staff & Treatment | 10 | | 61 | 8 | 71 |
| c. Individualized, Client-Driven | 42 | 16 | 85 | 11 | 143 |
| d. Right to Refuse Treatment | 12 | 2 | 3 | 1 | 17 |
| 9) Other Rights Issues | | | | | |
| a. Work, Compensation & Education | 1 | 2 | 1 | 1 | 4 |
| b. Religion | 2 | | | | 2 |
| c. Sexuality, Birth Control, Marriage, etc. | | | | | |
| d. Voting | | | | | |
| e. Housing | | | 6 | 2 | 6 |
| f. Legal assistance for Non-DMH issues | 4 | 4 | 12 | 5 | 20 |