

**SC DMH Client Advocacy Report
October 2009**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	17	181
Harris	16	139
Morris Village	3	32
Hall	1	31
Tucker	1	35
Just Care (Forensics)	13	146
Mental Health Centers	30	270
Total	81	834

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	96	727
Information, Referral & Other Assistance¹	15	250

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	75	10	38	15	123
2) Admission & Discharge	97	19	20	7	136
3) Information & Advocacy	23	15	9	4	47
4) Physical Environment	30	7		2	37
5) Inpatient Rights	113	54	3	10	170
6) Personal Property & Money	53	21	25	12	99
7) Confidentiality & Consent	14	10	10	4	34
8) Treatment	71	18	201	27	290
9) Other Rights Issues	11	6	21	6	38
Total⁵	487	160	327	87	974

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	12	6		1	18
b. Excessive Restraint, Seclusion & PRNs	10	4		2	14
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	47		38	9	85
e. Neglect	6			3	6
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	63	15	3	6	81
b. Community Placement (where)	24	1	15		40
c. Periodic Court Review	2	2		1	4
d. Questions, Education & Other	8	1	2		11
3) Information & Advocacy					
a. Access to Advocacy	11	2	5	1	18
b. Access to Legal Resources	8	13		2	21
c. Questions, Education & Other	4		4	1	8
4) Physical Environment					
a. Food Quality & Quantity	17	3		2	20
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	3	2	2	1	7
b. Safety	6	4			10
c. Freedom, Privileges & Fairness	42	20		4	62
d. Communication	17	19		2	36
e. Health Care	45	9	1	3	55
6) Personal Property & Money					
a. Property	31	7	4	7	42
b. Money, Entitlements, Rep. Payee	16	9	11	2	36
c. Billing Issues	1	1	7	1	9
d. Other Non-DMH Issues	5	4	3	2	12
7) Confidentiality & Consent					
a. Access to Records & Information	6	7	5	2	18
b. Breach of Confidentiality	5	1	5	1	11
c. Issues of Consent, Confidentiality, etc.	3	2		1	5
8) Treatment					
a. Eligibility for Services	1		39	8	40
b. Accessibility to Staff & Treatment	12		71	12	83
c. Individualized, Client-Driven	44	16	88	5	148
d. Right to Refuse Treatment	14	2	3	2	19
9) Other Rights Issues					
a. Work, Compensation & Education	2	2	1	1	5
b. Religion	2				2
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			6		6
f. Legal assistance for Non-DMH issues	7	4	14	5	25