

**SC DMH Client Advocacy Report
July 2010**

| FACILITY | COMPLAINTS RESOLVED THIS MONTH | YEAR-TO-DATE |
|---------------------------|--------------------------------|--------------|
| Bryan | 11 | 99 |
| Harris | 18 | 90 |
| Morris Village | 2 | 22 |
| Hall | 7 | 28 |
| Tucker | 5 | 15 |
| Forensics (GEO & Bldg. 1) | 17 | 92 |
| Mental Health Centers | 25 | 191 |
| Total | 85 | 537 |

OTHER INFORMATION

| | THIS MONTH | YEAR-TO-DATE |
|---|------------|--------------|
| Toll Free Telephone Calls to SCDMH Client Advocacy | 72 | 486 |
| Information, Referral & Other Assistance ¹ | 10 | 107 |

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 | 37 | 2 | 24 | 12 | 63 |
| 2) Admission & Discharge | 65 | 19 | 16 | 13 | 100 |
| 3) Information & Advocacy | 11 | 7 | 1 | 3 | 19 |
| 4) Physical Environment | 17 | 6 | | 10 | 23 |
| 5) Inpatient Rights | 81 | 38 | 3 | 23 | 122 |
| 6) Personal Property & Money | 32 | 11 | 15 | 12 | 58 |
| 7) Confidentiality & Consent | 14 | 8 | 17 | 7 | 39 |
| 8) Treatment | 49 | 11 | 139 | 28 | 199 |
| 9) Other Rights Issues | 5 | 8 | 19 | 6 | 32 |
| Total⁵ | 311 | 110 | 234 | 114 | 655 |

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 | 5 | 1 | | | 6 |
| b. Excessive Restraint, Seclusion & PRNs | 6 | | | 4 | 6 |
| c. Sexual Abuse | 2 | | 1 | | 3 |
| d. Verbal Abuse or Violations of Dignity | 21 | | 23 | 7 | 44 |
| e. Neglect | 3 | 1 | | 1 | 4 |
| f. Financial Exploitation | | | | | |
| 2) Admission & Discharge | | | | | |
| a. Discharge (when) | 34 | 13 | 1 | 7 | 48 |
| b. Community Placement (where) | 16 | 2 | 9 | 3 | 27 |
| c. Periodic Court Review | 4 | 2 | 1 | 2 | 7 |
| d. Questions, Education & Other | 11 | 2 | 5 | 1 | 18 |
| 3) Information & Advocacy | | | | | |
| a. Access to Advocacy | 8 | 2 | 1 | 2 | 11 |
| b. Access to Legal Resources | 1 | 3 | | | 4 |
| c. Questions, Education & Other | 2 | 2 | | 1 | 4 |
| 4) Physical Environment | | | | | |
| a. Food Quality & Quantity | 8 | 3 | | 4 | 11 |
| b. Linens, Clothes & Toiletries | 3 | 2 | | 2 | 5 |
| c. Disrepair of Physical Plant | 3 | 1 | | 3 | 4 |
| d. Cleanliness of Facilities | 3 | | | 1 | 3 |
| 5) Inpatient Rights | | | | | |
| a. Privacy | 5 | | | 1 | 5 |
| b. Safety | 8 | 3 | 1 | 3 | 12 |
| c. Freedom, Privileges & Fairness | 37 | 17 | | 8 | 54 |
| d. Communication | 13 | 11 | | 2 | 24 |
| e. Health Care | 18 | 7 | 2 | 9 | 27 |
| 6) Personal Property & Money | | | | | |
| a. Property | 18 | 3 | 1 | 3 | 22 |
| b. Money, Entitlements, Rep. Payee | 9 | 5 | 2 | 5 | 16 |
| c. Billing Issues | 4 | | 6 | 2 | 10 |
| d. Other Non-DMH Issues | 1 | 3 | 6 | 2 | 10 |
| 7) Confidentiality & Consent | | | | | |
| a. Access to Records & Information | 11 | 6 | 6 | 3 | 23 |
| b. Breach of Confidentiality | 2 | 1 | 11 | 3 | 14 |
| c. Issues of Consent, Confidentiality, etc. | 1 | 1 | | 1 | 2 |
| 8) Treatment | | | | | |
| a. Eligibility for Services | | | 37 | 5 | 37 |
| b. Accessibility to Staff & Treatment | 9 | 1 | 44 | 7 | 54 |
| c. Individualized, Client-Driven | 35 | 10 | 57 | 16 | 102 |
| d. Right to Refuse Treatment | 5 | | 1 | | 6 |
| 9) Other Rights Issues | | | | | |
| a. Work, Compensation & Education | | 2 | | 1 | 2 |
| b. Religion | | | | | |
| c. Sexuality, Birth Control, Marriage, etc. | | | | | |
| d. Voting | | 1 | | | 1 |
| e. Housing | | | 9 | 2 | 9 |
| f. Legal assistance for Non-DMH issues | 5 | 5 | 10 | 3 | 20 |

