

SC DMH Client Advocacy Report September 2010

| FACILITY | COMPLAINTS RESOLVED THIS MONTH | YEAR-TO-DATE |
|---------------------------|--------------------------------|--------------|
| Bryan | 11 | 127 |
| Harris | 9 | 112 |
| Morris Village | 5 | 32 |
| Hall | 2 | 35 |
| Tucker | 7 | 24 |
| Forensics (GEO & Bldg. 1) | 21 | 124 |
| Mental Health Centers | 23 | 244 |
| Total | 78 | 698 |

OTHER INFORMATION

| | THIS MONTH | YEAR-TO-DATE |
|---|------------|--------------|
| Toll Free Telephone Calls to SCDMH Client Advocacy | 53 | 600 |
| Information, Referral & Other Assistance ¹ | 11 | 135 |

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 | 42 | 3 | 33 | 8 | 78 |
| 2) Admission & Discharge | 81 | 25 | 19 | 10 | 125 |
| 3) Information & Advocacy | 14 | 11 | 2 | 3 | 27 |
| 4) Physical Environment | 22 | 7 | | 4 | 29 |
| 5) Inpatient Rights | 104 | 48 | 3 | 15 | 155 |
| 6) Personal Property & Money | 42 | 17 | 21 | 11 | 80 |
| 7) Confidentiality & Consent | 16 | 9 | 22 | 4 | 47 |
| 8) Treatment | 68 | 13 | 175 | 30 | 256 |
| 9) Other Rights Issues | 5 | 9 | 22 | 0 | 36 |
| Total⁵ | 394 | 142 | 297 | 85 | 833 |

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 | 6 | 1 | 1 | | 8 |
| b. Excessive Restraint, Seclusion & PRNs | 6 | | | | 6 |
| c. Sexual Abuse | 2 | | 1 | | 3 |
| d. Verbal Abuse or Violations of Dignity | 25 | 1 | 28 | 8 | 54 |
| e. Neglect | 3 | 1 | 3 | | 7 |
| f. Financial Exploitation | | | | | |
| 2) Admission & Discharge | | | | | |
| a. Discharge (when) | 41 | 14 | 1 | 4 | 56 |
| b. Community Placement (where) | 21 | 6 | 12 | 4 | 39 |
| c. Periodic Court Review | 5 | 3 | 1 | 2 | 9 |
| d. Questions, Education & Other | 14 | 2 | 5 | | 21 |
| 3) Information & Advocacy | | | | | |
| a. Access to Advocacy | 10 | 3 | 2 | 1 | 15 |
| b. Access to Legal Resources | 2 | 6 | | 2 | 8 |
| c. Questions, Education & Other | 2 | 2 | | | 4 |
| 4) Physical Environment | | | | | |
| a. Food Quality & Quantity | 10 | 3 | | 1 | 13 |
| b. Linens, Clothes & Toiletries | 5 | 3 | | 2 | 8 |
| c. Disrepair of Physical Plant | 3 | 1 | | | 4 |
| d. Cleanliness of Facilities | 4 | | | 1 | 4 |
| 5) Inpatient Rights | | | | | |
| a. Privacy | 5 | 1 | | 1 | 6 |
| b. Safety | 9 | 5 | 1 | 1 | 15 |
| c. Freedom, Privileges & Fairness | 46 | 19 | | 4 | 64 |
| d. Communication | 15 | 12 | | 2 | 28 |
| e. Health Care | 29 | 11 | 2 | 7 | 42 |
| 6) Personal Property & Money | | | | | |
| a. Property | 23 | 4 | 1 | 4 | 28 |
| b. Money, Entitlements, Rep. Payee | 13 | 9 | 6 | 5 | 28 |
| c. Billing Issues | 5 | | 8 | 1 | 13 |
| d. Other Non-DMH Issues | 1 | 4 | 6 | 1 | 11 |
| 7) Confidentiality & Consent | | | | | |
| a. Access to Records & Information | 12 | 7 | 8 | 3 | 27 |
| b. Breach of Confidentiality | 2 | 1 | 14 | 1 | 17 |
| c. Issues of Consent, Confidentiality, etc. | 2 | 1 | | | 3 |
| 8) Treatment | | | | | |
| a. Eligibility for Services | | | 52 | 7 | 52 |
| b. Accessibility to Staff & Treatment | 11 | 1 | 54 | 7 | 66 |
| c. Individualized, Client-Driven | 52 | 11 | 68 | 15 | 131 |
| d. Right to Refuse Treatment | 5 | 1 | 1 | 1 | 7 |
| 9) Other Rights Issues | | | | | |
| a. Work, Compensation & Education | | 2 | 1 | | 3 |
| b. Religion | | | | | |
| c. Sexuality, Birth Control, Marriage, etc. | | | | | |
| d. Voting | | 1 | | | 1 |
| e. Housing | | | 11 | | 11 |
| f. Legal assistance for Non-DMH issues | 5 | 6 | 10 | | 21 |