

**SC DMH Client Advocacy Report  
October 2010**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	16	143
Harris	18	130
Morris Village	0	32
Hall	3	38
Tucker	0	24
Forensics (GEO & Bldg. 1)	9	133
Mental Health Centers	29	273
<b>Total</b>	<b>75</b>	<b>773</b>

**OTHER INFORMATION**

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	34	634
Information, Referral & Other Assistance <sup>1</sup>	18	153

**AT A GLANCE**

Type of Complaint Resolved	Inpatient <sup>2</sup> Year-to-date	Forensics <sup>3</sup> Year-to-date	Centers <sup>4</sup> Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	51	4	39	16	94
2) Admission & Discharge	89	29	19	12	137
3) Information & Advocacy	16	14	2	5	32
4) Physical Environment	23	7		1	30
5) Inpatient Rights	117	49	3	14	169
6) Personal Property & Money	46	19	22	7	87
7) Confidentiality & Consent	17	12	29	11	58
8) Treatment	73	14	196	27	283
9) Other Rights Issues	6	11	24	5	41
<b>Total<sup>5</sup></b>	<b>438</b>	<b>159</b>	<b>334</b>	<b>98</b>	<b>931</b>

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

<sup>2</sup> Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: Just Care & Crafts Farrow Campus.

<sup>4</sup> Centers: All DMH community mental health centers, programs and community residential facilities.

<sup>5</sup> 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
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force	9	2	1	4	12
b. Excessive Restraint, Seclusion & PRNs	7			1	7
c. Sexual Abuse	2		1		3
d. Verbal Abuse or Violations of Dignity	30	1	34	11	65
e. Neglect	3	1	3		7
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	45	15	1	5	61
b. Community Placement (where)	22	6	12	1	40
c. Periodic Court Review	6	4	1	2	11
d. Questions, Education & Other	16	4	5	4	25
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	11	5	2	3	18
b. Access to Legal Resources	2	7		1	9
c. Questions, Education & Other	3	2		1	5
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	10	3			13
b. Linens, Clothes & Toiletries	6	3		1	9
c. Disrepair of Physical Plant	3	1			4
d. Cleanliness of Facilities	4				4
<b>5) Inpatient Rights</b>					
a. Privacy	5	1			6
b. Safety	11	5	1	2	17
c. Freedom, Privileges & Fairness	49	19		3	67
d. Communication	17	13		3	31
e. Health Care	35	11	2	6	48
<b>6) Personal Property &amp; Money</b>					
a. Property	23	5	1	1	29
b. Money, Entitlements, Rep. Payee	15	10	6	3	31
c. Billing Issues	5		8		13
d. Other Non-DMH Issues	3	4	7	3	14
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	13	9	10	5	32
b. Breach of Confidentiality	2	2	19	6	23
c. Issues of Consent, Confidentiality, etc.	2	1			3
<b>8) Treatment</b>					
a. Eligibility for Services			54	2	54
b. Accessibility to Staff & Treatment	12	1	62	9	75
c. Individualized, Client-Driven	55	12	79	15	146
d. Right to Refuse Treatment	6	1	1	1	8
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education		3	1	1	4
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting		1			1
e. Housing			13	2	13
f. Legal assistance for Non-DMH issues	6	7	10	2	23

