

**SC DMH Client Advocacy Report
December 2010**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	12	171
Harris	11	155
Morris Village	2	35
Hall	4	44
Tucker	1	25
Forensics (GEO & Bldg. 1)	8	156
Mental Health Centers	24	332
Total	62	918

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	63	728
Information, Referral & Other Assistance ¹	9	181

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	65	4	45	9	114
2) Admission & Discharge	103	34	22	8	159
3) Information & Advocacy	19	17	2	2	38
4) Physical Environment	24	7			31
5) Inpatient Rights	138	58	3	14	199
6) Personal Property & Money	52	21	31	8	104
7) Confidentiality & Consent	19	13	37	6	69
8) Treatment	82	17	237	20	336
9) Other Rights Issues	10	14	26	5	50
Total⁵	512	185	403	72	1100

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	10	2	1	1	13
b. Excessive Restraint, Seclusion & PRNs	12			5	12
c. Sexual Abuse	4				7
d. Verbal Abuse or Violations of Dignity	36	1	5	3	75
e. Neglect	3	1	36		7
f. Financial Exploitation			3		
2) Admission & Discharge					
a. Discharge (when)	52	18	1	5	71
b. Community Placement (where)	23	7	13	1	43
c. Periodic Court Review	9	4	1		14
d. Questions, Education & Other	19	5	7	2	31
3) Information & Advocacy					
a. Access to Advocacy	11	5	2		18
b. Access to Legal Resources	5	8		1	13
c. Questions, Education & Other	3	4		1	7
4) Physical Environment					
a. Food Quality & Quantity	10	3			13
b. Linens, Clothes & Toiletries	7	3			10
c. Disrepair of Physical Plant	3	1			4
d. Cleanliness of Facilities	4				4
5) Inpatient Rights					
a. Privacy	5	1			6
b. Safety	13	7	1	1	21
c. Freedom, Privileges & Fairness	60	23		9	82
d. Communication	23	14		4	38
e. Health Care	37	13	2		52
6) Personal Property & Money					
a. Property	27	6	3	3	36
b. Money, Entitlements, Rep. Payee	15	11	6	1	32
c. Billing Issues	6		14	4	20
d. Other Non-DMH Issues	4	4	8		16
7) Confidentiality & Consent					
a. Access to Records & Information	14	10	16	5	40
b. Breach of Confidentiality	2	2	21	1	25
c. Issues of Consent, Confidentiality, etc.	3	1			4
8) Treatment					
a. Eligibility for Services			61	1	61
b. Accessibility to Staff & Treatment	15	3	77	8	95
c. Individualized, Client-Driven	61	13	98	11	172
d. Right to Refuse Treatment	6	1	1		8
9) Other Rights Issues					
a. Work, Compensation & Education	1	6	1	2	8
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting		1			1
e. Housing			15	1	15
f. Legal assistance for Non-DMH issues	9	7	10	2	26