

**SC DMH Client Advocacy Report  
May 2013**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	14	37
Harris	6	37
Morris Village	1	19
Hall	4	26
Tucker		6
Forensics (GEO & Bldg. 1)	13	93
Mental Health Centers	40	194
<b>Total</b>	<b>78</b>	<b>412</b>

**OTHER INFORMATION**

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	98	466
Information, Referral & Other Assistance <sup>1</sup>	19	66

**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	23	8	16	12	47
2) Admission & Discharge	36	22	18	20	76
3) Information & Advocacy	8	11	6	7	25
4) Physical Environment	9	7		2	16
5) Inpatient Rights	48	44	1	15	93
6) Personal Property & Money	20	17	11	9	48
7) Confidentiality & Consent	5	5	15	3	25
8) Treatment	18	12	137	30	167
9) Other Rights Issues	4	3	28	6	35
<b>Total<sup>5</sup></b>	<b>171</b>	<b>129</b>	<b>232</b>	<b>104</b>	<b>532</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	3	5		4	8
b. Excessive Restraint, Seclusion & PRNs	2			1	2
c. Sexual Abuse		1	1		2
d. Verbal Abuse or Violations of Dignity	15		12	6	27
e. Neglect	3	1	2	1	6
f. Financial Exploitation		1	1		2
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	14	10	2	8	26
b. Community Placement (where)	16	4	4	9	24
c. Periodic Court Review	4	2		2	6
d. Questions, Education & Other	2	6	12	1	20
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	4	4	4	3	12
b. Access to Legal Resources	3	3		1	6
c. Questions, Education & Other	1	4	2	3	7
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	3	3		1	6
b. Linens, Clothes & Toiletries	2	4		1	6
c. Disrepair of Physical Plant	3				3
d. Cleanliness of Facilities	1				1
<b>5) Inpatient Rights</b>					
a. Privacy	3				3
b. Safety	4	5		3	9
c. Freedom, Privileges & Fairness	16	19		2	35
d. Communication	10	11		6	21
e. Health Care	15	9	1	4	25
<b>6) Personal Property &amp; Money</b>					
a. Property	9	10		3	19
b. Money, Entitlements, Rep. Payee	9	4	2	4	15
c. Billing Issues	2		6	1	8
d. Other Non-DMH Issues		3	3	1	6
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	1	4	11	1	16
b. Breach of Confidentiality	3		3	1	6
c. Issues of Consent, Confidentiality, etc.	1	1	1	1	3
<b>8) Treatment</b>					
a. Eligibility for Services	2		26	7	28
b. Accessibility to Staff & Treatment	4		44	9	48
c. Individualized, Client-Driven	8	6	62	14	80
d. Right to Refuse Treatment	4	6	5		11
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education	1	3			4
b. Religion	1				1
c. Sexuality, Birth Control, Marriage, etc.	1		1	2	2
d. Voting					
e. Housing			16	2	16
f. Legal assistance for Non-DMH issues	1		11	2	12

