

**SC DMH Client Advocacy Report  
July 2013**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	16	63
Harris	17	66
Morris Village	4	38
Hall	7	37
Tucker	0	6
Forensics (GEO & Bldg. 1)	23	139
Mental Health Centers	33	256
<b>Total</b>	<b>100</b>	<b>605</b>

**OTHER INFORMATION**

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	80	609
Information, Referral & Other Assistance <sup>1</sup>	17	93

**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	43	9	25	16	77
2) Admission & Discharge	55	33	22	17	110
3) Information & Advocacy	12	17	12	9	41
4) Physical Environment	10	8	1	1	19
5) Inpatient Rights	85	75	1	35	161
6) Personal Property & Money	26	27	19	15	72
7) Confidentiality & Consent	7	7	23	6	37
8) Treatment	36	15	178	33	229
9) Other Rights Issues	4	6	35	4	45
<b>Total<sup>5</sup></b>	<b>278</b>	<b>197</b>	<b>316</b>	<b>136</b>	<b>791</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			8
b. Excessive Restraint, Seclusion & PRNs	3			1	3
c. Sexual Abuse		2	1	1	3
d. Verbal Abuse or Violations of Dignity	32		20	13	52
e. Neglect	5	1	2	1	8
f. Financial Exploitation		1	2		3
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	23	18	2	9	43
b. Community Placement (where)	22	5	4	3	31
c. Periodic Court Review	5	2		1	7
d. Questions, Education & Other	5	8	16	4	29
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	4	7	9	8	20
b. Access to Legal Resources	4	6		1	10
c. Questions, Education & Other	4	4	3		11
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	3	3	1		7
b. Linens, Clothes & Toiletries	2	4			6
c. Disrepair of Physical Plant	4	1		1	5
d. Cleanliness of Facilities	1				1
<b>5) Inpatient Rights</b>					
a. Privacy	5	1		2	6
b. Safety	6	8		2	14
c. Freedom, Privileges & Fairness	30	26		5	56
d. Communication	13	25		12	38
e. Health Care	31	15	1	14	47
<b>6) Personal Property &amp; Money</b>					
a. Property	10	16		5	26
b. Money, Entitlements, Rep. Payee	13	8	3	4	24
c. Billing Issues	2		13	5	15
d. Other Non-DMH Issues	1	3	3	1	7
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	2	5	16	5	23
b. Breach of Confidentiality	4	1	4	1	9
c. Issues of Consent, Confidentiality, etc.	1	1	3		5
<b>8) Treatment</b>					
a. Eligibility for Services	3	2	32	7	37
b. Accessibility to Staff & Treatment	7		55	6	62
c. Individualized, Client-Driven	20	7	84	18	115
d. Right to Refuse Treatment	6	6	7	2	15
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education	1	4			5
b. Religion	1				1
c. Sexuality, Birth Control, Marriage, etc.	1		1		2
d. Voting					
e. Housing			22	2	22
f. Legal assistance for Non-DMH issues	1	2	12	2	15

