

**SC DMH Client Advocacy Report  
October 2013**

<b>FACILITY</b>	<b>COMPLAINTS RESOLVED THIS MONTH</b>	<b>YEAR-TO-DATE</b>
<b>Bryan</b>	<b>18</b>	<b>106</b>
<b>Harris</b>	<b>20</b>	<b>110</b>
<b>Morris Village</b>	<b>4</b>	<b>50</b>
<b>Hall</b>	<b>2</b>	<b>40</b>
<b>Tucker</b>	<b>1</b>	<b>11</b>
<b>Forensics (GEO &amp; Bldg. 1)</b>	<b>20</b>	<b>202</b>
<b>Mental Health Centers</b>	<b>28</b>	<b>346</b>
<b>Total</b>	<b>93</b>	<b>865</b>

**OTHER INFORMATION**

	<b>THIS MONTH</b>	<b>YEAR-TO-DATE</b>
<b>Toll Free Telephone Calls to SCDMH Client Advocacy</b>	<b>130</b>	<b>1038</b>
<b>Information, Referral &amp; Other Assistance<sup>1</sup></b>	<b>7</b>	<b>125</b>

**AT A GLANCE**

<b>Type of Complaint Resolved</b>	<b>Inpatient<sup>2</sup> Year-to-date</b>	<b>Forensics<sup>3</sup> Year-to-date</b>	<b>Centers<sup>4</sup> Year-to-date</b>	<b>Total # This Month</b>	<b>Total DMH Year to Date</b>
1) Abuse & Neglect	<b>62</b>	<b>14</b>	<b>33</b>	<b>11</b>	<b>109</b>
2) Admission & Discharge	<b>78</b>	<b>48</b>	<b>30</b>	<b>14</b>	<b>156</b>
3) Information & Advocacy	<b>19</b>	<b>25</b>	<b>13</b>	<b>7</b>	<b>57</b>
4) Physical Environment	<b>16</b>	<b>8</b>	<b>2</b>	<b>5</b>	<b>26</b>
5) Inpatient Rights	<b>117</b>	<b>115</b>	<b>1</b>	<b>33</b>	<b>233</b>
6) Personal Property & Money	<b>44</b>	<b>32</b>	<b>27</b>	<b>9</b>	<b>103</b>
7) Confidentiality & Consent	<b>11</b>	<b>7</b>	<b>29</b>	<b>1</b>	<b>47</b>
8) Treatment	<b>56</b>	<b>26</b>	<b>242</b>	<b>32</b>	<b>324</b>
9) Other Rights Issues	<b>8</b>	<b>9</b>	<b>55</b>	<b>8</b>	<b>72</b>
<b>Total<sup>5</sup></b>	<b>411</b>	<b>284</b>	<b>432</b>	<b>120</b>	<b>1127</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	6	7		1	13
b. Excessive Restraint, Seclusion & PRNs	3				3
c. Sexual Abuse		2	1		3
d. Verbal Abuse or Violations of Dignity	43	3	28	7	74
e. Neglect	10	1	2	3	13
f. Financial Exploitation		1	2		3
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	34	26	2	6	62
b. Community Placement (where)	31	9	5	2	45
c. Periodic Court Review	6	3		1	9
d. Questions, Education & Other	7	10	23	5	40
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	7	13	9	4	29
b. Access to Legal Resources	6	8		2	14
c. Questions, Education & Other	6	4	4	1	14
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	6	3	1	3	10
b. Linens, Clothes & Toiletries	2	4			6
c. Disrepair of Physical Plant	6	1	1	1	8
d. Cleanliness of Facilities	2			1	2
<b>5) Inpatient Rights</b>					
a. Privacy	7	2		2	9
b. Safety	9	15		4	24
c. Freedom, Privileges & Fairness	45	43		15	88
d. Communication	19	35		7	54
e. Health Care	37	20	1	5	58
<b>6) Personal Property &amp; Money</b>					
a. Property	15	19		2	34
b. Money, Entitlements, Rep. Payee	20	10	7	4	37
c. Billing Issues	6		17	3	23
d. Other Non-DMH Issues	3	3	3		9
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	3	5	22	1	30
b. Breach of Confidentiality	5	1	4		10
c. Issues of Consent, Confidentiality, etc.	3	1	3		7
<b>8) Treatment</b>					
a. Eligibility for Services	3	3	45	8	51
b. Accessibility to Staff & Treatment	11	2	79	6	92
c. Individualized, Client-Driven	33	14	111	18	162
d. Right to Refuse Treatment	9	7	7		19
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education	1	4			5
b. Religion	2				2
c. Sexuality, Birth Control, Marriage, etc.	1		2	1	3
d. Voting					
e. Housing	2	3	30	2	32
f. Legal assistance for Non-DMH issues	2	2	23	5	30

