

## SC DMH Client Advocacy Report June 2015

| FACILITY                     | COMPLAINTS RESOLVED THIS MONTH | YEAR-TO-DATE |
|------------------------------|--------------------------------|--------------|
| <b>BPH-Adult</b>             | <b>11</b>                      | <b>52</b>    |
| <b>Harris</b>                | <b>11</b>                      | <b>53</b>    |
| <b>Morris Village</b>        | <b>4</b>                       | <b>22</b>    |
| <b>Hall</b>                  | <b>3</b>                       | <b>31</b>    |
| <b>Tucker</b>                | <b>2</b>                       | <b>4</b>     |
| <b>BPH-Forensics</b>         | <b>22</b>                      | <b>113</b>   |
| <b>Mental Health Centers</b> | <b>35</b>                      | <b>219</b>   |
| <b>Total</b>                 | <b>88</b>                      | <b>494</b>   |

### OTHER INFORMATION

|   | THIS MONTH | YEAR-TO-DATE |
|---|------------|--------------|
| <b>Toll Free Telephone Calls to SCDMH Client Advocacy</b>       | <b>95</b>  | <b>838</b>   |
| <b>Information, Referral &amp; Other Assistance<sup>1</sup></b> | <b>9</b>   | <b>91</b>    |

### 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           | <b>49</b>                           | <b>6</b>                            | <b>22</b>                         | <b>15</b>          | <b>77</b>              |
| 2) Admission & Discharge     | <b>38</b>                           | <b>31</b>                           | <b>14</b>                         | <b>17</b>          | <b>83</b>              |
| 3) Information & Advocacy    | <b>8</b>                            | <b>17</b>                           | <b>2</b>                          | <b>6</b>           | <b>27</b>              |
| 4) Physical Environment      | <b>14</b>                           | <b>12</b>                           | <b>1</b>                          | <b>6</b>           | <b>27</b>              |
| 5) Inpatient Rights          | <b>62</b>                           | <b>57</b>                           | <b>2</b>                          | <b>21</b>          | <b>121</b>             |
| 6) Personal Property & Money | <b>18</b>                           | <b>20</b>                           | <b>22</b>                         | <b>11</b>          | <b>60</b>              |
| 7) Confidentiality & Consent | <b>3</b>                            | <b>4</b>                            | <b>17</b>                         | <b>2</b>           | <b>24</b>              |
| 8) Treatment                 | <b>34</b>                           | <b>4</b>                            | <b>163</b>                        | <b>32</b>          | <b>201</b>             |
| 9) Other Rights Issues       | <b>4</b>                            | <b>10</b>                           | <b>29</b>                         | <b>4</b>           | <b>43</b>              |
| <b>Total<sup>5</sup></b>     | <b>230</b>                          | <b>161</b>                          | <b>272</b>                        | <b>114</b>         | <b>663</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: BPH-Adult, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: BPH-forensics (Correct 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.

| <b>Type of Complaint Resolved</b>           | <b>Inpatient<br/>Year-to-date</b> | <b>Forensics<br/>Year-to-date</b> | <b>Centers<br/>Year-to-date</b> | <b>Total #<br/>This Month</b> | <b>Total DMH<br/>Year-to-date</b> |
|---|-----------------------------------|-----------------------------------|---------------------------------|-------------------------------|-----------------------------------|
| <b>1) Abuse &amp; Neglect</b>               |                                   |                                   |                                 |                               |                                   |
| a. Physical Abuse & Excessive Force         | 4                                 | 2                                 | 1                               | 2                             | 7                                 |
| b. Excessive Restraint, Seclusion & PRNs    | 4                                 |                                   |                                 | 3                             | 4                                 |
| c. Sexual Abuse                             | 3                                 | 1                                 |                                 | 1                             | 4                                 |
| d. Verbal Abuse or Violations of Dignity    | 31                                | 3                                 | 21                              | 9                             | 55                                |
| e. Neglect                                  | 5                                 |                                   |                                 |                               | 5                                 |
| f. Financial Exploitation                   | 2                                 |                                   |                                 |                               | 2                                 |
| <b>2) Admission &amp; Discharge</b>         |                                   |                                   |                                 |                               |                                   |
| a. Discharge (when)                         | 17                                | 9                                 | 1                               | 3                             | 27                                |
| b. Community Placement (where)              | 17                                | 6                                 | 3                               | 6                             | 26                                |
| c. Periodic Court Review                    |                                   | 5                                 |                                 | 1                             | 5                                 |
| d. Questions, Education & Other             | 4                                 | 11                                | 10                              | 7                             | 25                                |
| <b>3) Information &amp; Advocacy</b>        |                                   |                                   |                                 |                               |                                   |
| a. Access to Advocacy                       | 2                                 | 8                                 |                                 | 3                             | 10                                |
| b. Access to Legal Resources                | 4                                 | 7                                 | 2                               | 3                             | 13                                |
| c. Questions, Education & Other             | 2                                 | 2                                 |                                 |                               | 4                                 |
| <b>4) Physical Environment</b>              |                                   |                                   |                                 |                               |                                   |
| a. Food Quality & Quantity                  | 7                                 | 5                                 | 1                               | 4                             | 13                                |
| b. Linens, Clothes & Toiletries             | 2                                 | 3                                 |                                 |                               | 5                                 |
| c. Disrepair of Physical Plant              | 2                                 | 1                                 |                                 | 1                             | 3                                 |
| d. Cleanliness of Facilities                | 3                                 | 3                                 |                                 | 1                             | 6                                 |
| <b>5) Inpatient Rights</b>                  |                                   |                                   |                                 |                               |                                   |
| a. Privacy                                  | 5                                 | 2                                 |                                 | 3                             | 7                                 |
| b. Safety                                   | 5                                 | 6                                 |                                 |                               | 11                                |
| c. Freedom, Privileges & Fairness           | 24                                | 16                                | 1                               | 7                             | 41                                |
| d. Communication                            | 14                                | 21                                |                                 | 5                             | 35                                |
| e. Health Care                              | 14                                | 12                                | 1                               | 6                             | 27                                |
| <b>6) Personal Property &amp; Money</b>     |                                   |                                   |                                 |                               |                                   |
| a. Property                                 | 9                                 | 8                                 |                                 | 2                             | 17                                |
| b. Money, Entitlements, Rep. Payee          | 6                                 | 9                                 | 5                               | 4                             | 20                                |
| c. Billing Issues                           | 1                                 |                                   | 15                              | 4                             | 16                                |
| d. Other Non-DMH Issues                     | 2                                 | 3                                 | 2                               | 1                             | 7                                 |
| <b>7) Confidentiality &amp; Consent</b>     |                                   |                                   |                                 |                               |                                   |
| a. Access to Records & Information          | 1                                 | 4                                 | 12                              | 2                             | 17                                |
| b. Breach of Confidentiality                | 2                                 |                                   | 4                               |                               | 6                                 |
| c. Issues of Consent, Confidentiality, etc. |                                   |                                   | 1                               |                               | 1                                 |
| <b>8) Treatment</b>                         |                                   |                                   |                                 |                               |                                   |
| a. Eligibility for Services                 | 6                                 |                                   | 35                              | 6                             | 41                                |
| b. Accessibility to Staff & Treatment       | 5                                 | 1                                 | 49                              | 9                             | 55                                |
| c. Individualized, Client-Driven            | 21                                | 2                                 | 78                              | 16                            | 101                               |
| d. Right to Refuse Treatment                | 2                                 | 1                                 | 1                               | 1                             | 4                                 |
| <b>9) Other Rights Issues</b>               |                                   |                                   |                                 |                               |                                   |
| a. Work, Compensation & Education           |                                   | 2                                 |                                 |                               | 2                                 |
| b. Religion                                 |                                   | 3                                 |                                 |                               | 3                                 |
| c. Sexuality, Birth Control, Marriage, etc. |                                   |                                   | 1                               |                               | 1                                 |
| d. Voting                                   |                                   |                                   |                                 |                               |                                   |
| e. Housing                                  | 1                                 |                                   | 14                              |                               | 15                                |
| f. Legal assistance for Non-DMH issues      | 3                                 | 5                                 | 14                              | 4                             | 22                                |

