

SC DMH Client Advocacy Report October 2015

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	7	109
Harris	9	86
Morris Village	2	34
Hall	3	57
Tucker	0	6
BPH-Forensics	27	235
Mental Health Centers	28	366
Total	76	893

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy Information, Referral & Other Assistance¹	90	1223
	17	164

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	74	12	42	9	128
2) Admission & Discharge	79	67	28	18	174
3) Information & Advocacy	14	31	2	4	47
4) Physical Environment	15	28	1	5	44
5) Inpatient Rights	106	114	2	16	222
6) Personal Property & Money	35	39	32	7	106
7) Confidentiality & Consent	11	7	34	4	52
8) Treatment	51	22	275	23	348
9) Other Rights Issues	12	14	47	6	73
Total⁵	397	334	463	92	1194

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: BPH-Adult, Harris, Morris Village, Tucker & Hall.

³ Forensics: BPH-forensics (Correct 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	6	6	1	2	13
b. Excessive Restraint, Seclusion & PRNs	7			1	7
c. Sexual Abuse	3	1	1		5
d. Verbal Abuse or Violations of Dignity	49	5	40	6	94
e. Neglect	7				7
f. Financial Exploitation	2				2
2) Admission & Discharge					
a. Discharge (when)	31	25	1	8	57
b. Community Placement (where)	38	12	5	2	55
c. Periodic Court Review		8		2	8
d. Questions, Education & Other	10	22	22	6	54
3) Information & Advocacy					
a. Access to Advocacy	3	14		1	17
b. Access to Legal Resources	6	15	2	2	23
c. Questions, Education & Other	5	2		1	7
4) Physical Environment					
a. Food Quality & Quantity	7	16	1	3	24
b. Linens, Clothes & Toiletries	2	6			8
c. Disrepair of Physical Plant	3	3		2	6
d. Cleanliness of Facilities	3	3			6
5) Inpatient Rights					
a. Privacy	8	5			13
b. Safety	6	16		1	22
c. Freedom, Privileges & Fairness	51	39	1	10	91
d. Communication	21	32		3	53
e. Health Care	20	22	1	2	43
6) Personal Property & Money					
a. Property	18	19	1	6	38
b. Money, Entitlements, Rep. Payee	14	14	9	1	37
c. Billing Issues	1	1	20		22
d. Other Non-DMH Issues	2	5	2		9
7) Confidentiality & Consent					
a. Access to Records & Information	5	6	26	2	37
b. Breach of Confidentiality	3	1	6	2	10
c. Issues of Consent, Confidentiality, etc.	3		2		5
8) Treatment					
a. Eligibility for Services	10	2	48	1	60
b. Accessibility to Staff & Treatment	7	3	89	7	99
c. Individualized, Client-Driven	30	12	137	13	179
d. Right to Refuse Treatment	4	5	1	2	10
9) Other Rights Issues					
a. Work, Compensation & Education	3	2			5
b. Religion	1	4			5
c. Sexuality, Birth Control, Marriage, etc.			1		1
d. Voting		1			1
e. Housing	4	7	21	2	25
f. Legal assistance for Non-DMH issues	4		25	4	36

