

SC DMH Client Advocacy Report December 2015

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	15	132
Harris	7	101
Morris Village	4	42
Hall	2	61
Tucker	2	11
BPH-Forensics	21	281
Mental Health Centers	39	443
Total	90	1071

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy Information, Referral & Other Assistance¹	77	1346
	11	183

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	88	16	55	18	159
2) Admission & Discharge	91	78	35	12	204
3) Information & Advocacy	19	34	2	4	55
4) Physical Environment	17	31	1	3	49
5) Inpatient Rights	122	136	3	19	261
6) Personal Property & Money	43	50	40	14	133
7) Confidentiality & Consent	14	10	38	8	62
8) Treatment	62	28	338	39	428
9) Other Rights Issues	13	15	53	3	81
Total⁵	469	398	565	120	1432

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	10	6	1	2	17
b. Excessive Restraint, Seclusion & PRNs	8	1		1	9
c. Sexual Abuse	3	1	1		5
d. Verbal Abuse or Violations of Dignity	55	7	53	12	115
e. Neglect	10	1		3	11
f. Financial Exploitation	2				2
2) Admission & Discharge					
a. Discharge (when)	37	30	1	7	68
b. Community Placement (where)	44	14	5	2	63
c. Periodic Court Review		8			8
d. Questions, Education & Other	10	26	29	3	65
3) Information & Advocacy					
a. Access to Advocacy	5	15		2	20
b. Access to Legal Resources	8	17	2	2	27
c. Questions, Education & Other	6	2			8
4) Physical Environment					
a. Food Quality & Quantity	7	18	1	2	26
b. Linens, Clothes & Toiletries	2	6			8
c. Disrepair of Physical Plant	5	3		1	8
d. Cleanliness of Facilities	3	4			7
5) Inpatient Rights					
a. Privacy	8	5			13
b. Safety	8	20		4	28
c. Freedom, Privileges & Fairness	60	48	1	9	109
d. Communication	22	36		1	58
e. Health Care	24	27	2	5	53
6) Personal Property & Money					
a. Property	21	26	2	6	49
b. Money, Entitlements, Rep. Payee	19	18	12	6	49
c. Billing Issues	1	1	24	2	26
d. Other Non-DMH Issues	2	5	2		9
7) Confidentiality & Consent					
a. Access to Records & Information	6	8	30	6	44
b. Breach of Confidentiality	4	2	6	1	12
c. Issues of Consent, Confidentiality, etc.	4		2	1	6
8) Treatment					
a. Eligibility for Services	11	3	53	2	67
b. Accessibility to Staff & Treatment	9	3	114	14	126
c. Individualized, Client-Driven	36	17	170	22	223
d. Right to Refuse Treatment	6	5	1	1	12
9) Other Rights Issues					
a. Work, Compensation & Education	3	2			5
b. Religion	1	5			6
c. Sexuality, Birth Control, Marriage, etc.			1		1
d. Voting		1			1
e. Housing	4	7	26	1	30
f. Legal assistance for Non-DMH issues	5		26	2	38

