

SC DMH Client Advocacy Report January 2016

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	14	14
Harris	7	7
Morris Village	3	3
Hall	1	1
Tucker		
BPH-Forensics	26	26
Mental Health Centers	27	27
Total	78	78

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	70	70
Information, Referral & Other Assistance¹	23	23

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	5	1	5	11	11
2) Admission & Discharge	4	7		11	11
3) Information & Advocacy	5	2		7	7
4) Physical Environment	1	2		3	3
5) Inpatient Rights	10	11		21	21
6) Personal Property & Money	3	1	2	6	6
7) Confidentiality & Consent	1			1	1
8) Treatment	5	7	25	37	37
9) Other Rights Issues			2	2	2
Total⁵	34	31	34	99	99

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	1			1	1
b. Excessive Restraint, Seclusion & PRNs					
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	4	1	5	10	10
e. Neglect					
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	3	2		5	5
b. Community Placement (where)		1		1	1
c. Periodic Court Review		2		2	2
d. Questions, Education & Other	1	2		3	3
3) Information & Advocacy					
a. Access to Advocacy					
b. Access to Legal Resources	2	2		4	4
c. Questions, Education & Other	3			3	3
4) Physical Environment					
a. Food Quality & Quantity	1	1		2	2
b. Linens, Clothes & Toiletries		1		1	1
c. Disrepair of Physical Plant					
d. Cleanliness of Facilities					
5) Inpatient Rights					
a. Privacy	1			1	1
b. Safety	1	3		4	4
c. Freedom, Privileges & Fairness	4	6		10	10
d. Communication	1	2		3	3
e. Health Care	3			3	3
6) Personal Property & Money					
a. Property					
b. Money, Entitlements, Rep. Payee	2	1		3	3
c. Billing Issues			1	1	1
d. Other Non-DMH Issues	1		1	2	2
7) Confidentiality & Consent					
a. Access to Records & Information	1			1	1
b. Breach of Confidentiality					
c. Issues of Consent, Confidentiality, etc.					
8) Treatment					
a. Eligibility for Services	2		2	4	4
b. Accessibility to Staff & Treatment			8	8	8
c. Individualized, Client-Driven	3	3	15	21	21
d. Right to Refuse Treatment		4		4	4
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			2	2	2
f. Legal assistance for Non-DMH issues					

