

SC DMH Client Advocacy Report February 2016

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	16	30
Harris	12	19
Morris Village	2	5
Hall	2	3
Tucker		
BPH-Forensics	24	50
Mental Health Centers	33	60
Total	89	167

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	85	155
Information, Referral & Other Assistance¹	19	42

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	7	3	14	13	24
2) Admission & Discharge	13	17	1	20	31
3) Information & Advocacy	9	4		6	13
4) Physical Environment	3	4		4	7
5) Inpatient Rights	22	17		18	39
6) Personal Property & Money	5	5	5	9	15
7) Confidentiality & Consent	1	1	2	3	4
8) Treatment	7	7	53	30	67
9) Other Rights Issues	2	1	8	9	11
Total⁵	69	59	83	112	211

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	2
b. Excessive Restraint, Seclusion & PRNs					
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	6	2	14	12	22
e. Neglect					
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	9	8		12	17
b. Community Placement (where)	3	2		4	5
c. Periodic Court Review		2			2
d. Questions, Education & Other	1	5	1	4	7
3) Information & Advocacy					
a. Access to Advocacy		1		1	1
b. Access to Legal Resources	3	3		2	6
c. Questions, Education & Other	6			3	6
4) Physical Environment					
a. Food Quality & Quantity	1	1			2
b. Linens, Clothes & Toiletries	1	2		2	3
c. Disrepair of Physical Plant	1	1		2	2
d. Cleanliness of Facilities					
5) Inpatient Rights					
a. Privacy	1				1
b. Safety	1	3			4
c. Freedom, Privileges & Fairness	12	7		9	19
d. Communication	3	2		2	5
e. Health Care	5	5		7	10
6) Personal Property & Money					
a. Property	2			2	2
b. Money, Entitlements, Rep. Payee	2	4		3	6
c. Billing Issues			4	3	4
d. Other Non-DMH Issues	1	1	1	1	3
7) Confidentiality & Consent					
a. Access to Records & Information	1	1	2	3	4
b. Breach of Confidentiality					
c. Issues of Consent, Confidentiality, etc.					
8) Treatment					
a. Eligibility for Services	2		6	4	8
b. Accessibility to Staff & Treatment			20	12	20
c. Individualized, Client-Driven	5	3	27	14	35
d. Right to Refuse Treatment		4			4
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	1			1	1
e. Housing			7	5	7
f. Legal assistance for Non-DMH issues	1	1	1	3	3

