

**SC DMH Client Advocacy Report  
March 2011**

| FACILITY                  | COMPLAINTS RESOLVED THIS MONTH | YEAR-TO-DATE |
|---------------------------|--------------------------------|--------------|
| Bryan                     | 20                             | 40           |
| Harris                    | 14                             | 47           |
| Morris Village            | 6                              | 17           |
| Hall                      | 4                              | 7            |
| Tucker                    | 2                              | 6            |
| Forensics (GEO & Bldg. 1) | 22                             | 43           |
| Mental Health Centers     | 28                             | 93           |
| <b>Total</b>              | <b>96</b>                      | <b>253</b>   |

**OTHER INFORMATION**

|   | THIS MONTH | YEAR-TO-DATE |
|---|------------|--------------|
| Toll Free Telephone Calls to SCDMH Client Advocacy    | 50         | 200          |
| Information, Referral & Other Assistance <sup>1</sup> | 19         | 48           |

**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           | 27                                  | 2                                   | 12                                | 9                  | 41                     |
| 2) Admission & Discharge     | 24                                  | 7                                   | 3                                 | 15                 | 34                     |
| 3) Information & Advocacy    | 8                                   | 3                                   | 5                                 | 5                  | 16                     |
| 4) Physical Environment      | 9                                   | 3                                   |                                   | 7                  | 12                     |
| 5) Inpatient Rights          | 28                                  | 18                                  |                                   | 22                 | 46                     |
| 6) Personal Property & Money | 11                                  | 6                                   | 8                                 | 10                 | 25                     |
| 7) Confidentiality & Consent | 7                                   |                                     | 7                                 | 7                  | 14                     |
| 8) Treatment                 | 21                                  | 5                                   | 68                                | 27                 | 94                     |
| 9) Other Rights Issues       | 6                                   | 3                                   | 6                                 | 5                  | 15                     |
| <b>Total<sup>5</sup></b>     | <b>141</b>                          | <b>47</b>                           | <b>109</b>                        | <b>107</b>         | <b>297</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: Bryan, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: Just 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.

| Type of Complaint Resolved                  | Inpatient<br>Year-to-date | Forensics<br>Year-to-date | Centers<br>Year-to-date | Total #<br>This Month | Total DMH<br>Year-to-date |
|---|---------------------------|---------------------------|-------------------------|-----------------------|---------------------------|
| <b>1) Abuse &amp; Neglect</b>               |                           |                           |                         |                       |                           |
| a. Physical Abuse & Excessive Force         | 4                         | 1                         |                         | 2                     | 5                         |
| b. Excessive Restraint, Seclusion & PRNs    | 5                         |                           |                         |                       | 5                         |
| c. Sexual Abuse                             |                           |                           |                         |                       |                           |
| d. Verbal Abuse or Violations of Dignity    | 13                        | 1                         | 12                      | 4                     | 26                        |
| e. Neglect                                  | 5                         |                           |                         | 3                     | 5                         |
| f. Financial Exploitation                   |                           |                           |                         |                       |                           |
| <b>2) Admission &amp; Discharge</b>         |                           |                           |                         |                       |                           |
| a. Discharge (when)                         | 16                        | 3                         |                         | 8                     | 19                        |
| b. Community Placement (where)              | 4                         |                           | 3                       | 4                     | 7                         |
| c. Periodic Court Review                    | 2                         | 2                         |                         | 2                     | 4                         |
| d. Questions, Education & Other             | 2                         | 2                         |                         | 1                     | 4                         |
| <b>3) Information &amp; Advocacy</b>        |                           |                           |                         |                       |                           |
| a. Access to Advocacy                       | 6                         |                           | 4                       | 2                     | 10                        |
| b. Access to Legal Resources                | 2                         | 2                         | 1                       | 2                     | 5                         |
| c. Questions, Education & Other             |                           | 1                         |                         | 1                     | 1                         |
| <b>4) Physical Environment</b>              |                           |                           |                         |                       |                           |
| a. Food Quality & Quantity                  | 2                         |                           |                         | 1                     | 2                         |
| b. Linens, Clothes & Toiletries             | 1                         | 3                         |                         | 1                     | 4                         |
| c. Disrepair of Physical Plant              | 3                         |                           |                         | 3                     | 3                         |
| d. Cleanliness of Facilities                | 3                         |                           |                         | 2                     | 3                         |
| <b>5) Inpatient Rights</b>                  |                           |                           |                         |                       |                           |
| a. Privacy                                  |                           | 1                         |                         |                       | 1                         |
| b. Safety                                   | 2                         | 2                         |                         | 3                     | 4                         |
| c. Freedom, Privileges & Fairness           | 11                        | 9                         |                         | 8                     | 20                        |
| d. Communication                            | 3                         | 4                         |                         | 3                     | 7                         |
| e. Health Care                              | 12                        | 2                         |                         | 8                     | 14                        |
| <b>6) Personal Property &amp; Money</b>     |                           |                           |                         |                       |                           |
| a. Property                                 | 5                         | 2                         |                         | 3                     | 7                         |
| b. Money, Entitlements, Rep. Payee          | 5                         | 3                         | 3                       | 4                     | 11                        |
| c. Billing Issues                           | 1                         |                           | 3                       |                       | 4                         |
| d. Other Non-DMH Issues                     |                           | 1                         | 2                       | 3                     | 3                         |
| <b>7) Confidentiality &amp; Consent</b>     |                           |                           |                         |                       |                           |
| a. Access to Records & Information          | 2                         |                           | 4                       | 5                     | 6                         |
| b. Breach of Confidentiality                | 4                         |                           | 3                       | 1                     | 7                         |
| c. Issues of Consent, Confidentiality, etc. | 1                         |                           |                         | 1                     | 1                         |
| <b>8) Treatment</b>                         |                           |                           |                         |                       |                           |
| a. Eligibility for Services                 |                           |                           | 13                      | 3                     | 13                        |
| b. Accessibility to Staff & Treatment       | 1                         |                           | 37                      | 11                    | 38                        |
| c. Individualized, Client-Driven            | 18                        | 4                         | 17                      | 12                    | 39                        |
| d. Right to Refuse Treatment                | 2                         | 1                         | 1                       | 1                     | 4                         |
| <b>9) Other Rights Issues</b>               |                           |                           |                         |                       |                           |
| a. Work, Compensation & Education           |                           | 2                         | 1                       | 2                     | 3                         |
| b. Religion                                 | 1                         | 1                         |                         | 1                     | 2                         |
| c. Sexuality, Birth Control, Marriage, etc. | 1                         |                           |                         |                       | 1                         |
| d. Voting                                   |                           |                           |                         |                       |                           |
| e. Housing                                  | 1                         |                           | 3                       |                       | 4                         |
| f. Legal assistance for Non-DMH issues      | 3                         |                           | 2                       | 2                     | 5                         |