

**SC DMH Client Advocacy Report
May 2011**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	18	75
Harris	11	66
Morris Village	5	25
Hall	4	11
Tucker	0	6
Forensics (GEO & Bldg. 1)	18	78
Mental Health Centers	31	156
Total	87	417

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	47	274
Information, Referral & Other Assistance ¹	8	66

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	38	2	20	12	60
2) Admission & Discharge	36	11	7	16	54
3) Information & Advocacy	10	5	9	5	24
4) Physical Environment	10	3	2	1	15
5) Inpatient Rights	52	36	1	20	89
6) Personal Property & Money	18	12	9	8	39
7) Confidentiality & Consent	11	3	12	8	26
8) Treatment	37	8	112	30	157
9) Other Rights Issues	7	4	15	4	26
Total⁵	219	84	187	104	490

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

² Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

³ Forensics: Just 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	1		1	7
b. Excessive Restraint, Seclusion & PRNs	6			1	6
c. Sexual Abuse	2		2	1	4
d. Verbal Abuse or Violations of Dignity	19	1	18	9	38
e. Neglect	5				5
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	22	4	1	5	27
b. Community Placement (where)	7	1	4	5	12
c. Periodic Court Review	3	2		1	5
d. Questions, Education & Other	4	4	2	5	10
3) Information & Advocacy					
a. Access to Advocacy	7	1	6	2	14
b. Access to Legal Resources	3	3	2	2	8
c. Questions, Education & Other		1	1	1	2
4) Physical Environment					
a. Food Quality & Quantity	2				2
b. Linens, Clothes & Toiletries	1	3			4
c. Disrepair of Physical Plant	4		1	1	5
d. Cleanliness of Facilities	3		1		4
5) Inpatient Rights					
a. Privacy		2			2
b. Safety	7	4		3	11
c. Freedom, Privileges & Fairness	19	15		7	34
d. Communication	7	10		4	17
e. Health Care	19	5	1	6	25
6) Personal Property & Money					
a. Property	8	3		1	11
b. Money, Entitlements, Rep. Payee	9	8	3	6	20
c. Billing Issues	1		3		4
d. Other Non-DMH Issues		1	3	1	4
7) Confidentiality & Consent					
a. Access to Records & Information	6	2	6	4	14
b. Breach of Confidentiality	4	1	5	3	10
c. Issues of Consent, Confidentiality, etc.	1		1	1	2
8) Treatment					
a. Eligibility for Services			25	5	25
b. Accessibility to Staff & Treatment	2		55	6	57
c. Individualized, Client-Driven	31	6	31	18	68
d. Right to Refuse Treatment	4	2	1	1	7
9) Other Rights Issues					
a. Work, Compensation & Education		3	1	1	4
b. Religion	1	1			2
c. Sexuality, Birth Control, Marriage, etc.	1				1
d. Voting					
e. Housing	1		10	2	11
f. Legal assistance for Non-DMH issues	4		4	1	8