

SC DMH Client Advocacy Report September 2011

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	19	127
Harris	18	113
Morris Village	0	31
Hall	0	18
Tucker	4	14
Forensics (GEO & Bldg. 1)	22	165
Mental Health Centers	32	275
Total	95	743

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	112	1007
Information, Referral & Other Assistance ¹	11	104

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	53	4	33	10	90
2) Admission & Discharge	70	19	11	11	100
3) Information & Advocacy	15	13	11	2	39
4) Physical Environment	18	8	2	5	28
5) Inpatient Rights	97	76	1	27	174
6) Personal Property & Money	28	34	21	10	83
7) Confidentiality & Consent	18	8	24	6	50
8) Treatment	50	17	194	28	261
9) Other Rights Issues	10	9	28	6	47
Total⁵	359	188	325	105	872

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	7	1		1	8
b. Excessive Restraint, Seclusion & PRNs	6				6
c. Sexual Abuse	3		4		7
d. Verbal Abuse or Violations of Dignity	29	3	29	7	61
e. Neglect	8			2	8
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	43	8	1	9	52
b. Community Placement (where)	12	3	6	2	21
c. Periodic Court Review	7	4			11
d. Questions, Education & Other	8	4	4		16
3) Information & Advocacy					
a. Access to Advocacy	11	5	7	1	23
b. Access to Legal Resources	3	6	2		11
c. Questions, Education & Other	1	2	2	1	5
4) Physical Environment					
a. Food Quality & Quantity	5	1		1	6
b. Linens, Clothes & Toiletries	2	6			8
c. Disrepair of Physical Plant	8	1	1	4	10
d. Cleanliness of Facilities	3		1		4
5) Inpatient Rights					
a. Privacy	2	3		2	5
b. Safety	10	7		1	17
c. Freedom, Privileges & Fairness	39	27		11	66
d. Communication	11	21		6	32
e. Health Care	35	18	1	7	54
6) Personal Property & Money					
a. Property	12	10		2	22
b. Money, Entitlements, Rep. Payee	14	18	6	3	38
c. Billing Issues	1		10	3	11
d. Other Non-DMH Issues	1	6	5	2	12
7) Confidentiality & Consent					
a. Access to Records & Information	12	6	16	4	34
b. Breach of Confidentiality	5	1	7	2	13
c. Issues of Consent, Confidentiality, etc.	1	1	1		3
8) Treatment					
a. Eligibility for Services	2		46	4	48
b. Accessibility to Staff & Treatment	3		79	8	82
c. Individualized, Client-Driven	40	11	65	14	116
d. Right to Refuse Treatment	5	6	4	2	15
9) Other Rights Issues					
a. Work, Compensation & Education		5	2		7
b. Religion	1	1			2
c. Sexuality, Birth Control, Marriage, etc.	1				1
d. Voting					
e. Housing	1		14		15
f. Legal assistance for Non-DMH issues	7	3	12	6	22