

**SC DMH Client Advocacy Report
October 2011**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	19	146
Harris	6	119
Morris Village	2	33
Hall	2	20
Tucker	9	23
Forensics (GEO & Bldg. 1)	37	202
Mental Health Centers	24	299
Total	99	842

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	250	1257
Information, Referral & Other Assistance ¹	9	113

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	63	7	34	14	104
2) Admission & Discharge	78	25	11	14	114
3) Information & Advocacy	18	16	11	6	45
4) Physical Environment	21	9	2	4	32
5) Inpatient Rights	109	91	1	27	201
6) Personal Property & Money	36	41	22	16	99
7) Confidentiality & Consent	18	9	26	3	53
8) Treatment	53	19	208	19	280
9) Other Rights Issues	10	10	35	8	55
Total⁵	406	227	350	111	983

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	8	2		2	10
b. Excessive Restraint, Seclusion & PRNs	8			2	8
c. Sexual Abuse	3		5	1	8
d. Verbal Abuse or Violations of Dignity	35	5	29	8	69
e. Neglect	8				8
f. Financial Exploitation	1			1	1
2) Admission & Discharge					
a. Discharge (when)	47	10	1	6	58
b. Community Placement (where)	15	4	6	4	25
c. Periodic Court Review	7	4			11
d. Questions, Education & Other	9	7	4	4	20
3) Information & Advocacy					
a. Access to Advocacy	13	6	7	3	26
b. Access to Legal Resources	3	8	2	2	13
c. Questions, Education & Other	2	2	2	1	6
4) Physical Environment					
a. Food Quality & Quantity	6	1		1	7
b. Linens, Clothes & Toiletries	2	7		1	9
c. Disrepair of Physical Plant	9	1	1	1	11
d. Cleanliness of Facilities	4		1	1	5
5) Inpatient Rights					
a. Privacy	2	4		1	6
b. Safety	11	7		1	18
c. Freedom, Privileges & Fairness	44	34		12	78
d. Communication	12	23		3	35
e. Health Care	40	23	1	10	64
6) Personal Property & Money					
a. Property	15	11		4	26
b. Money, Entitlements, Rep. Payee	16	21	6	5	43
c. Billing Issues	1		10		11
d. Other Non-DMH Issues	4	9	6	7	19
7) Confidentiality & Consent					
a. Access to Records & Information	12	6	18	2	36
b. Breach of Confidentiality	5	2	7	1	14
c. Issues of Consent, Confidentiality, etc.	1	1	1		3
8) Treatment					
a. Eligibility for Services	2		50	4	52
b. Accessibility to Staff & Treatment	3		82	3	85
c. Individualized, Client-Driven	43	13	72	12	128
d. Right to Refuse Treatment	5	6	4		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		1		1	1
e. Housing	1		17	3	18
f. Legal assistance for Non-DMH issues	7	3	16	4	26