

**SC DMH Client Advocacy Report
November 2011**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	29	175
Harris	10	129
Morris Village	2	35
Hall	7	27
Tucker	6	29
Forensics (GEO & Bldg. 1)	35	237
Mental Health Centers	23	22
Total	112	654

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	152	1409
Information, Referral & Other Assistance ¹	6	119

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	71	8	38	13	117
2) Admission & Discharge	91	27	15	19	133
3) Information & Advocacy	23	19	11	8	53
4) Physical Environment	26	11	2	7	39
5) Inpatient Rights	131	108	1	39	240
6) Personal Property & Money	39	46	22	8	107
7) Confidentiality & Consent	22	10	27	6	59
8) Treatment	57	23	223	23	303
9) Other Rights Issues	17	12	39	13	68
Total⁵	477	264	378	136	1119

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	10	3		3	13
b. Excessive Restraint, Seclusion & PRNs	9			1	9
c. Sexual Abuse	4		5	1	9
d. Verbal Abuse or Violations of Dignity	39	5	33	8	77
e. Neglect	8				8
f. Financial Exploitation	1				1
2) Admission & Discharge					
a. Discharge (when)	57	11	1	11	69
b. Community Placement (where)	15	4	6		25
c. Periodic Court Review	8	4		1	12
d. Questions, Education & Other	11	8	8	7	27
3) Information & Advocacy					
a. Access to Advocacy	17	8	7	6	32
b. Access to Legal Resources	4	9	2	2	15
c. Questions, Education & Other	2	2	2		6
4) Physical Environment					
a. Food Quality & Quantity	7	1		1	8
b. Linens, Clothes & Toiletries	4	9		4	13
c. Disrepair of Physical Plant	10	1	1	1	12
d. Cleanliness of Facilities	5		1	1	6
5) Inpatient Rights					
a. Privacy	2	4			6
b. Safety	13	8		3	21
c. Freedom, Privileges & Fairness	51	39		12	90
d. Communication	15	27		7	42
e. Health Care	50	30	1	17	81
6) Personal Property & Money					
a. Property	15	15		4	30
b. Money, Entitlements, Rep. Payee	16	22	6	1	44
c. Billing Issues	1		10		11
d. Other Non-DMH Issues	7	9	6	3	22
7) Confidentiality & Consent					
a. Access to Records & Information	14	7	18	3	39
b. Breach of Confidentiality	6	2	8	2	16
c. Issues of Consent, Confidentiality, etc.	2	1	1	1	4
8) Treatment					
a. Eligibility for Services	2		56	6	58
b. Accessibility to Staff & Treatment	4	1	85	5	90
c. Individualized, Client-Driven	45	16	77	10	138
d. Right to Refuse Treatment	6	6	5	2	17
9) Other Rights Issues					
a. Work, Compensation & Education	2	5	2	2	9
b. Religion	1	2		1	3
c. Sexuality, Birth Control, Marriage, etc.	2			1	2
d. Voting		1			1
e. Housing	3		21	6	24
f. Legal assistance for Non-DMH issues	9	4	16	3	29