

**SC DMH Client Advocacy Report
December 2011**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	24	199
Harris	5	134
Morris Village	1	36
Hall	2	29
Tucker	3	32
Forensics (GEO & Bldg. 1)	22	259
Mental Health Centers	22	44
Total	79	733

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	105	1514
Information, Referral & Other Assistance ¹	6	125

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	81	9	42	15	132
2) Admission & Discharge	99	29	15	10	143
3) Information & Advocacy	26	24	11	8	61
4) Physical Environment	27	13	2	3	42
5) Inpatient Rights	145	118	2	25	265
6) Personal Property & Money	46	50	23	12	119
7) Confidentiality & Consent	24	10	29	4	63
8) Treatment	58	25	236	16	319
9) Other Rights Issues	17	13	41	3	71
Total⁵	523	291	401	96	1215

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	4		1	14
b. Excessive Restraint, Seclusion & PRNs	9				9
c. Sexual Abuse	4		5		9
d. Verbal Abuse or Violations of Dignity	45	5	37	10	87
e. Neglect	11			3	11
f. Financial Exploitation	2			1	2
2) Admission & Discharge					
a. Discharge (when)	63	13	1	8	77
b. Community Placement (where)	15	4	6		25
c. Periodic Court Review	9	4		1	13
d. Questions, Education & Other	12	8	8	1	28
3) Information & Advocacy					
a. Access to Advocacy	19	10	7	4	36
b. Access to Legal Resources	5	12	2	4	19
c. Questions, Education & Other	2	2	2		6
4) Physical Environment					
a. Food Quality & Quantity	7	2		1	9
b. Linens, Clothes & Toiletries	5	10		2	15
c. Disrepair of Physical Plant	10	1	1		12
d. Cleanliness of Facilities	5		1		6
5) Inpatient Rights					
a. Privacy	3	4		1	7
b. Safety	16	8		3	24
c. Freedom, Privileges & Fairness	54	41	1	6	96
d. Communication	17	32		7	49
e. Health Care	55	33	1	8	89
6) Personal Property & Money					
a. Property	18	17		5	35
b. Money, Entitlements, Rep. Payee	17	24	6	3	47
c. Billing Issues	1		11	1	12
d. Other Non-DMH Issues	10	9	6	3	25
7) Confidentiality & Consent					
a. Access to Records & Information	15	7	19	2	41
b. Breach of Confidentiality	7	2	8	1	17
c. Issues of Consent, Confidentiality, etc.	2	1	2	1	5
8) Treatment					
a. Eligibility for Services	2		57	1	59
b. Accessibility to Staff & Treatment	5	1	90	6	96
c. Individualized, Client-Driven	45	17	83	7	145
d. Right to Refuse Treatment	6	7	6	2	19
9) Other Rights Issues					
a. Work, Compensation & Education	2	6	2	1	10
b. Religion	1	2			3
c. Sexuality, Birth Control, Marriage, etc.	2				2
d. Voting		1			1
e. Housing	3		22	1	25
f. Legal assistance for Non-DMH issues	9	4	17	1	30