

**SC DMH Client Advocacy Report
August 2012**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	24	165
Harris	7	94
Morris Village	4	28
Hall	5	54
Tucker	0	31
Forensics (GEO & Bldg. 1)	23	175
Mental Health Centers	29	223
Total	92	770

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	76	1206
Information, Referral & Other Assistance ¹	5	75

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	76	12	27	13	115
2) Admission & Discharge	109	49	8	24	166
3) Information & Advocacy	21	17	5	8	43
4) Physical Environment	16	12		4	28
5) Inpatient Rights	125	68	3	23	196
6) Personal Property & Money	43	36	19	14	98
7) Confidentiality & Consent	12	5	17	3	34
8) Treatment	51	19	156	28	226
9) Other Rights Issues	17	7	37	8	61
Total⁵	470	225	272	125	967

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	9	5	1	1	15
b. Excessive Restraint, Seclusion & PRNs	10	1		2	11
c. Sexual Abuse		1			1
d. Verbal Abuse or Violations of Dignity	43	5	22	10	70
e. Neglect	12		2		14
f. Financial Exploitation	2		2		4
2) Admission & Discharge					
a. Discharge (when)	61	19		7	80
b. Community Placement (where)	29	12	5	10	46
c. Periodic Court Review	8	8	1	5	17
d. Questions, Education & Other	11	10	2	2	23
3) Information & Advocacy					
a. Access to Advocacy	13	9	2	4	24
b. Access to Legal Resources	5	6	2	1	13
c. Questions, Education & Other	3	2	1	3	6
4) Physical Environment					
a. Food Quality & Quantity	5	7		1	12
b. Linens, Clothes & Toiletries	7	1		2	8
c. Disrepair of Physical Plant	2	2		1	4
d. Cleanliness of Facilities	2	2			4
5) Inpatient Rights					
a. Privacy	7	2	1	2	10
b. Safety	10	5	1	1	16
c. Freedom, Privileges & Fairness	55	19	1	8	75
d. Communication	17	21		3	38
e. Health Care	36	21		9	57
6) Personal Property & Money					
a. Property	22	16	1	3	39
b. Money, Entitlements, Rep. Payee	14	18	1	6	33
c. Billing Issues	3		15	5	18
d. Other Non-DMH Issues	4	2	2		8
7) Confidentiality & Consent					
a. Access to Records & Information	4	1	7	1	12
b. Breach of Confidentiality	5	1	7		13
c. Issues of Consent, Confidentiality, etc.	3	3	3	2	9
8) Treatment					
a. Eligibility for Services	4		33	4	37
b. Accessibility to Staff & Treatment	7	3	54	9	64
c. Individualized, Client-Driven	34	11	68	13	113
d. Right to Refuse Treatment	6	5	1	2	12
9) Other Rights Issues					
a. Work, Compensation & Education		3	1		4
b. Religion	4	1			5
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing	3		19	2	22
f. Legal assistance for Non-DMH issues	10	3	17	6	30