

**SC DMH Client Advocacy Report
October 2012**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	6	179
Harris	17	117
Morris Village	5	38
Hall	4	58
Tucker	2	34
Forensics (GEO & Bldg. 1)	30	223
Mental Health Centers	33	292
Total	97	941

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	91	1369
Information, Referral & Other Assistance¹	16	102

AT A GLANCE

Type of Complaint Resolved	Inpatient² Year-to-date	Forensics³ Year-to-date	Centers⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	88	16	38	17	142
2) Admission & Discharge	120	56	10	12	186
3) Information & Advocacy	22	21	7	4	50
4) Physical Environment	20	16		5	36
5) Inpatient Rights	144	94	4	31	242
6) Personal Property & Money	55	44	24	13	123
7) Confidentiality & Consent	12	6	31	5	49
8) Treatment	60	26	203	34	289
9) Other Rights Issues	21	12	45	13	78
Total⁵	542	291	362	134	1195

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	11	8	1	4	20
b. Excessive Restraint, Seclusion & PRNs	12	1		2	13
c. Sexual Abuse	1	1		1	2
d. Verbal Abuse or Violations of Dignity	47	6	33	9	86
e. Neglect	15		2	1	17
f. Financial Exploitation	2		2		4
2) Admission & Discharge					
a. Discharge (when)	67	23		6	90
b. Community Placement (where)	34	13	5	4	52
c. Periodic Court Review	8	10	1	2	19
d. Questions, Education & Other	11	10	4		25
3) Information & Advocacy					
a. Access to Advocacy	13	10	3	1	26
b. Access to Legal Resources	6	9	2	2	17
c. Questions, Education & Other	3	2	2	1	7
4) Physical Environment					
a. Food Quality & Quantity	7	8		2	15
b. Linens, Clothes & Toiletries	9	3		3	12
c. Disrepair of Physical Plant	2	3			5
d. Cleanliness of Facilities	2	2			4
5) Inpatient Rights					
a. Privacy	8	2	1	1	11
b. Safety	11	6	1	1	18
c. Freedom, Privileges & Fairness	63	31	1	12	95
d. Communication	19	28		7	47
e. Health Care	43	27	1	10	71
6) Personal Property & Money					
a. Property	28	20	1	3	49
b. Money, Entitlements, Rep. Payee	18	20	5	7	43
c. Billing Issues	4		16	1	20
d. Other Non-DMH Issues	5	4	2	2	11
7) Confidentiality & Consent					
a. Access to Records & Information	4	2	17	3	23
b. Breach of Confidentiality	5	1	10	2	16
c. Issues of Consent, Confidentiality, etc.	3	3	4		10
8) Treatment					
a. Eligibility for Services	4		47	9	51
b. Accessibility to Staff & Treatment	9	3	67	10	79
c. Individualized, Client-Driven	41	18	88	15	147
d. Right to Refuse Treatment	6	5	1		12
9) Other Rights Issues					
a. Work, Compensation & Education		4	2	2	6
b. Religion	4	1			5
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	4	2		6	6
e. Housing	3		24	4	27
f. Legal assistance for Non-DMH issues	10	5	19	1	34