

**SC DMH Client Advocacy Report
November 2012**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	8	187
Harris	6	123
Morris Village	6	44
Hall	3	61
Tucker	1	35
Forensics (GEO & Bldg. 1)	15	238
Mental Health Centers	35	327
Total	74	1015

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	111	1480
Information, Referral & Other Assistance¹	9	111

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	93	17	43	11	153
2) Admission & Discharge	124	58	12	8	194
3) Information & Advocacy	25	24	7	6	56
4) Physical Environment	20	18		2	38
5) Inpatient Rights	154	102	4	18	260
6) Personal Property & Money	59	48	31	15	138
7) Confidentiality & Consent	15	8	38	12	61
8) Treatment	60	28	222	21	310
9) Other Rights Issues	23	13	47	5	83
Total⁵	573	316	404	98	1293

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		20
b. Excessive Restraint, Seclusion & PRNs	12	1			13
c. Sexual Abuse	1	1			2
d. Verbal Abuse or Violations of Dignity	51	7	38	10	96
e. Neglect	16		2	1	18
f. Financial Exploitation	2		2		4
2) Admission & Discharge					
a. Discharge (when)	69	23		2	92
b. Community Placement (where)	36	13	5	2	54
c. Periodic Court Review	8	11	1	1	20
d. Questions, Education & Other	11	11	6	3	28
3) Information & Advocacy					
a. Access to Advocacy	15	11	3	3	29
b. Access to Legal Resources	7	11	2	3	20
c. Questions, Education & Other	3	2	2		7
4) Physical Environment					
a. Food Quality & Quantity	7	10		2	17
b. Linens, Clothes & Toiletries	9	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		11
b. Safety	13	7	1	3	21
c. Freedom, Privileges & Fairness	67	34	1	7	102
d. Communication	21	28		2	49
e. Health Care	45	31	1	6	77
6) Personal Property & Money					
a. Property	31	22	1	5	54
b. Money, Entitlements, Rep. Payee	18	21	7	3	46
c. Billing Issues	4		19	3	23
d. Other Non-DMH Issues	6	5	4	4	15
7) Confidentiality & Consent					
a. Access to Records & Information	7	4	23	11	34
b. Breach of Confidentiality	5	1	10		16
c. Issues of Consent, Confidentiality, etc.	3	3	5	1	11
8) Treatment					
a. Eligibility for Services	4		52	5	56
b. Accessibility to Staff & Treatment	9	3	72	5	84
c. Individualized, Client-Driven	41	20	97	11	158
d. Right to Refuse Treatment	6	5	1		12
9) Other Rights Issues					
a. Work, Compensation & Education		4	2		6
b. Religion	4	1			5
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	6	3		3	9
e. Housing	3		25	1	28
f. Legal assistance for Non-DMH issues	10	5	20	1	35