

**SC DMH Client Advocacy Report  
December 2012**

<b>FACILITY</b>	<b>COMPLAINTS RESOLVED THIS MONTH</b>	<b>YEAR-TO-DATE</b>
Bryan	2	189
Harris	4	127
Morris Village	3	47
Hall	1	62
Tucker	0	35
Forensics (GEO & Bldg. 1)	10	248
Mental Health Centers	24	351
<b>Total</b>	<b>44</b>	<b>1059</b>

**OTHER INFORMATION**

	<b>THIS MONTH</b>	<b>YEAR-TO-DATE</b>
<b>Toll Free Telephone Calls to SCDMH Client Advocacy</b>	<b>44</b>	<b>1524</b>
<b>Information, Referral &amp; Other Assistance<sup>1</sup></b>	<b>9</b>	<b>120</b>

**AT A GLANCE**

<b>Type of Complaint Resolved</b>	<b>Inpatient<sup>2</sup> Year-to-date</b>	<b>Forensics<sup>3</sup> Year-to-date</b>	<b>Centers<sup>4</sup> Year-to-date</b>	<b>Total # This Month</b>	<b>Total DMH Year to Date</b>
1) Abuse & Neglect	96	17	44	4	157
2) Admission & Discharge	124	58	12		194
3) Information & Advocacy	27	25	7	3	59
4) Physical Environment	20	18			38
5) Inpatient Rights	159	108	4	11	271
6) Personal Property & Money	60	51	32	5	143
7) Confidentiality & Consent	15	8	40	2	63
8) Treatment	61	28	244	23	333
9) Other Rights Issues	23	13	50	3	86
<b>Total<sup>5</sup></b>	<b>585</b>	<b>326</b>	<b>433</b>	<b>51</b>	<b>1344</b>

<sup>1</sup> Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

<sup>2</sup> Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: Just Care & Crafts Farrow Campus.

<sup>4</sup> Centers: All DMH community mental health centers, programs and community residential facilities.

<sup>5</sup> 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
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force	11	8	2	1	21
b. Excessive Restraint, Seclusion & PRNs	12	1			13
c. Sexual Abuse	1	1			2
d. Verbal Abuse or Violations of Dignity	54	7	38	3	99
e. Neglect	16		2		18
f. Financial Exploitation	2		2		4
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	69	23			92
b. Community Placement (where)	36	13	5		54
c. Periodic Court Review	8	11	1		20
d. Questions, Education & Other	11	11	6		28
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	17	12	3	3	32
b. Access to Legal Resources	7	11	2		20
c. Questions, Education & Other	3	2	2		7
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	7	10			17
b. Linens, Clothes & Toiletries	9	3			12
c. Disrepair of Physical Plant	2	3			5
d. Cleanliness of Facilities	2	2			4
<b>5) Inpatient Rights</b>					
a. Privacy	8	2	1		11
b. Safety	13	8	1	1	22
c. Freedom, Privileges & Fairness	70	36	1	5	107
d. Communication	22	29		2	51
e. Health Care	46	33	1	3	80
<b>6) Personal Property &amp; Money</b>					
a. Property	32	24	1	3	57
b. Money, Entitlements, Rep. Payee	18	22	7	1	47
c. Billing Issues	4		20	1	24
d. Other Non-DMH Issues	6	5	4		15
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	7	4	25	2	36
b. Breach of Confidentiality	5	1	10		16
c. Issues of Consent, Confidentiality, etc.	3	3	5		11
<b>8) Treatment</b>					
a. Eligibility for Services	4		53	1	57
b. Accessibility to Staff & Treatment	9	3	83	11	95
c. Individualized, Client-Driven	42	20	107	11	169
d. Right to Refuse Treatment	6	5	1		12
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education		4	2		6
b. Religion	4	1			5
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	6	3			9
e. Housing	3		25		28
f. Legal assistance for Non-DMH issues	10	5	23	3	38