

## SC DMH Patient Advocacy Report January 2019

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
<b>BPH-Adult</b>	<b>8</b>	<b>8</b>
<b>Harris</b>	<b>9</b>	<b>9</b>
<b>Morris Village</b>	<b>2</b>	<b>2</b>
<b>Hall</b>		
<b>Tucker</b>	<b>1</b>	<b>1</b>
<b>BPH-Forensics</b>	<b>18</b>	<b>18</b>
<b>Mental Health Centers</b>	<b>32</b>	<b>32</b>
<b>Total</b>	<b>70</b>	<b>70</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
<b>Toll Free Telephone Calls to SCDMH Patient Advocacy</b>	<b>29</b>	<b>29</b>
<b>Information, Referral &amp; Other Assistance<sup>1</sup></b>	<b>10</b>	<b>10</b>

### AT A GLANCE

Type of Complaint Resolved	Inpatient <sup>2</sup> Year-to-date	Forensics <sup>3</sup> Year-to-date	Centers <sup>4</sup> Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	<b>8</b>	<b>2</b>	<b>6</b>	<b>16</b>	<b>16</b>
2) Admission & Discharge	<b>1</b>	<b>3</b>		<b>4</b>	<b>4</b>
3) Information & Advocacy	<b>3</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>6</b>
4) Physical Environment		<b>2</b>		<b>2</b>	<b>2</b>
5) Inpatient Rights	<b>4</b>	<b>6</b>		<b>10</b>	<b>10</b>
6) Personal Property & Money	<b>3</b>	<b>6</b>	<b>2</b>	<b>11</b>	<b>11</b>
7) Confidentiality & Consent	<b>3</b>		<b>4</b>	<b>7</b>	<b>7</b>
8) Treatment	<b>2</b>		<b>28</b>	<b>30</b>	<b>30</b>
9) Other Rights Issues		<b>1</b>	<b>6</b>	<b>7</b>	<b>7</b>
<b>Total<sup>5</sup></b>	<b>24</b>	<b>22</b>	<b>47</b>	<b>93</b>	<b>93</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: BPH-Adult, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: BPH-forensics (Correct 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.

<b>Type of Complaint Resolved</b>	<b>Inpatient Year-to-date</b>	<b>Forensics Year-to-date</b>	<b>Centers Year-to-date</b>	<b>Total # This Month</b>	<b>Total DMH Year-to-date</b>
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force					
b. Excessive Restraint, Seclusion & PRNs					
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	7	2	5	14	14
e. Neglect	1		1	2	2
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	1	2		3	3
b. Community Placement (where)		1		1	1
c. Periodic Court Review					
d. Questions, Education & Other					
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	1	2	1	4	4
b. Access to Legal Resources					
c. Questions, Education & Other	2			2	2
<b>4) Physical Environment</b>					
a. Food Quality & Quantity					
b. Linens, Clothes & Toiletries					
c. Disrepair of Physical Plant		1		1	1
d. Cleanliness of Facilities		1		1	1
<b>5) Inpatient Rights</b>					
a. Privacy		2		2	2
b. Safety	1			1	1
c. Freedom, Privileges & Fairness		1		1	1
d. Communication		2		2	2
e. Health Care	3	1		4	4
<b>6) Personal Property &amp; Money</b>					
a. Property	2	3		5	5
b. Money, Entitlements, Rep. Payee	1	2		3	3
c. Billing Issues			2	2	2
d. Other Non-DMH Issues		1		1	1
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	1		2	3	3
b. Breach of Confidentiality			1	1	1
c. Issues of Consent, Confidentiality, etc.	2		1	3	3
<b>8) Treatment</b>					
a. Eligibility for Services			3	3	3
b. Accessibility to Staff & Treatment	1		15	16	16
c. Individualized, Client-Driven			10	10	10
d. Right to Refuse Treatment	1			1	1
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education			1	1	1
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting		1		1	1
e. Housing			5	5	5
f. Legal assistance for Non-DMH issues					

