

SC DMH Patient Advocacy Report September 2019

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	12	79
Harris	8	71
Morris Village	11	34
Hall	2	20
Tucker	1	15
BPH-Forensics	9	94
Mental Health Centers	29	331
Total	72	644

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	38	410
Information, Referral & Other Assistance¹	12	83

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	61	14	43	15	118
2) Admission & Discharge	33	9	9	9	51
3) Information & Advocacy	14	7	15	1	36
4) Physical Environment	20	15	3	4	38
5) Inpatient Rights	61	41	3	11	105
6) Personal Property & Money	19	24	34	11	77
7) Confidentiality & Consent	14	3	28	4	45
8) Treatment	38	6	260	27	304
9) Other Rights Issues	4	5	39	5	48
Total⁵	264	124	434	87	822

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

² Inpatient: BPH-Adult, Harris, Morris Village, Tucker & Hall.

³ Forensics: BPH-forensics (Wellpath & 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	8	3		1	11
b. Excessive Restraint, Seclusion & PRNs	7	1			8
c. Sexual Abuse	1	1	2	1	4
d. Verbal Abuse or Violations of Dignity	39	6	37	12	82
e. Neglect	6	3	3	1	12
f. Financial Exploitation			1		1
2) Admission & Discharge					
a. Discharge (when)	15	4		5	19
b. Community Placement (where)	12	3		3	15
c. Periodic Court Review					
d. Questions, Education & Other	6	2	9	1	17
3) Information & Advocacy					
a. Access to Advocacy	10	7	9		26
b. Access to Legal Resources	1				1
c. Questions, Education & Other	3		6	1	9
4) Physical Environment					
a. Food Quality & Quantity	10	1		1	11
b. Linens, Clothes & Toiletries	4	4		2	8
c. Disrepair of Physical Plant	6	8	3	1	17
d. Cleanliness of Facilities		2			2
5) Inpatient Rights					
a. Privacy	3	5			8
b. Safety	3	4		2	7
c. Freedom, Privileges & Fairness	24	18		3	42
d. Communication	5	5			10
e. Health Care	26	9	3	6	38
6) Personal Property & Money					
a. Property	7	13		3	20
b. Money, Entitlements, Rep. Payee	9	9	4	3	22
c. Billing Issues	3		28	5	31
d. Other Non-DMH Issues		2	2		4
7) Confidentiality & Consent					
a. Access to Records & Information	6	3	18	4	27
b. Breach of Confidentiality	2		4		6
c. Issues of Consent, Confidentiality, etc.	6		6		12
8) Treatment					
a. Eligibility for Services	9		38	5	47
b. Accessibility to Staff & Treatment	7	3	115	13	125
c. Individualized, Client-Driven	8		106	6	114
d. Right to Refuse Treatment	14	3	1	3	18
9) Other Rights Issues					
a. Work, Compensation & Education			1		1
b. Religion	1	1		1	2
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting		1			1
e. Housing	1		17	2	18
f. Legal assistance for Non-DMH issues	2	3	21	2	26

