

SC DMH Patient Advocacy Report July 2020

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	6	55
Harris	7	47
Morris Village	2	6
Hall	0	6
Tucker	5	13
BPH-Forensics	9	76
Mental Health Centers	36	238
Total	65	441

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	44	316
Information, Referral & Other Assistance¹	12	70

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	20	12	30	7	62
2) Admission & Discharge	16	5	15	6	36
3) Information & Advocacy	20	12	22	7	54
4) Physical Environment	10	14	2	7	26
5) Inpatient Rights	50	22	0	14	72
6) Personal Property & Money	11	14	28	7	53
7) Confidentiality & Consent	5	3	19	1	27
8) Treatment	25	7	136	27	168
9) Other Rights Issues	8	6	39	8	53
Total⁵	165	95	291	84	551

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	3			1	3
b. Excessive Restraint, Seclusion & PRNs	1				1
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	13	9	29	5	51
e. Neglect	3	3			6
f. Financial Exploitation			1	1	1
2) Admission & Discharge					
a. Discharge (when)	6	2		1	8
b. Community Placement (where)	4	2			6
c. Periodic Court Review	2				2
d. Questions, Education & Other	4	1	15	5	20
3) Information & Advocacy					
a. Access to Advocacy	15	9	17	6	41
b. Access to Legal Resources	5	3	5	1	13
c. Questions, Education & Other					
4) Physical Environment					
a. Food Quality & Quantity	1	5			6
b. Linens, Clothes & Toiletries	3	2		3	5
c. Disrepair of Physical Plant	5	7	2	3	14
d. Cleanliness of Facilities	1			1	1
5) Inpatient Rights					
a. Privacy		4		2	4
b. Safety	6	1		3	7
c. Freedom, Privileges & Fairness	23	9		4	32
d. Communication	10	5		2	15
e. Health Care	11	3		3	14
6) Personal Property & Money					
a. Property	8	9		2	17
b. Money, Entitlements, Rep. Payee	3	5	2	1	10
c. Billing Issues			23	4	23
d. Other Non-DMH Issues			3		3
7) Confidentiality & Consent					
a. Access to Records & Information		2	13	1	15
b. Breach of Confidentiality	3	1	4		8
c. Issues of Consent, Confidentiality, etc.	2		2		4
8) Treatment					
a. Eligibility for Services	1		23	6	24
b. Accessibility to Staff & Treatment	2	3	61	6	66
c. Individualized, Client-Driven	13	1	49	13	63
d. Right to Refuse Treatment	9	3	3	2	15
9) Other Rights Issues					
a. Work, Compensation & Education		1			1
b. Religion		1			1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	3	3			6
e. Housing	2		20	6	22
f. Legal assistance for Non-DMH issues	3	1	19	2	23

