

SC DMH Patient Advocacy Report November 2020

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	6	80
Harris	8	72
Morris Village	2	13
Hall	1	9
Tucker	0	18
BPH-Forensics	9	131
Mental Health Centers	33	397
Total	59	720

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	32	518
Information, Referral & Other Assistance¹	17	114

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	34	16	55	15	105
2) Admission & Discharge	23	10	24	9	57
3) Information & Advocacy	24	21	37	8	82
4) Physical Environment	13	23	3	1	39
5) Inpatient Rights	67	43	2	7	112
6) Personal Property & Money	20	27	49	13	96
7) Confidentiality & Consent	7	6	25	2	38
8) Treatment	43	12	237	22	292
9) Other Rights Issues	12	9	63	7	84
Total⁵	243	167	495	84	905

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	9			4	9
b. Excessive Restraint, Seclusion & PRNs	1				1
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	17	13	54	11	84
e. Neglect	6	3			9
f. Financial Exploitation	1		1		2
2) Admission & Discharge					
a. Discharge (when)	8	6		2	14
b. Community Placement (where)	7	2		2	9
c. Periodic Court Review	2		1		3
d. Questions, Education & Other	6	2	23	5	31
3) Information & Advocacy					
a. Access to Advocacy	17	14	30	6	61
b. Access to Legal Resources	6	5	5	1	16
c. Questions, Education & Other	1	2	2	1	5
4) Physical Environment					
a. Food Quality & Quantity	3	6			9
b. Linens, Clothes & Toiletries	3	5		1	8
c. Disrepair of Physical Plant	5	11	3		19
d. Cleanliness of Facilities	2	1			3
5) Inpatient Rights					
a. Privacy		4			4
b. Safety	9	1			10
c. Freedom, Privileges & Fairness	26	19	1	2	46
d. Communication	11	14		3	25
e. Health Care	21	5	1	2	27
6) Personal Property & Money					
a. Property	11	18		6	29
b. Money, Entitlements, Rep. Payee	7	8	3	2	18
c. Billing Issues	2		42	5	44
d. Other Non-DMH Issues		1	4		5
7) Confidentiality & Consent					
a. Access to Records & Information	1	3	17	1	21
b. Breach of Confidentiality	3	3	4		10
c. Issues of Consent, Confidentiality, etc.	3		4	1	7
8) Treatment					
a. Eligibility for Services	2		29	2	31
b. Accessibility to Staff & Treatment	5	7	107	10	119
c. Individualized, Client-Driven	18	2	96	8	116
d. Right to Refuse Treatment	18	3	5	2	26
9) Other Rights Issues					
a. Work, Compensation & Education		1			1
b. Religion		1			1
c. Sexuality, Birth Control, Marriage, etc.	1				1
d. Voting	6	6			12
e. Housing	2		31	1	33
f. Legal assistance for Non-DMH issues	3	1	32	6	36

