

SC DMH Patient Advocacy Report February 2021

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	6	15
Harris	6	8
Morris Village		
Hall	2	3
Tucker	2	3
BPH-Forensics	8	18
Mental Health Centers	34	83
Total	58	130

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	57	121
Information, Referral & Other Assistance¹	16	24

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	5	1	9	7	15
2) Admission & Discharge	5	3	9	7	17
3) Information & Advocacy	3	3	7	7	13
4) Physical Environment	1	3		4	4
5) Inpatient Rights	5	2		4	7
6) Personal Property & Money	6	3	15	10	24
7) Confidentiality & Consent	2	5	7	9	14
8) Treatment	9		41	18	50
9) Other Rights Issues			14	8	14
Total⁵	36	20	102	74	158

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					
b. Excessive Restraint, Seclusion & PRNs	1			1	1
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	2	1	9	5	12
e. Neglect	2			1	2
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	1	2		1	3
b. Community Placement (where)	3	1		2	4
c. Periodic Court Review					
d. Questions, Education & Other	1		9	4	10
3) Information & Advocacy					
a. Access to Advocacy	3	2	7	7	12
b. Access to Legal Resources		1			1
c. Questions, Education & Other					
4) Physical Environment					
a. Food Quality & Quantity		2		2	2
b. Linens, Clothes & Toiletries					
c. Disrepair of Physical Plant	1	1		2	2
d. Cleanliness of Facilities					
5) Inpatient Rights					
a. Privacy					
b. Safety	2			1	2
c. Freedom, Privileges & Fairness		1			1
d. Communication	1				1
e. Health Care	2	1		3	3
6) Personal Property & Money					
a. Property	5	1		4	6
b. Money, Entitlements, Rep. Payee	1	1	2		4
c. Billing Issues			11	4	11
d. Other Non-DMH Issues		1	2	2	3
7) Confidentiality & Consent					
a. Access to Records & Information	1	2	4	5	7
b. Breach of Confidentiality		1	2	2	3
c. Issues of Consent, Confidentiality, etc.	1	2	1	2	4
8) Treatment					
a. Eligibility for Services	1		5	1	6
b. Accessibility to Staff & Treatment	1		23	10	24
c. Individualized, Client-Driven	3		13	7	16
d. Right to Refuse Treatment	4				4
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			7	4	7
f. Legal assistance for Non-DMH issues			7	4	7

