

SC DMH Patient Advocacy Report July 2021

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	3	42
Harris	10	53
Morris Village	1	12
Hall	1	8
Tucker	1	10
BPH-Forensics	8	64
Mental Health Centers	33	312
Total	57	501

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	59	382
Information, Referral & Other Assistance¹	18	95

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	17	6	26	6	49
2) Admission & Discharge	20	6	22	5	48
3) Information & Advocacy	8	6	24	1	38
4) Physical Environment	14	11		1	25
5) Inpatient Rights	26	24	1	11	51
6) Personal Property & Money	27	9	52	7	88
7) Confidentiality & Consent	5	7	24	2	36
8) Treatment	27	10	172	21	209
9) Other Rights Issues	1		51	12	52
Total⁵	145	79	372	66	596

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	2				2
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	10	2	26	4	38
e. Neglect	5	1		1	6
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	6	3		2	9
b. Community Placement (where)	10	1		2	11
c. Periodic Court Review					
d. Questions, Education & Other	4	2	22	1	28
3) Information & Advocacy					
a. Access to Advocacy	8	4	21	1	33
b. Access to Legal Resources		1			1
c. Questions, Education & Other		1	3		4
4) Physical Environment					
a. Food Quality & Quantity	5	5			10
b. Linens, Clothes & Toiletries	1	4		1	5
c. Disrepair of Physical Plant	6	2			8
d. Cleanliness of Facilities	2				2
5) Inpatient Rights					
a. Privacy	1	1			2
b. Safety	3	1			4
c. Freedom, Privileges & Fairness	7	9		4	16
d. Communication	5	5	1	4	11
e. Health Care	10	8		3	18
6) Personal Property & Money					
a. Property	17	4		2	21
b. Money, Entitlements, Rep. Payee	6	3	4	1	13
c. Billing Issues	3		45	4	48
d. Other Non-DMH Issues	1	2	3		6
7) Confidentiality & Consent					
a. Access to Records & Information	2	4	16	2	22
b. Breach of Confidentiality	1	1	7		9
c. Issues of Consent, Confidentiality, etc.	2	2	1		5
8) Treatment					
a. Eligibility for Services	2		16	3	18
b. Accessibility to Staff & Treatment	3		85	8	88
c. Individualized, Client-Driven	10	10	70	9	90
d. Right to Refuse Treatment	12		1	1	13
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.			1		1
d. Voting					
e. Housing			22	7	22
f. Legal assistance for Non-DMH issues	1		28	5	29

