

## SC DMH Patient Advocacy Report September 2021

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
<b>BPH-Adult</b>	<b>8</b>	<b>54</b>
<b>Harris</b>	<b>7</b>	<b>65</b>
<b>Morris Village</b>	<b>1</b>	<b>16</b>
<b>Hall</b>	<b>0</b>	<b>8</b>
<b>Tucker</b>	<b>0</b>	<b>10</b>
<b>BPH-Forensics</b>	<b>11</b>	<b>83</b>
<b>Mental Health Centers</b>	<b>39</b>	<b>400</b>
<b>Total</b>	<b>66</b>	<b>636</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
<b>Toll Free Telephone Calls to SCDMH Patient Advocacy</b>	<b>65</b>	<b>489</b>
<b>Information, Referral &amp; Other Assistance<sup>1</sup></b>	<b>16</b>	<b>123</b>

### AT A GLANCE

Type of Complaint Resolved	Inpatient <sup>2</sup> Year-to-date	Forensics <sup>3</sup> Year-to-date	Centers <sup>4</sup> Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	<b>22</b>	<b>9</b>	<b>35</b>	<b>12</b>	<b>66</b>
2) Admission & Discharge	<b>28</b>	<b>9</b>	<b>28</b>	<b>9</b>	<b>65</b>
3) Information & Advocacy	<b>9</b>	<b>7</b>	<b>26</b>	<b>2</b>	<b>42</b>
4) Physical Environment	<b>19</b>	<b>17</b>		<b>6</b>	<b>36</b>
5) Inpatient Rights	<b>37</b>	<b>31</b>	<b>3</b>	<b>12</b>	<b>71</b>
6) Personal Property & Money	<b>29</b>	<b>11</b>	<b>59</b>	<b>3</b>	<b>99</b>
7) Confidentiality & Consent	<b>5</b>	<b>9</b>	<b>30</b>	<b>5</b>	<b>44</b>
8) Treatment	<b>33</b>	<b>12</b>	<b>232</b>	<b>30</b>	<b>277</b>
9) Other Rights Issues	<b>1</b>		<b>68</b>	<b>7</b>	<b>69</b>
<b>Total<sup>5</sup></b>	<b>183</b>	<b>105</b>	<b>481</b>	<b>86</b>	<b>769</b>

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

<sup>2</sup> Inpatient: BPH-Adult, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: BPH-forensics (Wellpath & Crafts Farrow Campus).

<sup>4</sup> Centers: All DMH community mental health centers, programs and community residential facilities.

<sup>5</sup> 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
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force		3			3
b. Excessive Restraint, Seclusion & PRNs	2				2
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	12	4	35	9	51
e. Neglect	8	2		3	10
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	11	4		3	15
b. Community Placement (where)	11	2		2	13
c. Periodic Court Review	1			1	1
d. Questions, Education & Other	5	3	28	3	36
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	9	4	23	2	36
b. Access to Legal Resources		2			2
c. Questions, Education & Other		1	3		4
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	7	7		1	14
b. Linens, Clothes & Toiletries	2	5		2	7
c. Disrepair of Physical Plant	7	4		1	11
d. Cleanliness of Facilities	3	1		2	4
<b>5) Inpatient Rights</b>					
a. Privacy	2	1		1	3
b. Safety	4	3		2	7
c. Freedom, Privileges & Fairness	14	14		8	28
d. Communication	5	5	1		11
e. Health Care	12	8	2	1	22
<b>6) Personal Property &amp; Money</b>					
a. Property	18	4		1	22
b. Money, Entitlements, Rep. Payee	6	3	4		13
c. Billing Issues	4		52	2	56
d. Other Non-DMH Issues	1	4	3		8
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	2	5	21	4	28
b. Breach of Confidentiality	1	2	7	1	10
c. Issues of Consent, Confidentiality, etc.	2	2	2		6
<b>8) Treatment</b>					
a. Eligibility for Services	2		23	3	25
b. Accessibility to Staff & Treatment	5	1	109	13	115
c. Individualized, Client-Driven	12	11	97	11	120
d. Right to Refuse Treatment	14		3	3	17
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.			1		1
d. Voting					
e. Housing			28	2	28
f. Legal assistance for Non-DMH issues	1		39	5	40

