

## SC DMH Patient Advocacy Report October 2021

| FACILITY              | COMPLAINTS RESOLVED THIS MONTH | YEAR-TO-DATE |
|-----------------------|--------------------------------|--------------|
| BPH-Adult             | 7                              | 61           |
| Harris                | 7                              | 73           |
| Morris Village        | 1                              | 17           |
| Hall                  | 2                              | 10           |
| Tucker                |                                | 10           |
| BPH-Forensics         | 13                             | 96           |
| Mental Health Centers | 54                             | 453          |
| <b>Total</b>          | <b>84</b>                      | <b>720</b>   |

### OTHER INFORMATION

|   | THIS MONTH | YEAR-TO-DATE |
|---|------------|--------------|
| Toll Free Telephone Calls to SCDMH Patient Advocacy   | 65         | 554          |
| Information, Referral & Other Assistance <sup>1</sup> | 8          | 131          |

### 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           | 26                                  | 9                                   | 37                                | 6                  | 72                     |
| 2) Admission & Discharge     | 32                                  | 12                                  | 37                                | 16                 | 81                     |
| 3) Information & Advocacy    | 9                                   | 10                                  | 35                                | 12                 | 54                     |
| 4) Physical Environment      | 21                                  | 18                                  |                                   | 3                  | 39                     |
| 5) Inpatient Rights          | 41                                  | 39                                  | 4                                 | 13                 | 84                     |
| 6) Personal Property & Money | 31                                  | 12                                  | 66                                | 10                 | 109                    |
| 7) Confidentiality & Consent | 6                                   | 9                                   | 36                                | 7                  | 51                     |
| 8) Treatment                 | 37                                  | 13                                  | 262                               | 35                 | 312                    |
| 9) Other Rights Issues       | 1                                   |                                     | 75                                | 7                  | 76                     |
| <b>Total<sup>5</sup></b>     | <b>204</b>                          | <b>122</b>                          | <b>552</b>                        | <b>109</b>         | <b>878</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.

| <b>Type of Complaint Resolved</b>           | <b>Inpatient<br/>Year-to-date</b> | <b>Forensics<br/>Year-to-date</b> | <b>Centers<br/>Year-to-date</b> | <b>Total #<br/>This Month</b> | <b>Total DMH<br/>Year-to-date</b> |
|---|-----------------------------------|-----------------------------------|---------------------------------|-------------------------------|-----------------------------------|
| <b>1) Abuse &amp; Neglect</b>               |                                   |                                   |                                 |                               |                                   |
| a. Physical Abuse & Excessive Force         |                                   | 3                                 |                                 |                               | <b>3</b>                          |
| b. Excessive Restraint, Seclusion & PRNs    | 2                                 |                                   |                                 |                               | <b>2</b>                          |
| c. Sexual Abuse                             |                                   |                                   |                                 |                               |                                   |
| d. Verbal Abuse or Violations of Dignity    | 14                                | 4                                 | 37                              | 4                             | <b>55</b>                         |
| e. Neglect                                  | 10                                | 2                                 |                                 | 2                             | <b>12</b>                         |
| f. Financial Exploitation                   |                                   |                                   |                                 |                               |                                   |
| <b>2) Admission &amp; Discharge</b>         |                                   |                                   |                                 |                               |                                   |
| a. Discharge (when)                         | 12                                | 6                                 |                                 | 3                             | <b>18</b>                         |
| b. Community Placement (where)              | 13                                | 3                                 |                                 | 3                             | <b>16</b>                         |
| c. Periodic Court Review                    | 2                                 |                                   |                                 | 1                             | <b>2</b>                          |
| d. Questions, Education & Other             | 5                                 | 3                                 | 37                              | 9                             | <b>45</b>                         |
| <b>3) Information &amp; Advocacy</b>        |                                   |                                   |                                 |                               |                                   |
| a. Access to Advocacy                       | 9                                 | 6                                 | 32                              | 11                            | <b>47</b>                         |
| b. Access to Legal Resources                |                                   | 3                                 |                                 | 1                             | <b>3</b>                          |
| c. Questions, Education & Other             |                                   | 1                                 | 3                               |                               | <b>4</b>                          |
| <b>4) Physical Environment</b>              |                                   |                                   |                                 |                               |                                   |
| a. Food Quality & Quantity                  | 8                                 | 7                                 |                                 | 1                             | <b>15</b>                         |
| b. Linens, Clothes & Toiletries             | 2                                 | 5                                 |                                 |                               | <b>7</b>                          |
| c. Disrepair of Physical Plant              | 8                                 | 4                                 |                                 | 1                             | <b>12</b>                         |
| d. Cleanliness of Facilities                | 3                                 | 2                                 |                                 | 1                             | <b>5</b>                          |
| <b>5) Inpatient Rights</b>                  |                                   |                                   |                                 |                               |                                   |
| a. Privacy                                  | 2                                 | 1                                 |                                 |                               | <b>3</b>                          |
| b. Safety                                   | 4                                 | 3                                 |                                 |                               | <b>7</b>                          |
| c. Freedom, Privileges & Fairness           | 16                                | 19                                | 1                               | 8                             | <b>36</b>                         |
| d. Communication                            | 6                                 | 6                                 | 1                               | 2                             | <b>13</b>                         |
| e. Health Care                              | 13                                | 10                                | 2                               | 3                             | <b>25</b>                         |
| <b>6) Personal Property &amp; Money</b>     |                                   |                                   |                                 |                               |                                   |
| a. Property                                 | 20                                | 5                                 |                                 | 3                             | <b>25</b>                         |
| b. Money, Entitlements, Rep. Payee          | 6                                 | 3                                 | 4                               |                               | <b>13</b>                         |
| c. Billing Issues                           | 4                                 |                                   | 59                              | 7                             | <b>63</b>                         |
| d. Other Non-DMH Issues                     | 1                                 | 4                                 | 3                               |                               | <b>8</b>                          |
| <b>7) Confidentiality &amp; Consent</b>     |                                   |                                   |                                 |                               |                                   |
| a. Access to Records & Information          | 2                                 | 5                                 | 23                              | 2                             | <b>30</b>                         |
| b. Breach of Confidentiality                | 2                                 | 2                                 | 8                               | 2                             | <b>12</b>                         |
| c. Issues of Consent, Confidentiality, etc. | 2                                 | 2                                 | 5                               | 3                             | <b>9</b>                          |
| <b>8) Treatment</b>                         |                                   |                                   |                                 |                               |                                   |
| a. Eligibility for Services                 | 2                                 |                                   | 23                              |                               | <b>25</b>                         |
| b. Accessibility to Staff & Treatment       | 7                                 | 2                                 | 126                             | 20                            | <b>135</b>                        |
| c. Individualized, Client-Driven            | 13                                | 11                                | 107                             | 11                            | <b>131</b>                        |
| d. Right to Refuse Treatment                | 15                                |                                   | 6                               | 4                             | <b>21</b>                         |
| <b>9) Other Rights Issues</b>               |                                   |                                   |                                 |                               |                                   |
| a. Work, Compensation & Education           |                                   |                                   |                                 |                               |                                   |
| b. Religion                                 |                                   |                                   |                                 |                               |                                   |
| c. Sexuality, Birth Control, Marriage, etc. |                                   |                                   | 1                               |                               | <b>1</b>                          |
| d. Voting                                   |                                   |                                   |                                 |                               |                                   |
| e. Housing                                  |                                   |                                   | 34                              | 6                             | <b>34</b>                         |
| f. Legal assistance for Non-DMH issues      | 1                                 |                                   | 40                              | 1                             | <b>41</b>                         |

