

SC DMH Patient Advocacy Report January 2022

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	2	2
Harris	6	6
Morris Village	4	4
Hall		
Tucker		
BPH-Forensics	9	9
Mental Health Centers	45	45
Total	66	66

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	83	83
Information, Referral & Other Assistance ¹	9	9

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	2		3	5	5
2) Admission & Discharge	3	2	2	7	7
3) Information & Advocacy	1	2	4	7	7
4) Physical Environment	4	3		7	7
5) Inpatient Rights	1	2		3	3
6) Personal Property & Money	1		5	6	6
7) Confidentiality & Consent			5	5	5
8) Treatment	2	1	29	32	32
9) Other Rights Issues		1	5	6	6
Total⁵	14	11	53	78	78

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					
c. Sexual Abuse	1			1	1
d. Verbal Abuse or Violations of Dignity			2	2	2
e. Neglect	1		1	2	2
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	2			2	2
b. Community Placement (where)					
c. Periodic Court Review	1	1		2	2
d. Questions, Education & Other		1	2	3	3
3) Information & Advocacy					
a. Access to Advocacy	1	1	3	5	5
b. Access to Legal Resources			1	1	1
c. Questions, Education & Other		1		1	1
4) Physical Environment					
a. Food Quality & Quantity					
b. Linens, Clothes & Toiletries		2		2	2
c. Disrepair of Physical Plant	3	1		4	4
d. Cleanliness of Facilities	1			1	1
5) Inpatient Rights					
a. Privacy					
b. Safety		1		1	1
c. Freedom, Privileges & Fairness	1			1	1
d. Communication					
e. Health Care		1		1	1
6) Personal Property & Money					
a. Property					
b. Money, Entitlements, Rep. Payee	1			1	1
c. Billing Issues			5	5	5
d. Other Non-DMH Issues					
7) Confidentiality & Consent					
a. Access to Records & Information			2	2	2
b. Breach of Confidentiality			2	2	2
c. Issues of Consent, Confidentiality, etc.			1	1	1
8) Treatment					
a. Eligibility for Services			6	6	6
b. Accessibility to Staff & Treatment	1	1	17	19	19
c. Individualized, Client-Driven	1		6	7	7
d. Right to Refuse Treatment					
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			2	2	2
f. Legal assistance for Non-DMH issues		1	3	4	4

