

SC DMH Patient Advocacy Report April 2022

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	6	27
Harris	8	26
Morris Village	0	11
Hall	0	3
Tucker	4	4
BPH-Forensics	8	35
Mental Health Centers	56	187
Total	82	293

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	90	367
Information, Referral & Other Assistance¹	8	36

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	7	4	15	9	26
2) Admission & Discharge	12	5	14	4	31
3) Information & Advocacy	5	3	22	8	30
4) Physical Environment	10	12		3	22
5) Inpatient Rights	16	18	1	8	35
6) Personal Property & Money	13	1	22	15	36
7) Confidentiality & Consent	6		13	4	19
8) Treatment	17	2	128	42	147
9) Other Rights Issues		1	16	2	17
Total⁵	86	46	231	93	363

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	2	1		1	3
d. Verbal Abuse or Violations of Dignity	3	3	14	8	20
e. Neglect	2		1		3
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	7			1	7
b. Community Placement (where)	2		1		3
c. Periodic Court Review	2	3		1	5
d. Questions, Education & Other	1	2	13	2	16
3) Information & Advocacy					
a. Access to Advocacy	2	1	18	5	21
b. Access to Legal Resources	2	1	3	2	6
c. Questions, Education & Other	1	1	1	1	3
4) Physical Environment					
a. Food Quality & Quantity	5	4		3	9
b. Linens, Clothes & Toiletries		5			5
c. Disrepair of Physical Plant	4	3			7
d. Cleanliness of Facilities	1				1
5) Inpatient Rights					
a. Privacy					
b. Safety	3	1			4
c. Freedom, Privileges & Fairness	7	9	1	5	17
d. Communication	2	3		1	5
e. Health Care	4	5		2	9
6) Personal Property & Money					
a. Property	6			5	6
b. Money, Entitlements, Rep. Payee	5	1		2	6
c. Billing Issues	2		20	8	22
d. Other Non-DMH Issues			2		2
7) Confidentiality & Consent					
a. Access to Records & Information	5		8	3	13
b. Breach of Confidentiality			3		3
c. Issues of Consent, Confidentiality, etc.	1		2	1	3
8) Treatment					
a. Eligibility for Services	1		25	9	26
b. Accessibility to Staff & Treatment	1	1	64	19	66
c. Individualized, Client-Driven	8	1	37	13	46
d. Right to Refuse Treatment	7		2	1	9
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			5	1	5
f. Legal assistance for Non-DMH issues		1	11	1	12

