

SC DMH Patient Advocacy Report April 2020

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	8	35
Harris	5	29
Morris Village	0	4
Hall	1	6
Tucker	0	7
BPH-Forensics	14	47
Mental Health Centers	22	140
Total	50	268

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	54	194
Information, Referral & Other Assistance¹	9	35

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	9	17	9	43
2) Admission & Discharge	10	3	8	4	21
3) Information & Advocacy	15	9	14	7	38
4) Physical Environment	5	10	1	2	16
5) Inpatient Rights	34	12		7	46
6) Personal Property & Money	6	5	16	4	27
7) Confidentiality & Consent	5	1	14	2	20
8) Treatment	14	6	77	19	97
9) Other Rights Issues	5	2	19	5	26
Total⁵	111	57	166	59	334

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	2				2
b. Excessive Restraint, Seclusion & PRNs	1				1
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	11	8	17	9	36
e. Neglect	3	1			4
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	3	1			4
b. Community Placement (where)	4	1		2	5
c. Periodic Court Review	1				1
d. Questions, Education & Other	2	1	8	2	11
3) Information & Advocacy					
a. Access to Advocacy	10	7	11	5	28
b. Access to Legal Resources	5	2	3	2	10
c. Questions, Education & Other					
4) Physical Environment					
a. Food Quality & Quantity	1	3		1	4
b. Linens, Clothes & Toiletries	1	1			2
c. Disrepair of Physical Plant	3	6	1	1	10
d. Cleanliness of Facilities					
5) Inpatient Rights					
a. Privacy		1			1
b. Safety	1	1			2
c. Freedom, Privileges & Fairness	17	7		4	24
d. Communication	9	1		2	10
e. Health Care	7	2		1	9
6) Personal Property & Money					
a. Property	6	3		3	9
b. Money, Entitlements, Rep. Payee		2	2	1	4
c. Billing Issues			13		13
d. Other Non-DMH Issues			1		1
7) Confidentiality & Consent					
a. Access to Records & Information			9		9
b. Breach of Confidentiality	3	1	3	1	7
c. Issues of Consent, Confidentiality, etc.	2		2	1	4
8) Treatment					
a. Eligibility for Services			17	4	17
b. Accessibility to Staff & Treatment	2	3	35	8	40
c. Individualized, Client-Driven	9	1	24	7	34
d. Right to Refuse Treatment	3	2	1		6
9) Other Rights Issues					
a. Work, Compensation & Education		1		1	1
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	1	1			2
e. Housing	2		8	3	10
f. Legal assistance for Non-DMH issues	2		11	1	13

