

# SCSL Digital Collections

## SC DMH client advocacy report

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## SC DMH Client Advocacy Report April 2016

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
<b>BPH-Adult</b>	<b>20</b>	<b>52</b>
<b>Harris</b>	<b>12</b>	<b>38</b>
<b>Morris Village</b>	<b>6</b>	<b>11</b>
<b>Hall</b>	<b>14</b>	<b>20</b>
<b>Tucker</b>	<b>1</b>	<b>1</b>
<b>BPH-Forensics</b>	<b>25</b>	<b>105</b>
<b>Mental Health Centers</b>	<b>39</b>	<b>134</b>
<b>Total</b>	<b>117</b>	<b>361</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
<b>Toll Free Telephone Calls to SCDMH Client Advocacy Information, Referral &amp; Other Assistance<sup>1</sup></b>	<b>112</b>	<b>406</b>
	<b>14</b>	<b>72</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>18</b>	<b>5</b>	<b>23</b>	<b>16</b>	<b>46</b>
2) Admission & Discharge	<b>26</b>	<b>36</b>	<b>2</b>	<b>24</b>	<b>64</b>
3) Information & Advocacy	<b>14</b>	<b>12</b>		<b>8</b>	<b>26</b>
4) Physical Environment	<b>11</b>	<b>6</b>		<b>8</b>	<b>17</b>
5) Inpatient Rights	<b>48</b>	<b>34</b>		<b>24</b>	<b>82</b>
6) Personal Property & Money	<b>15</b>	<b>19</b>	<b>16</b>	<b>21</b>	<b>50</b>
7) Confidentiality & Consent	<b>1</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>11</b>
8) Treatment	<b>15</b>	<b>13</b>	<b>112</b>	<b>43</b>	<b>140</b>
9) Other Rights Issues	<b>6</b>	<b>2</b>	<b>13</b>	<b>7</b>	<b>21</b>
<b>Total<sup>5</sup></b>	<b>154</b>	<b>131</b>	<b>172</b>	<b>155</b>	<b>457</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 (Correct Care & 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 Year-to-date</b>	<b>Forensics Year-to-date</b>	<b>Centers Year-to-date</b>	<b>Total # This Month</b>	<b>Total DMH Year-to-date</b>
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force	1	3		1	4
b. Excessive Restraint, Seclusion & PRNs	1				1
c. Sexual Abuse	1			1	1
d. Verbal Abuse or Violations of Dignity	14	2	23	13	39
e. Neglect	1			1	1
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	15	16		12	31
b. Community Placement (where)	8	7		7	15
c. Periodic Court Review	2	3		1	5
d. Questions, Education & Other	1	10	2	4	13
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	3	6		3	9
b. Access to Legal Resources	4	5		3	9
c. Questions, Education & Other	7	1		2	8
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	4	3		3	7
b. Linens, Clothes & Toiletries	6	2		5	8
c. Disrepair of Physical Plant	1	1			2
d. Cleanliness of Facilities					
<b>5) Inpatient Rights</b>					
a. Privacy	4			2	4
b. Safety	3	6		3	9
c. Freedom, Privileges & Fairness	27	12		15	39
d. Communication	7	6		3	13
e. Health Care	7	10		1	17
<b>6) Personal Property &amp; Money</b>					
a. Property	8	9		8	17
b. Money, Entitlements, Rep. Payee	6	9	4	9	19
c. Billing Issues			11	4	11
d. Other Non-DMH Issues	1	1	1		3
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	1	4	4	3	9
b. Breach of Confidentiality			2	1	2
c. Issues of Consent, Confidentiality, etc.					
<b>8) Treatment</b>					
a. Eligibility for Services	2		15	4	17
b. Accessibility to Staff & Treatment	3	2	43	13	48
c. Individualized, Client-Driven	9	6	54	24	69
d. Right to Refuse Treatment	1	5		2	6
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education					
b. Religion	2	1		2	3
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	1				1
e. Housing	1		9	2	10
f. Legal assistance for Non-DMH issues	2	1	4	3	7

