

SC DMH Client Advocacy Report April 2015

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	12	35
Harris	7	33
Morris Village	5	17
Hall	4	17
Tucker	1	2
BPH-Forensics	17	77
Mental Health Centers	41	149
Total	87	330

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy Information, Referral & Other Assistance¹	116	602
	19	67

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	35	4	15	19	54
2) Admission & Discharge	23	22	8	13	53
3) Information & Advocacy	7	11	1	4	19
4) Physical Environment	10	9	1	7	20
5) Inpatient Rights	37	37	2	15	76
6) Personal Property & Money	16	14	13	8	43
7) Confidentiality & Consent	1	2	12	3	15
8) Treatment	25	4	111	36	140
9) Other Rights Issues	3	6	22	10	31
Total⁵	157	109	185	115	451

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 (Correct Care & 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	4	1		4	5
b. Excessive Restraint, Seclusion & PRNs	1				1
c. Sexual Abuse	2				2
d. Verbal Abuse or Violations of Dignity	22	3	15	15	40
e. Neglect	5				5
f. Financial Exploitation	1				1
2) Admission & Discharge					
a. Discharge (when)	9	7	1	7	17
b. Community Placement (where)	12	5	2	2	19
c. Periodic Court Review		3		1	3
d. Questions, Education & Other	2	7	5	3	14
3) Information & Advocacy					
a. Access to Advocacy	2	4		1	6
b. Access to Legal Resources	3	5	1	2	9
c. Questions, Education & Other	2	2		1	4
4) Physical Environment					
a. Food Quality & Quantity	5	2	1	1	8
b. Linens, Clothes & Toiletries	2	3		3	5
c. Disrepair of Physical Plant	1	1			2
d. Cleanliness of Facilities	2	3		3	5
5) Inpatient Rights					
a. Privacy	3			1	3
b. Safety	2	3		1	5
c. Freedom, Privileges & Fairness	14	10	1	7	25
d. Communication	7	18		4	25
e. Health Care	11	6	1	2	18
6) Personal Property & Money					
a. Property	7	6		2	13
b. Money, Entitlements, Rep. Payee	6	6	4	3	16
c. Billing Issues	1		9	3	10
d. Other Non-DMH Issues	2	2			4
7) Confidentiality & Consent					
a. Access to Records & Information		2	8	1	10
b. Breach of Confidentiality	1		3	1	4
c. Issues of Consent, Confidentiality, etc.			1	1	1
8) Treatment					
a. Eligibility for Services	4		29	6	33
b. Accessibility to Staff & Treatment	3	1	31	7	35
c. Individualized, Client-Driven	17	2	50	22	69
d. Right to Refuse Treatment	1	1	1	1	3
9) Other Rights Issues					
a. Work, Compensation & Education		2		1	2
b. Religion		2		1	2
c. Sexuality, Birth Control, Marriage, etc.			1	1	1
d. Voting					
e. Housing	1		10	3	11
f. Legal assistance for Non-DMH issues	2	2	11	4	15

