

**SC DMH Client Advocacy Report  
July 2011**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	12	93
Harris	13	91
Morris Village	3	30
Hall	0	17
Tucker	1	9
Forensics (GEO & Bldg. 1)	20	115
Mental Health Centers	35	214
<b>Total</b>	<b>84</b>	<b>569</b>

**OTHER INFORMATION**

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	252	681
Information, Referral & Other Assistance <sup>1</sup>	13	86

**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	44	3	25	8	72
2) Admission & Discharge	56	14	9	8	79
3) Information & Advocacy	13	11	9	5	33
4) Physical Environment	13	4	2	3	19
5) Inpatient Rights	75	54	1	24	130
6) Personal Property & Money	23	21	15	12	59
7) Confidentiality & Consent	15	5	16	5	36
8) Treatment	43	12	154	30	209
9) Other Rights Issues	7	5	24	4	36
<b>Total<sup>5</sup></b>	<b>289</b>	<b>129</b>	<b>255</b>	<b>99</b>	<b>673</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: Bryan, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: Just 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.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force	6	1			7
b. Excessive Restraint, Seclusion & PRNs	6				6
c. Sexual Abuse	2		2	7	4
d. Verbal Abuse or Violations of Dignity	24	2	23	1	49
e. Neglect	6				6
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	31	6	1	6	38
b. Community Placement (where)	10	2	4	1	16
c. Periodic Court Review	7	2		1	9
d. Questions, Education & Other	8	4	4		16
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	10	4	6	5	20
b. Access to Legal Resources	3	5	2		10
c. Questions, Education & Other		2	1		3
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	3				3
b. Linens, Clothes & Toiletries	2	4		2	6
c. Disrepair of Physical Plant	5		1	1	6
d. Cleanliness of Facilities	3		1		4
<b>5) Inpatient Rights</b>					
a. Privacy		2			2
b. Safety	9	6		3	15
c. Freedom, Privileges & Fairness	27	21		9	48
d. Communication	8	12		2	20
e. Health Care	31	13	1	10	45
<b>6) Personal Property &amp; Money</b>					
a. Property	9	4		1	13
b. Money, Entitlements, Rep. Payee	13	15	6	9	34
c. Billing Issues	1		4	1	5
d. Other Non-DMH Issues		2	5	1	7
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	10	3	10	4	23
b. Breach of Confidentiality	4	1	5		10
c. Issues of Consent, Confidentiality, etc.	1	1	1	1	3
<b>8) Treatment</b>					
a. Eligibility for Services	2		34	6	36
b. Accessibility to Staff & Treatment	3		66	7	69
c. Individualized, Client-Driven	33	10	50	16	93
d. Right to Refuse Treatment	5	2	4	1	11
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education		3	2	1	5
b. Religion	1	1			2
c. Sexuality, Birth Control, Marriage, etc.	1				1
d. Voting					
e. Housing	1		13		14
f. Legal assistance for Non-DMH issues	4	1	9	3	14