

**SC DMH Client Advocacy Report  
April 2009**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	13	67
Wellspring (Byrnes)	10	19
Harris	17	68
Morris Village	1	12
Hall	2	7
Tucker	9	21
Just Care (Forensics)	16	70
Mental Health Centers	22	88
<b>Total</b>	<b>90</b>	<b>352</b>

**OTHER INFORMATION**

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	48	221
Information, Referral & Other Assistance <sup>1</sup>	33	123

**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	25	9	17	16	51
2) Admission & Discharge	54	10	9	21	73
3) Information & Advocacy	12	8	6	5	26
4) Physical Environment	11	5		4	16
5) Inpatient Rights	53	23	1	19	77
6) Personal Property & Money	22	4	4	8	30
7) Confidentiality & Consent	5	3	1	2	9
8) Treatment	39	13	75	26	127
9) Other Rights Issues	3	3	4	2	10
<b>Total<sup>5</sup></b>	<b>224</b>	<b>78</b>	<b>117</b>	<b>103</b>	<b>419</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, Wellspring, 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	5	6		4	11
b. Excessive Restraint, Seclusion & PRNs		3			3
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	17		17	12	34
e. Neglect	3				3
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	36	7	2	18	45
b. Community Placement (where)	13	1	6	2	20
c. Periodic Court Review	2	1			3
d. Questions, Education & Other	3	1	1	1	5
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	8	1	4	2	13
b. Access to Legal Resources	2	7		3	9
c. Questions, Education & Other	2		2		4
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	5	2		3	7
b. Linens, Clothes & Toiletries	1	1			2
c. Disrepair of Physical Plant	2	2		1	4
d. Cleanliness of Facilities	3				3
<b>5) Inpatient Rights</b>					
a. Privacy	1	1	1		3
b. Safety	3	1			4
c. Freedom, Privileges & Fairness	22	7		6	29
d. Communication	5	11		4	16
e. Health Care	22	3		9	25
<b>6) Personal Property &amp; Money</b>					
a. Property	11	1		5	12
b. Money, Entitlements, Rep. Payee	8	3	3	2	14
c. Billing Issues					
d. Other Non-DMH Issues	3		1	1	4
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	1	2	1	2	4
b. Breach of Confidentiality	3	1			4
c. Issues of Consent, Confidentiality, etc.	1				1
<b>8) Treatment</b>					
a. Eligibility for Services	1		12	3	13
b. Accessibility to Staff & Treatment	7		31	8	38
c. Individualized, Client-Driven	25	11	32	12	68
d. Right to Refuse Treatment	6	2		3	8
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education		1		1	1
b. Religion	1				1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing					
f. Legal assistance for Non-DMH issues	2	2	4	1	8