

SC DMH Client Advocacy Report April 2014

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	12	44
Harris	13	46
Morris Village	3	14
Hall	1	10
Tucker	0	2
Forensics (GEO & Bldg. 1)	21	87
Mental Health Centers	44	147
Total	94	350

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy Information, Referral & Other Assistance¹	131	631
	8	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	24	10	19	14	53
2) Admission & Discharge	21	17	6	17	44
3) Information & Advocacy	4	7	1	3	12
4) Physical Environment	7	7		3	14
5) Inpatient Rights	44	51		23	95
6) Personal Property & Money	12	14	15	12	41
7) Confidentiality & Consent	5		7	3	12
8) Treatment	18	6	105	36	129
9) Other Rights Issues	7	4	20	11	31
Total⁵	142	116	173	122	431

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: Bryan, Harris, Morris Village, Tucker & Hall.

³ Forensics: Just 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	2	4		1	6
b. Excessive Restraint, Seclusion & PRNs	2	1		2	3
c. Sexual Abuse	1				1
d. Verbal Abuse or Violations of Dignity	18	2	17	11	37
e. Neglect	1	2	1		4
f. Financial Exploitation		1	1		2
2) Admission & Discharge					
a. Discharge (when)	16	9		10	25
b. Community Placement (where)	4	3		3	7
c. Periodic Court Review					
d. Questions, Education & Other	1	5	6	4	12
3) Information & Advocacy					
a. Access to Advocacy	1	3			4
b. Access to Legal Resources	2	4		2	6
c. Questions, Education & Other	1		1	1	2
4) Physical Environment					
a. Food Quality & Quantity	2	4		1	6
b. Linens, Clothes & Toiletries	1	1		2	2
c. Disrepair of Physical Plant	3	2			5
d. Cleanliness of Facilities	1				1
5) Inpatient Rights					
a. Privacy	3	3		1	6
b. Safety	3	13		3	16
c. Freedom, Privileges & Fairness	18	11		7	29
d. Communication	9	16		7	25
e. Health Care	11	8		5	19
6) Personal Property & Money					
a. Property	5	7		6	12
b. Money, Entitlements, Rep. Payee	2	7	2	4	11
c. Billing Issues	5		11	2	16
d. Other Non-DMH Issues			2		2
7) Confidentiality & Consent					
a. Access to Records & Information	3		4	2	7
b. Breach of Confidentiality	2		2	1	4
c. Issues of Consent, Confidentiality, etc.			1		1
8) Treatment					
a. Eligibility for Services	3		13	1	16
b. Accessibility to Staff & Treatment	5		45	17	50
c. Individualized, Client-Driven	10	5	47	18	62
d. Right to Refuse Treatment		1			1
9) Other Rights Issues					
a. Work, Compensation & Education	2	1			3
b. Religion	2	2		1	4
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			7	3	7
f. Legal assistance for Non-DMH issues	3	1	13	7	17