

## SC DMH Patient Advocacy Report December 2018

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
<b>BPH-Adult</b>	<b>5</b>	<b>93</b>
<b>Harris</b>	<b>3</b>	<b>94</b>
<b>Morris Village</b>	<b>1</b>	<b>25</b>
<b>Hall</b>	<b>3</b>	<b>21</b>
<b>Tucker</b>	<b>0</b>	<b>7</b>
<b>BPH-Forensics</b>	<b>9</b>	<b>165</b>
<b>Mental Health Centers</b>	<b>22</b>	<b>443</b>
<b>Total</b>	<b>43</b>	<b>848</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
<b>Toll Free Telephone Calls to SCDMH Patient Advocacy</b>	<b>28</b>	<b>604</b>
<b>Information, Referral &amp; Other Assistance<sup>1</sup></b>	<b>8</b>	<b>108</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>48</b>	<b>24</b>	<b>69</b>	<b>6</b>	<b>141</b>
2) Admission & Discharge	<b>45</b>	<b>23</b>	<b>25</b>	<b>5</b>	<b>93</b>
3) Information & Advocacy	<b>9</b>	<b>29</b>	<b>8</b>	<b>3</b>	<b>46</b>
4) Physical Environment	<b>15</b>	<b>23</b>	<b>6</b>	<b>2</b>	<b>44</b>
5) Inpatient Rights	<b>84</b>	<b>49</b>	<b>5</b>	<b>7</b>	<b>138</b>
6) Personal Property & Money	<b>24</b>	<b>32</b>	<b>32</b>	<b>2</b>	<b>88</b>
7) Confidentiality & Consent	<b>13</b>	<b>6</b>	<b>36</b>		<b>55</b>
8) Treatment	<b>41</b>	<b>20</b>	<b>311</b>	<b>22</b>	<b>372</b>
9) Other Rights Issues	<b>11</b>	<b>12</b>	<b>68</b>	<b>10</b>	<b>91</b>
<b>Total<sup>5</sup></b>	<b>290</b>	<b>218</b>	<b>560</b>	<b>57</b>	<b>1068</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	4	3	1		<b>8</b>
b. Excessive Restraint, Seclusion & PRNs	11			1	<b>11</b>
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	25	14	62	5	<b>101</b>
e. Neglect	8	7	6		<b>21</b>
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	34	10		2	<b>44</b>
b. Community Placement (where)	7	5	1		<b>13</b>
c. Periodic Court Review					
d. Questions, Education & Other	4	8	24	3	<b>36</b>
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	5	11	6	2	<b>22</b>
b. Access to Legal Resources	4	15			<b>19</b>
c. Questions, Education & Other		3	2	1	<b>5</b>
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	5	6		1	<b>11</b>
b. Linens, Clothes & Toiletries	3	10	1		<b>14</b>
c. Disrepair of Physical Plant	6	5	5	1	<b>16</b>
d. Cleanliness of Facilities	1	2			<b>3</b>
<b>5) Inpatient Rights</b>					
a. Privacy	4	2			<b>6</b>
b. Safety	6	3		1	<b>9</b>
c. Freedom, Privileges & Fairness	38	20	2	2	<b>60</b>
d. Communication	11	12	1		<b>24</b>
e. Health Care	25	12	2	4	<b>39</b>
<b>6) Personal Property &amp; Money</b>					
a. Property	7	23			<b>30</b>
b. Money, Entitlements, Rep. Payee	11	5	5		<b>21</b>
c. Billing Issues	4		25	1	<b>29</b>
d. Other Non-DMH Issues	2	4	2	1	<b>8</b>
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	6	6	24		<b>36</b>
b. Breach of Confidentiality	4		7		<b>11</b>
c. Issues of Consent, Confidentiality, etc.	3		5		<b>8</b>
<b>8) Treatment</b>					
a. Eligibility for Services	6	1	54	5	<b>61</b>
b. Accessibility to Staff & Treatment	6	5	125	8	<b>136</b>
c. Individualized, Client-Driven	21	13	128	8	<b>162</b>
d. Right to Refuse Treatment	8	1	4	1	<b>13</b>
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education		1	2	1	<b>3</b>
b. Religion	1	1	2	1	<b>4</b>
c. Sexuality, Birth Control, Marriage, etc.	1	2			<b>3</b>
d. Voting	6	4	22		<b>10</b>
e. Housing			33	3	<b>28</b>
f. Legal assistance for Non-DMH issues	3	4	9	5	<b>43</b>

