

## SC DMH Client Advocacy Report August 2016

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	22	123
Harris	14	70
Morris Village	5	19
Hall	6	42
Tucker	2	7
BPH-Forensics	20	198
Mental Health Centers	44	281
<b>Total</b>	<b>113</b>	<b>740</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	63	649
Information, Referral & Other Assistance <sup>1</sup>	14	117

### 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	40	12	44	18	96
2) Admission & Discharge	57	59	9	18	125
3) Information & Advocacy	22	17	1	2	40
4) Physical Environment	24	27	1	9	52
5) Inpatient Rights	114	68		26	182
6) Personal Property & Money	27	32	30	7	89
7) Confidentiality & Consent	6	7	22	12	35
8) Treatment	35	22	231	50	288
9) Other Rights Issues	13	7	34	8	54
<b>Total<sup>5</sup></b>	<b>338</b>	<b>251</b>	<b>372</b>	<b>150</b>	<b>961</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.

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	1	6	1	1	8
b. Excessive Restraint, Seclusion & PRNs	3				3
c. Sexual Abuse	2	1			3
d. Verbal Abuse or Violations of Dignity	28	2	43	14	73
e. Neglect	6	3		3	9
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	31	18		6	49
b. Community Placement (where)	21	15	1	6	37
c. Periodic Court Review	2	4		1	6
d. Questions, Education & Other	3	22	8	5	33
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	7	7		1	14
b. Access to Legal Resources	8	8		1	16
c. Questions, Education & Other	7	2	1		10
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	9	11		4	20
b. Linens, Clothes & Toiletries	7	5		1	12
c. Disrepair of Physical Plant	5	6	1	3	12
d. Cleanliness of Facilities	3	5		1	8
<b>5) Inpatient Rights</b>					
a. Privacy	4				4
b. Safety	7	10		1	17
c. Freedom, Privileges & Fairness	60	27		8	87
d. Communication	22	10		7	32
e. Health Care	21	21		10	42
<b>6) Personal Property &amp; Money</b>					
a. Property	11	16			27
b. Money, Entitlements, Rep. Payee	10	14	4	1	28
c. Billing Issues	1	1	23	4	25
d. Other Non-DMH Issues	5	1	3	2	9
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	3	6	15	8	24
b. Breach of Confidentiality	1	1	7	3	9
c. Issues of Consent, Confidentiality, etc.	2			1	2
<b>8) Treatment</b>					
a. Eligibility for Services	2		37	6	39
b. Accessibility to Staff & Treatment	6	3	84	12	93
c. Individualized, Client-Driven	23	10	109	30	142
d. Right to Refuse Treatment	4	9	1	2	14
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education	1	2		1	3
b. Religion	4	2			6
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	2			1	2
e. Housing	3		18	2	21
f. Legal assistance for Non-DMH issues	3	3	16	4	22

