

SC DMH Patient Advocacy Report November 2019

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	8	100
Harris	5	85
Morris Village	5	39
Hall	1	22
Tucker	0	16
BPH-Forensics	8	118
Mental Health Centers	28	390
Total	55	770

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy Information, Referral & Other Assistance¹	TBA	TBA
	3	94

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	67	19	53	8	139
2) Admission & Discharge	43	9	13	7	65
3) Information & Advocacy	15	9	19	4	43
4) Physical Environment	21	18	3	2	42
5) Inpatient Rights	78	52	3	10	133
6) Personal Property & Money	20	25	41	5	86
7) Confidentiality & Consent	15	4	33		52
8) Treatment	50	11	298	24	359
9) Other Rights Issues	4	6	46	5	56
Total⁵	313	153	509	65	975

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

² Inpatient: BPH-Adult, Harris, Morris Village, Tucker & Hall.

³ Forensics: BPH-forensics (Wellpath & 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	9	3			12
b. Excessive Restraint, Seclusion & PRNs	7	1			8
c. Sexual Abuse	1	2	2	1	5
d. Verbal Abuse or Violations of Dignity	44	9	47	6	100
e. Neglect	6	4	3	1	13
f. Financial Exploitation			1		1
2) Admission & Discharge					
a. Discharge (when)	20	4		2	24
b. Community Placement (where)	15	3		2	18
c. Periodic Court Review					
d. Questions, Education & Other	8	2	13	3	23
3) Information & Advocacy					
a. Access to Advocacy	10	7	10		27
b. Access to Legal Resources	1	2	2	3	5
c. Questions, Education & Other	4		7	1	11
4) Physical Environment					
a. Food Quality & Quantity	10	3		1	13
b. Linens, Clothes & Toiletries	4	4			8
c. Disrepair of Physical Plant	7	9	3	1	19
d. Cleanliness of Facilities		2			2
5) Inpatient Rights					
a. Privacy	4	5		1	9
b. Safety	3	4			7
c. Freedom, Privileges & Fairness	29	25		4	54
d. Communication	9	7		1	16
e. Health Care	33	11	3	4	47
6) Personal Property & Money					
a. Property	8	13		1	21
b. Money, Entitlements, Rep. Payee	9	9	6	2	24
c. Billing Issues	3	1	32	2	36
d. Other Non-DMH Issues		2	3		5
7) Confidentiality & Consent					
a. Access to Records & Information	7	3	21		31
b. Breach of Confidentiality	2		6		8
c. Issues of Consent, Confidentiality, etc.	6	1	6		13
8) Treatment					
a. Eligibility for Services	11		43	3	54
b. Accessibility to Staff & Treatment	7	3	133	11	143
c. Individualized, Client-Driven	12	4	121	7	137
d. Right to Refuse Treatment	20	4	1	3	25
9) Other Rights Issues					
a. Work, Compensation & Education			1		1
b. Religion	1	1			2
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting		2			2
e. Housing	1		20	3	21
f. Legal assistance for Non-DMH issues	2	3	25	2	30

