

SC DMH Client Advocacy Report September 2015

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	17	102
Harris	9	77
Morris Village	5	32
Hall	7	54
Tucker	1	6
BPH-Forensics	31	208
Mental Health Centers	39	338
Total	109	817

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy Information, Referral & Other Assistance¹	67	1133
	13	147

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	71	10	38	16	119
2) Admission & Discharge	76	55	25	26	156
3) Information & Advocacy	13	28	2	6	43
4) Physical Environment	14	24	1	3	39
5) Inpatient Rights	98	106	2	21	206
6) Personal Property & Money	31	37	31	15	99
7) Confidentiality & Consent	10	6	32	7	48
8) Treatment	49	21	255	35	325
9) Other Rights Issues	12	14	41	9	67
Total⁵	374	301	427	138	1102

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 (Correct 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	5	5	1	3	11
b. Excessive Restraint, Seclusion & PRNs	6			1	6
c. Sexual Abuse	3	1	1		5
d. Verbal Abuse or Violations of Dignity	48	4	36	12	88
e. Neglect	7				7
f. Financial Exploitation	2				2
2) Admission & Discharge					
a. Discharge (when)	30	18	1	9	49
b. Community Placement (where)	37	11	5	7	53
c. Periodic Court Review		6		1	6
d. Questions, Education & Other	9	20	19	9	48
3) Information & Advocacy					
a. Access to Advocacy	3	13		3	16
b. Access to Legal Resources	6	13	2	2	21
c. Questions, Education & Other	4	2		1	6
4) Physical Environment					
a. Food Quality & Quantity	7	13	1	2	21
b. Linens, Clothes & Toiletries	2	6			8
c. Disrepair of Physical Plant	2	2		1	4
d. Cleanliness of Facilities	3	3			6
5) Inpatient Rights					
a. Privacy	8	5		1	13
b. Safety	6	15		1	21
c. Freedom, Privileges & Fairness	45	35	1	7	81
d. Communication	20	30		5	50
e. Health Care	19	21	1	7	41
6) Personal Property & Money					
a. Property	14	17	1	4	32
b. Money, Entitlements, Rep. Payee	14	14	8	8	36
c. Billing Issues	1	1	20	2	22
d. Other Non-DMH Issues	2	5	2	1	9
7) Confidentiality & Consent					
a. Access to Records & Information	5	6	24	3	35
b. Breach of Confidentiality	2		6	1	8
c. Issues of Consent, Confidentiality, etc.	3		2	3	5
8) Treatment					
a. Eligibility for Services	10	2	47	9	59
b. Accessibility to Staff & Treatment	7	3	82	15	92
c. Individualized, Client-Driven	29	12	125	11	166
d. Right to Refuse Treatment	3	4	1		8
9) Other Rights Issues					
a. Work, Compensation & Education	3	2			5
b. Religion	1	4		1	5
c. Sexuality, Birth Control, Marriage, etc.			1		1
d. Voting		1		1	1
e. Housing	4	7	19	2	23
f. Legal assistance for Non-DMH issues	4		21	5	32

