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SC DMH patient advocacy report November 2018

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SC DMH Patient Advocacy Report November 2018

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	4	88
Harris	6	91
Morris Village	0	24
Hall	1	18
Tucker	1	7
BPH-Forensics	9	156
Mental Health Centers	33	421
Total	54	805

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	20	576
Information, Referral & Other Assistance¹	6	100

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	46	23	66	8	135
2) Admission & Discharge	44	22	22	3	88
3) Information & Advocacy	8	28	7	3	43
4) Physical Environment	13	23	6	3	42
5) Inpatient Rights	79	47	5	9	131
6) Personal Property & Money	24	31	31	5	86
7) Confidentiality & Consent	13	6	36	6	55
8) Treatment	38	18	294	32	350
9) Other Rights Issues	11	10	60	2	81
Total⁵	276	208	527	71	1011

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	4	3	1		8
b. Excessive Restraint, Seclusion & PRNs	10			1	10
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	24	13	59	5	96
e. Neglect	8	7	6	2	21
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	33	9		2	42
b. Community Placement (where)	7	5	1	1	13
c. Periodic Court Review					
d. Questions, Education & Other	4	8	21		33
3) Information & Advocacy					
a. Access to Advocacy	4	11	5	2	20
b. Access to Legal Resources	4	15		1	19
c. Questions, Education & Other		2	2		4
4) Physical Environment					
a. Food Quality & Quantity	4	6		1	10
b. Linens, Clothes & Toiletries	3	10	1		14
c. Disrepair of Physical Plant	5	5	5	1	15
d. Cleanliness of Facilities	1	2		1	3
5) Inpatient Rights					
a. Privacy	4	2		1	6
b. Safety	5	3		1	8
c. Freedom, Privileges & Fairness	38	18	2	4	58
d. Communication	11	12	1	2	24
e. Health Care	21	12	2	1	35
6) Personal Property & Money					
a. Property	7	23		3	30
b. Money, Entitlements, Rep. Payee	11	5	5	1	21
c. Billing Issues	4		24	1	28
d. Other Non-DMH Issues	2	3	2		7
7) Confidentiality & Consent					
a. Access to Records & Information	6	6	24	4	36
b. Breach of Confidentiality	4		7		11
c. Issues of Consent, Confidentiality, etc.	3		5	2	8
8) Treatment					
a. Eligibility for Services	4	1	51	3	56
b. Accessibility to Staff & Treatment	6	5	117	16	128
c. Individualized, Client-Driven	20	12	122	12	154
d. Right to Refuse Treatment	8		4	1	12
9) Other Rights Issues					
a. Work, Compensation & Education		1	1		2
b. Religion	1		2		3
c. Sexuality, Birth Control, Marriage, etc.	1	2			3
d. Voting	6	4	22	2	10
e. Housing			30		25
f. Legal assistance for Non-DMH issues	3	3	5		38

