

SC DMH Patient Advocacy Report August 2019

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	7	67
Harris	10	63
Morris Village	3	23
Hall	0	18
Tucker	2	14
BPH-Forensics	9	85
Mental Health Centers	37	302
Total	68	572

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	46	372
Information, Referral & Other Assistance¹	11	71

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	50	12	41	6	103
2) Admission & Discharge	25	9	8	2	42
3) Information & Advocacy	14	7	14	4	35
4) Physical Environment	17	14	3	8	34
5) Inpatient Rights	56	35	3	7	94
6) Personal Property & Money	15	21	30	14	66
7) Confidentiality & Consent	14	3	24	4	41
8) Treatment	32	6	239	31	277
9) Other Rights Issues	4	4	35	3	43
Total⁵	227	111	397	79	735

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	8	2		1	10
b. Excessive Restraint, Seclusion & PRNs	7	1			8
c. Sexual Abuse		1	2		3
d. Verbal Abuse or Violations of Dignity	29	6	35	5	70
e. Neglect	6	2	3		11
f. Financial Exploitation			1		1
2) Admission & Discharge					
a. Discharge (when)	10	4			14
b. Community Placement (where)	9	3		1	12
c. Periodic Court Review					
d. Questions, Education & Other	6	2	8	1	16
3) Information & Advocacy					
a. Access to Advocacy	10	7	9	4	26
b. Access to Legal Resources	1				1
c. Questions, Education & Other	3		5		8
4) Physical Environment					
a. Food Quality & Quantity	9	1		3	10
b. Linens, Clothes & Toiletries	3	3		2	6
c. Disrepair of Physical Plant	5	8	3	3	16
d. Cleanliness of Facilities		2			2
5) Inpatient Rights					
a. Privacy	3	5			8
b. Safety	3	2		1	5
c. Freedom, Privileges & Fairness	24	15		2	39
d. Communication	5	5			10
e. Health Care	21	8	3	4	32
6) Personal Property & Money					
a. Property	6	11		1	17
b. Money, Entitlements, Rep. Payee	8	8	3	3	19
c. Billing Issues	1		25	9	26
d. Other Non-DMH Issues		2	2	1	4
7) Confidentiality & Consent					
a. Access to Records & Information	6	3	14	3	23
b. Breach of Confidentiality	2		4		6
c. Issues of Consent, Confidentiality, etc.	6		6	1	12
8) Treatment					
a. Eligibility for Services	9		33	4	42
b. Accessibility to Staff & Treatment	5	3	104	9	112
c. Individualized, Client-Driven	7		101	15	108
d. Right to Refuse Treatment	11	3	1	3	15
9) Other Rights Issues					
a. Work, Compensation & Education			1		1
b. Religion	1				1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting		1			1
e. Housing	1		15	3	16
f. Legal assistance for Non-DMH issues	2	3	19		24