

**SC DMH Client Advocacy Report  
February 2012**

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
Bryan	17	34
Harris	12	24
Morris Village	4	4
Hall	0	23
Tucker	0	5
Forensics (GEO & Bldg. 1)	20	49
Mental Health Centers	27	57
<b>Total</b>	<b>80</b>	<b>196</b>

**OTHER INFORMATION**

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	149	355
Information, Referral & Other Assistance <sup>1</sup>	8	26

**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	20	2	8	11	30
2) Admission & Discharge	19	7	2	17	28
3) Information & Advocacy	6	5	1	6	12
4) Physical Environment	2	2		1	4
5) Inpatient Rights	29	19	1	15	49
6) Personal Property & Money	20	10	6	10	36
7) Confidentiality & Consent	6	3	4	6	13
8) Treatment	10	10	37	30	57
9) Other Rights Issues	3	4	7	10	14
<b>Total<sup>5</sup></b>	<b>115</b>	<b>62</b>	<b>66</b>	<b>106</b>	<b>243</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: Bryan, Harris, Morris Village, Tucker & Hall.

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