

SC DMH Client Advocacy Report May 2015

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	6	41
Harris	9	42
Morris Village	1	18
Hall	11	28
Tucker		2
BPH-Forensics	14	91
Mental Health Centers	35	184
Total	76	406

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Client Advocacy	141	743
Information, Referral & Other Assistance¹	15	82

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	41	4	17	8	62
2) Admission & Discharge	30	25	11	13	66
3) Information & Advocacy	7	13	1	2	21
4) Physical Environment	10	10	1	1	21
5) Inpatient Rights	49	49	2	24	100
6) Personal Property & Money	18	14	17	6	49
7) Confidentiality & Consent	3	3	16	7	22
8) Treatment	29	4	136	29	169
9) Other Rights Issues	3	7	29	8	39
Total⁵	190	129	230	98	549

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	1			5
b. Excessive Restraint, Seclusion & PRNs	1				1
c. Sexual Abuse	3			1	3
d. Verbal Abuse or Violations of Dignity	26	3	17	6	46
e. Neglect	5				5
f. Financial Exploitation	2			1	2
2) Admission & Discharge					
a. Discharge (when)	15	8	1	7	24
b. Community Placement (where)	13	5	2	1	20
c. Periodic Court Review		4		1	4
d. Questions, Education & Other	2	8	8	4	18
3) Information & Advocacy					
a. Access to Advocacy	2	5		1	7
b. Access to Legal Resources	3	6	1	1	10
c. Questions, Education & Other	2	2			4
4) Physical Environment					
a. Food Quality & Quantity	5	3	1	1	9
b. Linens, Clothes & Toiletries	2	3			5
c. Disrepair of Physical Plant	1	1			2
d. Cleanliness of Facilities	2	3			5
5) Inpatient Rights					
a. Privacy	3	1		1	4
b. Safety	5	6		6	11
c. Freedom, Privileges & Fairness	20	13	1	9	34
d. Communication	10	20		5	30
e. Health Care	11	9	1	3	21
6) Personal Property & Money					
a. Property	9	6		2	15
b. Money, Entitlements, Rep. Payee	6	6	4		16
c. Billing Issues	1		11	2	12
d. Other Non-DMH Issues	2	2	2	2	6
7) Confidentiality & Consent					
a. Access to Records & Information	1	3	11	5	15
b. Breach of Confidentiality	2		4	2	6
c. Issues of Consent, Confidentiality, etc.			1		1
8) Treatment					
a. Eligibility for Services	4		31	2	35
b. Accessibility to Staff & Treatment	4	1	41	11	46
c. Individualized, Client-Driven	20	2	63	16	85
d. Right to Refuse Treatment	1	1	1		3
9) Other Rights Issues					
a. Work, Compensation & Education		2			2
b. Religion		3		1	3
c. Sexuality, Birth Control, Marriage, etc.			1		1
d. Voting					
e. Housing	1		14	4	15
f. Legal assistance for Non-DMH issues	2	2	14	3	18

