

SC DMH Patient Advocacy Report December 2019

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	4	104
Harris	7	92
Morris Village	0	39
Hall	0	22
Tucker	1	17
BPH-Forensics	11	129
Mental Health Centers	19	409
Total	42	812

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	24	512
Information, Referral & Other Assistance¹	3	97

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	70	19	56	6	145
2) Admission & Discharge	43	11	14	3	68
3) Information & Advocacy	18	12	20	7	50
4) Physical Environment	23	20	3	4	46
5) Inpatient Rights	82	54	3	6	139
6) Personal Property & Money	23	28	44	9	95
7) Confidentiality & Consent	15	4	36	3	55
8) Treatment	51	13	307	12	371
9) Other Rights Issues	4	7	49	4	60
Total⁵	329	168	532	54	1029

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	9	3			12
b. Excessive Restraint, Seclusion & PRNs	7	1			8
c. Sexual Abuse	2	2	2	1	6
d. Verbal Abuse or Violations of Dignity	45	9	50	4	104
e. Neglect	7	4	3	1	14
f. Financial Exploitation			1		1
2) Admission & Discharge					
a. Discharge (when)	20	5		1	25
b. Community Placement (where)	15	3			18
c. Periodic Court Review					
d. Questions, Education & Other	8	3	14	2	25
3) Information & Advocacy					
a. Access to Advocacy	11	8	10	2	29
b. Access to Legal Resources	3	4	2	4	9
c. Questions, Education & Other	4		8	1	12
4) Physical Environment					
a. Food Quality & Quantity	10	3			13
b. Linens, Clothes & Toiletries	4	5		1	9
c. Disrepair of Physical Plant	9	10	3	3	22
d. Cleanliness of Facilities		2			2
5) Inpatient Rights					
a. Privacy	4	5			9
b. Safety	3	4			7
c. Freedom, Privileges & Fairness	32	27		5	59
d. Communication	10	7		1	17
e. Health Care	33	11	3		47
6) Personal Property & Money					
a. Property	11	14		4	25
b. Money, Entitlements, Rep. Payee	9	10	6	1	25
c. Billing Issues	3	1	34	2	38
d. Other Non-DMH Issues		3	4	2	7
7) Confidentiality & Consent					
a. Access to Records & Information	7	3	22	1	32
b. Breach of Confidentiality	2		7	1	9
c. Issues of Consent, Confidentiality, etc.	6	1	7	1	14
8) Treatment					
a. Eligibility for Services	11		46	3	57
b. Accessibility to Staff & Treatment	8	4	137	6	149
c. Individualized, Client-Driven	12	5	123	3	140
d. Right to Refuse Treatment	20	4	1		25
9) Other Rights Issues					
a. Work, Compensation & Education			1		1
b. Religion	1	1			2
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting		3		1	3
e. Housing	1		21	1	22
f. Legal assistance for Non-DMH issues	2	3	27	2	32

