

## SC DMH Client Advocacy Report October 2018

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
<b>BPH-Adult</b>	<b>7</b>	<b>84</b>
<b>Harris</b>	<b>14</b>	<b>85</b>
<b>Morris Village</b>	<b>2</b>	<b>24</b>
<b>Hall</b>	<b>3</b>	<b>17</b>
<b>Tucker</b>	<b>1</b>	<b>6</b>
<b>BPH-Forensics</b>	<b>7</b>	<b>147</b>
<b>Mental Health Centers</b>	<b>39</b>	<b>388</b>
<b>Total</b>	<b>73</b>	<b>751</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
<b>Toll Free Telephone Calls to SCDMH Client Advocacy Information, Referral &amp; Other Assistance<sup>1</sup></b>	<b>63</b>	<b>556</b>
	<b>8</b>	<b>94</b>

### 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	<b>44</b>	<b>23</b>	<b>60</b>	<b>14</b>	<b>127</b>
2) Admission & Discharge	<b>41</b>	<b>22</b>	<b>22</b>	<b>8</b>	<b>85</b>
3) Information & Advocacy	<b>8</b>	<b>27</b>	<b>5</b>	<b>4</b>	<b>40</b>
4) Physical Environment	<b>13</b>	<b>21</b>	<b>5</b>	<b>2</b>	<b>39</b>
5) Inpatient Rights	<b>74</b>	<b>45</b>	<b>3</b>	<b>11</b>	<b>122</b>
6) Personal Property & Money	<b>22</b>	<b>29</b>	<b>30</b>	<b>6</b>	<b>81</b>
7) Confidentiality & Consent	<b>11</b>	<b>5</b>	<b>33</b>	<b>3</b>	<b>49</b>
8) Treatment	<b>36</b>	<b>17</b>	<b>265</b>	<b>32</b>	<b>318</b>
9) Other Rights Issues	<b>10</b>	<b>9</b>	<b>60</b>	<b>11</b>	<b>79</b>
<b>Total<sup>5</sup></b>	<b>259</b>	<b>198</b>	<b>483</b>	<b>91</b>	<b>940</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: BPH-Adult, Harris, Morris Village, Tucker & Hall.

<sup>3</sup> Forensics: BPH-forensics (Correct 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.

<b>Type of Complaint Resolved</b>	<b>Inpatient Year-to-date</b>	<b>Forensics Year-to-date</b>	<b>Centers Year-to-date</b>	<b>Total # This Month</b>	<b>Total DMH Year-to-date</b>
<b>1) Abuse &amp; Neglect</b>					
a. Physical Abuse & Excessive Force	4	3	1	1	8
b. Excessive Restraint, Seclusion & PRNs	9			4	9
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	24	13	54	8	91
e. Neglect	7	7	5	1	19
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	31	9		3	40
b. Community Placement (where)	6	5	1		12
c. Periodic Court Review					
d. Questions, Education & Other	4	8	21	5	33
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	4	11	3	2	18
b. Access to Legal Resources	4	14		2	18
c. Questions, Education & Other		2	2		4
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	4	5		2	9
b. Linens, Clothes & Toiletries	3	10	1		14
c. Disrepair of Physical Plant	5	5	4		14
d. Cleanliness of Facilities	1	1			2
<b>5) Inpatient Rights</b>					
a. Privacy	3	2			5
b. Safety	4	3		1	7
c. Freedom, Privileges & Fairness	36	16	2	6	54
d. Communication	10	12			22
e. Health Care	21	12	1	4	34
<b>6) Personal Property &amp; Money</b>					
a. Property	6	21		2	27
b. Money, Entitlements, Rep. Payee	10	5	5	2	20
c. Billing Issues	4		23	1	27
d. Other Non-DMH Issues	2	3	2	1	7
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	5	5	22	3	32
b. Breach of Confidentiality	4		7		11
c. Issues of Consent, Confidentiality, etc.	2		4		6
<b>8) Treatment</b>					
a. Eligibility for Services	4	1	48	6	53
b. Accessibility to Staff & Treatment	5	5	102	10	112
c. Individualized, Client-Driven	20	11	111	13	142
d. Right to Refuse Treatment	7		4	3	11
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education		1	1		2
b. Religion	1		2	1	3
c. Sexuality, Birth Control, Marriage, etc.	1	2			3
d. Voting	5	3	22	2	8
e. Housing			30	3	25
f. Legal assistance for Non-DMH issues	3	3	5	5	38

