

## SC DMH Patient Advocacy Report April 2023

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	4	18
Harris	4	25
Morris Village		5
Hall	1	6
Tucker		3
BPH-Forensics	11	41
Mental Health Centers	47	200
<b>Total</b>	<b>67</b>	<b>298</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	71	322
Information, Referral & Other Assistance <sup>1</sup>	6	32

### 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	10	2	13	5	25
2) Admission & Discharge	3	3	26	9	32
3) Information & Advocacy	5	5	33	7	43
4) Physical Environment	8	7		1	15
5) Inpatient Rights	20	15	2	11	37
6) Personal Property & Money	10	13	17	5	40
7) Confidentiality & Consent	2	2	17	5	21
8) Treatment	11	8	111	30	130
9) Other Rights Issues		2	28	13	30
<b>Total<sup>5</sup></b>	<b>69</b>	<b>57</b>	<b>247</b>	<b>86</b>	<b>373</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 (Wellpath & 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					
b. Excessive Restraint, Seclusion & PRNs	1			1	1
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	8	2	13	4	23
e. Neglect	1				1
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	1	1		1	2
b. Community Placement (where)	2			1	2
c. Periodic Court Review					
d. Questions, Education & Other		2	26	7	28
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	3	3	30	5	36
b. Access to Legal Resources		2	2	2	4
c. Questions, Education & Other	2		1		3
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	1	1		1	2
b. Linens, Clothes & Toiletries	3	3			6
c. Disrepair of Physical Plant	1	3			4
d. Cleanliness of Facilities	3				3
<b>5) Inpatient Rights</b>					
a. Privacy		1			1
b. Safety	2	3	1	3	16
c. Freedom, Privileges & Fairness	8	8		2	6
d. Communication	5	1		2	6
e. Health Care	5	2	1	4	8
<b>6) Personal Property &amp; Money</b>					
a. Property	2	10			12
b. Money, Entitlements, Rep. Payee	2	3	2	2	7
c. Billing Issues	5		14	3	19
d. Other Non-DMH Issues	1		1		2
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	1	1	12	4	14
b. Breach of Confidentiality			2		2
c. Issues of Consent, Confidentiality, etc.	1	1	3	1	5
<b>8) Treatment</b>					
a. Eligibility for Services	2		16	4	18
b. Accessibility to Staff & Treatment	4		45	8	45
c. Individualized, Client-Driven	4	7	48	16	60
d. Right to Refuse Treatment	1	1	2	2	7
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education					
b. Religion		2		2	2
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			12	4	12
f. Legal assistance for Non-DMH issues			16	7	16

