

SC DMH Patient Advocacy Report August 2022

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	8	48
Harris	7	54
Morris Village	0	13
Hall	2	9
Tucker	2	8
BPH-Forensics	12	72
Mental Health Centers	70	425
Total	101	629

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	70	646
Information, Referral & Other Assistance ¹	8	75

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	18	6	38	13	62
2) Admission & Discharge	20	11	38	15	69
3) Information & Advocacy	8	6	48	14	62
4) Physical Environment	19	23	1	5	43
5) Inpatient Rights	29	34	6	11	69
6) Personal Property & Money	16	3	45	11	64
7) Confidentiality & Consent	13	1	26	8	40
8) Treatment	32	9	264	41	305
9) Other Rights Issues	2	3	50	10	55
Total⁵	157	96	516	128	769

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	2		1	1	3
b. Excessive Restraint, Seclusion & PRNs	1			1	1
c. Sexual Abuse	2	1	1		4
d. Verbal Abuse or Violations of Dignity	9	5	33	9	47
e. Neglect	4		3	2	7
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	13	5		8	18
b. Community Placement (where)	4		1		5
c. Periodic Court Review	2	3			5
d. Questions, Education & Other	1	3	37	7	41
3) Information & Advocacy					
a. Access to Advocacy	5	3	44	14	52
b. Access to Legal Resources	2	2	3		7
c. Questions, Education & Other	1	1	1		3
4) Physical Environment					
a. Food Quality & Quantity	10	5			15
b. Linens, Clothes & Toiletries		5			5
c. Disrepair of Physical Plant	7	9	1	2	17
d. Cleanliness of Facilities	2	4		3	6
5) Inpatient Rights					
a. Privacy		1			1
b. Safety	4	1	2	1	7
c. Freedom, Privileges & Fairness	13	20	2	6	35
d. Communication	5	5	2	3	12
e. Health Care	7	7		1	14
6) Personal Property & Money					
a. Property	8	1		1	9
b. Money, Entitlements, Rep. Payee	5	2	3	1	10
c. Billing Issues	3		39	9	42
d. Other Non-DMH Issues			3		3
7) Confidentiality & Consent					
a. Access to Records & Information	12	1	18	6	31
b. Breach of Confidentiality			4	1	4
c. Issues of Consent, Confidentiality, etc.	1		4	1	5
8) Treatment					
a. Eligibility for Services	2		32	3	34
b. Accessibility to Staff & Treatment	3	4	129	17	136
c. Individualized, Client-Driven	14	5	95	17	114
d. Right to Refuse Treatment	13		8	4	21
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion		1			1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	2	1			3
e. Housing			19	1	19
f. Legal assistance for Non-DMH issues		1	31	9	32

