

SC DMH Patient Advocacy Report December 2022

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	5	73
Harris	8	80
Morris Village	1	18
Hall	0	14
Tucker	0	11
BPH-Forensics	12	109
Mental Health Centers	39	608
Total	65	913

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	59	916
Information, Referral & Other Assistance ¹	5	117

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	36	14	53	14	103
2) Admission & Discharge	32	15	49	6	96
3) Information & Advocacy	9	8	75	6	92
4) Physical Environment	29	27	1	1	57
5) Inpatient Rights	45	48	6	5	99
6) Personal Property & Money	22	13	62	10	97
7) Confidentiality & Consent	15	1	33	4	49
8) Treatment	47	13	348	19	408
9) Other Rights Issues	5	3	88	14	101
Total⁵	240	142	720	79	1102

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	5		1		6
b. Excessive Restraint, Seclusion & PRNs	2				2
c. Sexual Abuse	2	2	1	1	5
d. Verbal Abuse or Violations of Dignity	20	7	48	9	75
e. Neglect	7	5	3	4	15
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	19	6		2	25
b. Community Placement (where)	8	2	2	3	12
c. Periodic Court Review	4	3			7
d. Questions, Education & Other	1	4	47	1	52
3) Information & Advocacy					
a. Access to Advocacy	5	5	67	6	77
b. Access to Legal Resources	3	2	3		8
c. Questions, Education & Other	1	1	5		7
4) Physical Environment					
a. Food Quality & Quantity	13	7		1	20
b. Linens, Clothes & Toiletries		5			5
c. Disrepair of Physical Plant	10	11	1		22
d. Cleanliness of Facilities	6	4			10
5) Inpatient Rights					
a. Privacy	1	1		1	2
b. Safety	5	1	2		8
c. Freedom, Privileges & Fairness	19	29	2	1	50
d. Communication	9	7	2	2	18
e. Health Care	11	10		1	21
6) Personal Property & Money					
a. Property	9	9		2	18
b. Money, Entitlements, Rep. Payee	8	4	5	4	17
c. Billing Issues	5		52	2	57
d. Other Non-DMH Issues			5	2	5
7) Confidentiality & Consent					
a. Access to Records & Information	14	1	23	3	38
b. Breach of Confidentiality			6	1	6
c. Issues of Consent, Confidentiality, etc.	1		4		5
8) Treatment					
a. Eligibility for Services	2		39	1	41
b. Accessibility to Staff & Treatment	4	4	166	6	174
c. Individualized, Client-Driven	19	9	135	8	163
d. Right to Refuse Treatment	22		8	4	30
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion		1			1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	5	1			6
e. Housing			39	5	39
f. Legal assistance for Non-DMH issues		1	49	9	55

