

## SC DMH Patient Advocacy Report February 2023

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	4	8
Harris	8	17
Morris Village	1	4
Hall		3
Tucker	2	3
BPH-Forensics	7	20
Mental Health Centers	45	93
<b>Total</b>	<b>67</b>	<b>148</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	79	159
Information, Referral & Other Assistance <sup>1</sup>	9	19

### 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	7	1	7	6	15
2) Admission & Discharge	2		10	5	12
3) Information & Advocacy	3	3	14	13	20
4) Physical Environment	8	6		4	14
5) Inpatient Rights	11	6	1	5	18
6) Personal Property & Money	7	7	7	9	21
7) Confidentiality & Consent	1	1	7	6	9
8) Treatment	7	3	60	36	70
9) Other Rights Issues			10	4	10
<b>Total<sup>5</sup></b>	<b>46</b>	<b>27</b>	<b>116</b>	<b>88</b>	<b>189</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					
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	6	1	7	6	14
e. Neglect	1				1
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	1			1	1
b. Community Placement (where)	1			1	1
c. Periodic Court Review					
d. Questions, Education & Other			10	3	10
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	2	2	14	12	18
b. Access to Legal Resources		1			1
c. Questions, Education & Other	1			1	1
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	1			1	1
b. Linens, Clothes & Toiletries	3	3		2	6
c. Disrepair of Physical Plant	1	3		1	4
d. Cleanliness of Facilities	3				3
<b>5) Inpatient Rights</b>					
a. Privacy		1			1
b. Safety		1	1		2
c. Freedom, Privileges & Fairness	6	4		2	10
d. Communication	3			2	3
e. Health Care	2			1	2
<b>6) Personal Property &amp; Money</b>					
a. Property	1	6		3	7
b. Money, Entitlements, Rep. Payee	1	1	1	2	3
c. Billing Issues	4		6	3	10
d. Other Non-DMH Issues	1			1	1
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	1	1	5	4	7
b. Breach of Confidentiality					
c. Issues of Consent, Confidentiality, etc.			2	2	2
<b>8) Treatment</b>					
a. Eligibility for Services			10	7	10
b. Accessibility to Staff & Treatment	4		20	10	20
c. Individualized, Client-Driven	3	3	29	18	36
d. Right to Refuse Treatment			1	1	4
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			5	3	5
f. Legal assistance for Non-DMH issues			5	1	5

