

SC DMH Patient Advocacy Report February 2022

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	13	15
Harris	8	14
Morris Village	4	8
Hall		
Tucker		
BPH-Forensics	10	19
Mental Health Centers	38	83
Total	73	139

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	96	179
Information, Referral & Other Assistance ¹	8	17

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	5	3	5	8	13
2) Admission & Discharge	6	5	5	9	16
3) Information & Advocacy	4	2	8	7	14
4) Physical Environment	7	8		8	15
5) Inpatient Rights	9	7		13	16
6) Personal Property & Money	6		12	12	18
7) Confidentiality & Consent	1		6	2	7
8) Treatment	8	2	63	41	73
9) Other Rights Issues		1	7	2	8
Total⁵	46	28	106	102	180

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					
b. Excessive Restraint, Seclusion & PRNs					
c. Sexual Abuse	1	1		1	2
d. Verbal Abuse or Violations of Dignity	2	2	4	6	8
e. Neglect	2		1	1	3
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	4			2	4
b. Community Placement (where)	1			1	1
c. Periodic Court Review	1	3		2	4
d. Questions, Education & Other		2	5	4	7
3) Information & Advocacy					
a. Access to Advocacy	2	1	7	5	10
b. Access to Legal Resources	2		1	2	3
c. Questions, Education & Other		1			1
4) Physical Environment					
a. Food Quality & Quantity	2	2		4	4
b. Linens, Clothes & Toiletries		4		2	4
c. Disrepair of Physical Plant	4	2		2	6
d. Cleanliness of Facilities	1				1
5) Inpatient Rights					
a. Privacy					
b. Safety	2	1		2	3
c. Freedom, Privileges & Fairness	3	3		5	6
d. Communication		2		2	2
e. Health Care	4	1		4	5
6) Personal Property & Money					
a. Property	1			1	1
b. Money, Entitlements, Rep. Payee	4			3	4
c. Billing Issues	1		11	7	12
d. Other Non-DMH Issues			1	1	1
7) Confidentiality & Consent					
a. Access to Records & Information	1		3	2	4
b. Breach of Confidentiality			2		2
c. Issues of Consent, Confidentiality, etc.			1		1
8) Treatment					
a. Eligibility for Services			12	6	12
b. Accessibility to Staff & Treatment	1	1	33	16	35
c. Individualized, Client-Driven	4	1	17	15	22
d. Right to Refuse Treatment	3		1	4	4
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			2		2
f. Legal assistance for Non-DMH issues		1	5	2	6

