

## SC DMH Patient Advocacy Report July 2022

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	2	40
Harris	4	47
Morris Village	0	13
Hall	3	7
Tucker	0	6
BPH-Forensics	7	60
Mental Health Centers	50	355
<b>Total</b>	<b>66</b>	<b>528</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	51	576
Information, Referral & Other Assistance <sup>1</sup>	13	67

### 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	6	33	9	49
2) Admission & Discharge	16	7	31	14	54
3) Information & Advocacy	8	4	36	7	48
4) Physical Environment	19	18	1	1	38
5) Inpatient Rights	27	27	4	2	58
6) Personal Property & Money	15	2	36	4	53
7) Confidentiality & Consent	9	1	22	4	32
8) Treatment	26	9	229	30	264
9) Other Rights Issues	2	3	40	11	45
<b>Total<sup>5</sup></b>	<b>132</b>	<b>77</b>	<b>432</b>	<b>82</b>	<b>641</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	1	1	1		2
b. Excessive Restraint, Seclusion & PRNs					
c. Sexual Abuse	2	1	1	1	4
d. Verbal Abuse or Violations of Dignity	5	5	28	8	38
e. Neglect	2		3		5
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	9	1		3	10
b. Community Placement (where)	4		1	2	5
c. Periodic Court Review	2	3			5
d. Questions, Education & Other	1	3	30	9	34
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	5	1	32	6	38
b. Access to Legal Resources	2	2	3	1	7
c. Questions, Education & Other	1	1	1		3
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	10	5			15
b. Linens, Clothes & Toiletries		5			5
c. Disrepair of Physical Plant	7	7	1	1	15
d. Cleanliness of Facilities	2	1			3
<b>5) Inpatient Rights</b>					
a. Privacy		1			1
b. Safety	3	1	2		6
c. Freedom, Privileges & Fairness	13	15	1	2	29
d. Communication	4	4	1		9
e. Health Care	7	6			13
<b>6) Personal Property &amp; Money</b>					
a. Property	7	1			8
b. Money, Entitlements, Rep. Payee	5	1	3	1	9
c. Billing Issues	3		30	3	33
d. Other Non-DMH Issues			3		3
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	8	1	16	4	25
b. Breach of Confidentiality			3		3
c. Issues of Consent, Confidentiality, etc.	1		3		4
<b>8) Treatment</b>					
a. Eligibility for Services	2		29	2	31
b. Accessibility to Staff & Treatment	2	4	113	12	119
c. Individualized, Client-Driven	12	5	80	13	97
d. Right to Refuse Treatment	10		7	3	17
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education					
b. Religion		1		1	1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	2	1			3
e. Housing			18	5	18
f. Legal assistance for Non-DMH issues		1	22	5	23

