

SC DMH Patient Advocacy Report July 2023

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	10	49
Harris	7	45
Morris Village	2	9
Hall	1	8
Tucker		5
BPH-Forensics	4	64
Mental Health Centers	59	370
Total	83	550

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	80	575
Information, Referral & Other Assistance ¹	7	59

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	21	3	31	11	55
2) Admission & Discharge	12	10	47	12	69
3) Information & Advocacy	5	6	74	15	85
4) Physical Environment	16	11	1	4	28
5) Inpatient Rights	29	26	3	6	58
6) Personal Property & Money	19	17	31	10	67
7) Confidentiality & Consent	5	3	36	10	44
8) Treatment	32	10	174	32	216
9) Other Rights Issues	1	2	60	9	63
Total⁵	140	88	457	109	685

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	3			3	3
b. Excessive Restraint, Seclusion & PRNs	1				1
c. Sexual Abuse	1		1		2
d. Verbal Abuse or Violations of Dignity	13	2	30	6	45
e. Neglect	2	1		1	2
f. Financial Exploitation	1			1	2
2) Admission & Discharge					
a. Discharge (when)	5	4			9
b. Community Placement (where)	7			2	7
c. Periodic Court Review		1	2	2	3
d. Questions, Education & Other		5	45	8	50
3) Information & Advocacy					
a. Access to Advocacy	3	3	71	15	77
b. Access to Legal Resources	2	3	2		5
c. Questions, Education & Other			1		3
4) Physical Environment					
a. Food Quality & Quantity	4	4		1	8
b. Linens, Clothes & Toiletries	3	3			6
c. Disrepair of Physical Plant	5	4	1	3	10
d. Cleanliness of Facilities	4				4
5) Inpatient Rights					
a. Privacy		1			1
b. Safety	2	5	2	3	19
c. Freedom, Privileges & Fairness	11	13		2	14
d. Communication	7	2		1	9
e. Health Care	9	5	1		15
6) Personal Property & Money					
a. Property	4	12		1	16
b. Money, Entitlements, Rep. Payee	6	5	5	4	16
c. Billing Issues	8		23	5	31
d. Other Non-DMH Issues	1		3		4
7) Confidentiality & Consent					
a. Access to Records & Information	4	2	24	6	30
b. Breach of Confidentiality			6	2	6
c. Issues of Consent, Confidentiality, etc.	1	1	6	2	8
8) Treatment					
a. Eligibility for Services	2		21	1	23
b. Accessibility to Staff & Treatment	7		72	10	75
c. Individualized, Client-Driven	9	8	78	15	96
d. Right to Refuse Treatment	14	2	3	6	22
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion		2			2
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing	1		31	6	32
f. Legal assistance for Non-DMH issues			29	3	29

