

SC DMH Patient Advocacy Report June 2022

| FACILITY | COMPLAINTS RESOLVED THIS MONTH | YEAR-TO-DATE |
|-----------------------|-----------------------------------|--------------|
| BPH-Adult | 6 | 38 |
| Harris | 9 | 43 |
| Morris Village | 0 | 13 |
| Hall | 0 | 4 |
| Tucker | 2 | 6 |
| BPH-Forensics | 9 | 53 |
| Mental Health Centers | 48 | 305 |
| Total | 74 | 462 |

OTHER INFORMATION

| | THIS MONTH | YEAR-TO-DATE |
|--|------------|--------------|
| Toll Free Telephone Calls to SCDMH Patient Advocacy | 72 | 525 |
| Information, Referral & Other Assistance ¹ | 8 | 54 |

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 | 10 | 6 | 24 | 4 | 40 |
| 2) Admission & Discharge | 12 | 6 | 22 | 3 | 40 |
| 3) Information & Advocacy | 6 | 3 | 32 | 1 | 41 |
| 4) Physical Environment | 19 | 17 | 1 | 10 | 37 |
| 5) Inpatient Rights | 26 | 26 | 4 | 8 | 56 |
| 6) Personal Property & Money | 15 | 2 | 32 | 6 | 49 |
| 7) Confidentiality & Consent | 9 | 1 | 18 | 6 | 28 |
| 8) Treatment | 23 | 7 | 204 | 39 | 234 |
| 9) Other Rights Issues | 2 | 2 | 30 | 9 | 34 |
| Total⁵ | 122 | 70 | 367 | 86 | 559 |

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 | 1 | 1 | 1 | 1 | 2 |
| b. Excessive Restraint, Seclusion & PRNs | | | | | |
| c. Sexual Abuse | 2 | 1 | | | 3 |
| d. Verbal Abuse or Violations of Dignity | 5 | 5 | 20 | 3 | 30 |
| e. Neglect | 2 | | 3 | | 5 |
| f. Financial Exploitation | | | | | |
| 2) Admission & Discharge | | | | | |
| a. Discharge (when) | 7 | | | | 7 |
| b. Community Placement (where) | 2 | | 1 | | 3 |
| c. Periodic Court Review | 2 | 3 | | | 5 |
| d. Questions, Education & Other | 1 | 3 | 21 | 3 | 25 |
| 3) Information & Advocacy | | | | | |
| a. Access to Advocacy | 3 | 1 | 28 | 1 | 32 |
| b. Access to Legal Resources | 2 | 1 | 3 | | 6 |
| c. Questions, Education & Other | 1 | 1 | 1 | | 3 |
| 4) Physical Environment | | | | | |
| a. Food Quality & Quantity | 10 | 5 | | 5 | 15 |
| b. Linens, Clothes & Toiletries | | 5 | | | 5 |
| c. Disrepair of Physical Plant | 7 | 6 | 1 | 3 | 14 |
| d. Cleanliness of Facilities | 2 | 1 | | 2 | 3 |
| 5) Inpatient Rights | | | | | |
| a. Privacy | | 1 | | | 1 |
| b. Safety | 3 | 1 | 2 | | 6 |
| c. Freedom, Privileges & Fairness | 12 | 14 | 1 | 4 | 27 |
| d. Communication | 4 | 4 | 1 | 1 | 9 |
| e. Health Care | 7 | 6 | | 3 | 13 |
| 6) Personal Property & Money | | | | | |
| a. Property | 7 | 1 | | 1 | 8 |
| b. Money, Entitlements, Rep. Payee | 5 | 1 | 2 | 1 | 8 |
| c. Billing Issues | 3 | | 27 | 3 | 30 |
| d. Other Non-DMH Issues | | | 3 | 1 | 3 |
| 7) Confidentiality & Consent | | | | | |
| a. Access to Records & Information | 8 | 1 | 12 | 6 | 21 |
| b. Breach of Confidentiality | | | 3 | | 3 |
| c. Issues of Consent, Confidentiality, etc. | 1 | | 3 | | 4 |
| 8) Treatment | | | | | |
| a. Eligibility for Services | 2 | | 27 | 1 | 29 |
| b. Accessibility to Staff & Treatment | 2 | 3 | 102 | 21 | 107 |
| c. Individualized, Client-Driven | 11 | 4 | 69 | 15 | 84 |
| d. Right to Refuse Treatment | 8 | | 6 | 2 | 14 |
| 9) Other Rights Issues | | | | | |
| a. Work, Compensation & Education | | | | | |
| b. Religion | | | | | |
| c. Sexuality, Birth Control, Marriage, etc. | | | | | |
| d. Voting | 2 | 1 | | 1 | 3 |
| e. Housing | | | 13 | 4 | 13 |
| f. Legal assistance for Non-DMH issues | | 1 | 17 | 4 | 18 |

