

SC DMH Patient Advocacy Report June 2023

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	12	39
Harris	6	38
Morris Village	0	7
Hall	0	7
Tucker	1	5
BPH-Forensics	13	60
Mental Health Centers	65	311
Total	97	467

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	97	495
Information, Referral & Other Assistance ¹	13	52

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	17	2	25	8	44
2) Admission & Discharge	10	10	37	16	57
3) Information & Advocacy	5	6	59	21	70
4) Physical Environment	13	11		6	24
5) Inpatient Rights	28	22	2	7	52
6) Personal Property & Money	17	15	25	10	57
7) Confidentiality & Consent	2	3	29	9	34
8) Treatment	23	9	152	30	184
9) Other Rights Issues	1	2	51	13	54
Total⁵	116	80	380	120	576

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	1				1
c. Sexual Abuse	1		1	1	2
d. Verbal Abuse or Violations of Dignity	13	2	24	6	39
e. Neglect	2				1
f. Financial Exploitation				1	1
2) Admission & Discharge					
a. Discharge (when)	5	4		6	9
b. Community Placement (where)	5			1	5
c. Periodic Court Review		1		1	1
d. Questions, Education & Other		5	37	8	42
3) Information & Advocacy					
a. Access to Advocacy	3	3	56	20	62
b. Access to Legal Resources	2	3	2	1	5
c. Questions, Education & Other			1		3
4) Physical Environment					
a. Food Quality & Quantity	3	4		3	7
b. Linens, Clothes & Toiletries	3	3			6
c. Disrepair of Physical Plant	3	4		2	7
d. Cleanliness of Facilities	4			1	4
5) Inpatient Rights					
a. Privacy		1			1
b. Safety	2	3	1		16
c. Freedom, Privileges & Fairness	10	12		2	12
d. Communication	7	1		1	8
e. Health Care	9	5	1	4	15
6) Personal Property & Money					
a. Property	4	11		3	15
b. Money, Entitlements, Rep. Payee	4	4	4	2	12
c. Billing Issues	8		18	3	26
d. Other Non-DMH Issues	1		3	2	4
7) Confidentiality & Consent					
a. Access to Records & Information	1	2	21	6	24
b. Breach of Confidentiality			4	2	4
c. Issues of Consent, Confidentiality, etc.	1	1	4	1	6
8) Treatment					
a. Eligibility for Services	2		20	1	22
b. Accessibility to Staff & Treatment	7		62	8	65
c. Individualized, Client-Driven	6	7	67	17	81
d. Right to Refuse Treatment	8	2	3	4	16
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion		2			2
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing	1		25	8	26
f. Legal assistance for Non-DMH issues			26	5	26

