

## SC DMH Patient Advocacy Report

### March 2022

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
<b>BPH-Adult</b>	<b>6</b>	<b>21</b>
<b>Harris</b>	<b>4</b>	<b>18</b>
<b>Morris Village</b>	<b>3</b>	<b>11</b>
<b>Hall</b>	<b>3</b>	<b>3</b>
<b>Tucker</b>	<b>0</b>	<b>0</b>
<b>BPH-Forensics</b>	<b>8</b>	<b>27</b>
<b>Mental Health Centers</b>	<b>48</b>	<b>131</b>
<b>Total</b>	<b>72</b>	<b>211</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
<b>Toll Free Telephone Calls to SCDMH Patient Advocacy</b>	<b>98</b>	<b>277</b>
<b>Information, Referral &amp; Other Assistance<sup>1</sup></b>	<b>11</b>	<b>28</b>

### 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	<b>5</b>	<b>3</b>	<b>9</b>	<b>4</b>	<b>17</b>
2) Admission & Discharge	<b>10</b>	<b>5</b>	<b>12</b>	<b>11</b>	<b>27</b>
3) Information & Advocacy	<b>5</b>	<b>3</b>	<b>14</b>	<b>8</b>	<b>22</b>
4) Physical Environment	<b>9</b>	<b>10</b>		<b>4</b>	<b>19</b>
5) Inpatient Rights	<b>14</b>	<b>12</b>	<b>1</b>	<b>11</b>	<b>27</b>
6) Personal Property & Money	<b>6</b>		<b>15</b>	<b>3</b>	<b>21</b>
7) Confidentiality & Consent	<b>4</b>		<b>11</b>	<b>8</b>	<b>15</b>
8) Treatment	<b>12</b>	<b>2</b>	<b>91</b>	<b>32</b>	<b>105</b>
9) Other Rights Issues		<b>1</b>	<b>14</b>	<b>7</b>	<b>15</b>
<b>Total<sup>5</sup></b>	<b>65</b>	<b>36</b>	<b>167</b>	<b>88</b>	<b>268</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					
b. Excessive Restraint, Seclusion & PRNs					
c. Sexual Abuse	1	1			2
d. Verbal Abuse or Violations of Dignity	2	2	8	4	12
e. Neglect	2		1		3
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	6			2	6
b. Community Placement (where)	2		1	2	3
c. Periodic Court Review	1	3			4
d. Questions, Education & Other	1	2	11	7	14
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	2	1	13	6	16
b. Access to Legal Resources	2	1	1	1	4
c. Questions, Education & Other	1	1		1	2
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	4	2		2	6
b. Linens, Clothes & Toiletries		5		1	5
c. Disrepair of Physical Plant	4	3		1	7
d. Cleanliness of Facilities	1				1
<b>5) Inpatient Rights</b>					
a. Privacy					
b. Safety	3	1		1	4
c. Freedom, Privileges & Fairness	5	6	1	6	12
d. Communication	2	2		2	4
e. Health Care	4	3		2	7
<b>6) Personal Property &amp; Money</b>					
a. Property	1				1
b. Money, Entitlements, Rep. Payee	4				4
c. Billing Issues	1		13	2	14
d. Other Non-DMH Issues			2	1	2
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	4		6	6	10
b. Breach of Confidentiality			3	1	3
c. Issues of Consent, Confidentiality, etc.			2	1	2
<b>8) Treatment</b>					
a. Eligibility for Services			17	5	17
b. Accessibility to Staff & Treatment	1	1	45	12	47
c. Individualized, Client-Driven	5	1	27	11	33
d. Right to Refuse Treatment	6		2	4	8
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			4	2	4
f. Legal assistance for Non-DMH issues		1	10	5	11

