

## SC DMH Patient Advocacy Report March 2023

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	6	14
Harris	4	21
Morris Village	1	5
Hall	2	5
Tucker	0	3
BPH-Forensics	10	30
Mental Health Centers	60	153
<b>Total</b>	<b>83</b>	<b>231</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	92	251
Information, Referral & Other Assistance <sup>1</sup>	7	26

### 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	9	1	10	5	20
2) Admission & Discharge	2	1	20	11	23
3) Information & Advocacy	5	5	26	16	36
4) Physical Environment	8	6			14
5) Inpatient Rights	15	9	2	8	26
6) Personal Property & Money	9	12	14	14	35
7) Confidentiality & Consent	2	2	12	7	16
8) Treatment	9	5	86	30	100
9) Other Rights Issues			17	7	17
<b>Total<sup>5</sup></b>	<b>59</b>	<b>41</b>	<b>187</b>	<b>98</b>	<b>287</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					
d. Verbal Abuse or Violations of Dignity	8	1	10	5	19
e. Neglect	1				1
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	1				1
b. Community Placement (where)	1				1
c. Periodic Court Review					
d. Questions, Education & Other		1	20	11	21
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	3	3	25	13	31
b. Access to Legal Resources		2		1	2
c. Questions, Education & Other	2		1	2	3
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	1				1
b. Linens, Clothes & Toiletries	3	3			6
c. Disrepair of Physical Plant	1	3			4
d. Cleanliness of Facilities	3				3
<b>5) Inpatient Rights</b>					
a. Privacy		1			1
b. Safety		2	1	1	3
c. Freedom, Privileges & Fairness	8	6		4	14
d. Communication	4			1	4
e. Health Care	3		1	2	4
<b>6) Personal Property &amp; Money</b>					
a. Property	2	10		5	12
b. Money, Entitlements, Rep. Payee	1	2	2	2	5
c. Billing Issues	5		11	6	16
d. Other Non-DMH Issues	1		1	1	2
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	1	1	8	3	10
b. Breach of Confidentiality			2	2	2
c. Issues of Consent, Confidentiality, etc.	1	1	2	2	4
<b>8) Treatment</b>					
a. Eligibility for Services	2		12	4	14
b. Accessibility to Staff & Treatment	4		37	17	37
c. Individualized, Client-Driven	3	4	36	8	44
d. Right to Refuse Treatment		1	1	1	5
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			8	3	8
f. Legal assistance for Non-DMH issues			9	4	9

