

## SC DMH Patient Advocacy Report May 2022

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
<b>BPH-Adult</b>	<b>5</b>	<b>32</b>
<b>Harris</b>	<b>8</b>	<b>34</b>
<b>Morris Village</b>	<b>2</b>	<b>13</b>
<b>Hall</b>	<b>1</b>	<b>4</b>
<b>Tucker</b>	<b>0</b>	<b>4</b>
<b>BPH-Forensics</b>	<b>9</b>	<b>44</b>
<b>Mental Health Centers</b>	<b>70</b>	<b>257</b>
<b>Total</b>	<b>95</b>	<b>388</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
<b>Toll Free Telephone Calls to SCDMH Patient Advocacy</b>	<b>86</b>	<b>453</b>
<b>Information, Referral &amp; Other Assistance<sup>1</sup></b>	<b>10</b>	<b>46</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>8</b>	<b>5</b>	<b>23</b>	<b>10</b>	<b>36</b>
2) Admission & Discharge	<b>12</b>	<b>6</b>	<b>19</b>	<b>6</b>	<b>37</b>
3) Information & Advocacy	<b>6</b>	<b>3</b>	<b>31</b>	<b>10</b>	<b>40</b>
4) Physical Environment	<b>12</b>	<b>14</b>	<b>1</b>	<b>5</b>	<b>27</b>
5) Inpatient Rights	<b>20</b>	<b>24</b>	<b>4</b>	<b>13</b>	<b>48</b>
6) Personal Property & Money	<b>15</b>	<b>1</b>	<b>27</b>	<b>7</b>	<b>43</b>
7) Confidentiality & Consent	<b>7</b>	<b>1</b>	<b>14</b>	<b>3</b>	<b>22</b>
8) Treatment	<b>21</b>	<b>2</b>	<b>172</b>	<b>48</b>	<b>195</b>
9) Other Rights Issues	<b>1</b>	<b>2</b>	<b>22</b>	<b>8</b>	<b>25</b>
<b>Total<sup>5</sup></b>	<b>102</b>	<b>58</b>	<b>313</b>	<b>110</b>	<b>473</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			1	1	1
b. Excessive Restraint, Seclusion & PRNs					
c. Sexual Abuse	2	1			3
d. Verbal Abuse or Violations of Dignity	4	4	19	7	27
e. Neglect	2		3	2	5
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
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	18	6	22
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	3	1	27	10	31
b. Access to Legal Resources	2	1	3		6
c. Questions, Education & Other	1	1	1		3
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	6	4		1	10
b. Linens, Clothes & Toiletries		5			5
c. Disrepair of Physical Plant	5	5	1	4	11
d. Cleanliness of Facilities	1				1
<b>5) Inpatient Rights</b>					
a. Privacy		1		1	1
b. Safety	3	1	2	2	6
c. Freedom, Privileges & Fairness	9	13	1	6	23
d. Communication	3	4	1	3	8
e. Health Care	5	5		1	10
<b>6) Personal Property &amp; Money</b>					
a. Property	7			1	7
b. Money, Entitlements, Rep. Payee	5	1	1	1	7
c. Billing Issues	3		24	5	27
d. Other Non-DMH Issues			2		2
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	6	1	8	2	15
b. Breach of Confidentiality			3		3
c. Issues of Consent, Confidentiality, etc.	1		3	1	4
<b>8) Treatment</b>					
a. Eligibility for Services	2		26	2	28
b. Accessibility to Staff & Treatment	2	1	83	20	86
c. Individualized, Client-Driven	9	1	59	23	69
d. Right to Refuse Treatment	8		4	3	12
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education					
b. Religion					
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	1	1		2	2
e. Housing			9	4	9
f. Legal assistance for Non-DMH issues		1	13	2	14

