

SC DMH Patient Advocacy Report May 2023

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	9	27
Harris	7	32
Morris Village	2	7
Hall	1	7
Tucker	1	4
BPH-Forensics	6	47
Mental Health Centers	46	246
Total	72	370

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	76	398
Information, Referral & Other Assistance ¹	7	39

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	14	2	20	11	36
2) Admission & Discharge	6	3	32	9	41
3) Information & Advocacy	5	5	39	6	49
4) Physical Environment	9	9		3	18
5) Inpatient Rights	25	18	2	8	45
6) Personal Property & Money	15	13	19	7	47
7) Confidentiality & Consent	2	2	21	4	25
8) Treatment	17	9	128	24	154
9) Other Rights Issues		2	39	11	41
Total⁵	93	63	300	83	456

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
d. Verbal Abuse or Violations of Dignity	11	2	20	10	33
e. Neglect	1				1
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	2	1		1	3
b. Community Placement (where)	4			2	4
c. Periodic Court Review					
d. Questions, Education & Other		2	32	6	34
3) Information & Advocacy					
a. Access to Advocacy	3	3	36	6	42
b. Access to Legal Resources	2	2	2		4
c. Questions, Education & Other			1		3
4) Physical Environment					
a. Food Quality & Quantity	1	3		2	4
b. Linens, Clothes & Toiletries	3	3			6
c. Disrepair of Physical Plant	2	3		1	5
d. Cleanliness of Facilities	3				3
5) Inpatient Rights					
a. Privacy		1			1
b. Safety	2	3	1		16
c. Freedom, Privileges & Fairness	10	10		4	10
d. Communication	6	1		1	7
e. Health Care	7	3	1	3	11
6) Personal Property & Money					
a. Property	2	10			12
b. Money, Entitlements, Rep. Payee	4	3	3	3	10
c. Billing Issues	8		15	4	23
d. Other Non-DMH Issues	1		1		2
7) Confidentiality & Consent					
a. Access to Records & Information	1	1	16	4	18
b. Breach of Confidentiality			2		2
c. Issues of Consent, Confidentiality, etc.	1	1	3		5
8) Treatment					
a. Eligibility for Services	2		19	3	21
b. Accessibility to Staff & Treatment	7		54	12	57
c. Individualized, Client-Driven	4	7	52	4	64
d. Right to Refuse Treatment	4	2	3	5	12
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion		2			2
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting					
e. Housing			18	6	18
f. Legal assistance for Non-DMH issues			21	5	21

