

SC DMH Patient Advocacy Report November 2022

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	11	68
Harris	6	72
Morris Village	2	17
Hall	0	14
Tucker	1	11
BPH-Forensics	11	97
Mental Health Centers	48	569
Total	79	848

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	72	857
Information, Referral & Other Assistance ¹	9	112

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	33	9	47	10	89
2) Admission & Discharge	30	12	48	6	90
3) Information & Advocacy	9	6	71	8	86
4) Physical Environment	28	27	1	7	56
5) Inpatient Rights	42	46	6	14	94
6) Personal Property & Money	20	9	58	8	87
7) Confidentiality & Consent	15	1	29	2	45
8) Treatment	40	13	336	30	389
9) Other Rights Issues	5	3	79	13	87
Total⁵	222	126	675	98	1023

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	5		1	1	6
b. Excessive Restraint, Seclusion & PRNs	2				2
c. Sexual Abuse	2	1	1		4
d. Verbal Abuse or Violations of Dignity	17	7	42	8	66
e. Neglect	7	1	3	1	11
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	18	5		1	23
b. Community Placement (where)	7		2	1	9
c. Periodic Court Review	4	3			7
d. Questions, Education & Other	1	4	46	4	51
3) Information & Advocacy					
a. Access to Advocacy	5	3	63	5	71
b. Access to Legal Resources	3	2	3	1	8
c. Questions, Education & Other	1	1	5	2	7
4) Physical Environment					
a. Food Quality & Quantity	12	7		2	19
b. Linens, Clothes & Toiletries		5			5
c. Disrepair of Physical Plant	10	11	1	3	22
d. Cleanliness of Facilities	6	4		2	10
5) Inpatient Rights					
a. Privacy		1			1
b. Safety	5	1	2		8
c. Freedom, Privileges & Fairness	19	28	2	8	49
d. Communication	8	6	2	3	16
e. Health Care	10	10		3	20
6) Personal Property & Money					
a. Property	9	7		4	16
b. Money, Entitlements, Rep. Payee	7	2	4		13
c. Billing Issues	4		51	4	55
d. Other Non-DMH Issues			3		3
7) Confidentiality & Consent					
a. Access to Records & Information	14	1	20	2	35
b. Breach of Confidentiality			5		5
c. Issues of Consent, Confidentiality, etc.	1		4		5
8) Treatment					
a. Eligibility for Services	2		38	3	40
b. Accessibility to Staff & Treatment	4	4	160	13	168
c. Individualized, Client-Driven	16	9	130	12	155
d. Right to Refuse Treatment	18		8	2	26
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion		1			1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	5	1		2	6
e. Housing			34	5	34
f. Legal assistance for Non-DMH issues		1	40	6	46

