

SC DMH Patient Advocacy Report October 2022

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	7	57
Harris	7	66
Morris Village	1	15
Hall	1	14
Tucker	1	10
BPH-Forensics	8	86
Mental Health Centers	38	521
Total	63	769

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	74	785
Information, Referral & Other Assistance ¹	11	103

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	28	8	43	8	79
2) Admission & Discharge	28	12	44	7	84
3) Information & Advocacy	8	6	64	6	78
4) Physical Environment	23	25	1	5	49
5) Inpatient Rights	35	39	6	6	80
6) Personal Property & Money	18	6	55	5	79
7) Confidentiality & Consent	13	1	29	2	43
8) Treatment	37	11	311	24	359
9) Other Rights Issues	3	3	68	9	74
Total⁵	193	111	621	72	925

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	4		1		5
b. Excessive Restraint, Seclusion & PRNs	2				2
c. Sexual Abuse	2	1	1		4
d. Verbal Abuse or Violations of Dignity	14	6	38	8	58
e. Neglect	6	1	3		10
f. Financial Exploitation					
2) Admission & Discharge					
a. Discharge (when)	17	5		2	22
b. Community Placement (where)	6		2		8
c. Periodic Court Review	4	3		1	7
d. Questions, Education & Other	1	4	42	4	47
3) Information & Advocacy					
a. Access to Advocacy	5	3	58	6	66
b. Access to Legal Resources	2	2	3		7
c. Questions, Education & Other	1	1	3		5
4) Physical Environment					
a. Food Quality & Quantity	11	6		1	17
b. Linens, Clothes & Toiletries		5			5
c. Disrepair of Physical Plant	8	10	1	2	19
d. Cleanliness of Facilities	4	4		2	8
5) Inpatient Rights					
a. Privacy		1			1
b. Safety	5	1	2	1	8
c. Freedom, Privileges & Fairness	15	24	2	2	41
d. Communication	6	5	2	1	13
e. Health Care	9	8		2	17
6) Personal Property & Money					
a. Property	8	4		2	12
b. Money, Entitlements, Rep. Payee	7	2	4	2	13
c. Billing Issues	3		48	1	51
d. Other Non-DMH Issues			3		3
7) Confidentiality & Consent					
a. Access to Records & Information	12	1	20	2	33
b. Breach of Confidentiality			5		5
c. Issues of Consent, Confidentiality, etc.	1		4		5
8) Treatment					
a. Eligibility for Services	2		35	3	37
b. Accessibility to Staff & Treatment	4	4	147	9	155
c. Individualized, Client-Driven	15	7	121	10	143
d. Right to Refuse Treatment	16		8	2	24
9) Other Rights Issues					
a. Work, Compensation & Education					
b. Religion		1			1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	3	1		1	4
e. Housing			29	6	29
f. Legal assistance for Non-DMH issues		1	34	2	40

