

## SC DMH Patient Advocacy Report September 2022

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	2	50
Harris	5	59
Morris Village	1	14
Hall	4	13
Tucker	1	9
BPH-Forensics	6	78
Mental Health Centers	58	483
<b>Total</b>	<b>77</b>	<b>706</b>

### OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	65	711
Information, Referral & Other Assistance <sup>1</sup>	17	92

### 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	25	7	39	9	71
2) Admission & Discharge	25	11	41	8	77
3) Information & Advocacy	8	6	58	10	72
4) Physical Environment	19	24	1	1	44
5) Inpatient Rights	31	37	6	5	74
6) Personal Property & Money	17	4	53	10	74
7) Confidentiality & Consent	13	1	27	1	41
8) Treatment	34	10	291	30	335
9) Other Rights Issues	2	3	60	10	65
<b>Total<sup>5</sup></b>	<b>174</b>	<b>103</b>	<b>576</b>	<b>84</b>	<b>853</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	4		1	2	5
b. Excessive Restraint, Seclusion & PRNs	2			1	2
c. Sexual Abuse	2	1	1		4
d. Verbal Abuse or Violations of Dignity	11	5	34	3	50
e. Neglect	6	1	3	3	10
f. Financial Exploitation					
<b>2) Admission &amp; Discharge</b>					
a. Discharge (when)	15	5		2	20
b. Community Placement (where)	6		2	3	8
c. Periodic Court Review	3	3		1	6
d. Questions, Education & Other	1	3	39	2	43
<b>3) Information &amp; Advocacy</b>					
a. Access to Advocacy	5	3	52	8	60
b. Access to Legal Resources	2	2	3		7
c. Questions, Education & Other	1	1	3	2	5
<b>4) Physical Environment</b>					
a. Food Quality & Quantity	10	6		1	16
b. Linens, Clothes & Toiletries		5			5
c. Disrepair of Physical Plant	7	9	1		17
d. Cleanliness of Facilities	2	4			6
<b>5) Inpatient Rights</b>					
a. Privacy		1			1
b. Safety	4	1	2		7
c. Freedom, Privileges & Fairness	14	23	2	4	39
d. Communication	5	5	2		12
e. Health Care	8	7		1	15
<b>6) Personal Property &amp; Money</b>					
a. Property	8	2		1	10
b. Money, Entitlements, Rep. Payee	6	2	3	1	11
c. Billing Issues	3		47	8	50
d. Other Non-DMH Issues			3		3
<b>7) Confidentiality &amp; Consent</b>					
a. Access to Records & Information	12	1	18		31
b. Breach of Confidentiality			5	1	5
c. Issues of Consent, Confidentiality, etc.	1		4		5
<b>8) Treatment</b>					
a. Eligibility for Services	2		32		34
b. Accessibility to Staff & Treatment	3	4	139	10	146
c. Individualized, Client-Driven	15	6	112	19	133
d. Right to Refuse Treatment	14		8	1	22
<b>9) Other Rights Issues</b>					
a. Work, Compensation & Education					
b. Religion		1			1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	2	1			3
e. Housing			23	4	23
f. Legal assistance for Non-DMH issues		1	32	6	38

