

Attachment A

Santa Barbara County Sheriff's Office

Grievance Review
First Quarter 2018

Santa Barbara Sheriff's Office
Grievance Review
February 2018

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

Dental: One (1) Grievance (4.55%)

There was one (1) grievance related to dental treatment for February. The person is complaining about a dental procedure completed in our facility in 2015. No reasonable remedy for the complaint can be reached, as records of that treatment are not available, and the treatment would have occurred prior to the CFMG contract. The patient has received treatment on two occasions, but there is no indication of a current dental issue. No grievances required follow-up to determine a resolution.

Mental Health: Two (2) Grievances (9.09%)

During this period, there were two (2) mental health grievances for review. One grievance was a request for adjustment of existing Mental Health medication, and one was for mental health treatment. Each received treatment with the Psychiatrist that resulted in a new medication prescription or the adjustment of current medication. No grievances required follow-up to determine a resolution.

Medications: Four (4) Grievance (18.18%)

I reviewed four (4) grievances related to medications other than Mental Health medications. Treatment and medication adjustments resolved each of these. No grievances required follow-up to determine an appropriate outcome.

Medical: Fifteen (15) Grievances (68.18%)

I reviewed fifteen (15) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions addressed these complaints. One (1) of these was a duplicate to a previously filed grievance. None of the grievances required follow-up to determine a resolution.

Observations & Recommendations:

The average time between the grievance filing and a response from medical or mental health during this period is 5.3 days. No grievances exceeded the fifteen (15) day response requirement.

During this period, the total number of medical related grievances decreased 37.1% when comparing the twenty-two (22) grievances for this month to the average of 35 grievances per month filed in the previous quarter.

In the month of February, there were 1070¹ requests for medical related services, of which twenty-two (22) or 2.1% resulted in a grievance. This is a 41.6% decrease comparative to the average of 3.6% filed during the previous quarter.

¹ This number does not include issues handled on scene or requests deemed to require immediate medical attention.

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During this same period, there were one hundred thirteen (113) total grievances filed, of which twenty-two (22), or 19.5% were medical related.

During February the sheriff's office received nine (9) community inquiries. Each of which was addressed by medical or mental health.

Respectfully,



Mark V. Mahurin

Grievances 1st Quarter 2018

Type	Amount	Percentage of Total Medical/ Mental Health Grievances Filed	Response Resolved Complaint	Follow-up needed	Complaint Resolved after Follow-up	Complaint Resolved on appeal	Out of Custody	Duplicate	Inmate Refused Treatment
Dental	5	5.75%	5	0	0	0	0	0	1
Mental Health	6	6.90%	6	0	0	0	0	0	2
Medication	20	22.99%	20	0	0	0	0	0	2
Medical	56	64.37%	56	0	0	0	0	6	3
Total	87	100.00%	87	0	0	0	0	6	8

Average Days for Response/Treatment:		3.8
Total Requests:	2,244	% Grievated: 3.9%
Total Grievances:	477	% Medical Related: 18.2%

Community Inquiry:

Dental	1						
Mental Health	2						
Medication	2						
Medical	10						
Total Requests:	15	Resolution:	15	Awaiting Response:	0	Out of Custody	0

Definitions

Follow-up Needed:	Response returned to Medical for additional details.
Out of Custody:	Inmate was out of custody when the grievance was addressed.
Duplicate:	Grievance filed for the same issue before a response could be generated.
Inmate Refused Treatment:	Inmate refused to be examined, seen, or take their prescribed medication.
Psychiatrist:	Available in the Facility 5 days per week, with an on call RNP psychiatrist available.
Dentist:	Available in the Facility 16 hours per week.
Title 15- Grievance Time Limit :	Article 6 § 1073 requires that the Facility policy set a reasonable time limit for response. Our Policy time limit is 15 Days.
Outside of Facility Appointments:	Dates for out of custody appointments are not provided prior to transport due to security concerns.