

Attachment B-1

Santa Barbara County Sheriff's Office

February 2018 Grievance Review

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 February 1, 2018 through February 28, 2018

Type	Total	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	1	4.55%	1	0	0	0	0	0	0
Mental Health	2	9.09%	2	0	0	0	0	0	1
Medication	4	18.18%	4	0	0	0	0	0	0
Medical	15	68.18%	15	0	0	0	0	1	1
Total	22	100.00%	22	0	0	0	0	1	2

Average Days for Response/Treatment:		5.3
Total Requests:	1,070	% Grievred:
		2.1%
Total Grievances:	113	% Medical Related:
		19.5%

Community Inquiry:

Dental	1						
Mental Health	1						
Medication	1						
Medical	6						
Total Requests:	9	Resolution:	9	Awaiting Response:	0	Out of Custody	0

Definitions & Information

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, to follow recommendations, or to take 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.

Feb-18				Count	Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal	Out of Custody	Duplicate	Treatment Refused	Date of Response	Number of Days for Response	Comment		
Date	Log #	Type	Nature of Complaint		Yes	No		Yes	No									
2/2/18	14146	4	Medical Shoes brought in by Family.	1	1									2/2/18	0	Shoes brought in by family on 2/2/18. Placed in property, as they do not serve a medical purpose and are not allowed.		
2/3/18	14151	4	states need for multi vitamin.	1	1									2/6/18	3	Patient prescribed Benatrine multi vitamin with iron-started 2/6/18.		
2/10/18	14180	1	This person is grieving a dental procedure that was done in 2015.	1	1									2/14/18	4	No dental requests are on file. Patient has two request, one for nose issue submitted on 2/4/18 and one for jock itch filed on 2/14/18. All requested treatment has been provided.	1-Dental	1
2/10/18	14190	4	Person states injury to side of head while working in the kitchen. States called in, but no response by medical.	1	1									2/15/18	5	There is no record of a reported injury on 2/10/18. patient was treated on 2/15/18 for head aches as indicated in his request. No visible signs or indication of a head injury were observed.	2-Mental Health	2
2/11/18	14182	4	Subject states lump in lip.	1	1									2/22/18	11	Patient has a saliva gland cyst drained by dental on 2/22/18.	3-Medication	4
2/12/18	14186	4	Person states pain in left arm after insulin shot.	1	1									2/12/18	0	Patient was treated by FNP on 2/12/18. subject refused treatment on 2/8 and 2/10/18 for similar issues.	4-Medical	15
2/13/18	14191	3	States need for blood pressure medication.	1	1									2/18/18	5	Subject was not cooperative during screening on 2/10/18. Medications confirmed and ordered on 2/18/18 and were started on 2/19/18.		
2/14/18	14203	4	Subject states need for a wheel chair.	1	1									2/17/18	3	Patient records received from CDCR on 2/17/18. Wheel Chair provided on same date.		
2/15/18	14196	3	Needs pain medication.	1	1									2/19/18	4	Subject was prescribed medication on 2/19/18.		
2/15/18	14198	4	States need for breathing machine.	1	1									2/17/18	2	Patients breathing issues are controlled by medication. Breathing machine not indicated.		
2/16/18	14202	4	Wants medical Shoes from property.	1	1							1		2/26/18	10	This is a duplicate to 14146. The shoes brought in by the family are not orthotic shoes and do not provide a medical benefit.		
2/16/18	14205	4	States shoulder injury and wants surgery.	1	1									3/1/18	13	The nature of the patients injury does not require immediate treatment or care. Patient advised that a surgical evaluation can be done after realese from custody.		
2/16/18	14206	3	States back injury and needs pain medication.	1	1									2/22/18	6	Patient prescribed medication, a back brace and use of a wheel chair when outside of housing area.		
2/20/18	14218	4	requesting immodium.	1	1									2/22/18	2	Medication provided on 2/22/18.		
2/20/18	14220	4	subject wants outside appointment for eye exam.	1	1									3/6/18	14	Patient does not qualify for outside appointment for exam. Patient was examined on 10/19/18 and needs reading glasses. These can be baught on commissary or are available through the chaplain at no cost.		
2/20/18	14233	4	Left bicep muscle injury.	1	1								1	2/27/18	7	Subject was offerred pain medication, but declined. No other treatment for this injury is indicated. It will heal with time.		

Feb-18

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				Yes	No	Yes		No	Yes	No	Yes						
2/21/18	14225	2	States medications changed.	1	1										2/28/18	7	Patient was placed temporarily on Zyprexa because Risperdone was not available through the pharmacy. Returned to Risperdone on 2/28/18.
2/21/18	14226	2	subject wants treatment for mental health, medical and dental.	1	1									1	2/21/18	0	Patient attempted suicide on 1/6/18 and was prescribed medication on 1/8/18. Patient receives nightly would care , but has refused all other treatment and medications until 2/21/18, when he agreed to be treated by our psychiatrist. Medications ordered.
2/23/18	14227	4	Subject states need for glasses.	1	1										3/6/18	11	Subject was treated by the optomatrist and glasses have been ordered. Glasses received and given to patient 3/13/18.
2/24/18	14234	3	States need for mental health medication.	1	1										2/27/18	3	Subject prescribed medication on 2/27/18.
2/27/18	14236	4	states broken jaw and needs x-ray.	1	1										3/3/18	4	X-rays came back negative for a fracture. A dental abscess was identified and you are scheduled to see the dentist.
2/28/18	14237	4	states shoulder pain.	1	1										3/2/18	2	Patient was treated for shoulder pain on 2/27/18 and on 3/2/18 . Pain medications given.
				Count	Response addresses Complaint		Follow-up Needed	Complaint addressed after Follow-up		Complaint addressed on appeal		out of Custody	Duplicate	Treatment Refused	Date of Response	Average Days for Response	
					Yes	No		Yes	No	Yes	No						
				22	22	0	0	0	0	0	0	0	1	2			5.3