

Attachment A

Santa Barbara County Sheriff's Office

Grievance Review
Third Quarter Combined Statistics

Santa Barbara Sheriff's Office
Grievance Review
Third Quarter 2016

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

Dental: Nine (9) Grievances (7.56%)

I reviewed Nine (9) grievances related to dental treatment for the Third Quarter. These grievances addressed requests for dental service due to tooth pain. In all cases, the person received treatment with antibiotics and/or pain medications while awaiting the appointment with the dentist. Ultimately, the subject received treatment by the dentist. In one case, the subject was indicating that a piece of tooth remained in the gum after an outside surgeon completed an extraction. Because medical was not able to locate the medical file, it took 17 days for the subject to be seen for follow-up and for his grievance to receive a response.

Mental Health: Four (4) Grievance (3.36%)

During this period, I reviewed four (4) mental health grievances. Most subjects indicated multiple requests to see the psychiatrist and the need for treatment. In one case, the subject wanted to refuse Mental Health Services. It has been determined that both treatment and medications are medically necessary and while the subject has the right to refuse treatment, this must occur in person and does not prevent continuing efforts to gain treatment compliance. Each of the remaining subjects received treatment by the RNP, the MD, and the Psychiatrist, ultimately resulting in prescribing of the necessary medications.

Medications: Forty-Seven (47) Grievances (39.50%)

I reviewed forty-seven (47) grievances related to medication. The majority of the issues related to either obtaining or continuing medications. In thirty-five (35) cases, the physician or RNP evaluated the party and either ordered or adjusted medications as appropriate. Five (5) grievances required follow-up to determine a resolution, one (1) individual was refusing a specific medication, six (6) grievances were duplicates of previously filed complaints, and one person was released from custody prior to the response being provided.

Medical: Fifty-Nine (59) Grievances (49.58%)

I reviewed fifty-nine (59) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions immediately addressed the majority of these grievances. Of the fifty-nine (59) grievances submitted, three (3) required additional information to determine a resolution, three (3) individuals were out of custody prior to obtaining a grievance response, four (4) grievances were replicative to previously filed grievances and two (2) were resolved on appeal.

Observations & Recommendations:

The average time between the grievance filing and a response from medical or mental health during this period is 4.8 days. Four (4) grievances exceeded the fifteen (15) day response requirement, with one exceeding the requirement by three (3) days, one by five (5) days, one by six (6) days and one grievance and the associated treatment response were delayed 17 days. To be fair to medical, three of these grievances did not reach medical in a timely manner to allow for a response within the required time limit. Jail Administration is looking into the cause for the delay and

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expects to remedy this issue. One (1) grievance was delayed seventeen (17) days due to the fact that medical could not locate the parties medical file.

During this period, the total number of medical related grievances decreased slightly from previous quarter, indicating a decrease of just over 11% comparing the monthly average of 39 grievances for this quarter to the average of 44 grievances filed in the previous quarter.

In the third quarter, there were 2,569¹ requests for medical related services, of which one hundred nineteen (119) or 4.6% resulted in a grievance.

During this same period, there were 521 grievances filed, of which one hundred nineteen (119) or 22.8% were medical related.

The Medical, Mental Health, and Corrections Committee meeting meet each month with a few notable improvements being discussed. Supervisor Hanson provided an update on the addition of one (1) LVN per shift to aide with the timely delivery of medications, with three (3) Licensed Vocational Nurses (LVN) completing backgrounds. She indicated that we have experienced a significant increase with medication services due to having the MD on site more frequently and with the addition of the intake screening causing an increase with bridged medications. Additionally, The Sheriff's Office is moving forward with increasing the Psychiatrist hours from 24 hours per week to 40 hours per week in an effort to improve Mental Health coverage. This has been an on-going issue creating delayed service delivery due to the limited availability of the psychiatrist.

Respectfully,



Mark V. Mahurin

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

Grievances Third Quarter 2016

Type	Total	Percentage of Total Medical/ Mental Health Grievances	Response Resolved Complaint	Follow-up needed	Complaint Resolved after Follow-up	Complaint Resolved on appeal	Out of Custody	Duplicate	Inmate Refused Treatment
Dental	9	7.56%	9	0	0	0	0	0	0
Mental Health	4	3.36%	4	0	0	0	0	0	0
Medication	47	39.50%	40	5	5	2	2	3	2
Medical	59	49.58%	54	3	3	2	3	4	1
Total	119	100.00%	107	8	8	4	5	7	3

Average Days for Response/Treatment:	4.8
Total Requests: 2,569 % Grieved:	4.6%
Total 521 % Medical Related:	22.8%

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 3 days per week, with an on call RNP psychiatrist available.
Dentist:	Available in the Facility 1.5 days 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.

Santa Barbara Sheriff's Office
Grievance Review
July 2016

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

Dental: Four (4) Grievances (7.55%)

I reviewed four (4) grievances related to dental treatment for July. These grievances addressed multiple requests for dental service due to tooth pain. In each case, the person was treated by receiving antibiotics and pain medications while awaiting the appointment with the dentist. Ultimately and the subject received treatment by the dentist. In one case, the subject was indicating that a piece of tooth remained in the gum after an outside surgeon completed an extraction. Because medical was not able to locate the medical file, it took 17 days for the subject to be seen for follow-up and for his grievance to receive a response.

Mental Health: None (0) Grievance (0.00%)

During this period, there were no mental health grievances submitted for review.

Medications: Nineteen (19) Grievances (35.85%)

I reviewed nineteen (19) grievances related to medication. The majority of the issues related to either obtaining or continuing medications. In sixteen (16) cases, the physician or RNP evaluated the party and either ordered or adjusted medications as appropriate. One (1) grievance required follow-up to determine a resolution, one (1) was resolved during the appeal process, and one (1) was a duplicate of a prior grievance.

Medical: Thirty (30) Grievances (56.60%)

I reviewed thirty (30) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions immediately addressed the majority of these grievances. Of the thirty-three (33) grievances submitted, one (1) required additional information to determine a resolution, two (2) individuals were out of custody prior to obtaining a grievance response, and four (4) grievances were replicative to previously filed grievances.

Observations & Recommendations:

The average time between the grievance filing and a response from medical or mental health during this period is 4.4 days. One grievance and the associated treatment response were delayed 17 days due to the fact that medical could not locate the parties medical file. During this period, three (3) other grievance responses became delayed due to filing issues or an inability to locate the necessary files. While all but one (1) were ultimately addressed within the fifteen (15) day response requirement, this delay speaks to a need for an electronic medical records system (EMR). While I am aware that the upcoming medical RFP includes an EMR as part of the required response, the committee and I must express our fierce support for this records system As soon as possible, as we believe an ERM will significantly improve service delivery.

During this period, the total number of medical related grievances increased slightly over previous months, indicating an increase of just over 20% comparing the 53 grievances for this month to the average of 44 grievances filed in the previous quarter. That said, if the duplicate grievances (5) are taken into consideration, the actual increase is only about 9 %.

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July 2016

In the month of July, there were 871¹ requests for medical related services, of which fifty-three (53) or 5.5% resulted in a grievance.

During this same period, there were 202 grievances filed, of which fifty-three (53) or 26.2% were medical related.

We held the Grievance Input Committee meeting on June 2, 2016. We completed a jail tour during our meeting period and I am attaching our meeting agenda and notes with this report for review.

To address the on-going problems with determining a conclusion with many of the grievances over the past few months, I continue to meet with jail medical on a regular basis to help refine the responses provided for each grievance. This seems to be having a positive impact, as only two (2) grievances required additional information during this period.

The Medical, Mental Health, and Corrections Committee meeting meet on July 28, 2016. Supervisor Hanson provided an update on the addition of one (1) LVN per shift to aide with the timely delivery of medications. She indicated that we have experienced a significant increase with medication services due to having the MD on site more frequently and with the addition of the intake screening. This has resulted in starting protocol medications faster, initiating withdrawal therapies at intake, and bridging verifiable medications at intake. Currently the LVN's are passing about 600 medications each medication pass. The Sheriff's Office has agreed to fund the addition of 2.8 LVN positions out of their budget to accommodate this expanded need.

Respectfully,



Mark V. Mahurin

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

Grievances July 1, 2016 through July 31, 2016

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	4	7.55%	4	0	0	0	0	0	0
Mental Health	0	0.00%	0	0	0	0	0	0	0
Medication	19	35.85%	17	1	1	1	1	1	1
Medical	30	56.60%	29	1	1	0	2	4	1
Total	53	100.00%	50	2	2	1	3	5	2

Average Days for Response/Treatment:	4.4
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Total Requests:	871	% Grievated:	5.5%
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Total Grievances:	202	% Medical Related:	26.2%
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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 3 days per week, with an on call RNP psychiatrist available.
Dentist:	Available in the Facility 1.5 days 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.

Jul-16

Date	Log #	Type	Nature of Complaint	Service In Place		Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response /Treatment	Number of Days for Response /Treatment	Comment		
				Yes	No	Yes	No		Yes	No	Yes	No								
7/1/16	10041	3	Does not like liquid Medication.	1		1										7/1/16	0	Subject is given liquefied medication because the person would not take meds in presence of LVN in an attempt to hoard medication.		
7/1/16	10042	3	Does not like liquid Medication.	1		1							1			7/1/2016	0	See 10041.		
7/2/16	10048	3	Does not like liquid Medication.	1		1										7/6/16	4	Subject has been on liquid meds since 6/23/16 due to hoarding of		
7/4/16	10055	4	indicates multiple requests for treatment.	1		1										7/7/16	3	Subject has four requests on file. Subject was treated by Medical on 5/29, 6/3 and 7/8/16 and was treated by mental health 6/15, 7/7, and 7/9/16.		
7/5/16	10058	3	Subject indicates not getting medications.	1		1										7/19/16	14	Subject receives chronic care medications with medication records indicating compliance for delivery of prescribed medications.		
7/5/16	10063	4	States several requests without treatment.	1		1										7/27/16	22	Subject has three requests on file, with Corizon indicating that requests were triaged as routine care need. Subject received treatment on 7/27/16 with lab work being ordered. Corizon indicated trouble locating the subjects		
7/6/16	10065	4	subject indicates pain, vision issues and need for treatment for metal pieces in the face.	1		1										7/11/16	5	Subject was treated by RNP on 7/11/16 with medications being prescribed. Subject has been referred to the MD for additional treatment.	1-Dental	4
7/6/16	10066	4	States no medical attention after many requests.	1		1							1			7/7/16	1	Duplicate to 10055. See above.	2-Mental Health	0
7/7/16	10072	4	Hand Therapy needs to be continued. Release of medical information submitted.	1		1										7/16/16	9	Subject was treated by RNP on 6/29/16 and a request for medical records was submitted to treating physician. No records returned, as physician states subject is not a patient.	3-Medication	19
7/7/16	10074	4	Subject states improper care after hernia surgery and wants Testicles removed.	1		1										7/8/16	1	Subject has received continuing treatment since the hernia surgery, receiving treatment 7/8, 7/12, 7/13, 7/15 and 7/18. Subject was transported to the surgeon for follow-up on 7/19/16, with the surgeon indicating subject has recovered "nicely". Removal of testicles is not a viable treatment option.	4-Medical	30
7/7/16	10080	3	Subject indicates his medications have been stopped.	1		1										7/13/16	6	Subjects medications were discontinued by the MD. Subject was treated by the MD on 7/13/16 for re-evaluation. Medical indicators continue to support discontinuation of medications.		
7/8/16	10084	4	Treatment for pain after a fall.	1		1						1				7/26/16	18	Subject was treated by RNP 6/27 and 6/30 immediately after the fall. Subject was released prior to follow-up with the MD.		
7/8/16	10091	4	Subject states improper care after hernia surgery and wants testicles	1		1							1			7/8/16	0	Duplicate to 10074. See above.		
7/9/16	10095	4	Subject indicates denied medical attention.	1		1								1		7/10/16	1	Subject was treated by RNP on 7/10/16 with medications being prescribed. Subject was treated for follow-up on 7/13/16. Medication records indicate subject not taking ear drops for infection as directed.		
7/10/16	10100	4	Subject states improper care after hernia surgery and wants testicles	1		1							1			7/12/16	2	Duplicate to 10091 and 10074.		
7/10/16	10103	4	High blood pressure issues.	1		1						1				7/14/16	4	subject was scheduled for treatment on 7/14/16, but was 65released prior to treatment.		
7/10/16	10104	4	Pain in stomach.	1		1										7/19/16	9	Subject was treated by RNP 7/4 and by RN on 7/7/16. Subject is scheduled for follow-up with MD.		
7/11/16	10106	4	States back issues and pain.	1		1										7/14/16	3	Subject was treated by RNP on 7/14/16 with pain medications being prescribed.		

Jul-16

Date	Log #	Type	Nature of Complaint	Service In Place		Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response /Treatment	Number of Days for Response /Treatment	Comment
				Yes	No	Yes	No		Yes	No	Yes	No						
7/11/16	10109	4	Hernia surgery complications.	1		1								1		7/12/16	1	Duplicate to 10074 and 10091. subject is receiving ongoing treatment and is scheduled for follow-up with surgeon on 7/19/16.
7/11/16	10110	1	Tooth extraction complications.	1		1										7/12/16	1	Subject was provided pain medication on 7/12/16 and is scheduled to see an oral surgeon outside of the facility.
7/12/16	10113	4	Multiple requests, Pain due to tendonitis.	1		1										7/19/16	7	Subject submitted three request slips in four days. Subject was scheduled and then treated by MD on 7/19/16 with pain medication being prescribed.
7/13/16	10112	4	States several requests without treatment.	1		1										7/15/16	2	Subject has multiple request on file, receiving treatment on 5/25, 5/31, 6/9, 7/7, and 7/15/16. subject is on medications and labs have been submitted.
7/12/16	10116	3	States need for blood pressure medication.	1		1							1			7/20/16	8	Subject was treated by RNP on 7/8/16 with medications being ordered. Administration records indicate compliance. Subject was released 7/20/16. Corizon had significant issue locating subjects file for the grievance response.
7/14/16	10125	3	Subject states not receiving medication as prescribed. Also has a staff conduct complaint.	1		1										7/19/16	5	Subjects medication records indicate compliance with issuing medications. Staff complaint is under investigation by Corizon Admin.
7/14/16	10129	3	States need for different medications.	1						1						7/25/16	11	Appeal to 9824 and 1002. Subject received a full psychiatric evaluation by the psychiatrist on 6/23/16 with medications being ordered. MD also ordered cholesterol meds. M/H follow-up occurred 7/5/16. Subject will be re-evaluated and monitored by MH.
7/14/16	10133	3	States not getting medications, and made a claim of self harm.	1		1										7/14/16	0	Subject referred and treated by M/H on 7/14/16 for self harm claim. Mental Health meds ordered on 7/6/16 and received 7/22/16.
7/15/16	10138	4	Subject indicates stomach pain and vomiting blood.	1		1										7/16/16	1	Subject was treated by RN on 7/16/16 and was referred to the MD. Treated by MD on 7/19/16 and was sent to the hospital for additional tests and treatment. Follow-up appointments are scheduled.
7/15/16	10140	3	Needs pain meds after surgery today.	1				1	1							7/15/16	0	Subject returned from surgery 7/15/16. Pain medications and antibiotics are being dispensed as prescribed. Follow-up appointments are scheduled.
7/16/16	10142	4	Knee issues.	1		1										7/19/16	3	Subject was treated by RNP on 7/14/16 with pain medications being prescribed and an MRI being scheduled. Subject has been referred to a specialist for ongoing treatment.
7/17/16	10152	4	Chest pain issues.	1				1	1							7/18/16	1	Subject was treated by RN on 7/15 and 7/18/16. Pain medication prescribed and follow-up scheduled.
7/17/16	10153	4	Needs pain meds for a pre-existing	1		1										7/18/16	1	Subject was treated by MD on 7/18/16. Tylenol and Flexeril prescribed.
7/19/16	10162	4	Need for soft diet and no soy.	1		1										7/25/16	6	Subject was ordered a soft diet. No indication a no soy diet is medically necessary.
7/19/16	10163	3	PM medication dose is not being given.	1		1										7/27/16	8	Psychiatrist updated medication order on 7/15/16. Records indicate compliance with updated order.
7/19/16	10167	4	Indicates no medical attention after 5 days of requests.	1		1										7/20/16	1	Subject was treated by MD on 7/5/16, by RPN 7/14 and 7/27/16. Subject is also being treated by M/H receiving treatment 7/20 and 7/22/16. Corizon had significant issues with locating subjects medical file for grievance
7/14/16	10168	3	Pain and MH medications not being provided.	1		1										7/14/16	0	Officer took subject to MD on 7/14/16. MD will verify medications and ensure regimen will begin ASAP upon confirmation.
7/20/16	10170	3	subject not receiving Norco medication.	1		1										7/25/16	5	Subject was prescribed Norco by the MD and the medication was ordered. Due to the change from a class III to a class II for this medication, increased FDA/DEA requirements has caused a delay in obtaining the medication. Medication will be dispensed upon receipt from the pharmacy.

Jul-16

Date	Log #	Type	Nature of Complaint	Service In Place		Response Resolved Complaint		Follow-up Needed		Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response /Treatment	Number of Days for Response /Treatment	Comment		
				Yes	No	Yes	No	Yes	No	Yes	No										
				Yes	No	Yes	No	Yes	No	Yes	No										
7/21/16	10174	4	Claims lack of treatment.	1		1											7/27/16	6	Subject has received treatment for various issues on 5/29, 6/3, 6/27, 7/1, 7/7, 7/8, 7/10, and 7/11/16. Subject is scheduled for continuing follow-up appointments by both medical and mental health.		
7/23/16	10179	3	Claims need for additional medications.	1		1									1		7/27/16	4	Subject is refusing all medications except Carvedoil, and is scheduled for follow-up with MD.		
7/23/16	10180	1	States in pain due to wisdom tooth issues.	1		1											7/27/16	4	Subject was treated by Dentist 7/13 and 7/20/16. Subject was prescribed antibiotics and pain medication and is scheduled fro follow-up.		
7/25/16	10188	1	Subject indicates tooth pain and claims a charge for his prior dental visit.	1		1											7/27/16	2	Subject was treated by dental and is scheduled for follow-up. Currently, no inmates are charged for any services provided in the jail.		
7/27/16	10189	3	Subject claims only partial medications are being provided.	1		1											7/27/16	0	Medication and administration records were verified and reconcile. Subject is being provided his medications as prescribed.		
7/24/16	10192	4	Indicates need for soft meals due to intestinal issues.	1		1											7/27/16	3	subject was treated by MD on 7/12/16. soft diet ordered and lab work was submitted. Follow-up with MD scheduled.		
7/24/16	10193	3	Need for pain meds.	1		1											7/26/16	2	Subject was treated by MD 7/26/16 and medications have been confirmed by CVS pharmacy, have been ordered, and will be provided upon arrival.		
7/25/16	10195	4	need for pain medication.	1		1											7/25/16	0	Subject was treated by RNP 7/25/16. x-rays have been ordered and pain medication has been prescribed.		
7/25/16	10197	3	needs a "kick pack" for drug withdrawal.	1		1											7/27/16	2	The amount of opiates used daily as reported by the subject does not indicate a medical need for withdrawal medication. Follow-up scheduled.		
7/23/16	10198	3	Requesting a specific medication and indicates a release of information has been signed.	1		1											7/27/16	4	Subject signed a HIPPA release, but the pharmacy was unable to verify the requested medication. Subject was placed on pain medication 6/7/16 and is scheduled for review by the MD.		
7/24/16	10202	4	Claims lack of general care and states need for a brace and a missing velcro strap.	1		1											7/27/16	3	Jail Admin approved the wrist brace on 7/27/16. The jail has agreed to purchase a replacement Velcro strap. Subject scheduled for follow-up to determine specific medical treatment needs.		
7/26/16	10203	4	Pain in lower back & tingling.	1		1											7/26/16	0	Subject was treated by RNP on 6/21/16 and was referred for follow-up with the MD. This follow-up appointment is scheduled for next week.		
7/26/16	10204	4	Subject indicates need for physical therapy and pain meds due to a prior car accident.	1		1											8/2/16	7	Subject was treated by RN on 7/10/16, but did not indicate any ongoing medical issues during that appointment. Subject was again treated by RN on 8/2/16 with no observable injuries and was able to walk without difficulty. Subject denied being hospitalized as a result of the stated accident and could not provide information concerning a treating doctor so follow-up could		
7/22/16	10212	1	States piece of tooth remains in gum after extraction.	1		1											8/8/16	17	Subject was treated by Dentist 8/8/16 for follow-up after extraction. Corizon had significant issues with locating subjects medical file for girvance		
7/28/16	10216	4	Indicates lack of proper care and treatment of back issues.	1		1											7/28/16	0	Subject has received treatment by MD, and RNP for follow-up care. X-rays were ordered and medication administration records indicate compliance.		
7/28/16	10227	4	Indicates need for 14 day evaluation.	1		1											8/3/16	6	Only one request on file. Subject was treated 6/28/16 by RNP. 14 day evaluation not completed due to subject being in court. Subject directed to submit a request for specific medical issue.		
7/30/16	10233	3	Dentures missing.	1		1											8/8/16	9	Subject was placed on soft diet at his request since subjects dentures have been misplaced. Issue has been directed to Operations to locate dentures.		
				Service In Place		Response addresses Complaint		Follow-up Needed		Complaint addressed after Follow-up		Complaint addressed on appeal		out of Custody		Duplicate		Treatment Refused		Average Days for Response /Treatment	
				Yes	No	Yes	No	Yes	No	Yes	No	Yes	No								
				53	0	50	0	2	2	0	1	0	3	5	2					4.4	

Santa Barbara Sheriff's Office
Grievance Review
August 2016

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

Dental: Three (3) Grievances (9.68%)

I reviewed three (3) grievances related to dental treatment for August. These grievances addressed multiple requests for dental service due to tooth pain. In each case, the person received treatment with antibiotics and pain medications while awaiting the appointment with the dentist. Ultimately, the subjects received treatment by the dentist.

Mental Health: Three (3) Grievance (9.68%)

During this period, I reviewed three (3) mental health grievances. In one case, the subject wants to refuse Mental Health Services. It has been determined that both treatment and medications are medically necessary and while the subject has the right to refuse treatment, this must occur in person and does not prevent continuing efforts to gain treatment compliance. In both the other cases, subjects were treated by mental health and received the necessary medications.

Medications: Eleven (11) Grievances (35.48%)

I reviewed eleven (11) grievances related to medication. The majority of the issues related to either obtaining or continuing medications. In eight (8) cases, the physician or RNP evaluated the party and either ordered or adjusted medications as appropriate. One (1) grievance required follow-up to determine a resolution, one (1) was resolved during the appeal process, and one (1) was released from custody on the date the grievance was written.

Medical: Fourteen (14) Grievances (45.16%)

I reviewed fourteen (14) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions immediately addressed the majority of these grievances. Of the fourteen (14) grievances submitted, two (2) required additional information to determine a resolution, one (1) individual was released from custody prior to the scheduled follow-up appointment, and two (2) grievances were resolved on appeal.

Observations & Recommendations:

The average time between the grievance filing and a response from medical or mental health during this period is 3.9 days. All complaints were addressed within the fifteen (15) day response requirement.

During this period, the total number of medical related grievances decreased slightly from previous months, indicating a decrease of just over 29% comparing the 31 grievances for this month to the average of 44 grievances filed in the previous quarter.

In the month of August, there were 863¹ requests for medical related services, of which thirty-one (31) or 3.6% resulted in a grievance.

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

Santa Barbara Sheriff's Office
Grievance Review
August 2016

During this same period, there were 157 grievances filed, of which thirty-one (31) or 19.7% were medical related.

The Medical, Mental Health, and Corrections Committee meeting meet on August 28, 2016. Supervisor Hanson provided an update on the addition of one (1) LVN per shift to aide with the timely delivery of medications. She indicated that we have experienced a significant increase with medication services due to having the MD on site more frequently and with the addition of the intake screening. This has resulted in starting protocol medications faster, initiating withdrawal therapies at intake, and bridging verifiable medications at intake. Currently the LVN's are passing about 600 medications each medication pass. The Sheriff's Office has agreed to fund the addition of 2.8 LVN positions out of their budget to accommodate this expanded need.

Respectfully,

A handwritten signature in blue ink that reads "Mark V. Mahurin". The signature is written in a cursive style with a large, looping flourish at the end.

Mark V. Mahurin

Grievances August 1, 2016 through August 31, 2016

Type	Total	Percentage of Total Medical/ Mental Health Grievances	Response Resolved Complaint	Follow-up needed	Complaint Resolved after Follow-up	Complaint Resolved on appeal	Out of Custody	Duplicate	Inmate Refused Treatment
Dental	3	9.68%	3	0	0	0	0	0	0
Mental Health	3	9.68%	3	0	0	0	0	0	0
Medication	11	35.48%	9	1	1	1	1	0	0
Medical	14	45.16%	10	2	2	2	1	0	0
Total	31	100.00%	25	3	3	3	2	0	0

Average Days for Response/Treatment: 3.9

Total Requests: 863 % Grievied: 3.6%

Total Grievances: 157 % Medical Related: 19.7%

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 3 days per week, with an on call RNP psychiatrist available.
Dentist:	Available in the Facility 1.5 days 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.

Aug-16				Service In Place		Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response /Treatment	Number of Days for Response	Comment
Date	Log #	Type	Nature of Complaint	Yes	No	Yes	No		Yes	No	Yes	No						
8/1/16	10248	4	Request for special meals.	1		1										8/3/16	2	Subject was treated by the MD for dietary concerns on 7/12/16 and medications were ordered. Subject is scheduled for follow-up with MD.
8/1/16	10249	1	Needs Dentures	1		1										8/8/2016	7	Subject indicates dentures were misplaced. Issue directed to Jail Admin.
8/1/16	10251	4	Indicates Ensure Plus only being provided 2x daily.	1		1										8/11/16	10	Subject has order for ensure 3x per day. Charts indicate compliance. Subject scheduled for follow-up with MD.
8/2/16	10457	3	not receiving medication.	1				1	1							8/3/16	1	Records indicate delivery as prescribed. Both 8/1 and 8/2 indicate compliance.
8/2/16	10254	1	Indicates several requests for dental care.	1		1										8/3/16	1	Only one request for dental is on file, being received 7/28/16. Subject is scheduled to see dentist.
8/2/16	10255	4	Indicates head injury from assault.	1				1	1							8/2/16	0	The jail Sergeant immediately reviewed the complaint and had medical treat the subject on scene 8/2/16. Follow-up Scheduled.
8/2/16	10272	3	Subject states need for medications due to existing medical issues.	1		1										8/11/16	9	Medical confirmed pain medications with CVS and subject is scheduled for follow-up with MD to assess need for continuation.
8/6/16	10279	4	Indicates "insolent" behavior during med pass.	1		1										8/18/16	12	Medical Administration is reviewing staff behavior.
8/9/16	10288	3	States medications discontinued without cause.	1							1					8/16/16	7	Subject was treated by MD on 8/16/16, determining that the continuation of Norco was not medically necessary.
8/9/16	10290	4	Hand injury	1		1										8/16/16	7	Subject was treated by RN on 8/16/16 and was treated by MD on 8/17/16. X-rays were taken 8/18/16 and subject was transported for specialized treatment out of the facility on 8/19/16.
8/10/16	10299	4	Subject indicates pregnancy. Indicates multiple requests for care.	1		1										8/11/16	1	Two requests on file. Pregnancy was confirmed on 8/11/16 and subject was started on prenatal vitamins, a pregnancy diet and was ordered a lower bunk. Follow-up care is pending.
8/12/16	10306	3	Indicates medication damaged and rude staff behavior.	1		1										8/19/16	7	Incident is under administrative review and staff behavior will be addressed.
8/12/16	10314	4	states new medications caused migraine.	1		1										8/16/16	4	Subject was treated by RNP 8/16/16 and on 8/23/16. Medication dosage was adjusted and BP checks were ordered. Follow-up scheduled.
8/13/16	10315	3	Subject indicates does not like effects of the mental health	1		1										8/17/16	4	Subject is routinely treated by Mental Health and the psychiatrist. Subject is scheduled for follow-up.
8/12/16	10323	2	Subject wants to refuse all M/H services and does not like being removed from his housing.	1		1										8/16/16	4	Subject is under M/H care and routine efforts to offer that care and medications are medically necessary. Subject has the right to refuse the services, but must decline them in person.
8/15/16	10329	4	indicates hand injury.	1		1							1			8/17/16	2	Subject was treated by MD on 8/17/16, but was released from custody prior to follow-up care.
8/15/16	10330	4	Subject has a pre-existing cancer and needs specialized care.	1		1										8/16/16	1	Subject was treated by MD on 8/16/16 and has been scheduled for follow-up with an outside provider.
8/16/16	10332	3	Indicates medications were discontinued.	1		1										8/18/16	2	Subject was ordered Seroquel and administration records indicate delivery compliance.
8/16/16	10333	1	subject indicates no dental treatment for a month.	1		1										8/24/16	8	Subject has been on the list to see the dentist and was treated on 8/24/16 and on 8/30/16.

Aug-16

Date	Log #	Type	Nature of Complaint	Service In Place		Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response /Treatment	Number of Days for Response	Comment
				Yes	No	Yes	No		Yes	No	Yes	No						
				Yes	No	Yes	No		Yes	No	Yes	No						
8/17/16	10336	3	Indicates not getting pain management medications.	1		1										8/19/16	2	Subject was treated by RNP on 8/19/16 and pain management medications were continued. Administration records indicate compliance.
8/19/16	10340	4	indicates no follow-up on back injury.	1						1						8/19/16	0	Subject was treated by RNP on 8/19/16 and x-rays were taken on 8/22/16. Results of x-rays are pending.
8/19/16	10347	3	indicates need for alternate medication.	1		1										8/29/16	10	Subject is prescribed Zoloft & Risperdal. Recording indicate compliance. Wellbutrin not indicated.
8/21/16	10354	3	Subject indicates need for multiple medications.	1		1						1				8/21/16	0	Subject was released from custody 8/21/16.
8/24/16	10372	2	Subject indicates need for M/H review.	1		1										8/25/16	1	Subject was treated by the psychiatrist 8/25/16 and medications have been ordered.
8/26/16	10376	2	Subject requesting M/H care.	1		1										8/31/16	5	Subject was treated by Psychiatrist on 8/31/16.
8/27/16	10388	4	indicates multiple issues resulting from a pre-existing medical issue.	1		1										8/31/16	4	Subject has been ordered lower bunk, double mattress, own shoes, double meals and 2 milks with each meal. Follow-up is scheduled with RNP.
8/28/16	10390	3	indicates need for mental health medication.	1		1										8/29/16	1	Subject was treated by M/H and is scheduled to see the Psychiatrist for a medication review.
8/28/16	10392	3	Subject indicates need for M/H Medications	1		1										8/29/16	1	Subject received M/H treatment 7/25/16 with no indication of medication need. Subject is scheduled for a medication review with the Psychiatrist.
8/29/16	10394	4	Claims no treatment. Needs contact cleaner and denture adhesive.	1		1										9/2/16	4	Subject was treated by both the RNP and MD on 8/1/16 and again on 8/13/16. Fixodent has been provided for each request and is available on the commissary, along with contact cleaner.
8/29/16	10397	4	indicates need for medications and multiple requests.	1				1	1							9/1/16	3	Two requests on file. Subject was treated by RNP on 9/1/16 and medications have been ordered.
8/30/16	10403	4	wants a "Chrono".	1							1					8/31/16	1	It is not clear what the subject is requesting. Subject is scheduled for follow-up with RNP to determine what the exact need is.
				Service In Place		Response addresses Complaint		Follow-up Needed	Complaint addressed after Follow-up		Complaint addressed on appeal		out of Custody	Duplicate	Treatment Refused		Average Days for Response /Treatment	
Yes		No		Yes		No			Yes		No							
31	0	25	0	3	3	0	3		0	2	0	0						

Santa Barbara Sheriff's Office
Grievance Review
September 2016

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

Dental: Two (2) Grievances (5.71%)

I reviewed two (2) grievances related to dental treatment for September. These grievances addressed requests for dental service due to tooth pain. In both cases, the person received treatment with antibiotics and pain medications while awaiting the appointment with the dentist. Ultimately, the subject received treatment by the dentist.

Mental Health: One (1) Grievance (2.86%)

During this period, I reviewed one (1) mental health grievance. The subject indicated multiple requests to see the psychiatrist and the need for treatment. The subject received treatments by the RNP, the MD, and the Psychiatrist, ultimately resulting in prescribing of the necessary medications.

Medications: Seventeen (17) Grievances (48.57%)

I reviewed seventeen (17) grievances related to medication. The majority of the issues related to either obtaining or continuing medications. In eleven (11) cases, the physician or RNP evaluated the party and either ordered or adjusted medications as appropriate. Three (3) grievances required follow-up to determine a resolution, one (1) individual was refusing a specific medication, and two (2) grievances were duplicates of previously filed complaints.

Medical: Fifteen (15) Grievances (42.86%)

I reviewed fifteen (15) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions immediately addressed each of these grievances.

Observations & Recommendations:

The average time between the grievance filing and a response from medical or mental health during this period is 6.1 days. Three (3) grievances exceeded the fifteen (15) day response requirement, with one exceeding the requirement by three (3) days, one by five (5) days and one by six (6) days. To be fair to medical, these grievances did not reach medical in a timely manner to allow for a response within the required time limit. Jail Administration is looking into the cause for the delay and expects to remedy this issue.

During this period, the total number of medical related grievances decreased slightly from previous months, indicating a decrease of just over 20% comparing the 35 grievances for this month to the average of 44 grievances filed in the previous quarter.

In the month of September, there were 835¹ requests for medical related services, of which thirty-five (35) or 4.2% resulted in a grievance.

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

Santa Barbara Sheriff's Office
Grievance Review
September 2016

During this same period, there were 162 grievances filed, of which thirty-five (35) or 21.6% were medical related.

The Medical, Mental Health, and Corrections Committee meeting meet on September 28, 2016. Supervisor Hanson provided an update on the addition of one (1) LVN per shift to aide with the timely delivery of medications, with three (3) Registered Nurses completing backgrounds. She indicated that we have experienced a significant increase with medication services due to having the MD on site more frequently and with the addition of the intake screening causing an increase with bridged medications.

The Sheriff's Office is going to the Board on October 11, 2016 to gain support for improving Mental Health coverage by increasing the Psychiatrist hours from 24 hours per week to 40 hours per week. This has been an on-going issue creating delayed service delivery due to the limited availability of the psychiatrist.

Respectfully,

A handwritten signature in blue ink that reads "Mark V. Mahurin". The signature is written in a cursive style with a large, looping flourish at the end.

Mark V. Mahurin

Grievances September 1, 2016 through September 30, 2016

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	2	5.71%	2	0	0	0	0	0	0
Mental Health	1	2.86%	1	0	0	0	0	0	0
Medication	17	48.57%	14	3	3	0	0	2	1
Medical	15	42.86%	15	0	0	0	0	0	0
Total	35	100.00%	32	3	3	0	0	2	1

Average Days for Response/Treatment:	6.1
Total Requests: 835 % Grievied:	4.2%
Total 162 % Medical Related:	21.6%

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 3 days per week, with an on call RNP psychiatrist available.
Dentist:	Available in the Facility 1.5 days 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.

Sep-16																				
Date	Log #	Type	Nature of Complaint	Service In Place		Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment		
				Yes	No	Yes	No		Yes	No	Yes	No							1-Dental	2
9/1/16	10409	4	Pink eye and high Blood Pressure.	1		1										9/5/16	4	Subjects BP medications were adjusted by RNP on 9/05/15. No indication of Pink eye noted.		
9/1/16	10413	4	States several requests to see medical.	1		1										9/12/16	11	Subject was treated on 08/29/16 by RN. On 9/12/16 subject was in court and the follow-up appointment occurred 9/13/16. Subject received an order for extra sheet, t-shirt, boxers and socks.		
9/1/16	10418	4	Severe nerve pain.	1		1										9/12/16	11	Subject has been referred to an outside specialist.		
9/2/16	10419	2	Subject indicates multiple requests for mental health care.	1		1										9/6/16	4	Subject was treated by LVN, RN and psychiatrist on 8/30, 8/31 and 9/6/16 in response to the three requests.	1-Dental	2
9/4/16	10432	1	Subject indicates multiple requests for dental care.	1		1										9/5/16	1	Subject has been scheduled to be treated by the dentist and is on the wait list. Subject will received follow-up care with the RPN in the interim.	2-Mental Health	1
9/5/16	10435	3	Subject indicates medication not delivered.	1		1										9/12/16	7	Subjects prescription order expired and was re-issued on 9/12/16.	3-Medication	17
9/5/16	10436	4	Subject feels medical exam was unsatisfactory.	1		1										9/9/16	4	Subject was treated by RNP on 9/9/16 and prescribed Motrin. Subject was given instruction on how to see a private provider should he wish an alternate opinion.	4-Medical	15
9/6/16	10446	4	Subject indicates low blood sugar and states several requests for treatment.	1		1										9/9/16	3	Subject has two requests on file and was treated by RPN on 9/9/16. subject was also treated by the MD on 9/20/16 with medications being ordered.		
9/8/16	10454	3	Subject indicates need for specialized medications as prescribed by the E.R.	1		1										9/8/16	0	Delivery of specialized medications began on 9/8/16, and are liquefied due to horning of previous medications.		
9/8/16	10459	3	needs medication after tooth extraction.	1				1	1							9/9/16	1	Subject was ordered Tylenol for pain after the tooth extraction. Records indicate Tylenol is being provided		
9/8/16	10465	4	needs treatment for a shoulder injury.	1		1										9/9/16	1	Subject was treated by outside specialist and they determined surgery to be elective, rather than a medical		
9/8/16	10466	3	states need for mental health medications.	1		1										9/16/16	8	Subject was treated by Mental Health and was scheduled to see the psychiatrist on 9/16/16. subject was treated as		
9/10/16	10471	4	Complaining about a stomach virus in the entire cell.	1		1										9/28/16	18	Subject concerns were addressed with instructions on dealing with a virus. Medications are not indicated for treatment of a virus.		
9/10/16	10478	3	Subject needs Mental Health Meds.	1		1										9/14/16	4	Subject was treated by Psychiatrist on 9/14/16 and medications were prescribed.		
9/11/16	10479	3	Subject needs Motrin.	1		1										9/15/16	4	Subject was treated by RNP on 9/15/16 and a 14 day order for Motrin was prescribed.		
9/12/16	10481	3	Subject states need for pain meds.	1				1	1							9/26/16	14	Subject was treated on 8/16/16 and was ordered a thirty day supply of medications. Records indicate compliance and subject has been referred to a specialist.		
9/12/16	10483	3	Subject indicates multiple requests for M/H treatment and indicates medications not working.	1				1	1							9/21/16	9	Subject has three requests on file and was treated by the psychiatrist on 9/21/16 and medications were adjusted.		
9/13/16	10485	3	States med nurse is refusing to give medications.	1		1									1	9/14/16	1	Medication records indicate that subject has refused "Latuda" all month, but takes the "Trazodone".		

Sep-16

Date	Log #	Type	Nature of Complaint	Service In Place		Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment
				Yes	No	Yes	No		Yes	No	Yes	No						
9/14/16	10491	3	states pain meds are not being given.	1		1										10/5/16	21	Subject is scheduled for follow-up with an outside specialist. Current medication prescription has expired.
9/15/16	10500	3	claims assault by jail staff and needs pain medications. States multiple requests.	1		1										9/16/16	1	Subject was treated 9/16/16 and pain meds were ordered. Subject has three requests on file, all submitted within the past week. Administration states the staff incident is documented via a use of force report.
9/16/16	10504	1	States has an abscess. Multiple requests.	1		1										10/6/16	20	Subject was treated on 9/2/16 and placed on pain meds and antibiotics. Medications records indicate compliance. Subject has three requests on file.
9/17/16	10507	3	Subject indicates need for medications.	1		1										9/23/16	6	Subject was treated on 9/23/16 and signed HIPAA releases to verify medications. A second release was signed on 10/5/16, as the first did not provide expected result. Upon confirmation, medications will be ordered.
9/17/16	10515	4	Needs treatment for injuries sustained in an accident prior to booking.	1		1										9/19/16	2	Subject was treated 9/19/16 by RNP and by MD on 9/20, 9/28 and 10/4/16. Follow-up appointments are pending.
9/18/16	10516	3	states pain meds are not being given.	1		1							1			9/18/16	0	This is a duplicate to 10491. Subject is scheduled for follow-up with an outside specialist. Current medication prescription has expired.
9/20/16	10526	4	Needs treatment for an open sore.	1		1										9/21/16	1	Subject was treated on 9/21, 9/23 and 9/28/16.
9/20/16	10528	3	subject indicates medications from hospital are not being provided.	1		1										9/21/16	1	subject returned from surgery 9/17/16 and medications were continued. Follow-up treatment with RNP was on 9/21/16. Medication records indicate compliance.
9/20/16	10562	4	Soft Diet???	1		1										9/22/16	2	Subject is currently on a soft diet and follow-up treatment with the RNP occurred on 9/22/16.
9/22/16	10532	3	Indicates not receiving inhaler as ordered.	1		1										10/2/16	10	Subject was treated on 10/2/16. Medication records indicate that subjects compliance with inhaler is very spotty. Directed to comply with the med pass 2 times per
9/26/16	10552	4	Subject states an allergic reaction causing watery eyes.	1		1										10/4/16	8	Subject was treated medical on 9/22 and 10/4/16. Subject was also seen by the optometrist on 9/22/16 and provided medication.
9/27/16	10559	4	Subject indicates follow-up care ordered by public health was not followed.	1		1										10/5/16	8	Subject was prescribed a topical gel and a one-time injection. Jail medical has honored the public health prescriptions. The injection was scheduled and subsequently provided on 10/5/16.
9/28/16	10564	3	Subject indicates need for medications.	1		1								1		10/6/16	8	This is a duplicate to 10507. Subject was treated on 9/23/16 and signed HIPAA releases to verify medications. A second release was signed on 10/5/16, as the first did not provide expected result. The second release did not provide positive results and medical cannot confirm the need for the requested medications. The previous order

Sep-16

Date	Log #	Type	Nature of Complaint	Service In Place		Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment
				Yes	No	Yes	No		Yes	No	Yes	No						
9/28/16	10565	4	Subject indicates a tumor on the spine.	1		1										9/30/16	2	Subject was treated on 9/30/16 and a HIPPA release was completed. A follow-up appointment is scheduled pending receipt of the requested documents.
9/29/16	10570	4	Subject indicates need to continue medications.	1		1										10/6/16	7	Subject has been scheduled for a follow-up to determine need for continued medications.
9/29/16	10571	4	Subject states need for a special diet.	1		1										10/3/16	4	Subject was treated by RNP on 10/3/16 and a special diet was ordered.
9/30/16	10578	3	States need for pain medication.	1		1										10/6/16	6	Subject was prescribed a withdrawal protocol for a one gram a day heroin use addiction. Records indicate compliance with medications and subject is scheduled for
				Service In Place		Response addresses Complaint		Follow-up Needed	Complaint addressed after Follow-up		Complaint addressed on appeal		out of Custody	Duplicate	Treatment Refused		Average Days for Response/Treatment	
				Yes	No	Yes	No		Yes	No	Yes	No						
				35	0	32	0	3	3	0	0	0	0	2	1		6.1	