

Grievances 4th Quarter 2015

Type	Amount	Percentage of Total Grievances Filed	Service In Place	Response Resolved Complaint	Follow-up needed	Complaint Resolved after Follow-up	Complaint Resolved on Appeal	Out of Custody	Duplicate	Inmate Refused Treatment
Dental	9	9.18%	9	8			1			
Mental Health	8	8.16%	8	7				1		
Medication	13	13.27%	13	12	1	1				1
Medical	68	69.39%	68	54	1	1	13		1	1
<b>Total</b>	<b>98</b>	<b>100.00%</b>	<b>98</b>	<b>81</b>	<b>2</b>	<b>2</b>	<b>14</b>	<b>1</b>	<b>1</b>	<b>2</b>

**Definitions**

<b>Service In Place:</b>	Services already in place before the grievance was filed.
<b>Out of Custody:</b>	Inmate was out of custody when the grievance was addressed.
<b>Duplicate:</b>	Grievance filed for the same issue before a response could be generated.
<b>Inmate Refused Treatment:</b>	Inmate refused to be examined, seen, or take their prescribed medication.

Santa Barbara Sheriff's Office  
Grievance Review  
October 2015

**Dental:**

A total of four (4) grievances related to dental treatment were reviewed for October. Two of these addressed requests for dental service, one requested follow-up and one complained about the medication and appropriate follow-up services.

The service requests and the request for follow-up were addressed by scheduling the appointments. The initial grievance response for the fourth complaint indicated that the dental treatment was refused by the party. However, under appeal, it was determined that the initial response was made in error because the original documentation was misunderstood. Once clarified, the individual was scheduled for a follow-up appointment to address both of the stated concerns.

**Mental Health:**

Three mental health grievances were reviewed, indicating requests for services or treatment review. One individual was released from custody prior to receiving a response and the remaining two were resolved by scheduling the appointments needed.

**Medications:**

Five grievances related to medication were reviewed. Four of these were resolved with follow-up appointments. One response did not provide sufficient detail to address the party's primary complaint and was submitted for additional detail. The secondary response indicated that the complaint was addressed with a follow-up appointment.

**Medical:**

Twenty-two (22) general medical grievances were reviewed for this period, seventeen (17) of which were addressed by follow-up appointments or other similar actions. Five (5) of these complaints were not resolved by the initial response and were appealed. On appeal, four of these were resolved by follow-up appointments, and one (1) was resolved by referral to an outside specialist.

**Observations & Recommendations:**

In general, I found the majority of the responses addressed the stated complaint without significant issue. However, it was my impression that in many cases the responses were somewhat curt and were limited in detail making it difficult to decipher the resolution. I recognize that the vast majority of the grievances are written by people who are upset and/or who are frustrated by their circumstances, making the overall complaint difficult to understand and in many cases outright aggressive in its presentation. The medical staff needs to remain neutral and professional in their responses, focusing on the specific elements of the complaint. Additionally, including greater detail, presented in a neutral fashion, may help reduce the number of appeals.

Respectfully,



Mark V. Mahurin



**Grievances October 1, 2015 through October 31, 2015**

Type	Amount	Percentage of Total Grievances Filed	Service In Place	Response Resolved Complaint	Follow-up needed	Complaint Resolved after Follow-up	Complaint Resolved on Appeal	Out of Custody	Duplicate	Inmate Refused Treatment
Dental	4	11.76%	4	3			1			
Mental Health	3	8.82%	3	2				1		
Medication	5	14.71%	5	4	1	1				
Medical	22	64.71%	22	17			5			
<b>Total</b>	<b>34</b>	<b>100.00%</b>	<b>34</b>	<b>26</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>0</b>

**Definitions**

<b>Service In Place:</b>	Services were available and were in place before the grievance was filed.
<b>Follow-up Needed:</b>	Response returned to Medical for additional details.
<b>Out of Custody:</b>	Inmate was out of custody when the grievance was addressed.
<b>Duplicate:</b>	Grievance filed for the same issue before a response could be generated.
<b>Inmate Refused Treatment:</b>	Inmate refused to be examined, seen, or take their prescribed medication.



October-15

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	Comment
				Yes	No	Yes	No		Yes	No	Yes	No				
10/1/2015	8516	4	Pain	1		1										Scheduled for Treatment 10/7/15.
10/1/2015	8517	4	Pain, High BP	1		1										Seen by MD, X-Rays scheduled
10/2/2015	8523	1	Broken Tooth	1		1										Dental appointment scheduled
10/5/2015	8539	2	Request for M/H	1									1			Released prior to treatment
10/7/2015	8540	4	Pain & Heart	1		1										Seen by Medical, Follow-up Scheduled
10/7/2015	8541	4	Face, Neck, Shoulder injuries	1		1										Seen by MD, Meds & Follow-up scheduled
10/8/2015	8551	3	Medication	1		1										Seen 9/28 & 10/2. Meds Ordered each time
10/8/2015	8564	4	Weight Loss	1			1				1					Seen, with double food portions ordered
10/10/2015	8566	1	Teeth Issues	1		1										Seen by Dental 10/28
10/10/2015	8555	4	Trouble walking	1			1				1					Seen by MD, walker ordered
10/11/2015	8568	4	Surgical follow-up	1			1				1					referred to Specialist
10/13/2015	8576	4	Multiple issues	1		1										Seen multiple times, referred to Specialist
10/14/2015	8581	4	Not being treated	1		1										Scheduled for sick call as of 10/27
10/15/2015	8590	4	Lactose issues	1		1										Release for records requested
10/16/2015	8587	3	Med Allergy	1			1	1	1							Answer not sufficient. Addressed on follow-up.
10/17/2015	8593	3	claims need of meds	1		1										treated 9/10, meds ordered
10/17/2015	8591	4	claims need of treatment/writ	1		1										Treated, and writ addressed 10/27
10/17/2015	8602	4	extra meals/glasses	1		1										Seen 10/23- extra meals ordered
10/18/2015	8604	4	not seen fast enough	1		1										Last seen 10/24
10/20/2015	8610	4	not seen fast enough	1		1										Seen 9/17, follow-up scheduled
10/20/2015	8609	4	not seen fast enough	1		1										Seen same day as grievance 10/20
10/20/2015	8622	4	Multiple complaints of pain	1		1										Seen 10/20, same day as grievance
10/22/2015	8621	4	Weight Loss, multiples issues	1		1										Was seen by MD and f/u is scheduled
10/23/2015	8625	3	M/H Meds	1		1										Meds ordered & Follow-up scheduled
10/24/2015	8402	4	Not getting proper treatment	1			1				1					Seen & Medications ordered
10/24/2015	8637	4	wrist pain	1		1										seen 9/24 & 10/20
10/25/2015	8639	2	M/H Meds	1		1										Seen 10/2. Meds ordered
10/26/2015	8640	1	Feels prescription is wrong	1		1										seen for follow-up 11/10
10/30/2015	8654	4	Pre-booking Injuries, Pain	1		1										Seen 11/04
10/30/2015	8658	1	Feels prescription/treatment is wrong	1			1				1					seen for follow-up 11/10
10/30/2015	8657	3	States did not receive meds	1		1										one-time dose given 11/12
10/30/2015	8661	4	wants to be seen on sick call	1		1										Seen 11/2
10/31/2015	8667	2	wants M/H Meds	1		1										seen 10/21, scheduled for f/u with Psych.
10/31/2015	8659	4	wants to be seen by Doctor	1			1				1					Seen 11/6, follow-up scheduled
				Service In Place		Response addresses Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	
				Yes	No	Yes	No		Yes	No	Yes	No				
				34	0	26	7	1	1	0	6	0	1	0	0	

1-Dental	4
2-Mental Health	3
3-Medication	5
4-Medical	22

Santa Barbara Sheriff's Office  
Grievance Review  
November 2015

**Dental:**

No dental grievances were submitted for the month of November.

**Mental Health:**

Three (3) mental health grievances were reviewed, indicating requests for services or treatment review. All three of these complaints were resolved by scheduling the appointments needed, and prescribing the necessary medications.

**Medications:**

Two (2) grievances related to medication were reviewed. One individual was sent for outside treatment and one was pending results of blood tests. Both received the necessary medications.

**Medical:**

Nineteen (19) general medical grievances were reviewed for this period, seventeen (17) of which were addressed by follow-up appointments or other similar actions. Two (2) of these complaints were not resolved by the initial response and were submitted under appeal. On appeal, one of these were resolved by a follow-up appointment, and one (1) was resolved by referral to an outside specialist.

**Observations & Recommendations:**

In general, I found the majority of the responses addressed the stated complaint without significant issue. The overall responses during this period were notably improved from the previous month, with the responses being clearer and generally neutral.

While efforts in this area need to continue, I applaud the improvements made thus far.

Respectfully,



Mark V. Mahurin



Grievances November 1, 2015 through November 30, 2015

Type	Amount	Percentage of Total Grievances Filed	Service In Place	Response Resolved Complaint	Follow-up needed	Complaint Resolved after Follow-up	Complaint Resolved on appeal	Out of Custody	Duplicate	Inmate Refused Treatment
Dental	0	0.00%								
Mental Health	3	12.50%	3	3						
Medication	2	8.33%	2	2						
Medical	19	79.17%	19	17			2			
<b>Total</b>	<b>24</b>	<b>100.00%</b>	<b>24</b>	<b>22</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Definitions**

<b>Service In Place:</b>	Services were available and were in place before the grievance was filed.
<b>Follow-up Needed:</b>	Response returned to Medical for additional details.
<b>Out of Custody:</b>	Inmate was out of custody when the grievance was addressed.
<b>Duplicate:</b>	Grievance filed for the same issue before a response could be generated.
<b>Inmate Refused Treatment:</b>	Inmate refused to be examined, seen, or take their prescribed medication.

November-15

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	Comment		
				Yes	No	Yes	No		Yes	No	Yes	No						
				Yes	No	Yes	No		Yes	No	Yes	No						
11/1/2015	8674	3	Medication for Seizures	1		1										Blood test completed, meds continue		
11/1/2015	8675	4	black eye/head pain	1		1										Seen by medical 11/4/15		
11/2/2015	8679	4	Severe pain	1		1										Seen by medical 11/3/15	1-Dental	0
11/3/2015	8682	4	Weight loss/ General medical issues	1		1										Follow up scheduled pending urine test results	2-Mental Health	3
11/4/2015	8686	4	Shoulder pain	1			1			1						Scheduled for doctor 11/4/15 result of appeal	3-Medication	2
11/4/2015	8689	4	back pain	1		1										Seen 11/4/15	4-Medical	19
11/3/2015	8690	4	requesting tests for STD's	1		1										Seen and treated on 11/5/15		
11/6/2015	8692	4	Multiple medical complaints	1		1										Seen 10/27/15, with follow up & diagnostic testing scheduled.		
11/8/2015	8705	3	Meds for kidney transplant	1		1										Sent to Cottage for testing & treatment. Meds ordered		
11/8/2015	8704	4	allergic Reaction	1		1										Seen by medical on 11/2 and 11/11/15.		
11/8/2015	8711	4	Multiple medical complaints	1		1										Seen by medical on 11/11/15, follow up scheduled		
11/9/2015	8721	4	Rash	1		1										treated by medical & meds ordered		
11/13/2015		4	Weight loss/ General medical issues	1		1										Referred to MH for panic attacks, depression and anxiety.		
11/14/2015	8741	4	foot issues	1		1										Seen by medical on 11/14/15		
11/14/2015	8743	4	foot issues	1		1										Personal shoes authorized upon approval of jail admin.		
11/14/2015	8744	4	Sick vs. allergies	1		1										seen by medical, meds ordered		
11/18/2015	8769	4	Variuos medical issues	1			1			1						seen by doctor & referred for diagnostic tests		
11/18/2015	8776	4	request to see outside doctor	1		1										seen and treated x 2 by RN, x2 Practitioner and scheduled for follow up		
11/19/2015	8778	2	requesting M/H treatment	1		1										Seen by M/H and meds ordered		
11/21/2015	8789	4	Various issues & Meds from VA	1		1										Seen and treated by Practitioner		
11/25/2015	8810	2	mental health issues	1		1										Seen by M/H and meds ordered		
11/28/2015	8819	4	increased food, multiple med issues	1		1										seen by MD, working with M/H to coordinate multidiciplinary medications.		
11/29/2015	8821	2	reaction to M/H meds	1		1										treated by medical & med change ordered by M/H		
11/30/2015	8825	4	dizziness, Nausia	1		1										seen multiple times on date of incident.		
				Service In Place		Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused			
				Yes	No	Yes	No		Yes	No	Yes	No						
				24	0	22	2		0	0	2	0				0	0	0



Santa Barbara Sheriff's Office  
Grievance Review  
December 2015

**Dental:**

A total of five (5) grievances related to dental treatment were reviewed for December. All of which addressed requests for dental service due to tooth pain. Three of these were treated within the jail and scheduled to see the dentist for additional treatment. One individual was transported to the emergency room for treatment and was scheduled to see the dentist for additional treatment.

**Mental Health:**

Two (2) mental health grievances were reviewed, indicating requests for services or treatment review. Each of these complaints was resolved by scheduling the appointments needed, and by prescribing the necessary medications.

**Medications:**

Six (6) grievances related to medication were reviewed. One individual was grieving missed medication, and focused on the medical staff's behavior. The medication issue was addressed and the staff complaint is under administrative review. Two of the complaints were directed toward the time of day the meds were provided. In both cases, medical adjusted the time of delivery to meet the party's request. The remainder of the complaints centered on either obtaining medication, or adjusting the medications. In each case the party was evaluated by the physician and medications were either ordered or adjusted.

**Medical:**

Twenty Seven (27) general medical grievances were reviewed for this period, twenty (20) of which were addressed by follow-up appointments or other similar actions. Six (6) of these complaints were not resolved by the initial response and were submitted under appeal. On appeal, five (5) of these were scheduled for follow-up appointments, but one (1) of the individuals was released prior to the appointment date. One (1) individual was referred to specialists outside of the facility and these appointments have been scheduled.

**Observations & Recommendations:**

In general, I found the majority of the responses addressed the stated complaint without significant issue.

The overall responses during this period continue to improve, although I would still like to see greater detail included in the responses, as this will help clarify the resolution for both myself and the grieving party.

Beginning in January, I will be attending the Medical Accountability Committee. This meeting entails a review of issues that are impacting medical services within the jail and is attended by both jail administration and medical staff. I am expecting that my participation will foster open communication and promote a higher level of client satisfaction.

Respectfully,

  
Mark V. Mahurin



**Grievances December 1, 2015 through December 31, 2015**

Type	Amount	Percentage of Total Grievances Filed	Service In Place	Response Resolved Complaint	Follow-up needed	Complaint Resolved after Follow-up	Complaint Resolved on appeal	Out of Custody	Duplicate	Inmate Refused Treatment
Dental	5	12.50%	5	5						
Mental Health	2	5.00%	2	2						
Medication	6	15.00%	6	6						1
Medical	27	67.50%	27	20	1	1	6	1	1	1
<b>Total</b>	<b>40</b>	<b>100.00%</b>	<b>40</b>	<b>33</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>2</b>

**Definitions**

<b>Service In Place:</b>	Services were available and were in place before the grievance was filed.
<b>Follow-up Needed:</b>	Response returned to Medical for additional details.
<b>Out of Custody:</b>	Inmate was out of custody when the grievance was addressed.
<b>Duplicate:</b>	Grievance filed for the same issue before a response could be generated.
<b>Inmate Refused Treatment:</b>	Inmate refused to be examined, seen, or take their prescribed medication.

Dec-15

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	Comment		
				Yes	No	Yes	No		Yes	No	Yes	No						
12/1/2015	8933	4	Cycle issues	1		1										Seen by medical, blood work completed		
12/2/2015	8834	4	Requesting x-rays	1		1										Scheduled to see MD 12/4/15		
12/3/2015	8836	3	Did not receive meds, complaint about medical staff behavior.	1		1										Meds addresses. Staff complaint under review by medical admin.	1-Dental	5
12/4/2015	8838	4	Rash	1			1			1						scheduled for follow up by MD	2-Mental Health	2
12/4/2015	8840	4	weight loss	1		1										Seen by medical, double food portions ordered	3-Medication	6
12/5/2015	8844	4	Skin rash	1			1			1						Seen by MD, RN & RNP. Scheduled for follow-up.	4-Medical	27
12/6/2015	8845	4	complaints of pain & not being seen	1		1										seen by medical 12/10 & 12/14/15 pursuant to original request		
12/8/2015	8854	2	requesting M/H and to be put on meds	1		1										Seen by M/H & meds ordered on 12/9/15		
12/9/2015	8858	1	Dental pain	1		1										scheduled to see Dentist for treatment		
12/10/2015	8865	4	Allergy reaction	1		1										scheduled for follow up on 12/11/15		
12/11/2015	8873	4	wheel chair cushion & other issues	1		1										cushion ordered, glasses & dentures not in property.		
12/13/2015	8881	4	Migraines	1		1										scheduled to see MD 12/14/15		
12/13/2015	8883	4	various medical issues	1			1	1	1							Seen by RNP 12/14/15		
12/14/2015	8886	4	Fractured nose	1		1										seen at ER on date of injury 10/31/15, seen by medical 11/2 & 11/19, additional follow up scheduled.		
12/15/2015	8893	4	Cycle issues	1		1										seen by multiple medical providers and meds have been ordered		
12/16/2015	8899	4	diabetic issues/shoes & diet request	1		1										seen 12/22/15. shoes ordered. Diet request under review		
12/18/2015	8903	4	chronic pain	1			1			1			1			seen on 12/15, & subsequently released before follow up		
12/17/2015	8904	4	request for different meals	1		1										Matter outside of medical preview. Referred to jail admin for further review		
12/20/2015	8913	2	wants meds for severe pain	1		1										Referred to M/H and M/H meds ordered		
12/21/2015	8919	4	Cycle issues	1		1									1	Seen by medical, signed a refusal for further treatment		
12/21/2015	8923	3	blood pressure & M/H meds	1		1										seen by MD & MH on 12/23/15. meds & other therapy ordered		
12/21/2015	8928	3	unspecified medical problems	1		1									1	seen on 12/25/15, was uncooperative with medical staff. Individual refusing meds at PM med pass. Meds changed to AM per subject request.		
12/21/2015	8929	4	STD Symptoms	1		1										Seen by RNP 12/22/15, meds prescribed		
12/22/2015	8931	3	change med pass time	1		1										Med pass changed to Am per subject request		
12/22/2015	8932	4	Waiting for test results double portions	1		1										Double portions ordered, test results are pending receipt.		
12/22/2015	8937	4	blood pressure	1		1										Medications prescribed & blood pressure check ordered.		
12/22/2015	8933	4	Fractured Hand	1		1										Referred to Ortho Surgeon & prescribed medication		
12/23/2015	8939	3	Cancer meds	1		1										Awaiting approval for non formulary meds, alternative meds being provided in the mean time.		
12/27/2015	894	4	Rach/ allergic reaction	1		1										seen by medical 12/29 & 12/30/15.		



12/26/2015	8950	4	Multiple Medical Issues	1		1									Seen by MD, treatment continues
12/28/2015	8951	4	Skin rash	1			1				1				Treated for rash, with follow up on 1/5/16
				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	Log #	Type	Nature of Complaint	Yes	No	Yes	No		Yes	No	Yes	No			Comment
12/29/2015	8963	1	tooth ache	1		1									Sent to ER, Seen by dentist 12/22/15. follow-up scheduled.
12/30/2015	8963	1	Mouth Pain	1		1							1		Sent to ER, provided antibiotics. Currently out of custody.
12/30/2015	8965	4	Acid reflux	1		1									Seen 12/31/15, medication prescribed
12/29/2015	8873	4	disability issues	1			1				1				Seen on 12/29/15. Specialty appointments have been made
12/30/2015	8973	4	Surgery for bone graft	1		1									Treated & referred surgeon
12/31/2015	8975	3	Medication not working	1			1				1				meds and time adjusted
12/31/2015	8976	4	swelling, pain	1		1									Seen 12/31/15, meds prescribed.
12/31/2015	8977	1	Dental Issues	1		1									Provided antibiotics. Scheduled to see dentist
12/29/2015	9033	1	Dental Issues	1		1									Scheduled to be seen by Dentist
				Service In Place		Response addresses Complaint		Information Needed	Complaint addressed after Follow-up		Complaint addressed on appeal		out of Custody	Duplicate	Treatment Refused
				Yes	No	Yes	No		Yes	No	Yes	No			
				40	0	33	7	1	1	0	6	0	1	1	2