

Attachment B

Santa Barbara County Sheriff's Office

January 2018 Grievance Review

Santa Barbara Sheriff's Office
Grievance Review
January 2018

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

Dental: Zero (0) Grievances (0.00%)

There were no (0) grievances related to dental treatment for January.

Mental Health: Three (3) Grievances (10.34%)

During this period, there were three (3) mental health medication grievances for review. Each grievance was a request for Mental Health medication or adjustment of existing medication. Each received treatment with the Psychiatrist or Tele-psych that resulted in a new medication prescription or the adjustment of current medication. No grievances required follow-up to determine a resolution.

Medications: Ten (10) Grievance (34.48%)

I reviewed ten (10) grievances related to medications other than Mental Health medications. Treatment and medication adjustments resolved seven (7) of these requests. Three (3) people refused the recommended medications because either they did not want that drug, or they did not get the drugs they were requesting. One (1) of these three (3) initially refused to provide a release, but did eventually comply, allowing the delivery of the medication. No grievances required follow-up to determine an appropriate outcome.

Medical: Sixteen (16) Grievances (55.17%)

I reviewed sixteen (16) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions addressed most of 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 form medical or mental health during this period is 3.3 days. No grievances exceeded the fifteen (15) day response requirement.

During this period, the total number of medical related grievances decreased 17.2% when comparing the twenty-nine (29) grievances for this month to the average of 35 grievances per month filed in the previous quarter.

In the month of January, there were 1174¹ requests for medical related services, of which twenty-nine (29) or 2.5% resulted in a grievance. This is a 30.5% decrease comparative to the average of 3.6% filed during the previous quarter.

During this same period, there were one hundred eighty-five (185) total grievances filed, of which twenty-nine (29), or 15.7% were medical related.

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

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During January the sheriff's office received six (6) community inquiries. Each of which was addressed by medical or mental health.

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 January 1, 2018 through January 31, 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	0	0.00%	0	0	0	0	0	0	0
Mental Health	3	10.34%	3	0	0	0	0	0	1
Medication	10	34.48%	10	0	0	0	0	0	2
Medical	16	55.17%	16	0	0	0	0	1	1
Total	29	100.00%	29	0	0	0	0	1	4

Average Days for Response/Treatment:	3.3
Total Requests:	1,174
% Grievd:	2.5%
Total Grievances:	185
% Medical Related:	15.7%

Community Inquiry:

Dental	0						
Mental Health	1						
Medication	1						
Medical	4						
Total Requests:	6	Resolution:	6	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 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.

Jan-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	Yes	No		Yes	No	Yes	No								
1/1/18	13001	4	States skin fungus and dermatitis.	1	1										1/5/18	4	patient was treated on 1/5/18 and given Tolnaftate cream for fungus. A medical release was signed to obtain medical records and treatment plan for the dermatitis.		
1/2/18	13015	3	Requesting pain medication as a result of rib fracture. States multiple requests.	1	1										1/4/18	2	patient was treated on 12/30/17 and given Tylenol X 3 days. Patient was treated by RNP on 1/4/18 and given Motrin 600 mg X 10 days. There is one request dated 1/1/18 for this injury on file.		
1/3/18	13018	3	States wrong medication given.	1	1										1/4/18	1	Medication records do not indicate an error with your medication. Should this re-occur, do not take the medication and bring the issue to the attention of the Nurse immediately.		
1/3/18	13019	3	States pain in knee and wants medication.	1	1										1/4/18	1	Subject treated on 1/4/18 and prescribed Motrin.		
1/4/18	13021	4	States "poisoned by staff" and stomach & chest pain issues. Wants financial compensation for pain and suffering.	1	1										1/5/18	1	patient was treated for stomach issues on 12/13/17. There are no requests for any other medical issues on file, nor documented in the patient records.	1-Dental	0
1/4/18	13023	4	States sores on hand and pain in feet.	1	1										1/11/18	7	Patient treated by RN on 1/11/18 with medication being ordered. Referred to FNP (Family Nurse Practitioner) for follow-up.	2-Mental Health	3
1/5/18	13029	4	Abscess on back of head.	1	1										1/9/18	4	Patient treated by RNP on 1/4/18 with antibiotics prescribed. On 1/9/18 pain medications were prescribed, and on 1/10/18 the incision and drainage procedure for the abscess was completed.	3-Medication	10
1/5/18	14017	3	States wrong medication.	1	1									1	1/10/18	5	Patient refused medication stating it was not the correct medication. Efforts to show this was the correct medication as prescribed by the MD were not successful.	4-Medical	16
1/6/18	14018	2	States need for M/H medication.	1	1									1	1/7/18	1	Patient was treated by the psychiatrist on 12/8/17 and indicated that they did not want to continue on antidepressant medications, thus the medications were stopped. Patient scheduled for reassessment with Mental Health.		
1/7/18	14009	4	States abscess on back of head.	1	1								1		1/9/18	2	This is a duplicate to 13029. Patient treated by RNP on 1/4/18 with antibiotics prescribed. On 1/9/18 pain medications were prescribed, and on 1/10/18 the incision and drainage procedure for the abscess was completed.		
1/8/18	14011	2	States need for M/H medication.	1	1										1/23/18	15	patient was placed on M/H medications 10/6/17 and is scheduled for a recheck with the psychiatrist on 1/23/18. (Medications were adjusted by Psychiatrist on 1/23/18.)		

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				Yes	Yes	No		Yes	No	Yes	No						
1/11/18	14033	4	States no treatment for foot pain. Also requesting personal shoes.	1	1										1/11/18	0	Patient was treated on 12/30/17 for foot pain with medication prescribed. On 1/7/18 patient submitted a request for his own shoes and was treated by the RNP on 1/11/18. Own shoe request was denied as not being medically necessary.
1/12/18	14038	4	Wants an outside appointment.	1	1										1/14/18	2	An outside appointment for care is not medically warranted. Issue referred to operations, as patient requested outside treatments and appointments that are not made by medical must be scheduled through operations.
1/13/18	14043	4	States need for treatment of Graves disease.	1	1										1/14/18	1	patient was treated by FNP on 1/8/18 and by MD on 1/14/18. Patient is scheduled to see a nuclear medicine specialist outside of the facility.
1/14/18	14052	3	States need for pain meds for arthritis.	1	1										1/16/18	2	Patient was treated for RA on 1/8/18 and prescribed Mobic 15 mg X 1 Daily. Records indicate compliance.
1/14/18	14061	4	States has flu.	1	1										1/24/18	10	Patient has no requests on file. Directed to complete a request for treatment.
1/15/18	14048	3	Needs medication for epilepsy.	1	1									1	1/15/18	0	Patient refused to complete the intake process on 1/13/18 and did not sign a release allowing medical to verify medications. A release of information was completed on 1/14/18 and we are awaiting verification from Cottage and the pharmacy. (Medications verified and started on 1/16/18).
1/16/18	14055	4	States has cancer and needs treatment.	1	1										1/18/18	2	Patient records from CDCR were received on 1/17/18. Several outside appointments with specialists have been scheduled in accordance with the information in the CDCR medical records. Operations is scheduling your transportation to accommodate these appointments.
1/16/18	14056	3	Needs pain medication after tooth extraction.	1	1										1/17/18	1	Patient had tooth extraction 4:00 PM 1/16/18. patient prescribed Tylenol 650 mg X 5 days with first dose at 4:00 AM med pass.
1/16/18	14057	4	States tampon stuck.	1	1									1	1/16/18	0	Patient was brought to sick call, but refused treatment stating that her issue has been resolved.
1/16/18	14062	4	Requesting extra food due to severe weight loss.	1	1										1/19/18	3	Patient weighed 155 lbs. upon intake on 1/3/18. On 1/8/18, subject weighed 161 lbs. On 1/19/18 patient weighed 156 lbs. No indication of significant weight loss and extra food is not indicated.
1/16/18	14064	4	Subject states four (4) requests for flu treatment without a response.	1	1										1/18/18	2	Patient submitted two (2) requests for flu and aches on 1/14/18 and submitted one (1) request on 1/15/18. Patient was treated by RNP on 1/18/18.
1/17/18	14059	3	Medication stopped and wants it restarted.	1	1										1/18/18	1	Patient medication was temporarily out of stock due to natural disaster (flood). The medication is now in stock and will resume as prescribed.

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				Yes	Yes	No		Yes	No	Yes	No						
1/17/18	14061	4	States brain cancer and needs treatment.	1	1										1/19/18	2	Patient was brought from Atascadero State Hospital in July 2017. Records do not indicate brain cancer. During treatment with the MD on 7/20/17 no mention of cancer was made by the patient. On 8/21/17 the patient indicated a "self diagnosis" of brain cancer, but has refused to sign a release of information or provide any information for anyone who provided a formal diagnosis. No medical indicators of brain cancer have been identified.
1/18/18	14072	4	States has flu and has not received treatment.	1	1										1/20/18	2	patient was treated on 1/20/18. Temperature was 97.7 and oxygen levels were at 97. patient indicated sore throat was resolved by taking Tylenol purchased from commissary. No other issues were identified.
1/19/18	14082	4	Duplicate to 14055.	1	1										1/20/18	1	patient is scheduled for surgery. The date cannot be provided as this is an outside appointment requiring transportation outside of the facility.
1/19/18	14076	3	States need for pain medication	1	1										2/2/18	14	Patient was treated 1/11/18 and prescribed pain medication. Records indicate compliance.
1/19/18	14075	2	States need for mental health medication.	1	1										1/24/18	5	Patient was treated by the psychiatrist on 1/24/18 and medications were prescribed.
1/19/18	14085	3	States need for pain medication.	1	1										1/24/18	5	Patient was treated on 1/14/18 and received a prescription for pain medication. Records indicate compliance.
				Count	Response addresses Complaint		Follow-up Needed	Complaint addressed after		Complaint addressed on appeal		out of Custody	Duplicate	Treatment Refused		Average Days for Response	
					Yes	No		Yes	No	Yes	No						
				29	29	0	0	0	0	0	0	0	1	4		3.3	