

Attachment D-2

Santa Barbara County Sheriff's Office
September Grievance Report

Grievances September 1, 2019 through September 30, 2019

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	9.09%	2	0	0	0	0	0	0
Mental Health	2	9.09%	2	0	0	0	0	0	0
Medication	3	13.64%	3	0	0	0	0	0	0
Medical	15	68.18%	14	0	0	0	0	1	0
Total	22	100.00%	21	0	0	0	0	1	0

Average Days for Response/Treatment:	5.5
Total Requests: 1,116	% Grievd: 2.0%
Total Grievances: 113	% Medical Related: 19.5%

Dental	1								
Mental Health	1								
Medication	0								
Medical	3								
Total Requests:	5	Resolution:	5	Awaiting Response:	0	Out of Custody	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.

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To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

Dental: Two (2) Grievances (9.09%)

There were two (2) grievances related to dental treatment for September. Both were resolved with treatment by the dentist. There were no appeals filed and no grievances required follow-up to determine an appropriate outcome.

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

During this period, there were two (2) grievances related to mental health for review. One (1) was a person who was having issues with the court process and wanted treatment in a mental health facility. This resulted in a follow-up appointment with Dr. Hakim. One (1) was for an increase in Mental Health medication dose and to not have medications in liquid form. The dosage was increased by Dr. Hakim, but all medications continue being delivered in liquid form, as the patient was caught cheating the medications. There were no appeals filed and no grievances required follow-up to determine an appropriate outcome.

Medications: Three (3) Grievances (13.64%)

I reviewed three (3) grievances related to medications other than mental health medications. One (1) was a complaint that medications were stopped in error, and this complaint was founded due to a delay in delivery to restock the medication. One (1) was a complaint that medications were stopped, but the records show all meds were dispensed as ordered. One (1) was a complaint that the wrong dose was given. This complaint was founded, as the wrong medication was dispensed in error. The patient was monitored, with no adverse reaction to the medication. There were no appeals filed during this month and 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 the majority of these complaints. One (1) was a duplicate to a previously filed complaint, two (2) were for an extra mattress, one (1) grievance was a request for a non-emergent surgery for an old injury, and one (1) was a request for surgery for facial fractures and broken ribs, with neither being operable. One (1) was an appeal, but the reason for the appeal was not discernable. I followed up with the patient to see if I could figure out the nature of his complaint, but due to his mental state, this was not successful. Only the appeal 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 was 5.5 days. No grievances exceeded the fifteen (15) day response requirement.

During this period, the total number of medical related grievances remains low in comparison to prior quarters. While there was a slight increase by two grievances this month comparative to

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last month, we remain well below the monthly average of thirty (30) for previous year. When comparing the twenty (22) grievances filed for this month to the average of nineteen (19) grievances per month filed in the previous quarter, this is a slight increase of 15.00%.

In the month of September, there were 1,116¹ requests for medical related services, of which twenty two (22) or 2.0% resulted in a grievance. This is a 20% decrease comparative to the average of 2.5% during the previous quarter.

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

In the month of September, the sheriff's office received five (5) community inquiries. Each of these were appropriately addressed by medical.

Respectfully,



Mark V. Mahurin

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

Sep-19																	
Date	Log #	Type	Nature of Complaint	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/Treatment	Number of Days for Response/Treatment	Comment
				Yes	No	Yes	No		Yes	No							
9/1/19	16279	4	States need for eye glasses.	1	1										9/5/19	4	Patient eyeglass prescription is not available from CDCR. An appointment with the Optometrist is scheduled and eye glasses will be ordered.
9/1/19	16280	4	Needs IUD removed.	1	1										9/5/19	4	Patient was seen by RNP on 9/5/19 to discuss removal or replacement of IUD.
9/3/19	16284	2	States need for MH medication increase and does not want the medications in liquid form.	1	1										9/5/19	2	Patient medication dose was increased by the Psychiatrist on 8/28/19. Meds are in liquid form because patient was caught cheeking his medication.
9/5/19	16291	4	States has injuries to mouth and shin, and an abscess.	1	1										9/8/19	3	Patients' abscess was treated on 9/3 and 9/8. Ice was provided for minor shine and lip injuries.
9/6/19	16295	1	States need for dental care.	1	1										9/6/19	0	Patient has no requests for dental care on file. Patient is scheduled to see the Dentist on 9/10/19.
9/8/19	16300	2	Has issues with Court process, and wants mental health treatment at a Psych ward.	1	1										9/11/19	3	WellPath has nothing to do with the Court process and cannot admit a patient to a Psychiatric facility. Patient has been scheduled for a follow-up with Dr. Hakim.
9/8/19	16301	4	States WellPath reviewed his medical records without permission.	1	1										9/11/19	3	WellPath has legal authority to review patient records from DSH to ensure continuity of care.
9/11/19	16317	4	Patient states "answer not satisfactory", but is not clear as to what he is complaining about.	1	1				1						9/26/19	15	Patient is appealing responses to 16010, dated 6/16/19. However, he does not state what he is in disagreement with. Patient directed to provide specific information so medical can properly address the complaint. When I spoke with the person on 10/8/19, I was also not able to discern his complaint, beyond that he wants his property. Patient has severe mental health issues and is making little sense.
9/12/19	16343	4	Wants copies of medical records.	1	1										9/18/19	6	Patient was provided information on how to obtain copies of his medical records.
9/15/19	16324	4	States a need for surgery for facial fractures and broken ribs.	1	1										9/19/19	4	Patient was admitted to the hospital and treated for several days at the onset of his injuries. Patient has received ongoing care since returning from the hospital on 8/16/19, with the most recent treatment with the FNP on 9/19/19. Patient facial fractures are non-operable, and patient rib fractures do not require surgical intervention.

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				Yes	No	Yes	No		Yes	No							
9/16/19	16330	4	States issues with treatment while out to court. States "light headed" while at court.	1	1										9/27/19	11	WellPath has nothing to do with treatment while patient is outside of the facility. Patient was treated immediately upon his return to the jail, and patient did not require a visit to the ER.
9/17/19	16332	3	Patient states medications have stopped.	1	1										9/27/19	10	Complaint Founded. Patient was without medication for four (4) days because of a delay in receiving the re-order of his medication.
9/18/19	16340	4	States need to see optometrist.	1	1										9/27/19	9	Patient vision is 20/50 in both eyes and does not meet the threshold to see the Optometrist. Medical will accept glasses from family if they are brought in.
9/18/19	16348	3	States missed medications that are needed daily.	1	1										9/27/19	9	Medication records show that patient has not missed any medications. All have been dispensed as ordered.
9/21/19	16362	4	States need for kidney treatment and states has an infection.	1	1										9/26/19	5	Patient was admitted to ER on 9/26/19 for knee infection. No issues with right kidney were identified.
9/22/19	16366	4	States need for kidney treatment and states has an infection.	1	1							1			9/26/19	4	Duplicate to 16362. Patient was admitted to ER on 9/26/19 for knee infection. No issues with right kidney were identified.
9/22/19	16369	3	Patient states wrong dose of medication was given.	1	1										9/27/19	5	Complaint Founded. The wrong medication was given, and the error was immediately reported to both the MD and RN Nunes. Patient was monitored with no adverse reaction to the medication. The issue has been addressed with the staff person.
9/24/19	16376	1	States need to see the Dentist.	1	1										9/27/19	3	Patient was treated by the Dentist on 9/27/19.
9/24/19	16392	4	States need for extra mattresses, extra blankets and a pillow.	1	1										10/4/19	10	Patient medical treatment order is for one (1) additional mattress and one (1) additional blanket. Pillows are not provided by the jail, and medical does not provide them.
9/26/19	16382	4	States need for treatment after submitting many requests.	1	1										9/27/19	1	Patient submitted a request for treatment on 9/19/2019 and was treated on 9/20/19, receiving antibiotics for his complaint. A second slip was received on 9/22/19 for the same issue. No other requests are on file.
9/28/19	16389	4	States need for surgery for torn ACL and plateau fracture. Indicates he missed his scheduled surgery date of August 6, 2019 because of being in jail.	1	1										10/4/19	6	Patient had injuries prior to his incarceration. WellPath regional Medical Director, Dr. Herr has advised that these injuries are not an emergent issue. He recommends modified activities while in custody and follow-up with the patients surgeon upon release from custody.

Sep-19

Date	Log #	Type	Nature of Complaint	Comment
9/29/19	16388	4	States need for extra mattress	Patient has no medical need for an extra mattress.

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/Treatment	Number of Days for Response/Treatment
	Yes	No		Yes	No						
1	1									10/4/19	5
Count	Response resolved Complaint	Follow-up Needed	Complaint resolved after Follow-up	Complaint resolved on appeal	Out of Custody	Duplicate	Treatment Refused	Average Days for Response/Treatment			
	Yes	No	Yes	No							
22	21	1	0	0	0	1	0	5.5			