

# Attachment B-2

Santa Barbara County Sheriff's Office

March 2018 Grievance Review

**Santa Barbara Sheriff's Office**  
**Grievance Review**  
**March 2018**

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

**Dental: Four (4) Grievance (11.11%)**

There were four (4) grievances related to dental treatment for March. The majority of the complaints were about tooth pain and treatment by the Dentist resolved the concern. One person was complaining about needing a tooth pulled, but refused to attend the appointments when they were scheduled. No grievances required follow-up to determine a resolution.

**Mental Health: One (1) Grievance (2.78%)**

During this period, there was one (1) mental health grievance for review. This grievance was a request for the existing Mental Health medication to be dispensed three times daily. No grievances required follow-up to determine a resolution.

**Medications: Six (6) Grievance (16.67%)**

I reviewed six (6) grievances related to medications other than Mental Health medications. Treatment and medication adjustments resolved each of these. No grievances required follow-up to determine an appropriate outcome.

**Medical: Twenty-Five (25) Grievances (69.44%)**

I reviewed twenty-five (25) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions addressed these complaints. Four (4) of these were duplicates to previously filed grievances, three (3) of which were filed by the same person. 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 2.7 days. No grievances exceeded the fifteen (15) day response requirement.

During this period, the total number of medical related grievances increased slightly, 2.85% when comparing the thirty-six (36) grievances for this month to the average of 35 grievances per month filed in the previous quarter.

In the month of March, there were 1115<sup>1</sup> requests for medical related services, of which Thirty-six (36) or 3.2% resulted in a grievance. This is an 11.1% decrease comparative to the average of 3.6% filed during the previous quarter.

---

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

**Santa Barbara Sheriff's Office  
Grievance Review  
March 2018**

During this same period, there were one hundred thirteen (179) total grievances filed, of which thirty-six (36), or 20.1% were medical related.

During March, the sheriff's office did not receive any community inquiries.

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 March 1, 2018 through March 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	4	11.11%	4	0	0	0	0	0	1
Mental Health	1	2.78%	1	0	0	0	0	0	0
Medication	6	16.67%	6	0	0	0	0	0	0
Medical	25	69.44%	25	0	0	0	0	4	1
<b>Total</b>	<b>36</b>	<b>100.00%</b>	<b>36</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>2</b>

<b>Average Days for Response/Treatment:</b>	<b>2.7</b>
<b>Total Requests:</b>	<b>1,115</b>
<b>% Grievd:</b>	<b>3.2%</b>
<b>Total Grievances:</b>	<b>179</b>
<b>% Medical Related:</b>	<b>20.1%</b>

**Community Inquiry:**

Dental	0						
Mental Health	0						
Medication	0						
Medical	0						
<b>Total Requests:</b>	<b>0</b>	<b>Resolution:</b>	<b>0</b>	<b>Awaiting Response:</b>	<b>0</b>	<b>Out of Custody</b>	<b>0</b>

**Definitions & Information**

<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, to follow recommendations, or to take prescribed medication.
<b>Psychiatrist:</b>	Available in the Facility 5 days per week, with an on call RNP psychiatrist available.
<b>Dentist:</b>	Available in the Facility 16 hours per week.
<b>Title 15- Grievance Time Limit :</b>	Article 6 § 1073 requires that the Facility policy set a reasonable time limit for response. Our Policy time limit is 15 Days.
<b>Outside of Facility Appointments:</b>	Dates for out of custody appointments are not provided prior to transport due to security concerns.

Mar-18

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	Number of Days for Response	Comment		
				Yes	No	Yes		No	Yes	No									
3/1/18	14246	4	States broken jaw.	1	1										3/3/18	2	Patient was treated on 3/3/18. X-ray results show no fracture or dislocation. Patient treated for pain.		
3/1/18	14247	4	Subject wants information for another person.	1	1										3/6/18	5	No HIPAA medical release signed.		
3/1/18	14248	4	States vomited 3 times and needs treatment.	1	1										3/5/18	4	Patient was treated on 2/28/18 for flue and dehydration. Follow-up was attempted 3/2/18, but patient was in court. Follow-up occurred on 3/5/18.		
3/2/18	14251	4	States mass on skull.	1	1										3/3/18	1	Patient was treated by MD on 3/3/18 and has been scheduled for and MRI of the mass. Results will be discussed with patient upon receipt.		
3/2/18	14252	4	subject wants glasses.	1	1										3/8/18	6	Subject was treated by the optometrist in December. The glasses are on order and should arrive soon. The new provider has a much faster response time and these delays should be mitigated in the future.	1-Dental	4
3/3/18	14255	4	Subject is requesting double meals due o weight loss.	1	1										3/3/18	0	Patient body mass index is 19.7, well within the normal BMI range. Double meals are not indicated.	2-Mental Health	1
3/4/18	14267	2	Subject states M/H medication not being given 3 times daily as ordered.	1	1										3/6/18	2	Patient is prescribed the medication in question 2 times per day, not the three times being indicated. A medication review for this patient was completed on 3/3/18 and the delivery of all medications is as prescribed.	3-Medication	6
3/7/18	14270	4	Subject states broken jaw and no proper treatment.	1	1								1		3/7/18	0	This is a duplicate to 14246. Patient was treated multiple times. X-ray report was read to him on 3/3/18 with no fracture. Indications are that this is a tooth issue. Subject treated by dentist on 3/7/18 and has been referred to an outside oral surgeon for a second opinion.	4-Medical	25
3/7/18	14271	3	States medications stopped.	1	1										3/7/18	0	Patient refused to attend the chronic care appointment with the MD. Medications restarted and the chronic care appointment with the MD has been scheduled. Medications will be stopped again should the patient fail to attend the required appointment.		
3/8/18	14273	4	Broken Jaw. Duplicate to 14246 and 14270.	1	1										3/8/18	0	Duplicate- refer to 14270. Patient is scheduled to see an outside oral surgeon for a second opinion.		
3/8/18	14275	4	States his food is poisoned and wants a sealed food tray delivered.	1	1										3/8/18	0	Medical Spoke to the patient regarding his concerns. He has been referred to and treated by Mental Health.		

Mar-18

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	Number of Days for Response	Comment
				Yes	No	Yes		No	Yes	No							
3/10/18	14277	1	In pain after dental procedure.	1	1										3/11/18	1	The procedure occurred on 3/7/18. Patient was prescribed pain medication by the dentist from 3/7/18 through 3/18/18. Medications are being delivered as prescribed.
3/10/18	14279	4	States need for glasses with no treatment.	1	1										3/10/18	0	Patient has been treated by medical on 7 separate occasions without mention of a need for glasses. Patient now has an appointment scheduled with optometrist and has been directed to use the sick call process rather than the grievance process to request service in the future.
3/10/18	14280	4	states chest pain, and did not agree with medical assessment.	1	1										3/10/18	0	Patient was treated for complaint of chest pain on 3/10/18. Vitals were all normal. Patient appeared to be having anxiety issues.
3/11/18	14281	4	Person states injury to side of head while working in the kitchen on 2/10/18. States called in, but no response by medical.	1	1								1		3/16/18	5	Duplicate to 14190. There is no record of a reported injury on 2/10/18. patient was treated on 2/15/18 for head aches as indicated in his request. No visible signs or indication of a head injury were observed.
3/12/18	14282	4	States need for surgery for broken fibula.	1	1										3/13/18	1	Patient is scheduled for surgery with Dr. Galvan. A CT scan was completed on 3/13/18 as required prior to surgery.
3/12/18	14283	3	Requesting proper pain medication.	1	1										3/12/18	0	Patient was treated by the MD on 3/10/18 and prescribed ibuprofen 400mg twice a day for pain and ice packs twice daily, with daily wound care. No other pain medications have been prescribed.
3/12/18	14284	3	States that he needs morphine for oral surgery pain.	1	1										3/13/18	1	Patient was treated by an oral surgeon to remove pins from a prior recent surgery that occurred in another county. No pain medications were prescribed by the surgeon.
3/14/18	14288	3	states pain medication was stopped.	1	1										3/14/18	0	Patient was prescribed naproxen 250 mg from 3/2/18 to 3/12/18. On 3/14/18 the MD increased naproxen to 500mg twice a day. Until 3/20/18.
3/15/18	14296	4	states need for treatment of ovarian cyst.	1	1										3/16/18	1	Patient is scheduled for a follow-up with a gynecologist in April. This is an outside appointment.
3/16/18	14301	4	Wants STD testing due to exposure to Hep C due to drug use.	1	1										3/21/18	5	Patient is not exhibiting signs of symptoms of STD's. Hep C is not an STD. Testing for Hep C can be done at County health upon release.
3/16/18	14318	4	Subject states needs a low salt, no soy non diary diet.	1	1										3/21/18	5	Patient has no record of allergies to dairy or soy for any incarceration. A low salt diet has been ordered.

Mar-18

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	Number of Days for Response	Comment
				Yes	No	Yes		No	Yes	No							
3/17/18	14322	4	Subject wants hormones to be given.	1	1										3/21/18	4	patient was using illegal hormones on the street. There is no record of this patient being on legitimate hormone treatment, thus they cannot be prescribed while in custody.
3/18/18	14311	4	states need for treatment of ovarian cyst.	1	1								1		3/21/18	3	Duplicate to 14296. Patient is scheduled for a follow-up with a gynecologist in April. This is an outside appointment.
3/18/18	14313	3	Subject wants medication pass times changed.	1	1										3/21/18	3	It is not possible to change the medication pass times.
3/19/18	14317	4	Person states injury to side of head while working in the kitchen on 2/10/18. States called in, but no response by medical.	1	1								1		3/21/18	2	Duplicate to 14190 and 14281. There is no record of a reported injury on 2/10/18. patient was treated on 2/15/18 for head aches as indicated in his request. No visible signs or indication of a head injury were observed.
3/21/18	14324	4	Subjects jaw is wired shut and cannot eat the pureed meals being provided.	1	1										3/23/18	2	The patients complaint is founded. Medical staff did not follow the prescribed procedure to remedy the meal issue when first reported. When this was discovered, a liquid diet was immediately ordered, and the involved staff was addressed.
3/22/18	14326	4	States high blood pressure issues.	1	1									1	3/28/18	6	Patient was scheduled to be treated for high blood pressure issues by FNP on 3/28/18, but refused to go to the appointment.
3/22/18	14327	4	Complaint of UTI issues.	1	1										3/30/18	8	Patient was prescribed Pyridium for stinging sensation. Urinalysis came back normal.
3/22/18	14329	3	Pain medication was stopped and delay in getting seen to restart them.	1	1										3/29/18	7	Patient was not seen until 3/29/18 despite several requests for pain medications to be restarted. This delay in treatment by a nurse is not acceptable and is being addressed.
3/24/18	14332	4	Issues with STD's.	1	1										4/5/18	12	Patients test results were negative. A follow-up with the MD has been scheduled for 4/9/18.
3/27/18	14365	1	Tooth pain and medication that was ordered did not get delivered.	1	1										3/28/18	1	Patients medication order was not entered prior to PM medication pass completion. Medication was started on the AM med pass. Subject is scheduled for an outside appointment for removal of tooth #17.
3/27/18	14366	1	Tooth pain and medication that was ordered did not get delivered.	1	1										3/28/18	1	Patients medication order was not entered prior to PM medication pass completion. Medication was started on the AM med pass.
3/28/18	14339	1	Subject states a need to have a tooth pulled.	1	1									1	3/29/18	1	Patient has submitted several requests for dental treatment but has refused to attend every appointment. On 4/4/18 patient was treated by the dentist after great effort of both medical and custody staff to convince the patient to attend the appointment.

Mar-18

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	Number of Days for Response	Comment	
					Yes	No		Yes	No	Yes	No							
3/29/18	14344	4	back spasm and nerve issue. States several requests without treatment.	1	1										4/1/18	3	Patient submitted a request for this complaint on 3/23/18 and was treated on 3/25/18. Patient was ordered hot packs and Ibuprofen. On 4/1/18 subject was treated again for follow-up and stated that he was stretching, providing pain relief. A treatment plan was developed and the patient was told to submit a request if this plan was no longer working. No request have been received since 3/23/18.	
3/31/18	14352	4	Complaint of rash and not getting treatment.	1	1										4/5/18	5	Patient received treatment for this rash on 2/26/18. A request was received for this same issue on 3/20/18 and patient was scheduled for an appointment on 3/23/18. On 3/23/18 patient refused to attend the scheduled appointment.	
				Count	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		
					Yes	No		Yes	No	Yes	No							
				36	36	0	0	0	0	0	0	0	4	2			2.7	