

Attachment C-2

Santa Barbara County Sheriff's Office
December Grievance Report

Grievances December 1, 2019 through December 31, 2019

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	0	0.00%	0	0	0	0	0	0	0
Mental Health	5	21.74%	5	0	0	0	0	0	0
Medication	6	26.09%	5	0	0	1	0	0	0
Medical	12	52.17%	11	0	0	1	0	0	0
Total	23	100.00%	21	0	0	2	0	0	0

Average Days for Response/Treatment:	3.3
Total Requests:	1,087
% Grievd:	2.1%
Total Grievances:	111
% Medical Related:	20.7%

Dental	0
Mental Health	0
Medication	0
Medical	3
Total Requests:	3
Resolution:	3
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 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: Zero (0) Grievances (0.00%)

There were zero (0) grievances related to dental treatment in December. No grievances required follow-up to determine an appropriate outcome and there were no appeals filed.

Mental Health: Five (5) Grievances (21.74%)

During this period, there were five (5) grievances related to mental health treatment for review. The two (2) grievances for treatment resulted in the person being treated by mental health or the Psychiatrist. One (1) patient was asking for Suboxone for mental health treatment, however Suboxone is only used for opioid treatment. The two (2) remaining grievances were requests for various types of medication or adjustment to existing medications. Each were treated by the Psychiatrist. No grievances required follow-up to determine an appropriate outcome and there were no appeals filed.

Medications: Six (6) Grievances (26.09%)

I reviewed six (6) grievances related to medications other than mental health medications. One (1) was an appeal for the denial of Suboxone, however the patient takes other medication making it unsafe to prescribe this medication. One (1) complaint was for missed medication, which was founded, as the medications was not ordered in error. One (1) grievance was because medications were stopped due to checking the pills. Dr. Hakim has informed this patient that they would be a good candidate for Maltexane, a long acting medication that would serve the patient better. Two (2) patients requested specific medication that are not prescribed in our facility, or the specific medication requested is not used for the stated purpose. Alternative medications were prescribed. No grievances required follow-up to determine an appropriate outcome.

Medical: Twelve (12) Grievances (52.17%)

I reviewed twelve (12) 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) grievance was an appeals to a previously filed complaint, but it was not clear as to what the patient was appealing. One (1) complaint was founded, as the patient had appointments rescheduled more than one time. No grievances required follow-up to determine an appropriate outcome.

Observations & Recommendations:

The average time between the grievance filing and a response from medical or mental health during this period was 3.3 days. No grievances exceeded the fifteen (15) day response requirement.

During this period, the total number of medical related grievances remains low at twenty-three (23). When comparing this to the average of twenty (20) grievances per month filed in the

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previous quarter, there is an increase of three (3), or 15.00%. However, two (2) grievances were appeals to previously filed complaints.

In the month of December, there were 1,087¹ requests for medical related services, of which twenty three (23) or 2.1% resulted in a grievance. This is slightly above the average of 1.7% during the previous quarter.

During this same period, there were one hundred eleven (111) total grievances filed, of which twenty-three (23) medical related grievances or appeals were filed, accounting for only 20.7% of the total.

In the month of December, the sheriff's office received three (3) 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.

Dec-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	Yes	No										
12/1/19	16598	3	Patient states need for Suboxone.	1											1	12/4/19	3	Appeal to 16539. Patient is prescribed Alprazolam. This medication is contraindicated with Suboxone. Patient has been offered an alternative safer medication, but has declined.				
12/1/19	16599	4	States missed appointment with wound care doctor.	1												12/4/19	3	Complaint founded. Patient missed appointment due to circumstances beyond our control. Patient has been rescheduled for the outside appointment and has been referred to medical assisted treatment to address opiate addiction in the hope that he can become a candidate for surgical reconstruction.				
12/2/19	16600	2	States need to see mental health.	1												12/4/19	2	Patient was treated by mental health on 11/26/19. Patient has been referred to the Psychiatrist.				
12/2/19	16601	2	States need for Suboxone for mental health.	1												12/4/19	2	Patient has been referred to mental health. Patient has no reported Opioid addiction and Suboxone is only used for this treatment.				
12/3/19	16603	3	States medication stopped due to cheeking. States never caught cheeking.	1												12/4/19	1	Patient was observed by two officers and an RN checking his medication. Dr. Hakim agreed with removing Suboxone, but states that patient would be a good candidate for Maltexane.				
12/4/19	16609	3	States missed dose of medication and is now suffering from withdrawal.	1												12/9/19	5	Patients medication was out of stock for one day. Hydroxyzine does not cause abrupt withdrawal symptoms.				
12/5/19	16614	4	States need for treatment of caught and chronic illness.	1												12/5/19	0	Patient was treated 12/5/19. Each concern brought up by the patient was addressed.				
12/7/19	16625	4	Something about a surgery that was needed and permanent damage to his body. Not clear what he is appealing.	1						1						12/9/19	2	This is an appeal, but it is not clear as to what is being appealed. Medical states they cannot respond as it is not clear what the patient is appealing.				
12/9/19	16631	2	States need for Prozac.	1												12/12/19	3	Patient has no active prescriptions to bridge. Patient has been scheduled to see the Psychiatrist for a new prescription.				
12/9/19	16632	2	States need for both Xanax and Adderall.	1												12/20/19	11	Patient will not be prescribed both Xanax and Adderall. This issue has been addressed multiple times.				
12/11/19	16635	4	States need for treatment of a broken leg.	1												12/19/19	8	Patient was treated 12/19/19 and has been referred to an orthopedic surgeon for evaluation.				
																		1-Dental	0			
																			2-Mental Health	5		
																				3-Medication	6	
																					4-Medical	12

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				Yes	No	Yes	No		Yes	No							
12/12/19	16657	2	States need to be seen by mental health and has made requests without response.	1	1									12/13/19	1	Patient has been treated by mental health on 11/15, 12/8, 12/13, and 12/20/19.	
12/13/19	16648	4	States has a severe cold and has made requests for treatment that have not been answered.	1	1									12/14/19	1	Patient has made requests 12/11, 12/14 and 12/15/19. Patient was treated 12/14, 12/16 and 12/17/19. Patient has been treated for his cold symptoms by the RN, the RNP and the MD.	
12/13/19	16649	4	States need for sun glasses to prevent loss of lashes due to Alopecia.	1	1									12/20/19	7	Sun Glasses are not a medical necessity. Recommend staying out of the sun and remain in shaded areas of the yard.	
12/13/19	16658	4	States medical information was discussed in front of the officer guarding them during the appointment, violating HIPAA.	1	1									12/13/19	0	Custody Deputies are trained On HIPAA. It is not a violation of HIPAA to have a trained officer present during sick call.	
12/13/19	16659	3	States need for Gabapentin for pain management.	1	1									12/20/19	7	Gabapentin is not prescribed for pain management. Patient is on an alternative medication for pain and has been provided orthopedic shoes.	
12/17/19	16655	3	States need of 1200 MG X 3 Daily of Gabapentin for seizures.	1	1									12/17/19	0	Gabapentin is not prescribed for seizures in this facility. The dose requested is well above the FDA maximum daily recommendation for this drug. The FNP attempted to discuss this with the patient on 12/17/19, but the visit was ended by custody staff because the patient became argumentative and aggressive.	
12/16/19	16652	4	States not being seen after requests have been made.	1	1									12/17/19	1	Patient submitted requests on 11/13 and 11/17 and was treated on 11/18/19. Again slips were submitted on 12/11 and 12/14 and the patient was treated on 12/17/19.	
12/22/19	16674	4	States has a rash and has not been seen.	1	1									12/31/19	9	Complaint founded. Sick call is treated in order of acuity, and patient was rescheduled multiple times. He was treated for his rash on 12/31/19.	
12/28/19	16696	4	States a need for larger eye glasses and wants a new prescription.	1	1									12/31/19	3	Patients current prescription is valid through 4/11/20. Family has been advised that they can pick up the prescription and have a pair made in the size the patient wishes.	
12/29/19	16697	3	States medications never given.	1	1									12/31/19	2	Complaint founded. Patient was treated, but the medication was not ordered. Patient was treated again today and the prescription was placed and medications were ordered.	

Dec-19

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				Yes	No	Yes	No		Yes	No	Yes	No							
12/31/19	16699	4	States has not consented to Biomedical treatment, research or behavior modification and wants this stopped.	1	1											1/6/20	6	Patient is not being subjected to biomedical research/treatment or behavior modification therapy.	
12/31/19	16707	4	States need for bifocal glasses.	1	1											12/31/19	0	Patient requested non-bifocal glasses, thus this is what was ordered. We cannot re-order bifocal glasses simply because the patient changed his mind. Reading glasses are available through the chaplains or through commissary.	
				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/Treatment							
					Yes	No	Yes	No	Yes	No	Yes	No							
				23	21	2	0	0	0	2	0	0	0	0	1			3.3	