

Attachment C-2

Santa Barbara County Sheriff's Office
June Grievance Report

Grievances June 1, 2019 through June 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	0	0.00%	0	0	0	0	0	0	0
Mental Health	2	14.29%	2	0	0	0	0	0	0
Medication	5	35.71%	5	0	0	0	0	0	1
Medical	7	50.00%	7	0	0	0	0	0	0
Total	14	100.00%	14	0	0	0	0	0	1

Average Days for Response/Treatment:	3.8
Total Requests:	1,244
% Grievied:	1.1%
Total Grievances:	96
% Medical Related:	14.6%

Community Inquiry:

Dental	0
Mental Health	2
Medication	1
Medical	1
Total Requests:	4
Resolution:	4
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:	Contracted to be in the Facility 5 days per week, with an on call RNP psychiatrist available. This position is currently vacant and is under recruitment. Tele-Med and on call Psychiatrist is in use.
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.

Santa Barbara Sheriff's Office
Grievance Review
June 2019

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 for June.

Mental Health: Two (2) Grievances (14.29%)

During this period, there were two (2) mental health grievances for review. Both grievances were requesting treatment by Mental Health due to hearing voices. In both cases, treatment was provided. No grievances required follow-up to determine a resolution and there were no appeals filed.

Medications: Five (5) Grievance (35.71%)

I reviewed five (5) grievances related to medications other than mental health medications. Treatment and medication adjustments resolved each of these requests. One (1) was because "unspecified" medication was not being provided, one (1) was for specific medications being requested, but the patient refused to attend the appointment to discuss the need, one (1) was a request for antibiotics, one (1) was for Hep-C medication and one (1) was for a missed medication at med pass. No grievances required follow-up to determine an appropriate outcome and there were no appeals filed.

Medical: Seven (7) Grievances (50.00%)

I reviewed seven (7) 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 not a medical complaint, but was a staff conduct complaint. Two (2) of these were for special diet concerns, two (2) were for confusion about the appropriate treatment, one (1) was for gallstone treatment and one (1) was for treatment by the Optometrist. None of the grievances required follow-up to determine a resolution and there were no appeals filed.

Observations & Recommendations:

The average time between the grievance filing and a response from medical or mental health during this period is 3.8 days. No grievances exceeded the fifteen (15) day response requirement.

During this period, the total number of medical related grievances decreased considerably. When comparing the eighteen (14) grievances filed for this month to the average of thirty (30) grievances per month filed in the previous quarter, this is a decrease of 53.33%.

In the month of June, there were 1,244¹ requests for medical related services, of which fourteen (14) or 1.1% resulted in a grievance. This is a 63% decrease comparative to the average of 3% filed during the previous quarter.

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

Santa Barbara Sheriff's Office
Grievance Review
June 2019

During this same period, there were ninety-six (96) total grievances filed, of which fourteen (14), or 14.6% were medical related.

In the month of June, the sheriff's office received four (4) community inquiries. Each of these were appropriately addressed by medical.

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

Jun-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		
6/6/19	15993	2	States needs medical care and is hearing voices.	1	1								6/17/19	11	Patient was treated by MD and the Psychiatrist on 6/25/19 and is now on appropriate medication.				
6/11/19	15999	2	States needs to see the Psychiatrist due to hearing voices.	1	1								6/19/19	8	Patient was treated by the Psychiatrist 6/19/19.				
6/13/19	16003	4	Complaint about Staff Conduct.	1	1								6/17/19	4	Patients complaint is under review by WellPath. (Not a medical issue)				
6/14/19	16004	4	States Cottage recommended surgery and wants to know why it has not happened yet.	1	1								6/17/19	3	Patient records from Cottage do not indicate a recommendation for surgery, only a proper diet and weight loss.				
6/16/19	16010	3	States the jail is not providing medications from his property.	1	1								6/20/19	4	Patient has not stated which medications are not prescribed for him, thus the grievance cannot be fully answered. Patient has been asked for further detail about the medication he is prescribed in the community.				
6/16/19	16012	4	States issues with hernia never addressed by the jail back in January 2017.	1	1								6/20/19	4	patient is complaining about treatment provided outside of the facility and by the previous jail medical provider. WellPath cannot comment on the care provided by another health service provider.				
6/16/19	16014	3	States need for Neurontin and Gabapentin.	1	1						1		6/20/19	4	Patient was treated on 6/11/19 and prescribed Ibuprofen. Patient was scheduled to be evaluated based on a sick call request for this same issue on 6/17/19, but patient refused to attend.				
6/18/19	16018	3	States need for antibiotics for sores.	1	1								6/20/19	2	Patient is prescribed Bactrim, which is an antibiotic.				
6/20/19	16028	3	States missed a med pass.	1	1								6/20/19	0	Patient received medications at the make-up med pass for the 20th of June. Records confirm all medications delivered as prescribed.				
6/20/19	16030	3	Patient states need for Hep C medication.	1	1								6/23/19	3	Patient was treated by RN on 6/23/19 and again by the MD on 6/25/19. Appropriate medications have been prescribed.				
6/20/19	16031	4	States a need for treatment for gallstones.	1	1								6/25/19	5	Patient had imaging done 6/10/19 that showed "Cholelithiasis without evidence of cholecystitis". On 6/25/19 patient had a follow up appointment with the MD to discuss treatment options.				
															0	1-Dental			
																2	2-Mental Health		
																	5	3-Medication	
																		7	4-Medical

Jun-19

Date	Log #	Type	Nature of Complaint	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							
6/22/19	16035	4	States a need for a special low carb diet as prescribed by a private specialist.	1										6/22/19	0	Patient was treated by the MD on 6/22/19 and was placed on a Renal diet.	
6/22/19	16038	4	States need to see optometrist and has been waiting.	1										6/24/19	2	Patient is scheduled to be transported to the Optometrist. Date of transport can not be provided.	
6/28/19	16059	4	States special diet not being delivered.	1										7/1/19	3	Patient was ordered a Renal Diet on 6/22/19. The kitchen confirms they have the order. Patient directed to speak to the module office for assistance in getting the diet from the kitchen if the issue continues.	
				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							
				14	14	0	0	0	0	0	0	0	1				3.8