

Attachment C

Santa Barbara County Sheriff's Office
October Grievance Report

Grievances October 1, 2019 through October 31, 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	1	3.85%	1	0	0	1	0	0	0
Mental Health	3	11.54%	3	0	0	0	0	1	0
Medication	6	23.08%	6	0	0	0	0	3	0
Medical	16	61.54%	16	0	0	1	0	0	0
Total	26	100.00%	26	0	0	2	0	4	0

Average Days for Response/Treatment:	4.2
Total Requests: 1,490	% Grievied: 1.7%
Total Grievances: 115	% Medical Related: 22.6%

Community Input

Dental	0
Mental Health	0
Medication	0
Medical	2
Total Requests: 2	Resolution: 2
	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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October 2019

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

Dental: One (1) Grievances (3.85%)

There was one (1) appeal related to dental treatment for October. This was a complaint because the appointment was rescheduled due to high activity of acute patients on that date. No grievances required follow-up to determine an appropriate outcome.

Mental Health: Three (3) Grievances (11.54%)

During this period, there were three (3) grievances related to mental health for review. One (1) was a person who was on observation for self-harm who wanted hair clippers and a razor, one (1) was a request to not have medications in liquid form, and this request had a duplicate grievance. There were no appeals filed and no grievances required follow-up to determine an appropriate outcome.

Medications: Six (6) Grievances (23.08%)

I reviewed six (6) grievances related to medications other than mental health medications. One (1) was a request for a list of medications and to not have meds crushed and floated, three (3) were duplicates of a previously filed complaint. One (1) was stating a need for seizure medication, and one (1) was a request for pain medication and hot pads. There were no appeals filed during this month and no grievances required follow-up to determine an appropriate outcome.

Medical: Sixteen (16) Grievances (61.54%)

I reviewed sixteen (16) 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 an appeal to a previously filed complaint, one (1) was for an extra mattress, and one (1) was a request for a liquid diet. One (1) grievance was founded because the wrong contact solution was provided, and one (1) was founded because a delay in the diagnosis occurred. 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 4.2 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 slightly higher increase this month comparative to last month, four (4) grievances were duplicates of previously filed complaints and two were appeals to previously filed complaints, providing an artificially higher total. Even so, we still remain well below the monthly average of thirty (30) for the previous year. When comparing the twenty six (26) grievances filed for this month to the average of twenty (20) grievances per month filed in the previous quarter, this is an increase of 30.00%. However, when comparing the twenty (20) unique grievances filed this month, there is no increase.

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In the month of October, there were 1,490¹ requests for medical related services, of which twenty six (26) or 1.7% resulted in a grievance. This remains consistent comparative to the average of 1.7% during the previous quarter. Of the 1,490 requests, 1,249 were medical and 241 were mental health requests.

During this same period, there were one hundred fifteen (115) total grievances filed, of which twenty six (26), or 22.6% were medical related.

In the month of October, the sheriff's office received two (2) community inquiries and each 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.

Oct-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							
10/2/19	16398	3	States need for medication for seizures.	1	1									10/4/2019	2	Patient is receiving keppra 1000 mg. X 2 daily for seizure treatment.	
10/2/19	16402	4	States need for X-rays for broken ribs.	1	1									10/4/2019	2	Patient has not submitted a sick call request for x-rays. Patient directed to submit a request and if warranted, x-rays will be scheduled. (Treated on 10/10/19 with x-rays being taken)	
10/5/19	16410	3	States does not want pills crushed and would like a list of current medications.	1	1									10/19/19	14	Patient is receiving Tylenol 325mg. twice a day, Mobic 7.5mg. once a day, Busbar 10mg (Crushed and floated) twice a day, Lexapro 20mg once a day, and a fiber pill twice a day. Mental Health has prescribed the Busbar as crushed and floated, so the request to remove this order can be discussed with Dr. Hakim on the patients next appointment.	
10/7/19	16416	4	States need for glasses and contacts.	1	1									10/19/19	12	Patient was given glasses provided by a family member on 10/19/19. Patient was given contacts on 10/21/19.	
10/10/19	16424	4	States need for proper catheter supplies, and states that medical keeps running out of supplies.	1	1									10/15/19	5	Medical has not run out of supplies. Patient is provided supplies regularly and upon request as needed.	
10/11/19	16425	2	States need for pain and mental health medication.	1	1									10/11/19	0	Patient states need for Adderall and Armodafinil, both of which are not prescribed in the facility. Patient was treated by mental health on 9/26 and 10/8/19 and was prescribed alternate medications.	
10/11/19	16427	1	This appeal states a continuing need for dental treatment, and does not agree with being delayed.	1	1		1							10/14/19	3	This is an appeal to 16376. Dental treatment is triaged by the seriousness of the care needed. The patient was rescheduled for dental due to high activity of acute patients. Patient was treated by the Dentist on 9/27/19 and is scheduled for follow-up care.	
10/11/19	16428	3	States lack of treatment and proper medication.	1	1							1		10/11/19	0	This is a duplicate to 16402. Patient was treated for pain on 10/7/19. He was treated on 10/10/19 for pain and the patient was provided his chest x-ray results, which showed no fractures. He was treated on 10/11/19 for scalp pain, which the patient requested Marijuana.	
10/12/19	16435	4	States missed appointment with MD at the clinic as ordered by the hospital.	1	1									10/14/19	2	The MD at Sansum Clinic refused to see the patient on 10/11/19 as originally scheduled. The patient is now scheduled to be treated at the County clinic .	

1-Dental

2-Mental Health

3-Medication

4-Medical

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Oct-19																		
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				Yes	No	Yes	No		Yes	No	Yes	No						
10/12/19	16436	4	Grievance response not received within 15 days.	1	1											10/14/19	2	Patients' grievance was completed and submitted to Jail Operations for return to the inmate prior to the 15 day limit. Medical cannot control what is done after the response leaves our office. A copy of the prior grievance response has been provided with this response.
10/12/19	16437	4	States improper wound care, no cushion and no mattress provided as ordered by Cottage Hospital.	1	1											10/20/19	8	The patient is receiving wound care in accordance with the Ridley Center physicians order. The Mattress has been ordered and will be provided as soon as it arrives. The cushion was provided, but the patient allowed other inmates to use it and it was damaged. As this is a misuse of the item, it will not be replaced.
10/12/19	16456	3	States lack of treatment and proper medication.	1	1								1			10/15/19	3	This is a duplicate to 16402 and 16428. Patient was treated for pain on 10/7/19. He was treated on 10/10/19 for pain and the patient was provided his chest x-ray results, which showed no fractures. He was treated on 10/11/19 for scalp pain, for which the patient requested Marijuana. The patient was treated again by the MD on 10/15/19.
10/13/19	16439	4	States has order from Kern County Jail allowing a PM snack, personal shoes, and an extra mattress.	1	1											10/14/19	1	Patient has no medical condition that would make a snack, medical shoes or an extra mattress medically necessary. Personal shoes are not authorized in this facility.
10/13/19	16440	2	States need for razor and hair clippers. States no suicide risk.	1	1											10/17/19	4	At the request of Custody, the patient was assessed and treated by both medical and mental health on 10/4/19 due to self inflicted cuts on patients wrists. Patient placed on mental health observation.
10/13/19	16443	4	States medications have stopped and wants them continued.	1	1											10/20/19	7	Patient claims these medications, attarax and benzotropine, are for medical conditions and was adamant with Dr. Hakim about this. However these medications are not prescribed for the conditions described by the patient. The patient has refused any psychiatric medications, thus the medications were not continued.
10/13/19	16446	4	States need for glasses.	1	1											10/14/19	1	Patient submitted a sick call request for glasses on the same date as this grievance. The patient is scheduled for sick call and will be evaluated for glasses.
10/14/19	16444	4	Patient requested a liquid diet instead of a soft diet.	1	1											10/14/19	0	The Dr. changed the order at patient request to a liquid diet for three days on 10/13/19.

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				Yes	No	Yes	No		Yes	No							
10/14/19	16445	3	States lack of treatment and proper medication.	1	1								1		10/16/19	2	This is a duplicate to 16402, 16428 and 16456. Patient does not like the response provided. He was treated for pain on 10/7/19. He was treated on 10/10/19 for pain and the patient was provided his chest x-ray results, which showed no fractures. He was treated on 10/11/19 for scalp pain, which the patient requested Marijuana. The patient was treated again by the MD on 10/15/19.
10/17/19	16455	4	States a surgical pin in his wrist needs to be removed.	1	1										10/24/19	7	Patient is scheduled for a follow-up appointment on 10/29/19 with Santa Barbara Orthopedics. They will advise jail medical on our next steps with the patients' recovery.
10/19/19	16461	2	Does not want pills crushed and floated.	1	1								1		10/24/19	5	This is a duplicate to 16410. The Psych Nurse spoke with Dr. Hakim. Busbar has been discontinued at patient request, however, the crush and float order was not removed.
10/20/19	16467	4	States his condition is serious and he is at risk of amputation of his leg due to neglect.	1	1		1								10/24/19	4	This is an appeal to 16362. Patient had an I&D (incision & drainage) of an abscess at cottage on 9/21/19. Wound care continues. Patient has not been told he is going to have any permanent damage to his knee and amputation has never been discussed.
10/20/19	16469	4	States need to see specialist or surgeon for hand injury.	1	1										10/25/19	5	Patient was treated at Cottage for a hand injury on 10/17/19. Pain medications began on 10/18/19 per ER orders. Patient has a follow-up appointment scheduled 10/25/19.
10/21/19	16473	4	States has scabies and has not received proper treatment.	1	1										10/27/19	6	Patient compliant is founded. Patient was seen on 10/9, 10/20 and 10/27/19 but the scabies was not diagnosed until 10/28/19. Treatment was initiated with the final treatment being scheduled for 11/4/19. The delay with the diagnosis is not acceptable.
10/21/19	16474	4	States wrong contact solution was provided by medical.	1	1										10/22/19	1	Patient compliant is founded. The wrong solution was in fact provided. While the solution provided was suitable for disinfecting contacts, it is not intended for use directly in the eyes. The correct solution was provided to the patient and the patient was treated on 10/14 and 10/22/19 to rule out eye infection.

Oct-19

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10/23/19	16477	3	States back pain and need for medication. Also wants ice and hot pads to treat pain.	1	1							10/31/19	8	Patient was treated for back pain 10/16, 10/18, and 10/22/19. Patient has been prescribed Mobic for pain. Ice and hot pads are not ordered. Follow-up scheduled for 11/2/19. (completed)
10/25/19	16487	4	States need for special shoes that have been ordered by physical therapist.	1	1							10/31/19	6	Patients special shoes have been approved for use in the facility and were ordered on 10/21/18. Patient will receive the shoes as soon as they arrive.

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
26	24	2	0	0	0	4	0	4.2