

Attachment B

Santa Barbara County Sheriff's Office

3rd Quarter Grievance Review

July 2017

August 2017

September 2017

Grievances July 1, 2017 through July 31, 2017

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	9.52%	4	0	0	0	0	0	0
Mental Health	4	9.52%	4	0	0	0	0	0	0
Medication	4	9.52%	2	1	1	1	0	0	0
Medical	30	71.43%	29	1	1	0	0	2	1
Total	42	100.00%	39	2	2	1	0	2	1

Average Days for Response/Treatment:		5.1
Total Requests:	1,266	% Grieved: 3.2%
Total Grievances:	151	% Medical Related: 27.8%

Community Inquiry:

Dental	2						
Mental Health	4						
Medication	2						
Medical	4						
Total Requests:	12	Resolution:	11	Awaiting Response:	0	Out of Custody	1

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, an on call Psychiatrist and a psychiatric RNP are in use.
Dentist:	Available in the Facility 1.5 days 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
July 2017

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

Dental: Four (4) Grievances (9.5%)

I reviewed four (4) grievances related to dental treatment for July. Each grievance addressed a general request for dental service due to tooth pain and infection. Each person received antibiotics and pain medications, and was scheduled for follow-up treatment by the dentist or was treated by the dentist. No follow-up was needed to determine a resolution.

Mental Health: Four (4) Grievances (9.5%)

During this period, there were four (4) mental health grievances for review. All four (4) were requests for Mental Health medications or adjustment of existing medication. Each received treatment with the Psychiatrist that resulted in either the order of new medication or the adjustment of current medication. No follow-up was needed.

Medications: Four (4) Grievance (9.5%)

I reviewed four (4) grievances related to medications other than Mental Health medications. The majority of these requests resulted in treatment and medication being ordered. One required follow-up to determine an appropriate outcome.

Medical: Thirty (30) Grievances (71.5%)

I reviewed thirty (30) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions addressed the majority of these complaints. Two (2) of these grievances were duplicates of a previously submitted grievance. One (1) grievance was resolved on appeal, and one (1) individual refused to attend the appointment indicating "issue resolved". Two (2) grievances required follow-up to determine a resolution, but were ultimately resolved.

Observations & Recommendations:

The average time between the grievance filing and a response for medical or mental health grievances during this period is 5.1 days. One grievance exceeded the fifteen (15) day response requirement by 37 days, as the grievance was misplaced by Operations. The grievance was received by medical on 8/10/17 and was responded to on that same date.

During this period, the total number of medical related grievances decreased from previous months, indicating a decrease of 36.4% comparing the 42 grievances for this month to the average of 66 grievances per month filed in the previous quarter.

In the month of July, there were 1,266¹ requests for medical related services, of which forty-two (42) or 3.2% resulted in a grievance.

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

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During this same period, there were one hundred fifty-one (151) total grievances filed, of which forty-two (42) or 27.8% were medical related.

During July the sheriff's office received twelve (12) community inquiries. These inquiries included two (2) dental inquiries, four (4) mental health inquiries, two (2) medication inquiry and four (4) general medical inquiries. I have received responses providing a resolution to the stated concerns for ten (10) inquiries. One person was out of custody when the query was received and one individual refused mental health services. Only two (2) of the parties of concern had filed a grievance prior to the community inquiry.

The Medical, Mental Health, and Corrections Committee meeting was held on July 27, 2017, but I was unable to attend.

Respectfully,



Mark V. Mahurin

Jul-17

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								
7/3/17	12195	3	Indicates need for stronger pain medication.	1		1				1					7/7/17	4	Subject refused to see RN for re-assessment on 7/7/17. On 7/17/17 subject was treated by RNP, who ordered an anti-inflammatory.		
7/4/17	12191	4	Appeal to 12085- Own shoe request.	1	1										8/10/17	37	Document was misplaced by Operations and was received by jail medical on 8/10/17. Subject has no record of medical need for special shoes and does not meet criteria for diabetic shoes.		
7/5/17	12209	4	Cold & flu symptoms and needs treatment.	1	1										7/8/17	3	Subject was treated by RN on 7/8/17 with medications ordered. Follow-up with RNP on 7/12/17 with medications continued.		
7/5/17	12208	1	had dental procedure that resulted in an additional broken tooth.	1	1										7/5/2017	0	Subject was treated by dental 7/2/17. Procedure had complications and subject was sent to Cottage for further care. Follow-up by RN continues daily.		
7/6/17	12213	4	Wants double meals to improve self esteem.	1	1										7/13/17	7	Subject BMI is within normal limits. Double meals are not medically necessary.		
7/6/17	12212	4	States need for double meals.	1	1										7/13/17	7	Subject BMI is within normal limits. Double meals are not medically necessary.		
7/6/17	12220	4	Infection on scalp. Subject indicates medical staff unprofessional.	1	1										7/8/17	2	Subject is being treated by both the RN and RNP several times each week and is on antibiotics for the infection. The medical director has addressed staff conduct claim.		
7/7/17	12219	4	Needs copy of eye exam results from 6/22/17.	1	1										7/13/17	6	Copy of eye exam results provided to subject as requested.		
7/7/17	12217	4	States spinal meningitis.	1	1										7/10/17	3	Treated by RN on 7/10/17 and MD on 7/11/17. Labs have been completed and subject is scheduled to be treated by an outside infectious control specialist (MD).		
7/8/17	12222	4	States dislocated shoulder.	1	1										7/21/17	13	Subject was treated on 7/21/17 and was provided pain medication and was scheduled for X-rays. Prior medical records were also requested. 7/31/17 records were received and x-rays reviewed.		
7/8/17	12224	1	indicates tooth pain without treatment.	1	1										7/13/17	5	Subject was treated for foot pain on 7/4/17. No mention of tooth pain was made and there are no requests on file for this or any other medical issue. Subject directed to submit a request for dental service.	1-Dental	4
7/9/17	12230	4	Back injury/ Pain. Need Records from outside MD.	1	1										7/13/17	4	Subject was treated on 6/24 and 6/28 with pain medication being ordered. Records from Dr. Mueleken have been received and reviewed with medication change to Mobic for pain per those records.	2-Mental Health	4
7/9/17	12229	4	Fracture arm in March. Asking to see a surgeon.	1	1										7/10/17	1	Subject was treated by RNP on 7/10/17 and was treated on 7/10 and 7/13/17 by MD with pain meds ordered. Arm splint was applied on 5/23/17 by RNP.	3-Medication	4
7/10/17	12245	2	Needs change to M/H Medication.	1	1										7/10/17	0	Treated by Psychiatrist on 7/10/17. Medications adjusted to address symptoms. Improvement should be noticed within two weeks of being on new medication.	4-Medical	30
7/11/17	12236	2	states medications need to be changed.	1	1										7/19/17	8	The Psychiatrist reviewed and ordered a change of medications on 7/10/17. The new medications were ordered and are being administered in accordance with the orders.		

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					Yes	No		Yes	No	Yes	No						
7/11/17	12235	2	M/H requests not being addressed.	1	1										7/19/17	8	Subject was treated by M/H on 7/4/17 in response to the request received 7/4/17. Psychiatrist ordered medications and records show delivery beginning on 7/10/17.
7/14/17	12249	4	States need for treatment, and states not seen.	1	1										7/19/17	5	Subject was treated 7/6, 7/11, 7/12 and 7/13/17. subject was placed in observation cell for evaluation and was subsequently cleared for housing. No new requests on file.
7/14/17	12259	3	States medication not working.	1	1										7/19/17	5	Subject was treated 6/20/17 by RNP and on 6/26/17 by MD. Antibiotics for wound prescribed. Follow-up with RNP was scheduled and subject was treated by RNP on 7/19/17.
7/15/17	12254	4	States lack of treatment.	1	1										7/18/17	3	Subject has been treated by RNP on 6/26, 6/28, 7/12, 7/14 and 7/18/17.
7/15/17	12256	4	Ear Infection needs treatment.	1	1										7/21/17	6	Subject was treated on 7/9 and 7/21/17 with no signs of infection noted in either ear. Subject directed to report any signs of swelling or redness.
7/15/17	12257	4	States waiting for follow-up regarding chest pain.	1	1										7/21/17	6	Subject was treated for complaint of chest pain on 7/21/17. No abnormal noted during assessment. Treated again on 7/24/17 with similar results.
7/15/17	12259	4	States wound infected and meds are not working.	1		1	1	1							7/19/17	4	Subject was treated on 6/20 and 6/26/17 and was prescribed antibiotics for wound infection. Follow-up was completed on 7/21/17, with wound improvement noted.
7/17/17	12263	4	Indicates need for a special soft diet due to facial fractures.	1	1										7/17/17	0	Subject refused to see RN for re-assessment on 7/17/17. On 7/25/17 subject was treated by MD. Soft diet ordered and subject scheduled for treatment with an Oral- Maxillofacial surgeon.
7/17/17	12268	4	States not getting treatment for pre-existing condition- pinched nerve.	1	1										7/20/17	3	Subject has been receiving on-going care for nerve issue beginning on 6/6/17. Subject has been treated 6/6, 6/22, 7/5, 7/11, and 7/20/17. On-going care will continue.
7/19/17	12279	4	states leg pain and no treatment.	1	1										7/25/17	6	Subject has no request on file for leg pain. Has been treated by M/H 7/13, 7/17, 7/18 and 7/22/17 with medications started on 7/17/17. No mention of leg pain to M/H on file either. Subject directed to submit a sick call request for leg pain.
7/20/17	12283	4	Wants copies of all medical records.	1	1										7/20/17	0	Subject can review all files. Copies may be obtained at \$.50 per page and will be placed in personal property or may be released to attorney with a signed release of information.
7/22/17	12289	4	Wants to see optometrist.	1	1										7/25/17	3	Subject had eye exam 5/31/17 with RN, and again with MD on 6/1/17. Both exam results do not meet criteria for optometrist referral.
7/22/17	12296	4	Wants own shoes for foot pain.	1	1										7/25/17	3	Subject was treated for foot pain on 7/6/17 and ordered a splint X 2 weeks. Special shoes not indicated.
7/23/17	12297	4	Duplicate to 12263. Indicates need for immediate attention of injuries.	1	1								1		7/23/17	0	Subject refused to see RN for re-assessment on 7/17/17. On 7/25/17 subject was treated by MD. Soft diet ordered and subject is scheduled for treatment with an Oral- Maxillofacial surgeon- an outside appointment.

Jul-17

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						
7/24/17	12313	1	Subject indicates tooth pain.	1	1										8/2/17	9	Subject was treated for tooth pain on 7/19/17 and was given pain medication. Subject was treated by dentist on 8/2/17.
7/24/17	12314	2	Needs mental Health medications re-started.	1	1										8/1/17	8	Subject was re-admitted to jail 7/7/17. Treated by Psychiatrist with medications ordered on 7/17/17. records indicate compliance.
7/24/17	12301	4	States not being treated for heart issue.	1	1										7/25/17	1	Subject had a heart work up completed on 7/17/17 with medications being continued. Last sick call request was on 6/24/17 and treatment for that request occurred on 6/25/17. No other request are on file.
7/25/17	12303	4	States has not had sick call in over a month.	1	1										7/25/17	0	Subjects last request for treatment was on 6/22/17 and treatment occurred on 6/23/17 with medications prescribed. No other requests are on file.
7/25/17	12306	3	Indicates need for medication more frequently for headache due to injury.	1		1	1	1							8/1/17	7	Subject was treated on 7/21/17 and was provided pain medication X 7 days. No requests for this issue are on file. subject directed to submit a request to be scheduled for follow-up. Follow-up with RNP occurred 8/1/17 with additional medications being ordered.
7/26/17	12310	4	Indicates pain in left arm.	1	1								1		8/2/17	7	RN attempted assessment on 7/16/17. Subject refused the appointment stating 'issue resolved". No other requests are on file. Subject directed to submit a request for a new appointment.
7/25/17	12311	3	indicates need for medication.	1	1										7/31/17	6	Subject was treated by MD on 7/21/17 with multiple medications being prescribed. Subject wants medications from his property, but medication brought form outside of the facility is not allowable. Chart reviewed 7/31/17 and medications are being given. Follow-up scheduled for week of 8/1.
7/26/17	12312	4	sinus infection- getting worse.	1	1										7/26/17	0	Treated by RN on 7/26/17 as previously scheduled. Medication for nasal congestion prescribed.
7/26/17	12353	4	Duplicate to 12263. Wants surgery of face and ice to reduce swelling	1	1								1		8/3/17	8	Surgery with an Oral- Maxillofacial surgeon occurred 8/3/17. Ice for swelling ordered. Follow-up with RNP is on 8/7/17.
7/27/17	12316	4	States that since medication is now liquefied, is experiencing mood swings.	1	1										8/1/17	5	Subject was caught by Operations storing medications. Medications are now being floated for delivery. The medications have not been changed and are the same in either form.
7/29/17	12332	4	Has not been seen by medical for check up or TB test.	1	1										8/2/17	4	Subject was treated by RNP on 8/2/17. Full assessment and TB test competed.
7/30/17	12342	4	states need for glasses.	1	1										8/4/17	5	Treated by RNP on 8/4/17 with eye exam completed. Scheduled for optometrist on next available appointment date for prescription.
7/30/17	12331	1	Needs pain meds for tooth ache	1	1										8/2/17	3	Subject was treated by RN on 7/16/17 with pain meds ordered and was referred to the dentist. Subject was treated by dentist on 7/25/17 and had a follow-up with the dentist on 8/2/17.
				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	

Jul-17

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		Yes	No	Yes	No						
				42	39	3	2	2	0	1	0	0	2	1		5.1	

Grievances August 1, 2017 through August 31, 2017

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	3	11.54%	3	0	0	0	0	1	1
Mental Health	3	11.54%	3	0	0	0	0	0	0
Medication	10	38.46%	9	0	0	1	0	2	0
Medical	10	38.46%	10	0	0	0	0	0	0
Total	26	100.00%	25	0	0	1	0	3	1

Average Days for Response/Treatment:	5.3
Total Requests: 2,373	% Grievated: 1.1%
Total Grievances: 124	% Medical Related: 21.0%

Community Inquiry:

Dental	0						
Mental Health	0						
Medication	0						
Medical	0						
Total Requests:	0	Resolution:	0	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, an on call Psychiatrist and a psychiatric RNP are in use.
Dentist:	Available in the Facility 1.5 days 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
August 2017

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

Dental: Three (3) Grievances (11.54%)

There were three (3) grievances related to dental treatment for August. All three (3) dealt with requests for dental treatment related to tooth pain and the need for antibiotics. Each was addressed by prescriptions for pain meds, antibiotics, and treatment by the dentist. One (1) grievance was a duplicate to a previously filed grievance. One (1) person refused follow-up care with the dentist. No follow-up was needed to determine an appropriate outcome.

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

During this period, there were three (3) mental health grievances for review. One (1) grievance indicated that Psychiatric medications are being given illegally, however the subject has not been prescribed psychotropic medications at any time while in the facility. Medication records confirm only acid reducers administered. Two (2) grievances were requests for Mental Health medications or adjustment of existing medication. Each received treatment with the Psychiatrist or Tele-psych that resulted in either the order of new medication or the adjustment of current medication. No follow-up was needed to determine an appropriate outcome.

Medications: Ten (10) Grievance (38.46%)

I reviewed ten (10) grievances related to medications other than Mental Health medications. All but one of these requests resulted in treatment and either the medication being ordered or continued with the final one (1) grievance being resolved on appeal. Two (2) grievances were duplicates to previously filed grievances. No grievances required follow-up to determine an appropriate outcome.

Medical: Ten (10) Grievances (38.46%)

I reviewed ten (10) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions addressed each of these complaints. No grievances required follow-up to determine a resolution.

Observations & Recommendations:

The average time between the grievance filing and a response for medical or mental health grievances during this period is 5.3 days. No grievances exceeded the fifteen (15) day response requirement.

During this period, the total number of medical related grievances decreased from previous months, indicating a decrease of 60% comparing the 26 grievances for this month to the average of 66 grievances per month filed in the previous quarter.

Santa Barbara Sheriff's Office
Grievance Review
August 2017

In the month of August, there were 2,373¹ requests for medical related services, of which twenty-six (26) or 1.1% resulted in a grievance. This is a significant reduction comparative to the average of 4.6% filed during the previous quarter.

During this same period, there were one hundred twenty-four (124) total grievances filed, of which twenty-six (26) or 21% were medical related.

During August the sheriff's office received no community inquiries.

The Medical, Mental Health, and Corrections Committee meeting was held on August 19, 2017. Of note is that the Public Health audit has begun and will likely be completed in September. Behavior Wellness and Public Health now have representation on the committee and will participate moving forward. The information presented by CFMG is significantly more thorough than that presented by the previous provider. These include increased statistical information and detail including types and numbers of requests, emergency transportations, medication dissemination detail, etc. This presents a very good overview of the treatment processes occurring within the facility on a monthly basis.

Respectfully,



Mark V. Mahurin

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

Aug-17

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								
8/1/17	12344	2	Indicates need for a specific medication- Concerta.	1	1										8/3/17	2	subject treated on multiple dates: 7/6, 7/11, 7/13, 7/7, 7/26, 7/27, 8/3, and 8/10/17. Chart reviewed and medications continued.		
8/1/17	12371	4	States weight loss.	1	1										8/2/17	1	Subject was treated 8/1/17 and was treated at county health. Extra Meal per day ordered and placed on weekly weight checks.		
8/2/17	12345	4	Indicates improper care for emergency treatment.	1	1										8/16/17	14	Subject was treated by medical and sent to ER for emergency treatment. Subject was admitted for 9 days. Subject has received daily medical follow-up since return to custody on 7/21/17.		
8/4/17	12356	1	States need for dental care and pain treatment.	1	1										8/5/17	1	Subject was treated on 8/5/17 and was given pain medication and received a referral to the dentist. Treated by dentist on 8/16/17.	1-Dental	3
8/4/17	12363	3	Subject states 3 requests for pain treatment.	1	1										8/6/17	2	Subject has three requests on file and was treated on 8/6/17. Pain medications and antibiotics prescribed. F/U occurred on 8/9/17 with pain medications being adjusted.	2-Mental Health	3
8/6/17	12367	1	Subject indicates severe pain after dental treatment. Indicates need for follow-up.	1	1										8/8/17	2	Subject was treated by dentist on 7/26/17 and prescribed pain meds and antibiotics. Follow-up occurred on 8/8/17 with pain meds adjusted and antibiotics continued.	3-Medication	10
8/7/17	12369	3	Indicated medications ended.	1	1										8/15/17	8	Subject was treated on 8/3/17 with all medications continued. Records indicate compliance.	4-Medical	10
8/8/17	12374	3	States medications causing itching.	1	1										8/11/17	3	Subject has received on-going treatment and was last treated on 8/11/18 with medications being adjusted.		
8/8/17	12376	3	States need for antibiotics provided prior to coming to jail.	1	1										8/15/17	7	subject was treated on 8/4/17 with no indication of need for antibiotics. Pharmacy confirmed both pain medication and antibiotics issued in June, but prescriptions have no refills. Subject is scheduled to see the dentist.		
8/8/17	12382	2	subject indicates Psychiatric medications being given illegally-states has refused Psychiatric meds, but medical is still attempting to give them.	1	1										8/17/17	9	Subject has not been prescribed psychotropic medications at any time while in the facility. Medication records confirm only acid reducers administered.		
8/9/17	12377	4	States need for knee brace- claims the issue is an emergency.	1	1										8/9/17	0	Subject was treated and assessed 8/9/17. Immediate medical intervention was not indicated. Outside treatment records have been requested on 8/9/17 and subject will be re-assed once these records are received and reviewed.		

Aug-17

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						
8/10/17	12402	1	States need for pain medication and antibiotics for tooth issue.	1	1									1	1	8/16/17	6	Duplicate to 12356. Subject was treated by medical on 8/5/17 and was referred to dentist and was provide pain medication. Subject was treated by dentist on 8/16/17 and was given antibiotics and pain medications were continued. Subject refused the follow-up appointment with the Dentist. (refusal form on file)
8/11/17	12403	4	Arm injury needs follow-up.	1	1											8/14/17	3	Subject has had ongoing treatment for injury, 7/10, 7/13, and 8/4/17. Seen by RNP on 8/14/17 with pain meds being continued. Treated again by MD on 8/23/17, with a re-check scheduled in two (2) weeks.
8/14/17	12401	4	States no treatment from medical despite many requests.	1	1											8/17/17	3	Subject has received treatment for a variety of issues on several occasions- 7/7, 7/8, 7/20, and 7/27/17. Most recent treatment included prescription for pain medication and lab work being completed. No outstanding requests on file.
8/14/17	12405	3	Subject states he believes he received the wrong medication.	1	1											8/15/17	1	Subject was treated on 8/11/17 with blood pressure being high. Placed in observation cell with frequent blood pressure checks- blood pressure returned to normal limits within a short time while in the observation cell. All charts and orders were reviewed with no indication of a wrong medication being given. Medications were continued by MD on 8/15/17 without a reoccurring incident.
8/14/17	12409	4	States need for denture Fixodent.	1	1											8/17/17	3	Fixodent dispensed to subject on 8/17/17 as requested.
8/16/17	12416	3	States need for medication and indicates three (3) requests.	1	1											8/24/17	8	Subject has two (2) requests on file. Subject was treated on 8/2/17 and prescribed pain medication and flexeril for short term pain control. MD Follow-up occurred on 8/24/17 with Motrin continued. Flexeril was discontinued.
8/20/17	12427	4	Subject wants copies of medical records from Cottage Hospital surgeries.	1	1											8/30/17	10	All records from Cottage are on file. Copies can be placed in your property or be released to your attorney or family member at \$.15 per page.
8/22/17	12442	3	Subject states he believes he continues to receive the wrong medication.	1	1									1		8/30/17	8	This is a duplicate to 12405. All charts and orders were reviewed with no indication of a wrong medication being given. Medications were continued by MD on 8/15/17 without a reoccurring incident. No reoccurrence as of 8/30/17.

Aug-17

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						
8/22/17	12432	4	States need for ankle brace and multiple request for same without response.	1	1											8/30/17	8	Subject has no (0) requests on file since 7/5/17. Subject was treated on 7/10/17 for ankle issues. Ankle brace not medically necessary.
8/22/17	12435	4	States shoulder fracture.	1	1											9/1/17	10	Subject has completed an orthopedic evaluation and is scheduled for treatment with an outside neurosurgeon.
8/25/17	12457	2	States need for wellburtrin.	1	1											9/1/17	7	on 5/16/17 and 5/24/17 subjects medications were prescribed in accordance with the current Rite-Aid prescription. The Psychiatrist adjusted medications on 6/2/17 and the subject continues to be monitored and is evaluated every 90 days.
8/26/17	12455	3	Indicates need for a specific medication- Concerta.	1						1						8/30/17	4	This is an appeal to 12344. There is no record of Concerta being prescribed you anywhere in your medical file or through pharmacy confirmation attempts. The Psychiatrist has prescribed medication as determined medically necessary for your mental health treatment.
8/30/17	12464	4	States broken hand on 8/26/17 and needs follow-up.	1	1											8/31/17	1	Subject had x-rays taken 8/26/17. The results have not been received as of 8/31/17, but the subject will be scheduled to receive the results upon receipt.
8/28/17	12485	3	Subject states he believes he continues to receive the wrong medication.	1	1								1			9/12/17	15	This is an on-going claim, 12405, 12442 and 12485. All charts and orders continue to be reviewed with no indication of a wrong medication being given. Continued claims do not change the outcome of our investigations. Referred to Jail Operations for further review.
8/30/17	12484	3	States need for pain medication after a surgery on 8/28/17.	1	1											9/2/17	3	Subject was prescribed pain medication only on the date of procedure. Subject was directed to submit a medical request if pain worsens or there are signs of infection- no request is on file.

Count	Response Resolved 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				
26	25	0	0	0	0	1	0	0	3	1	5.3

Grievances September 1, 2017 through September 30, 2017

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	4	10.26%	4	0	0	0	0	0	1
Medication	6	15.38%	4	0	0	2	0	0	0
Medical	29	74.36%	28	0	0	1	0	5	0
Total	39	100.00%	36	0	0	3	0	5	1

Average Days for Response/Treatment:	3.7
Total Requests: 1,626	% Grievated: 2.4%
Total 113	% Medical Related: 34.5%

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 1.5 days 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
September 2017

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

Dental: Zero (0) Grievances (0.00%)

There were no (0) grievances related to dental treatment for September.

Mental Health: Four (4) Grievances (10.26%)

During this period, there were four (4) mental health grievances for review. One (1) grievance indicated the need to be assessed by Mental Health. Three (3) grievances were requests for Mental Health medications or adjustment of existing medication. Each received treatment with the Psychiatrist or Tele-psych that resulted in either the order of new medication or the adjustment of current medication. One (1) person refused the medication because the order indicated crush and float as the delivery method. No follow-up was needed to determine an appropriate outcome.

Medications: Six (6) Grievance (15.38%)

I reviewed six (6) grievances related to medications other than Mental Health medications. The majority of these requests resulted in treatment and medication being ordered. One person claims a reaction to the medication, but the person has been off all medications since August 8, 2017. Two (2) of these grievances were resolved on appeal. No grievances required follow-up to determine an appropriate outcome.

Medical: Twenty-nine (29) Grievances (74.36%)

I reviewed twenty-nine (29) 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) of these grievances was resolved on appeal and five (5) of these were duplicates to previously filed grievances. No grievances required follow-up to determine a resolution.

Observations & Recommendations:

The average time between the grievance filing and a response for medical or mental health grievances during this period is 3.7 days. No grievances exceeded the fifteen (15) day response requirement.

During this period, the total number of medical related grievances decreased from previous months, indicating a decrease of 40.9% comparing the 39 grievances for this month to the average of 66 grievances per month filed in the previous quarter.

In the month of September, there were 1,626¹ requests for medical related services, of which thirty-nine (39) or 2.4% resulted in a grievance. This is a 48% reduction comparative to the average of 4.6% 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
September 2017

During this same period, there were one hundred thirteen (113) total grievances filed, of which thirty-nine (39) or 34.5% were medical related.

During September the sheriff's office received three (3) community inquiries, of which all three have received an appropriate response.

The Medical, Mental Health, and Corrections Committee meeting was held on August 19, 2017. Of note is that the Public Health audit was presented during this meeting. CFMG is largely compliant with the requirements of the contract, with the areas of deficiency being related to how information is recorded. As an example, there is no indicator in the records if a person was released from custody prior to obtaining a particular service, thus they are counted as not being compliant, when in fact a release would indicate compliant due to release. The Committee discussed several methods to correct these record-keeping issues and we are confident that these will improve the audit process and likely the outcome measures. The information presented by CFMG continues to be more thorough than that presented by the previous provider. These include increased statistical information and detail including types and numbers of requests, emergency transportations, medication dissemination detail, etc. This presents a very good overview of the treatment processes occurring within the facility on a monthly basis.

Respectfully,



Mark V. Mahurin

Sep-17

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								
9/1/17	12466	4	Subject wants copies of medical records from Cottage Hospital surgeries.	1		1					1					9/12/17	11	Appeal to 12427. All records from Cottage are on file. Medical has agreed to place copies in subjects property so they are available upon release.		
9/1/17	12467	4	States broken hand on 8/26/17 and needs a splint.	1	1								1			9/11/17	10	Duplicate to 12464. Subject had x-rays taken 8/28/17 with pain medications being prescribed. The results were received on 8/31/17, indicating a minor fracture. A splint is not indicated as subject has full range of motion. Anti-inflammatory medications were continued on 9/11/17.		
9/2/17	12474	4	Subject wants to see a dermatologist for white spots on buttocks and black spots on knee.	1	1											9/4/17	2	Subject was treated on 8/29 and 9/4/17 for both spot locations. Medications prescribed. No medical necessity for dermatologist is indicated. Subject is excessively paranoid and is under M/H treatment for same. Subject directed to continue M/H treatment as directed to address fears.		
9/4/17	12480	4	Indicates staph infection	1	1											9/6/17	2	Subject was treated for a wound infection on 9/6/17 and was prescribed antibiotics and pain medications. Culture does not indicate staff infection.	1-Dental	0
9/4/17	12482	3	Subject states he believes he continues to receive the wrong medication.	1		1					1					9/12/17	8	This is an appeal to 12382. All charts and orders continue to be reviewed with no indication of a wrong medication being given. This is a reoccurring complaint from multiple sources- Referred to Jail Operations for further investigation and review.	2-Mental Health	4
9/6/17	12489	4	States broken hand on 8/26/17 and wants a splint. Subject also claims a compound fracture of his pinky finger.	1	1											9/11/17	5	Duplicate to 12464 and 12467. Subject had x-rays taken 8/28/17 with pain medications being prescribed. The results were received on 8/31/17, indicating a minor fracture. A splint is not indicated as subject has full range of motion. Anti-inflammatory medications were continued on 9/11/17.	3-Medication	6
9/6/17	12491	2	Subject states mental health issues, among other medical problems.	1	1											9/8/17	2	Subject was treated by the psychiatrist on 9/8/17 for mental health issues and was prescribed medications. On 9/10/17 subject was treated by RNP, who addressed the indicated medical issues.	4-Medical	29
9/8/17	12499	3	States having reaction to "Zyprexa" indicating weakness and numbness of hands.	1	1											9/12/17	4	Subject was treated by the psychiatrist on 8/8/17 and all medications were discontinued. No medications are currently prescribed. Subject seen by medical on 9/12/17 to address medical concerns.		

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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						
9/8/17	12501	4	Indicates need for follow-up regarding a blood clot in heart.	1	1											9/12/17	4	A cardiologist appointment is scheduled and subject will be transported for treatment on that date. Specifics of outside transport are not provided in advance.
9/9/17	12504	4	States need for glasses. Indicates his glasses were lost in his prior housing.	1	1											9/14/17	5	Subject is scheduled to see the optometrist. Loss of glasses referred to operations for investigation.
9/10/17	12509	4	States not getting low salt diet for breakfast and lunch.	1	1											9/12/17	2	Subjects diet has been adjusted to include low salt for all meals. Kitchen notified of diet adjustment on 9/12/17, both verbally and with a written order.
9/11/17	12508	3	States need for pain medication for feet.	1	1											9/12/17	1	Subject was treated in nurses sick call on 9/6/17 and was given antibiotic ointment for the foot issue. Subject is scheduled for follow-up with the RNP to address chronic pain issues.
9/11/17	12510	4	States pain in feet and wants own shoes.	1	1											9/14/17	3	Personal shoes are not authorized. Patient has been treated for foot pain with Ibuprofen 600 mg X 2 daily. Subject has been placed on RNP list to assess medical need for special medical shoes.
9/13/17	12513	4	States eye issues and wants to see Dr. Katsiv for follow-up.	1	1											9/19/17	6	Per Dr. Katsiv's orders, subject was to be seen in "eight (8) weeks" for follow-up. This appointment has been scheduled.
9/13/17	12517	4	States need for bottom bunk due to bad right foot.	1	1											9/19/17	6	Subject is scheduled to see the RNP to assess lower bunk request. RNP will provide orders for same at the appointment if appropriate.
9/14/17	12521	4	Indicates a need for blood test results.	1	1											9/18/17	4	Blood work was completed on 8/23/17. Subject was scheduled for follow-up on 9/6/17 with the RNP to discuss test results, but patient refused to attend. Subject has been rescheduled with the RNP to discuss lab results.
9/15/17	12519	4	Indicates need for treatment of foot fungus.	1	1											9/17/17	2	Subject was scheduled for RNP sick call on 9/17/17, but refused to attend stating "I don't need sick call". Subject should submit a new request if a change occurs.
9/15/17	12522	3	Subject wants medications separated and in a different form.	1	1											9/22/17	7	Patient has a crush and float order for all medication. All medications are crushed and floated in one container as per order.
9/16/17	12523	4	indicates back pain and no treatment.	1	1											9/19/17	3	Subject was treated by RNP on 9/4/17, the MD on 9/6 and received lab work and x-rays on 9/7/17. Subject is scheduled for 9/19/17 to see the RNP to go over lab and x-ray results.

Sep-17

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
				1	Yes	No		Yes	No	Yes	No						
9/16/17	12529	4	subject states need for pain medication for hand injury.	1	1										9/19/17	3	Subject was originally treated for hand pain on 9/4/17- Subject was already on Tylenol for dental pain. Tylenol BID X 5days was given on 9/13/17. Follow-up with RNP was completed on 9/19/17- subject has full range of motion and no visible signs of swelling.
9/16/17	12530	4	Subject wants a second opinion from a dermatologist for spots on buttocks.	1	1								1		9/19/17	3	Subject was treated on 8/29 and 9/4/17 for both spot locations. Medications prescribed. No medical necessity for dermatologist is indicated. Subject is excessively paranoid and is under M/H treatment for same. Subject directed to continue M/H treatment as directed to address fears. Subject can, at own expense, have a second opinion appointment scheduled through Jail operations.
9/17/17	12533	4	Upper left side injury. States multiple requests.	1	1										9/18/17	1	Only one request on file and subject was scheduled for treatment on 9/18/17 pursuant to that request. Treated by RNP with antibiotics and pain medications ordered. X-rays and Hot packs BID X 3 days also ordered. Follow-up with RNP scheduled for 9/20/17.
9/19/17	12536	3	States need for seizure medications.	1	1										9/22/17	3	Medications have been verified and ordered- Dilantin 300 mg nightly. Follow-up with RNP scheduled for next week.
9/19/17	12537	4	indicates back pain and wants to go to the hospital to have metal removed from face/eyes because it is affecting eye sight.	1	1								1		9/19/17	0	Duplicate of 12523. Subject was treated by RNP on 9/4/17, the MD on 9/6 and received lab work and x-rays on 9/7/17. Subject was seen by RNP on 9/19/17 as scheduled to review lab and x-ray results. An eye exam was also completed- 20/20 in both eyes. No visible foreign bodies in or near eyes or face. It is not medically necessary to send to hospital at this time.
9/20/17	12541	4	Pinched nerve affecting ability to walk- wants a wheel chair and x-rays.	1	1										9/25/17	5	Subject was treated on 9/25/17 by RNP. Wheel chair provided- started on Mobic 15 mg. X-ray is scheduled for this week. Once we receive the results and your records from your orthopedic doctor, a follow-up appointment will be scheduled.
9/20/17	12542	2	States need for Mental Health medications.	1	1									1	9/22/17	2	Subject was treated by the psychiatrist on 8/28/17 and prescribed medication. Subject refuses to take the meds because they are crushed and floated as per order. Subject is scheduled to be re-evaluated by the psychiatrist this next week.

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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						
9/22/17	12547	2	States need for Wellbutrin for mental health issues.	1	1										9/28/17	6	Wellbutrin is not indicated due to your history of abuse. The psychiatrist has prescribed appropriate alternative medications.
9/23/17	12549	4	States need for stiches and to have wound cleaned with alcohol.	1	1										9/23/17	0	Subject was treated by the RN for a superficial head wound on 9/22/17. Subject was treated by the RNP on 9/23 and 9/25/17. Superficial wounds to not require sutures and alcohol is not used to clean open wounds.
9/23/17	12551	4	States need for a low sodium, low protein diet.	1	1										9/28/17	5	subject was treated on 9/4/17 and a low sodium, low protein diet was ordered. Kitchen dietary records indicate this diet is being followed. Module office also has a copy of this order.
9/24/17	12552	4	States need for a tetanus shot.	1	1										9/28/17	4	Tetanus shot given 9/28/17.
9/24/17	12554	4	Pain in hands and arms.	1	1										9/25/17	1	Subject was scheduled to be treated on 9/25/17, but was in court. Subject is scheduled as a priority for sick call this week.
9/25/17	12557	4	Needs special shoes and Mobic for pain.	1	1										9/26/17	1	subject was prescribed Mobic X 1 daily on 8/31/17 and records indicate compliance. Sole inserts were prescribed on 8/23/17, pending security approval from custody operations. If you have custom shoes prescribed by a podiatrist, please provide a signed ROI so we can verify this.
9/26/17	12558	4	Diabetic with wounds on feet.	1	1										9/26/17	0	Subject was treated on 9/26/17 and has been placed on daily wound care to dress, monitor and treat foot wounds until healed.
9/26/17	12559	2	States need for Mental Health medications due to PTSD & bipolar.	1	1										9/27/17	1	Subject was treated by mental health on 9/25/17 and is scheduled to see the psychiatrist on 9/29/17 for medication approval.
9/26/17	12561	4	States need for a tetanus shot.	1	1								1		9/28/17	2	Duplicate of 12552. Tetanus shot given 9/28/17.
9/27/17	12571	4	States food is making them feel ill.	1	1										10/3/17	6	Subject has no requests on file- directed to submit a request detailing specific issues so these can be addressed.
9/28/17	12574	4	States need for glasses. Indicates his glasses were lost in his prior housing.	1	1								1		10/3/17	5	Duplicate to 12504. Subject remains on the list to see the optometrist. Loss of glasses referred to operations for investigation.
9/29/17	12575	4	states broken eye glasses. Needs replacement.	1	1										10/3/17	4	Subject has eye exam on 9/27/17, but does not meet the level of need for glasses in accordance with policy. Reading glasses are available on commissary.

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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							
9/29/17	12577	3	Subject wants medications separated and in a different form.	1		1			1						10/3/17	4	Appeal to 12522. The MD has agreed to adjust your order to allow for normal medication. It is up to you to maintain this by your behavior.

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					
39	36	3	0	0	0	3	0	0	5	1		3.7