

Attachment C-1

Santa Barbara County Sheriff's Office
November Grievance Report

Grievances November 1, 2019 through November 30, 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	1	5.00%	0	0	0	1	0	0	0
Mental Health	2	10.00%	1	0	0	1	0	0	0
Medication	5	25.00%	4	0	0	1	0	0	0
Medical	12	60.00%	11	0	0	1	0	1	0
Total	20	100.00%	16	0	0	4	0	1	0

Average Days for Response/Treatment:	3.1
Total Requests: 1,083	% Grievred: 1.8%
Total Grievances: 99	% Medical Related: 20.2%

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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To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

Dental: One (1) Grievances (5%)

There was one (1) appeal related to dental treatment for November. This was a complaint due to continued tooth pain. A follow up appointment with the Dentist is scheduled. No grievances required follow-up to determine an appropriate outcome.

Mental Health: Two (2) Grievances (10%)

During this period, there was one (1) grievance related to Mental Health treatment for review and one (1) appeal related to medication. The grievance for treatment resulted in the person being treated by mental health on 11/10/19, the same date as the grievance, and treatment by Dr. Hakim on 11/11/19. The one (1) appeal was for medication that is not prescribed in the jail facility. No grievances required follow-up to determine an appropriate outcome.

Medications: Five (5) Grievances (25%)

I reviewed five (5) grievances related to medications other than mental health medications. One (1) was an appeal for denial of medications and a request for Marinol for seizures. The MD has reviewed and denied the use of this medication. One (1) was a request for Suboxone, however the patient takes other medication making it unsafe to prescribe Suboxone. One (1) complaint for a missed dose was founded, as the medication was out of stock. One (1) patient requested pain medication, but has submitted no requests for treatment by medical. The final grievance was because a wrong medication was "almost" given. However the nurse caught the error and the correct medication was provided to the patient. No grievances required follow-up to determine an appropriate outcome.

Medical: Twelve (12) Grievances (60%)

I reviewed twelve (12) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions addressed the majority. One (1) was an appeal to a previously filed complaint, one (1) was a duplicate to a previously filed complaint and three (3) were requests for appointments with outside specialists. These have been scheduled, but exact dates will not be provided in advance. 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 3.1 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. One (1) grievance was a duplicate of a previously filed complaint and four (4) grievances were appeals to previously filed complaints, providing an artificially higher total. It should be noted that a single patient has filed all four (4) appeals and the one (1) duplicate for a

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variety of complaints, however it is not likely the outcomes for his issues will change. Even so, we still remain well below the monthly average of thirty (30) for the previous year. When comparing the twenty (20) grievances filed for this month to the average of twenty (20) grievances per month filed in the previous quarter, there is no increase, 0.00%.

In the month of November, there were 1,083¹ requests for medical related services, of which twenty (20) or 1.8% resulted in a grievance. This remains consistent comparative to the average of 1.7% during the previous quarter. Of the 1,083 requests, 884 were medical, 164 were mental health requests and 35 were MAT requests.

During this same period, there were ninety-nine (99) total grievances filed, of which twenty (20) grievances or appeals were filed, accounting for only 20.2% of the total.

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

Nov-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							
11/1/19	16501	4	States lack of treatment for injured arm.	1	1									11/4/19	3	Patient was treated by the outside provider on 10/24/19 and is scheduled for a follow-up with the outside provider on the date recommended by the provider.	
11/1/19	16502	4	States need for follow-up treatment with the specialist.	1	1									11/5/19	4	Patient was rescheduled for the outside follow-up appointment with the specialist because he was in court on the original date.	
11/2/19	16505	3	States need for Marinol for seizures and is appealing the denial of other medications.	1					1					11/4/19	2	Appeal to 16425. 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. Patient was treated by the MD on 10/15/19 and did not mention seizure medications, only Xanax. MD reviewed the use of Marinol for the patient on 11/4/19 and is not approving its use.	
11/2/19	16506	4	States broken ribs not being treated.	1					1					11/2/19	0	Appeal to 16445. Patient was treated by MD on 10/15/19 for complaint of broken ribs. The evaluation was normal with no broken ribs. Further treatment was not ordered.	
11/2/19	16507	1	States still has tooth pain and needs treatment.	1					1					11/2/19	0	Appeal to 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. Patient was treated by Dentist on 10/7/19 and by the MD on 10/15 and 10/20/19. Patient was provided temporary fillings' and was told by the Dentist that this may not address the pain. A follow-up appointment with the Dentist is scheduled.	
11/2/19	16508	2	States need to see own MD and Psychiatrist.	1					1					11/4/19	2	Appeal to 16450. 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. Symptoms do not meet the need for an outside referral.	

1-Dental

2-Mental Health

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							
11/4/19	16514	4	States broken ribs not being treated.	1	1										11/5/19	1	This is a duplicate to 16402, 16428, 16445, 16456, and 16506. 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, for which the patient requested Marijuana. The patient was treated again by the MD on 10/15/19. Further treatment was not ordered.
11/6/19	16520	4	States need to see own MD an infectious disease specialist.	1	1										11/13/19	7	Patient was treated by infectious disease specialist on 11/13/19.
11/8/19	16526	4	States need to see a specialist for chronic Hydrocephalus	1	1										11/9/19	1	Patient is scheduled to see an outside neurologist.
11/10/19	16528	3	States need for pain meds.	1	1										11/19/19	9	Patient has no sick call requests on file since 10/13/19. Patient directed to submit a sick call slip.
11/10/19	16532	4	States need to have a follow-up with the specialist at SB County Clinic.	1	1										11/13/19	3	Patient is scheduled for the outside specialist follow-up as scheduled by them.
11/10/19	16538	2	States need to be treated by Mental Health.	1	1										11/10/19	0	Patient was treated by Mental Health on 11/10 and by the Psychiatrist on 11/11/19.
11/13/19	16539	3	States need for Suboxone.	1	1										11/19/19	6	Patient takes medication that should not be given with Suboxone. It is not safe to give this medication while patient is in custody.
11/15/19	16541	4	States need for upper arm surgery.	1	1										11/19/19	4	Patient was evaluated by Dr. Hollstien for surgery on 11/6/19. Per his report, the injury is non-operative. He states that the splint should be continued and work on range of motion excises.
11/20/19	16557	3	States wrong medication was "almost" given.	1	1										11/21/19	1	The LVN caught and corrected the issue before providing any medication. The correct medication was given to the patient.
11/20/19	16558	4	States need for a blood draw.	1	1										11/20/19	0	Patient is on the list for a blood draw and should have this completed this week. (Draw completed on 11/21/19)

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3-Medication

5

4-Medical

12

Nov-19

Date	Log #	Type	Nature of Complaint	Count	Response Resolved Complaint	Yes	No	Follow-up Needed	Complaint Resolved After Follow-up	Yes	No	Complaint Resolved on Appeal	Yes	No	Out of Custody	Duplicate	Treatment Refused	Date of Response/Treatment	Number of Days for Response/Treatment	Comment
11/21/19	16567	4	States need for wound care of a bite on upper thigh.	1	1	1												11/22/19	1	Patient was treated on 11/22/19 and placed on wound care for 7 days, and Bactrim X 10 days. Wound swabbed and sent out for culture.
11/26/19	16586	4	States glasses have not been delivered.	1	1													12/3/19	7	Patients glasses are on order. Delivery takes about 30 days.
11/28/19	16591	3	Missed dose of Bactrim.	1	1													12/4/19	6	Complaint Founded. Patient missed two doses of medication because it was out of stock.
11/30/19	16596	4	States withdrawal from methadone and has a referral to MAT program.	1	1													12/4/19	4	Patient is being monitored for Methadone withdrawal and has been referred to the MAT program.
				Count	Response addresses Complaint	Yes	No	Follow-up Needed	Complaint addressed after Follow-up	Yes	No	Complaint addressed on appeal	Yes	No	out of Custody	Duplicate	Treatment Refused		Average Days for Response/Treatment	
				20	16	0	0	0	0	0	0	4	0	0	0	1	0		3.1	