

Attachment C-1

Santa Barbara County Sheriff's Office
May Grievance Report

Grievances May 1, 2019 through May 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	0	0.00%	0	0	0	0	0	0	0
Mental Health	2	11.11%	2	0	0	0	0	0	0
Medication	8	44.44%	7	0	0	1	0	1	0
Medical	8	44.44%	8	0	0	0	0	1	1
Total	18	100.00%	17	0	0	1	0	2	1

Average Days for Response/Treatment:	3.5
Total Requests:	1,097
% Grievied:	1.6%
Total Grievances:	89
% Medical Related:	20.2%

Community Inquiry:

Dental	0
Mental Health	2
Medication	4
Medical	4
Total Requests:	10
Resolution:	10
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.

Santa Barbara Sheriff's Office
Grievance Review
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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 for May.

Mental Health: Two (2) Grievances (11.11%)

During this period, there were two (2) mental health grievances for review. Both grievances requested treatment by Mental Health. In both cases, treatment was provided, but in one case the person wanted to be included in a mental health diversion program, but did not want regular treatment or medication. No appeals were filed and no grievances required follow-up to determine a resolution.

Medications: Eight (8) Grievance (44.44%)

I reviewed eight (8) grievances related to medications other than Mental Health medications. Treatment and medication adjustments resolved each of these requests. One (1) was a complaint about crushed and floated medication. Two (2) were for insulin, with one of these being a duplicate to the first. One (1) was because medication was not being provided, one (1) was about a dosage adjustment or continuation of medication, one (1) was a request for allergy medication and two (2) were for a narcotic drug that cannot be prescribed while in custody. One (1) complaint was resolved on appeal. No grievances required follow-up to determine an appropriate outcome.

Medical: Eight (8) Grievances (44.44%)

I reviewed eight (8) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions addressed the majority of these complaints. Three (3) of these were for STD tests, which were not indicated, with one (1) being a duplicate request. One (1) was a request for wound care, but the patient consistently refuses to attend sick call for that treatment. No appeals were filed and none of the grievances required follow-up to determine a resolution.

Observations & Recommendations:

The average time between the grievance filing and a response from medical or mental health during this period is 3.5 days. No grievances exceeded the fifteen (15) day response requirement.

During this period, the total number of medical related grievances decreased substantially, with two (2) being duplicate grievances. When comparing the eighteen (18) grievances filed for this month to the average of thirty (30) grievances per month filed in the previous quarter, this is a decrease of 40%.

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In the month of May, there were 1,097¹ requests for medical related services, of which eighteen (18) or 1.6% resulted in a grievance. This is a 46% decrease comparative to the average of 3% filed during the previous quarter.

During this same period, there were eighty-nine (89) total grievances filed, of which eighteen (18), or 20.2% were medical related.

In the month of May, the sheriff's office received ten (10) 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.

May-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							
5/1/19	15881	4	States has STD's and wants antibiotics.	1	1										5/1/19	0	Patient has no signs or symptoms of STD's, the tests are negative and the incubation period has passed.
5/1/19	15884	4	States has STD's and wants antibiotics.	1	1								1		5/1/2019	0	Duplicate to 15881.
5/1/19	15896	4	States need for wound care.	1	1									1	5/5/19	4	Patient has refused wound care every day since arrival. Patient must attend treatment to receive it.
5/4/19	15889	3	States does not want medication crushed.	1	1										5/5/2019	1	Patient has been on crushed and floated medication since 3/10/19 by order of the MD due to cheeking medication.
5/5/19	15892	3	States need for ear drops.	1	1										5/9/19	4	Patient was assessed on 4/22/19. The MD did not order antibiotic ear drops.
5/8/19	15900	3	States need for Norco for pain.	1	1										5/9/19	1	Norco is a narcotic medication, and narcotics are not prescribed in the jail. The Doctor has prescribed appropriate analgesic medication for pain control.
5/12/19	15906	4	States need for orthopedic shoes and a heel lift.	1	1										5/13/19	1	Patient was treated on 5/13/19 and did not discuss his need for assistive devices with the MD.
5/12/19	15910	3	States need for Norco for pain.	1	1					1					5/20/19	8	Patient is prescribed Tylenol #3 following his knee surgery. Norco is a narcotic medication, and narcotics are not prescribed in the jail.
5/14/19	15916	4	States has STD's and wants antibiotics (not the Same person as 15884).	1	1										5/14/19	0	Patient has no signs or symptoms of STD's and the incubation period has passed.
5/14/19	15920	3	States need for Claritin.	1	1										5/16/19	2	The patient was prescribed Claritin for ten days. The prescription has expired. Patient must return on sick call to request a continuation.
5/15/19	15919	2	Wants to be included in Mental Health Diversion program.	1	1										5/17/19	2	Patient does not want to take any mental health medication and only wants therapy. He was treated by the Mental Health Nurse on 4/14/19, but refused evaluation and medication. Patient will be evaluated by the Psychiatrist to determine a treatment plan.
5/22/19	15942	2	States a need to see mental health.	1	1										5/30/19	8	Patient was treated by Mental Health on 5/30/19 and has been started on medication.
5/22/19	15946	4	States a need for trimiclonone cream twice a day.	1	1										5/30/19	8	Creams are given in their original containers for use a prescribed. Patient was given hydrocortisone cream 5/16/19, TAC cream 5/5/19 and A&D ointment 5/20 and 5/29.

1-Dental

0

2-Mental Health

2

3-Medication

8

4-Medical

8

May-19

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				Yes	No		Yes	No								Yes
5/23/19	15947	4	States need for foot brace.	1	1								5/30/19	7	Patient was given diabetic shoes, but cannot have the brace as it has metal in it.	
5/23/19	15954	4	states need for ankle boot that was taken away.	1	1								5/30/19	7	The ankle boot was taken away because it is no longer medically necessary. Elastic ankle supports were applied in accordance with the doctors order.	
5/24/19	15957	3	States need for insulin and sugar checks.	1	1								5/30/19	6	Patient is on regular blood sugar checks and is receiving insulin when indicated.	
5/27/19	15961	3	States need for Norco for pain, and sleep medication.	1	1								5/31/19	4	Patient is receiving II prescribed medications. Norco and sleep medications are not prescribed in the jail.	
5/31/19	15969	3	States need for insulin and sugar checks.	1	1						1		5/31/19	0	Duplicate to 15957. Patient is on regular blood sugar checks and is receiving insulin when indicated.	
				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				
				18	17	1	0	0	0	0	0	0	0	2	1	3.5