

Attachment B

Santa Barbara County Sheriff's Office
Fourth Quarter Grievance Report

Grievances Fourth Quarter 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	2	2.90%	1	0	0	2	0	0	0
Mental Health	10	14.49%	9	0	0	1	0	1	0
Medication	17	24.64%	15	0	0	2	0	3	0
Medical	40	57.97%	38	0	0	3	0	1	0
Total	69	100.00%	63	0	0	8	0	5	0

Average Days for Response/Treatment:	3.5
Total Requests:	3,660
Total Grievances:	325
	% Grievied: 1.9%
	% Medical Related: 21.2%

Community Inquiry

Dental	0
Mental Health	0
Medication	0
Medical	7
Total Requests:	7
Resolution:	7
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: Two (2) Grievances (2.90%)

There were two (2) grievances related to dental treatment during the fourth quarter. One (1) was an appeal to a previously filed complaint for continued tooth pain. One (1) was because the patient was rescheduled due to the number of acute care patients on that date. No grievances required follow-up to determine an appropriate outcome.

Mental Health: Ten (10) Grievances (14.49%)

During this quarter, there were ten (10) grievances related to mental health treatment for review. The four (4) grievances for treatment resulted in the person being treated by mental health or the Psychiatrist. One (1) patient was on a suicide watch and was requesting hair clippers and a razor. The five (5) remaining grievances were requests for various types of medication or adjustment to existing medications. Each were treated by the Psychiatrist. No grievances required follow-up to determine an appropriate outcome and there were no appeals filed.

Medications: seventeen (17) Grievances (24.64%)

I reviewed seventeen (17) grievances related to medications other than mental health medications. One (1) was an appeal for the denial of Suboxone, however the patient takes other medication making it unsafe to prescribe this medication. Three (3) were complaints for missed medication, of which two (2) were founded, as the medications were either out of stock or were not ordered in error. Eight (8) were requests for specific medications, of these, four (4) patients requested specific medication that are not prescribed in our facility, or the specific medication requested is not used for the stated purpose. One (1) was an appeal to a previously filed complaint, but the requested medication cannot be safely given with the patients' other medications. Three (3) were because the patients did not want their medications crushed and floated and one (1) grievance was because medications were stopped due to cheeking the pills. Dr. Hakim has informed this patient that they would be a good candidate for Maltexane, a long acting medication that would serve the patient better. No grievances required follow-up to determine an appropriate outcome.

Medical: Forty (40) Grievances (57.97%)

I reviewed forty (40) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions addressed the majority. Three (3) of these grievances were appeals to a previously filed complaints. Four (4) complaints were founded, with two (2) that had appointments rescheduled more than one time, one (1) patient had scabies but was misdiagnosed, and one (1) patient was provided with the wrong contact solution. 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 3.5 days. No grievances exceeded the fifteen (15) day response

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requirement. This is a reduction of 18.6% when compared to the 4.3 days in the fourth quarter of 2018.

During this quarter, the total number of medical related grievances decreased by 14.8% when comparing the sixty-nine (69) grievances filed in the fourth quarter of 2019 to the eighty-one (81) filed in the third quarter of 2018.

In the fourth quarter, there were 3,660¹ requests for medical related services, of which sixty-nine (69) or 1.9% resulted in a grievance. This is a slight decrease of 5% when comparing the 2.0% reported in the fourth quarter of 2018.

During this same period, there were three hundred twenty-five (325) total grievances filed, of which sixty-nine (69) grievances were filed, accounting for only 21.2% of the total. This is a slight reduction of 5.4% when comparing the 22.4% reported in the fourth quarter of 2018.

In the fourth quarter, the sheriff's office received seven (7) 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.