

Attachment A

2nd Quarter Overall Report with monthly breakdowns

Exhibit A

Santa Barbara County Sheriff's Office

Grievance Review
Second Quarter Combined Statistics

Santa Barbara Sheriff's Office
Grievance Review
Second Quarter 2016

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

During the second quarter, I reviewed one hundred seven (107) medical related grievances. Of these, ninety (90) were resolved on the initial grievance. Thirteen (13) required additional follow-up to determine a resolution, but were ultimately resolved. Four (4) grievances were resolved on appeal and two (2) inmates refused the recommended treatments.

Dental: Four (4) Grievance

I reviewed four (4) grievances related to dental treatment for the second quarter. All four of these were resolved through receiving the needed dental treatment, with one (1) that required additional follow-up to determine a resolution.

Mental Health: Three (3) Grievance

I reviewed three (3) mental health grievance, indicating issues with the mental health care and concerns with either obtaining or adjusting medications. One (1) grievance required follow-up to determine a resolution.

Medications: Thirty (30) Grievances

I reviewed thirty (30) grievances related to medication. Twenty-five (25) of these were resolved on the initial grievance, three (3) required follow-up to determine a resolution, and two (2) were resolved on appeal. One (1) individual refused the recommended treatment.

Medical: Seventy (70) Grievances

I reviewed seventy (70) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions immediately addressed sixty (60) of these grievances. Of the seventy (70) grievances submitted, thirteen (13) required additional information to determine a resolution, one (1) individual was out of custody, and ten (10) grievances were replicative to previously filed grievances. One (1) inmate refused the recommended treatment.

Observations & accomplishments:

The average time between the grievance filing and a response from medical or mental health during this period is 4.3 days. This is well within the fifteen (15) day response requirement. In addition, no single response exceeded the fifteen (15) day response policy.

During the second quarter, there were 2,360¹ requests for medical related services, of which one hundred seven (107) or 4.5% resulted in a grievance.

During this same period, there were 587 grievances filed, of which one hundred seven (107) or 18.2% were medical related.

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
Second Quarter 2016

During this second quarter the sheriff's Office, Jail Medical, and the Committee successfully implemented a variety of changes to various forms and processes to improve services related to the medical and mental health treatment within the jail facility. These include:

1. Assigning an RN 24/7 in the intake area for processing of the medical screening and handling other related medical needs during the receiving process;
2. Inclusion of a HIPAA release on the grievance form to allow for a thorough response to the grievance or to aid with any subsequent investigation in to the complaint;
3. Inclusion of response sheet as part of the sick call request form, providing the inmate with a response to the requested service;
4. The inclusion in the monthly report of a comparison between the total number of requests for medical related services to the number of those that result in a grievance;
5. The inclusion in the monthly report of a comparison between the total number of grievances to the number of those that are medical related grievances;
6. The addition of a second sick call cycle that provides for two sick call cycles operating in concert with each other. This has helped to minimize delays in response to requests for medical related services.

During this quarter, the Committee participated in a presentation by IC Solutions demonstrating the Voice to Text feature in the phone system that may be useful to improve communication between the ACLU and their clients. The Committee and I continue to work toward implementation of this feature as a pilot test.

Committee members participated in a tour of the jail facility to provide context to our discussions. Members contributed with questions and answers with Senior Deputy Sharp, members of the classification unit and myself. Overall, I believe the tour was successful in that everyone seemed to have excellent questions and ended the process with a different view of the jail and its processes.

Respectfully,

A handwritten signature in blue ink, reading "Mark V. Mahurin". The signature is fluid and cursive, with a large loop at the end of the last name.

Mark V. Mahurin

Grievances Second Quarter 2016

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	3.74%	3	1	1	0	0	0	0
Mental Health	3	2.80%	2	1	1	0	0	0	0
Medication	30	28.04%	25	3	3	2	0	0	1
Medical	70	65.42%	60	8	8	1	1	10	1
Total	107	100.00%	90	13	13	3	1	10	2

Average Days for Response/Treatment:			4.3
Total Requests:	2,360	% Grieved:	4.5%
Total Grievances:	587	% Medical Related:	18.2%

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 3 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 County Sheriff's Office

Grievance Review
April 2016

Santa Barbara Sheriff's Office
Grievance Review
April 2016

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

Dental: Two (2) Grievances

I reviewed two (2) grievances related to dental treatment for April. One grievance addressed multiple requests for dental service due to tooth pain. In this case, due to multiple conflicts with scheduled court appearances, it was necessary to postpone the scheduled appointments. The subject received treatment by the Dentist on 4/12/16. The second complaint is similar, but the subject is awaiting treatment for the next dental treatment day.

Mental Health: One (1) Grievance

I reviewed one (1) mental health grievance, indicating issues with an eating disorder and anorexia. The subject received treatment by medical and has an appointment scheduled with the Psychiatrist for ongoing treatment of the disorders.

Medications: Ten (10) Grievances

I reviewed ten (10) grievances related to medication. The majority of the issues related to either obtaining or continuing medications. In each case, the physician or RNP evaluated the party and either ordered or adjusted medications as appropriate. Four individuals indicated that they are not receiving their prescribed medication as ordered. However, records indicate that the prescribed medications are being provided as prescribed. Three of the grievances needed additional information, but the root complaints were resolved as described.

Medical: Twenty-one (21) Grievances

I reviewed twenty-one (21) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions immediately addressed the majority of these grievances. One (1) grievance was resolved on appeal, though I suspect the client remains dissatisfied with the results, as his requests were not determined to be medically necessary. Of the twenty-one (21) grievances submitted, only one required additional information to determine a resolution. One (1) grievance included a complaint about outside agency staff conduct and this complaint was referred back to the appropriate agency for investigation. Two grievances addressed complaints about medical staff. The RN supervisor has appropriately resolved each of these complaints.

Observations & Recommendations:

The average time between the grievance filing and a response from medical or mental health during this period is 4.0 days. This is well within the fifteen (15) day response requirement. In addition, no single response exceeded the fifteen (15) day response requirement. I believe the significant improvement in response time to be due in part to the addition of a second sick call cycle, as discussed in a previous report.

There appears to be a significant reduction in the total number of medical related grievances this month, indicating a reduction of just under 23% comparing the 34 grievances for this month to the average of 44 grievances filed in the previous quarter. This reduction may be due in part to

Santa Barbara Sheriff's Office
Grievance Review
April 2016

the recent change allowing for the RN to be assigned 24/7 in the intake area for processing of the medical screening and handling other related medical needs during the receiving process.

I have included some additional information on the review sheet at the recommendation of the Committee. The members wanted to see a comparison of the number of medical related grievances to the number of requests for medical service. Additionally, they were interested in a comparison of medical related grievances to the total number of grievances filed each month.

In the month of April, there were 796¹ requests for medical related services, of which thirty-four (34) or 4.3% resulted in a grievance.

During this same period, there were 189 grievances filed, of which thirty-four (34) or 18.0% were medical related.

We held the Grievance Input Committee meeting on April 7, 2016. I am attaching our meeting agenda and notes with this report for review.

To address the on-going problems with determining a conclusion with many of the grievances over the past few months, I continue to meet with jail medical on a regular basis to help refine the responses provided for each grievance. This seems to be having a positive impact, as there were only four (4) grievances during this period that required additional information.

Last month the Grievance Input Committee submitted a recommendation to the Sheriff's Office to include a HIPAA release on the grievance form that will be completed by the grieving party for all medical related grievances. This will resolve the HIPAA concerns addressed by jail medical, will result in more thorough grievance responses, and will provide better access to information when investigating medical related complaints. This recommendation has received approval and the new form will be available throughout the jail soon. I have included the recommendation as an attachment to this report for additional information. I extend my thanks to the Committee, County Counsel, Sheriff's executive staff, and the Sheriff for their efforts and support of this process.

I attended the Medical, Mental Health, and Corrections Committee on April 19, 2016. The meeting content continues to be very in-depth and quite informative concerning statistical information, discussions of jail and medical processes, discussion of inmates who present a challenge for medical/mental health to provide proper care, and other areas of concern.

The recent change allowing for the RN to be assigned 24/7 in the intake area for processing of the medical screening and handling other related medical needs during the receiving process has been a tremendous improvement. Medical has seen a reduced the number of sick call requests, has improved the bridge time for continuation of medications, and has provided better emergency management at intake for clients coming into the facility.

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

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Grievance Review
April 2016

The topic of revising the jail Sick Call Request form was timely to similar discussions occurring with the Grievance Input Committee. The Committee submitted a proposal to include a response sheet as part of the sick call request form. This sheet will be returned to the client who is requesting the service, and will let them know that their request was received and is being addressed. This recommendation received approval and the new sick call form will be available throughout the jail within the next few weeks. I have included the recommendation as an attachment to this report for additional information. The committee believes this will improve communication between jail medical and their clients and will likely reduce duplicate requests and grievances.

Respectfully,

A handwritten signature in blue ink that reads "Mark V. Mahurin". The signature is written in a cursive style with a large, looping "M" and a trailing flourish.

Mark V. Mahurin

Grievances April 1, 2016 through April 30, 2016

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	5.88%	1	1	1	0	0	0	0
Mental Health	1	2.94%	1	0	0	0	0	0	0
Medication	10	29.41%	8	2	2	0	0	0	0
Medical	21	61.76%	19	1	1	1	0	1	0
Total	34	100.00%	29	4	4	1	0	1	0

Average Days for Response:	4.0
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Total Requests:	796	% Grieved:	4.3%
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Total Grievances:	189	% Medical Related:	18.0%
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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 3 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.

Apr-16				Service In Place		Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response	Number of Days for Response	Comment		
Date	Log #	Type	Nature of Complaint	Yes	No	Yes	No		Yes	No	Yes	No								
4/2/16	9455	3	Medication for withdrawal	1		1										4/6/16	4	Medications ordered 4/4/16.		
4/2/16	9459	3	Pain medications were stopped.	1				1	1							4/7/16	5	All medications have a start & stop date as per Board of Pharmacy regulations. You will be scheduled for follow-up to determine if the medical need for the pain meds continues.		
4/3/16	9461	4	Needs pain medication, and soft shoes.	1		1										4/8/16	5	Pain medications ordered. X-rays taken on 4/8/16 were normal and the medical need for soft shoes no longer exists.		
4/3/16	9463	3	Was seen by M/H with new meds ordered. Not receiving new meds.	1				1	1							4/8/16	5	New medications were ordered on 3/31/16. Records indicate compliance in administering the new meds.	1-Dental	2
4/3/16	9465	4	Has been rated by RN. Wants to be seen by MD, as the conditions continue to worsen.	1				1	1							4/13/16	10	Subject was referred to MD by the RN. Subject was treated by MD on 4/13/16 and lab tests have been ordered.	2-Mental Health	1
4/4/16	9468	3	Not getting meds frequently enough.	1		1										4/18/16	14	Pain meds prescribed by RNP at two (2) times per day, approx. 12 hours apart. Subject will be reviewed to determine if adjustments are needed.	3-Medication	10
4/4/16	9469	4	States taken to RN two (2) times , but not seen.	1		1										4/7/16	3	Subject was rescheduled twice. Subject was treated by RPN on 4/7/16 with pain meds being prescribed.	4-Medical	21
4/4/16	9471	1	Not being treated by Dentist.	1		1										4/12/16	8	subject has been rescheduled several times due to conflicts with court dates. Subject was treated by Dentist on 4/12/16.		
4/7/16	9478	4	Kidney pain, and feels not getting proper care.	1		1										4/13/16	6	subject was treated by MD on 4/13/16. Vitals taken and Labs have been ordered.		
4/5/16	9480	3	Not receiving meds.	1		1										4/7/16	2	Subject was treated by RN on 3/28/16 & 4/7/16 and was treated by RNP on 4/8/16 and 4/12/16. Medications records indicate administration delivery compliance.		
4/9/16	9481	4	Claims abuse by arresting agency and failure of medical to provide prompt and appropriate care.	1							1					4/18/16	9	Appeal of 9330. Claim of abuse is referred back to SBPD. Subject was booked on 2/10/16 and was treated by RNP on 2/12/16. follow-up Lab tests are within normal limits and subsequent x-rays indicate no rib fractures. Pain meds have being provided. Subject has been referred to the optometrist and has been treated by the Psychiatrist.		
4/8/16	9487	3	Needs medications & cream ordered on 4/6/16.	1		1										4/12/16	4	Medications were ordered and records indicate delivery of 650 mg. Tylenol beginning 4/8/16. Antifungal cream was provided to the subject.		

Apr-16			Service In Place		Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response	Number of Days for Response	Comment
Date	Log #	Type	Nature of Complaint		Yes	No	Yes	No	Yes	No	Yes	No					
4/8/16	9488	3	Change in Psych medication.		1		1								4/13/16	5	Subject was treated by Psychiatrist on 4/23/26. Meds have been adjusted and are being process by the pharmacy.
04/11/16	9494	1	Several requests for dental treatment submitted with no		1				1	1					4/12/16	1	There is one request on file. Subject is on wait list for the dentist.
04/12/16	9499	4	states meals not sufficient and wants more food. Also indicates low A.M. blood sugar.		1		1								4/14/16	2	Subject routinely refuses A.M. blood glucose testing. Subject was treated by MD on 4/14/16. BMI is well within normal.
04/12/16	9500	4	Indicates bug bites and rash.		1		1								4/14/16	2	Subject received a physical on 4/14/16. There was no indication of bugs, rash or soars.
04/12/16	9501	4	Back and shoulder pain.		1		1								4/14/16	2	Subject was treated by RN on 4/14/16. Subject incited that no meds are taken for the chronic back condition. Referred to RNP for follow-up.
04/12/16	9502	4	Indicates a wound on foot and foot issues.		1		1								4/14/16	2	Subject was treated on 4/14/16. No visible wound on feet and subject did not indicate any foot issues during the physical.
04/12/16	9503	4	Pain in side. Claims no response from medical.		1		1								4/15/16	3	Subject was treated on 3/7/16, 3/13/16 and on 4/1/16. Blood test came back abnormal and subject is scheduled for follow-up to discuss results. Additionally, subject was treated by psychiatrist on 4/15/16.
04/12/16	9504	4	Hernia issues.		1		1								4/16/16	4	Subject is routinely seen by medical & mental health. X-rays were ordered on 3/29/16 with the results being reviewed by the MD on 4/16/16. Subject is scheduled for follow-up with MD to review those results.
04/12/16	9507	2	Eating disorder and anorexia.		1		1								4/14/16	2	Subject was cleared at the hospital 4/1/16 and was treated by RNP on 4/14/16. Subject has been referred to Mental Health for eating disorder.
04/14/16	9514	3	Medication refills.		1		1								4/18/2016	4	Subject was treated on 4/18/16 with refill medications being ordered.
04/18/16	9540	4	Breathing issues from illness.		1		1								4/19/2016	1	subject was treated by RNP on 4/19/16. Provided Tylenol, oxygen saturation 98%.
04/19/16	9555	4	Liver issues.		1		1								4/20/2016	1	subject treated by MD on 4/20/16. Lab results were reviewed with subject.
04/22/16	9558	4	Head Pain.		1		1								4/22/2016	0	Subject was treated on 4/21/16 and was given pain meds. Pain meds were also provide during subsequent medication passes. Ice was ordered as needed, at subjects request. No documentation of request for Ice was located.

Apr-16				Service In Place		Response Resolved Complaint		Follow-up Needed	Complaint Resolved After Follow-up		Complaint Resolved on Appeal		Out of Custody	Duplicate	Treatment Refused	Date of Response	Number of Days for Response	Comment
Date	Log #	Type	Nature of Complaint	Yes	No	Yes	No		Yes	No	Yes	No						
04/23/16	9563	4	Court order for medical to evaluate for extra meals and special shoes.	1		1										4/23/16	0	Subject was evaluated pursuant to Court request on 4/22/16. Subject does not have a medical need for either extra meals or special shoes.
04/24/16	9582	3	Request for medications.	1		1										4/26/2016	2	Treated by MD 4/26/16, with medications ordered.
04/24/16	9583	4	Pregnancy & wants Ice. Also wants to be released to TC house before	1		1										4/24/2016	0	subject was given Ice on 4/24/16. Release to TC house is outside of medical purview.
04/25/16	9587	4	Request to see Gastroenterologist.	1		1										4/27/2016	2	Subject was referred to the Gastroenterologist on 4/21/16, and as of 4/27/16 the appointment for a colonoscopy is pending.
04/25/16	9588	4	Duplicate of 9587	1		1								1		4/27/2016	2	See above.
04/28/16	9611	3	Medication, Helmet and staff complaint.	1		1					1					5/6/2016	8	Staff complaint is being address by RN supervisor. Helmet is required for safety during seizures. Medication provided as prescribed.
04/29/16	9613	4	Improper treatment and staff complaint about name tags.	1		1										5/6/2016	7	subject indicates improper treatment, but the only complaint I can clarify is about medical staff not wearing their name tags as required. RN Supervisor will address formally in next staff meeting.
04/29/16	9626	4	No meat diet.	1		1										5/4/2016	5	Subject ordered no meat diet on 4/28/16, but was provided regular meal on 4/29/16. Confirmed no meat order with kitchen, change made for .
04/28/16	9648	4	Broken finger.	1		1										5/5/2016	7	subject received X-Rays 4/7/16 and was treated by MD 4/20/16. A splint is not medically necessary.
				Service In Place		Response addresses Complaint		Follow-up Needed	Complaint addressed after		Complaint addressed on appeal		out of Custody	Duplicate	Treatment Refused		Average Days for Response	
				Yes	No	Yes	No		Yes	No	Yes	No						
				34	0	29	0	4	4	0	1	0	0	1	0		4.0	

1. Mental Health and Dental appointments are triaged and scheduled by acuteness of medical need and then by order of request. Dates are not available until after the appointment has occurred.

Santa Barbara County Sheriff's Office

Grievance Review
May 2016

Santa Barbara Sheriff's Office
Grievance Review
May 2016

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

Dental: One (1) Grievance

I reviewed one (1) grievance related to dental treatment for May. This grievance addressed multiple requests for dental service due to tooth pain. In this case, only one request was on file and the subject was treated by the dentist on 6-1-16.

Mental Health: One (1) Grievance

I reviewed one (1) mental health grievance, indicating issues with the current medication. The subject received treatment by Mental Health on 5-3-16. Subject is scheduled for follow-up appointments with the Psychiatrist to monitor medications. This grievance required follow-up to determine a resolution.

Medications: Three (3) Grievances

I reviewed three (3) grievances related to medication. The majority of the issues related to either obtaining or continuing medications. In each case, the physician or RNP evaluated the party and either ordered or adjusted medications as appropriate.

Medical: Sixteen (16) Grievances

I reviewed sixteen (16) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions immediately addressed the majority of these grievances. One (1) grievance was related to a staff complaint. This has been resolved by medical administration. Of the sixteen (16) grievances submitted, six (6) required additional information 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 4.0 days. This is well within the fifteen (15) day response requirement. In addition, no single response exceeded the fifteen (15) day response requirement. I believe the significant improvement in response time to be due in part to the addition of a second sick call cycle, as discussed in a previous report.

There appears to be a significant reduction in the total number of medical related grievances this month, indicating a reduction of just over 47% comparing the 21 grievances for this month to the average of 44 grievances filed in the previous quarter. This reduction may be due in part to the recent change allowing for the RN to be assigned 24/7 in the intake area for processing of the medical screening and handling other related medical needs during the receiving process.

I have included some additional information on the review sheet at the recommendation of the Committee. The members wanted to see a comparison of the number of medical related grievances to the number of requests for medical service. Additionally, they were interested in a comparison of medical related grievances to the total number of grievances filed each month.

Santa Barbara Sheriff's Office
Grievance Review
May 2016

In the month of May, there were 734¹ requests for medical related services, of which twenty-one (21) or 2.9% resulted in a grievance.

During this same period, there were 173 grievances filed, of which twenty-one (21) or 12.1% were medical related.

We held the Grievance Input Committee meeting on May 5, 2016. We completed a presentation by IC Solutions demonstrating a feature in the phone system that may be useful for the ACLU communication with their clients within the facility. I am attaching our meeting agenda and notes with this report for review.

To address the on-going problems with determining a conclusion with many of the grievances over the past few months, I continue to meet with jail medical on a regular basis to help refine the responses provided for each grievance. This seems to be having a positive impact, as there were only four (4) grievances during this period that required additional information.

The Medical, Mental Health, and Corrections Committee meeting for May 2016 was not held due to a family emergency for our medical supervisor. The recent change allowing for the RN to be assigned 24/7 in the intake area for processing of the medical screening and handling other related medical needs during the receiving process has been a tremendous improvement.

Medical has seen a reduced the number of sick call requests, has improved the bridge time for continuation of medications, and has provided better emergency management at intake for clients coming into the facility.

Respectfully,



Mark V. Mahurin

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

Grievances May 1, 2016 through May 31, 2016

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	4.76%	1	0	0	0	0	0	0
Mental Health	1	4.76%	0	1	1	0	0	0	0
Medication	3	14.29%	3	0	0	0	0	0	0
Medical	16	76.19%	10	6	6	0	0	3	0
Total	21	100.00%	14	7	7	0	0	3	0

Average Days for Response/Treatment:			4.0
Total Requests:	734	% Grievred:	2.9%
Total Grievances:	173	% Medical Related:	12.1%

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:	Available in the Facility 3 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.

May-16				Service In Place		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	
Date	Log #	Type	Nature of Complaint	Yes	No	Yes	No		Yes	No	Yes	No							
5/2/16	9630	4	Eye pressure issue due to diabetic issues.	1		1										5/18/16	16	First appointment with optometrist was cancelled due to court conflict. Subject was rescheduled to see the optometrist, with the appointment pending.	
5/5/16	9655	3	claims wrong dental medications, Extra meals, special shoes, and not being provided food when taking medication.	1		1										5/9/2016	4	Subject was treated by medical on 5/9/16 and is scheduled to see the dentist and the doctor again on 5/18/16.	
5/5/16	9654	4	Requesting soft shoes. Indicating prior issue of same at federal prison.	1				1	1							5/8/16	3	Records from BOP requested 5/8/16. Records received 6/7/16, with no indication of soft shoes.	
5/8/16	9666	4	High protein diet due to recent surgery.	1				1	1							5/8/16	0	Subject was treated by the RNP on 5/6/16 with a high protein diet being ordered. Kitchen indicates diet started 5/7/16 and continues.	1-Dental 1
5/10/16	9688	2	claims medications are not working.	1				1	1							5/18/16	8	subject was treated by M/H on 5/3/16 with medication being adjusted. Subject is scheduled for follow-up with the psychiatrist.	2-Mental Health 1
5/8/16	9671	3	Pain medication as indicated by hospital on 5/6/16.	1		1										5/9/16	1	Subject was treated by RPN 5/9/16 with pain medications being ordered. Subject is scheduled for follow-up at OB clinic.	3-Medication 3
5/11/16	9700	3	Not receiving seizure medication	1		1										5/19/16	8	Subject was treated by MD on 5/19/16. Medications and lab work has been ordered. Follow-up appointments have been scheduled.	4-Medical 16
5/13/16	9708	4	States need for gel insole shoes.	1		1										5/16/16	3	Subject was cleared at hospital, indicating a muscle strain. RNP ordered ice, limited activity and rest.	
5/17/16	9723	4	Staff complaints and lack of treatment.	1				1	1							5/17/16	0	I requested follow-up information for staff complaint. Subject treated by RPN on 5/17/16 & 5/23/16. Referral to MH and follow-up appointments are scheduled.	
5/18/16	9722	4	Eye pressure issue due to diabetic issues.	1		1								1		5/18/16	0	First appointment with optometrist was cancelled due to court conflict. Subject was rescheduled to see the optometrist, with the appointment pending. Duplicate to 9630.	
5/17/16	9727	4	Shoes from Property.	1		1								1		5/19/16	2	Duplicate of 9708. Subject out of custody.	
5/21/16	9741	4	Kosher Diet.	1		1										5/23/16	2	Referred to appropriate location, as this is not a medical issue.	

May-16				Service In Place		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
Date	Log #	Type	Nature of Complaint	Yes	No	Yes	No		Yes	No	Yes	No						
5/24/16	9765	4	High protein diet.	1		1								1		5/24/16	0	Duplicate to 9666. Subject was treated by the RNP on 5/6/16 with a high protein diet being ordered. Kitchen indicates diet started 5/7/16 and continues.
5/25/16	***	4	needs medications updated.	1				1	1							6/1/16	7	Labs and blood work were ordered. Results indicate normal. Medications were continued on 5/19/16.
5/25/16	9772	4	Extra tray high protein diet.	1		1										5/25/16	0	Subject received another order for high protein diet on 5/23/16 and was treated by the psychologist on 5/25/16. Lab results were received, but subject was released prior to discussing results.
5/27/16	9780	4	needs special diet.	1				1	1							5/28/16	1	Subject was given a special diet order on 5/25/16. Kichen has on file and indicates meals continue.
5/27/16	9786	4	Subject states additional diet needed pre & post surgery.	1				1	1							6/6/16	10	Surgeon provided dietary requirements for pre and post sugery on 6/6/16.
5/29/16	9795	4	Duplicate to 9786	1		1										6/6/16	8	See above.
5/29/16	9790	4	complaint of medical staff behavior (lack of respect).	1		1										6/7/16	9	Staff complaint is being addressed by medical supervisor.
5/31/16	9803	1	Broken tooth, no treatment.	1		1										6/1/16	1	Subject was treataed 5/5/16 & 5/6/16 by RPN. Scheduled to see the dentist. Subject was treated by dentist on 6/1/16. Only one request for denatl on file.
5/31/16	9850	4	request to see dosctor after many requests.	1		1										6/1/16	1	Subject has no requests on file after 4/2/16 and was treated by the RPN and MD on 3/14, 4/5, 4/18 and 6/1/16 for various medical concerns.
				Service In Place		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						
				21	0	14	0	7	7	0	0	0	0	3	0		4.0	

Exhibit D

Santa Barbara County Sheriff's Office

Grievance Review
June 2016

Santa Barbara Sheriff's Office
Grievance Review
June 2016

To: Shawn Lammer, Lieutenant

From: Mark V. Mahurin, Grievance Oversight Coordinator

Dental: One (1) Grievance

I reviewed one (1) grievance related to dental treatment for June. This grievance addressed multiple requests for dental service due to tooth pain. In this case, the subject was treated multiple times receiving antibiotics and pain medications. An appointment with the dentist was scheduled and the subject ultimately received treatment by the dentist on 6-22-16.

Mental Health: One (1) Grievance

I reviewed one (1) mental health grievance, indicating issues with the mental health care, current medications, and placement in the Safety Cell. The subject received treatment by Mental Health during the stay in the Safety Cell and received medications. Once stabilized, the subject was rehoused from the safety Cell. Follow-up appointments are scheduled with the Psychiatrist to monitor medications.

Medications: Seventeen (17) Grievances

I reviewed seventeen (17) grievances related to medication. The majority of the issues related to either obtaining or continuing medications. In fourteen (14) cases, the physician or RNP evaluated the party and either ordered or adjusted medications as appropriate. One (1) grievance required follow-up to determine a resolution and three (3) were resolved during the appeal process.

Medical: Thirty-Three (33) Grievances

I reviewed thirty-three (33) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions immediately addressed the majority of these grievances. Of the thirty-three (33) grievances submitted, one (1) required additional information to determine a resolution, one (1) individual was out of custody, and six (6) grievances were replicative to previously filed grievances.

Observations & Recommendations:

The average time between the grievance filing and a response from medical or mental health during this period is 4.7 days. This is well within the fifteen (15) day response requirement. In addition, no single response exceeded the fifteen (15) day response policy. The significant improvement in response time is due in part to the addition of a second sick call cycle.

During this period, the total number of medical related grievances increased slightly over previous months, indicating an increase of just over 18% comparing the 52 grievances for this month to the average of 44 grievances filed in the previous quarter. That said, if the duplicate grievances (6) are taken into consideration, the increase is only 4.5 %. I was not able to determine a specific cause for the increase.

Santa Barbara Sheriff's Office
Grievance Review
June 2016

Of particular note, three (3) individuals actually complimented the recent change providing an RN assigned 24/7 in the intake area for processing of the medical screening, addressing medications, and handling other related medical needs during the receiving process. In each of these cases, the parties complimented the new process, but felt a particular medication was not included in their treatment regimen.

In the month of June, there were 830¹ requests for medical related services, of which fifty-two (52) or 6.3% resulted in a grievance.

During this same period, there were 225 grievances filed, of which fifty-two (52) or 23.1% were medical related.

We held the Grievance Input Committee meeting on June 2, 2016. We completed a jail tour during our meeting period and I am attaching our meeting agenda and notes with this report for review.

To address the on-going problems with determining a conclusion with many of the grievances over the past few months, I continue to meet with jail medical on a regular basis to help refine the responses provided for each grievance. This seems to be having a positive impact, as only two (2) grievances required additional information during this period.

The Medical, Mental Health, and Corrections Committee meeting met on June 30, 2016. Supervisor Hanson provided an update on the recent change assigning an RN 24/7 in the intake area for processing of the medical screening and handling other related medical needs during the receiving process. This, along with the added sick call schedule has proven to be a tremendous improvement.

Respectfully,

A handwritten signature in blue ink, reading "Mark V. Mahurin". The signature is fluid and cursive, with a large loop at the end of the last name.

Mark V. Mahurin

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

Grievances June 1, 2016 through June 30, 2016

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	1.92%	1	0	0	0	0	0	0
Mental Health	1	1.92%	1	0	0	0	0	0	0
Medication	17	32.69%	14	1	1	2	0	0	1
Medical	33	63.46%	31	1	1	0	1	6	1
Total	52	100.00%	47	2	2	2	1	6	2

Average Days for Response/Treatment:			4.7
Total Requests:	830	% Grieved:	6.3%
Total Grievances:	225	% Medical Related:	23.1%

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:	Available in the Facility 3 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.

Jun-16				Service In Place		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		
Date	Log #	Type	Nature of Complaint	Yes	No	Yes	No		Yes	No	Yes	No								
6/2/16	9812	4	Complaint about staff conduct.	1		1										6/2/16	0	This is a duplicate to 9790. Investigation found the complaint to be unfounded.		
6/2/16	9814	4	Soft shoe order cancelled.	1		1										6/16/16	14	Shoe order was approved pending results of foot x-rays. Results indicated normal, thus soft shoe order was removed as not being a medical necessity.		
6/1/16	9817	4	Indicates lack of medication and treatment.	1		1										6/7/16	6	Subject was treated by MD on 4/20/16 and completed HIPAA releases for medication records and for Fresno hospital. Responses from the pharmacy indicated no medication records on file and no response was received from Fresno hospital. Subject was treated by the RPN on 5/30/16 and by the MD on 6/2/16 with labs being ordered.		
6/2/16	9815	4	Has a condition that is causing an odor.	1		1										6/10/16	8	Subject was treated by RPN on 6/10/16, and was also treated by the psychiatrist on 6/17/16. Subject is on medication for both the medical and mental health issues.		
6/3/16	9819	3	Kidney stones & pain Medication.	1		1										6/7/16	4	Subject was treated on 5/28/16 and received prescription for Tylenol 4. Follow-up appointments occurred 6/5 & 6/7/16.		
6/3/16	9823	4	Soft shoe request.	1		1								1		6/4/16	1	This is a duplicate of 9708. Subject was cleared at hospital, indicating a muscle strain. RNP ordered ice, limited activity and rest. No medical need for soft shoes.	1-Dental	1
6/3/16	9824	2	Mental Health treatment, medication and placement in Safety cell.	1		1										6/4/16	1	On 5/25/16 Subject received an order for mental health medications. These have been administered as directed. Subject was cleared from safety cell and he continues to be monitored by M/H staff.	2-Mental Health	1
6/4/16	9826	3	Asthma inhaler.	1		1										6/16/16	12	Subject is seen regularly by MD, RPN and RN. Inhaler is available as needed from medical staff 24/7.	3-Medication	17
6/3/16	9827	3	Mental Health medication.	1		1										6/5/16	2	Subject was treated on 6/5/16 by M/H and has follow-up review appointments scheduled.	4-Medical	33
6/2/16	9838	4	states not getting proper care.	1		1									1	6/15/16	13	Subject was treated 5/19/16. Medications were continued and labs were ordered. Lab results indicate normal. Subject refused to take "Alvesco" medication as ordered.		

Jun-16

Date	Log #	Type	Nature of Complaint	Service In Place		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						
6/5/16	9843	3	Not getting medications.	1		1									1	6/5/16	0	Subject is treated routinely by MD, being seen on 6/5/16. Subject has refused medications for past 11 days and continues to refuse BP checks.
6/1/16	9851	3	Pain medication not being provided.	1		1										6/7/16	6	Subject was treated on 5/22/16 and medications were ordered. Follow-up appointments occurred on 6/7//and 6/8/16. No new health issues were addressed at either appointment.
6/6/16	9853	4	Complaint of pain and not getting treatment.	1		1										6/6/16	0	Subject was treated by the Rn on 6/6/16 and the MD on 6/7/16. Pain and blood pressure meds were ordered. Lab work results are pending. Two requests for pain on file, submitted two days prior to treatment.
6/6/16	9854	4	Medication cream & extra meals	1									1			6/8/16	2	Subject was released from custody on 6/8/16 prior to receiving the cream as ordered.
6/6/16	9859	1	Has tooth pain. States requests over past three weeks with no response.	1		1										6/17/16	11	Subject was treated on 5/19/16 and was provided antibiotics and was treated again on 6/17/16, receiving pain medication. Subject was treated by the dentist for his tooth issue on 6/22/16.
6/7/16	9862	3	Indicates need for specific medications.	1		1										6/16/16	9	Records from SB County Mental Health indicate Latuda, Lithium and Depakote which are being provided by Jail Medical.
6/7/16	9863	4	Need for surgery.	1		1										6/16/16	9	Subject is already scheduled for treatment from an outside provider and will be transported on the scheduled date.
6/7/16	9867	4	Not getting treatment for STD's.	1		1										6/15/16	8	Subject was treated on 6/1/16, with labs being completed and antibiotics being started. Lab results have been received and treatment will continue.
6/8/16	9873	4	severe ear ache.	1		1										6/8/16	0	Subject was treated by MD on 6/8/16. Antibiotics and treatments have been ordered.
6/10/16	9887	3	States need for pain medications.	1		1										6/11/16	1	Subject was treated 4/28/16 and 5/19/16 with no complaint of pain. On 5/23/16 subject was provided education on low stress stretches to help with muscle pain, Motrin was ordered, and was discontinued upon completion.

Jun-16				Service In Place		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
Date	Log #	Type	Nature of Complaint	Yes	No	Yes	No		Yes	No	Yes	No						
6/11/16	9898	4	States dizzy and faint. Indicates multiple requests for service.	1		1										6/24/16	13	Subject has three requests on file. Subject was treated by RN on 6/9, 6/10, and 6/24/16 and was treated by the MD on 6/29 and 7/5/16. Subject was also treated by M/H on
6/11/16	9909	4	Removal of wheel chair.	1		1										6/11/16	0	subject was in possession of a wheel chair without authorization. Subject is authorized a walker and has been provided a walker by jail medical. Wheelchair was
6/12/16	9906	4	Needs blood draw as ordered by MD.	1				1	1							6/17/16	5	Most recent blood draw was on 6/17/16. subject continues to be monitored by MD.
6/10/16	9908	4	Need for a wheel chair.	1		1										6/10/16	0	Issue was resolved on scene. Medical confirmed need and order for a wheel chair. Subject was issued and assigned a wheel chair.
6/13/16	9921	4	States in pain with no treatment.	1		1										6/14/16	1	subject continues to receive treatment for condition, receiving treatment from RN 5/26, 5/27, 5/28, 6/7 and 6/14/16. subject also treated by MD on 5/30/16. Blood work continues to be monitored weekly.
6/15/16	9938	4	States requests not being answered.	1		1										6/15/16	0	Operations contacted medical on scene. No requests are on file. Subject was provided with a request slip and directed to complete and submit it.
6/16/16	9947	4	Hernia surgery issues.	1		1										6/17/16	1	Subject was treated on 6/17/16 and was sent to ER on 6/23/16 for detailed work-up.
6/18/16	9958	4	States in pain with no treatment.	1		1								1		6/18/16	0	Duplicate to 9921, Refer to response listed in 9921.
6/19/16	9963	4	States in pain with no treatment.	1		1								1		6/19/16	0	Duplicate to 9921, Refer to response listed in 9921.
6/20/16	9967	4	Issues with insulin dosage.	1		1										6/30/16	10	Treated by medical 6/30/16 with insulin being adjusted. Medical will continue to monitor and adjust as indicated.
6/20/16	9969	4	States dizzy and faint.	1		1										6/29/16	9	Subject continues treatment for on-going long term condition. Treated by MD on 6/29 and MD continues to monitor.
6/21/16	9971	3	Having issues with medication pass.	1		1										6/30/16	9	Medication record indicate compliance with medication delivery. Re-evaluated by MD on 6/30/16 to maximize delivery times.
6/23/16	9985	3	Mental Health Medications needed.	1		1										7/5/16	12	Subject was treated by psychiatrist on 7/5/ and 7/7/16. Medications were originally ordered on 6/10/16 and records indicate compliance with delivery.

Jun-16				Service In Place		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
Date	Log #	Type	Nature of Complaint	Yes	No	Yes	No		Yes	No	Yes	No						
6/23/16	9988	4	Complaints of severe pain and multiple requests.	1		1										6/24/16	1	Subject has received treatment for condition on 6/16, 6/17, and 6/19/16. Subject was also treated at the hospital for same condition on 6/20, 6/24, 6/29, and
6/23/16	9996	4	Needs blood draw as ordered by MD.	1		1										6/27/16	4	Subject was treated on 6/27/16. Two prior attempts to draw the blood were not successful.
6/25/16	9997	3	Does not want AM medication.	1		1										6/30/16	5	Medication is ordered for both Am and PM delivery. Subject advised to sign a release to decline AM dose, with instruction on how to obtain the form.
6/25/16	9999	4	Hernia surgery issues.	1		1								1		6/30/16	5	Duplicate to 9947. See Response.
6/24/16	10001	4	Shoulder issue.	1		1										6/30/16	6	Subject was treated by the RN on 6/30/16 and by the MD on 6/8/16. Outside appointments with a specialist are scheduled.
6/25/16	10002	3	States need for different medications.	1							1					7/5/16	10	Appeal to 9824. Subject received a full psychiatric evaluation by the psychiatrist on 6/23/16 with medications being ordered. M/H follow-up occurred 7/5/16. Subject is requesting alternate medications- will be re-evaluated and monitored by MH.
6/25/16	10004	4	Needs blood draw as ordered by MD.	1		1								1		6/27/16	2	Duplicate to 9996. Subject was treated on 6/27/16. Two prior attempts to draw the blood were not successful.
6/25/16	1006	3	Request for Alveso for asthma.	1		1										6/27/16	2	Subject was seen at receiving and medications were prescribed as per LA County Records. No Alveso indicated.
6/26/16	10008	4	Concerned about reoccurrence of cancer.	1		1										6/28/16	2	Subject is treated by MD routinely- multiple times per week. Follow-up is scheduled and ongoing.
6/26/16	10009	4	Requesting hernia operation.	1		1										6/28/16	2	Subject was treated by MD on 6/28/16 & surgery was scheduled.
6/26/16	10055	4	states no medical attention after many requests.	1		1										7/8/16	12	Subject has received treatment 5/29, 6/3, 6/15, 7/7, 7/8, and 7/11/16. MH medications ordered on 6/15/16 and were adjusted on 7/7 & 7/11/16.
6/27/16	10019	3	Request for Alveso for asthma.	1							1					6/30/16	3	Appeal to 10006. Subject was prescribed medications as per LA County medication records. No Alveso indicated. Follow-up evaluation is scheduled.

Jun-16

Date	Log #	Type	Nature of Complaint	Service In Place		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						
6/26/16	10016	3	Appeal to issue about getting ibuprofen from medical	1				1	1							6/30/16	4	Appeal of 9803. Subject was told that all medications administered by medical must be ordered by the MD. While ibuprofen may be available for purchase via commissary, legally Medical must have an order to dispense the medication.
6/26/16	10122	3	Medication being given in liquid form, wants pills.	1		1										6/30/16	4	Subject is given liquefied medication because the person would not take meds in presence of LVN.
6/29/16	10021	4	Issues with insulin dosage.	1		1								1		6/30/16	1	Duplicate to 9967. Treated by medical 6/30/16 with insulin being adjusted. Medical will continue to monitor and adjust as indicated.
6/29/16	10031	3	requesting vitamin C.	1		1										7/5/16	6	Vitamin C is not stocked. It has been ordered and will be provided upon receipt.
6/30/16	10033	4	Hernia operation complications.	1		1										6/30/16	0	Subject was transported to ER for evaluation on 6/30/16.
6/30/16	10123	3	Missing one medication that was ordered by MD.	1		1										7/5/16	5	The second medication was ordered, but subject was told there would be a delay until it arrives from the pharmacy. Issued upon receipt.
6/30/16	10126	4	Rib fracture.	1		1										7/5/16	5	Subject was treated at ER on 6/6/16. x-rays and tests came back negative. Tylenol ordered for pain. No visible fracture.
				Service In Place		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						
				52	0	47	0		2	0	2	0						4.7