

Attachment C

Santa Barbara County Sheriff's Office
April Grievance Report

Grievances April 1, 2019 through April 30, 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	7.69%	2	0	0	0	0	0	0
Mental Health	2	7.69%	2	0	0	0	0	0	0
Medication	7	26.92%	7	0	0	0	0	1	0
Medical	15	57.69%	15	0	0	0	0	0	0
Total	26	100.00%	26	0	0	0	0	1	0

Average Days for Response:		4.7
Total Requests:	1,438	% Grievied: 1.8%
Total Grievances:	123	% Medical Related: 21.1%

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:	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 (7.69%)

There were two (2) grievances related to dental treatment for April. Both were for dental treatment for an abscess. One (1) was put on antibiotics and then was treated by the dentist a week later. The second was placed on pain medication and antibiotics after refusing to be anesthetized by the dentist. No appeals were filed and neither grievance required follow-up to determine a resolution.

Mental Health: Two (2) Grievances (7/69%)

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 one lacked detail because the HIPAA release was not signed. No appeals were filed and neither grievance required follow-up to determine a resolution.

Medications: Seven (7) Grievance (26.92%)

I reviewed seven (7) grievances related to medications other than mental health medications. Treatment and medication adjustments resolved each of these requests. Two (2) were complaints about crushed and floated medication, with one of these being a duplicate of the first complaint. Two (2) were because medication was not being provided, one (1) was a request for a dosage adjustment or continuation of antibiotics, one (1) was a request for allergy medication and one (1) was for a benzo drug that cannot be prescribed. No appeals were filed and no grievances required follow-up to determine an appropriate outcome.

Medical: Fifteen (15) Grievances (57.69%)

I reviewed fifteen (15) 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) was for a kosher diet that is really not a medical issue and another was because a medically approved diet was discontinued by the kitchen in error. 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 4.7 days. No grievances exceeded the fifteen (15) day response requirement.

During this period, the total number of medical related grievances decreased slightly, with one (1) being a duplicate grievance. When comparing the twenty-six (26) grievances filed for this month to the average of thirty (30) grievances per month filed in the previous quarter, this is a decrease of 13.33%.

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In the month of April, there were 1,438¹ requests for medical related services, of which twenty-six (26) or 1.8% resulted in a grievance. This is a 40% decrease comparative to the average of 3% filed during the previous quarter.

During this same period, there were one hundred twenty-three (123) total grievances filed, of which twenty-six (26), or 21.1% were medical related.

In the month of April, the sheriff's office received zero (0) community inquiries.

Respectfully,



Mark V. Mahurin

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

Date		Apr-19		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	Number of Days for Response	Comment
		Yes	No				Yes	No	Yes	No		Yes	No								
4/3/19	15764	4	States flu/cold issues.	1	1													4/4/19	1	Patient was treated 3/27, 3/29, and 4/4/19 for flu symptoms.	
4/4/19	15769	3	Does not want medication crushed and floated.	1	1													4/12/19	8	Patient is scheduled for a follow-up with Dr. Hakim on 4/29/19 and may discuss his medication issues at that time.	
4/6/19	15772	3	Does not want medication crushed and floated.	1	1								1					4/12/19	6	Duplicate to 15769. Patient is scheduled for a follow-up with Dr. Hakim on 4/29/19 and may discuss his medication issues at that time.	
4/6/19	15773	2	Requesting treatment by mental health.	1	1													4/10/19	4	HIPPA release was not signed. (Patient was treated by M/H the week of 4/8/19).	
4/6/19	15776	1	States need to see dentist.	1	1													4/7/19	1	Patient was prescribed antibiotics for an abscess on 4/7/19 and was treated by the Dentist on 4/18/19.	
4/11/19	15797	4	States Medical Dietary needs not being met and wants a kosher diet.	1	1													4/13/19	2	Patient was treated by MD on 4/13/19 and with a BMI of 22, which is normal for patient height, patient does not require a medical diet. Kosher diet request has been referred to Operations.	
4/13/19	15802	4	States abscess on RT arm.	1	1													4/19/19	6	HIPPA release not signed and no additional data was provided.	
4/13/19	15803	4	States Eye pain.	1	1													4/13/19	0	Patient was treated by ophthalmologist on 4/13/19 and has been prescribed Prednisone Acetate solution.	
4/13/19	15805	4	States need for double mattress for pain.	1	1													4/19/19	6	A double mattress is not medically indicated for pain treatment. Patient is on pain medication through 5/8/19.	
4/13/19	15806	3	States need for antibiotics due to a blood infection.	1	1													4/18/19	5	Patient was started on antibiotics as prescribed by the hospital on 3/15/19. Patient was treated in multiple follow-up appointments and completed antibiotics on 4/7/19. As a result of the urine test, on 4/10/19 patient was started on 3 days of sepra, followed by 6 days of Cipro.	
4/13/19	15807	2	States need to see mental health.	1	1													4/13/19	0	Patient has been treated by mental health on 4/5, 4/9, 4/10, 4/13. and 4/16/19.	
4/14/19	15812	4	States has a rash and needs treatment.	1	1													4/19/19	5	Patient has been treated 3/25, 3/13 and 3/26/19. Patient is scheduled for follow-up on 4/22/19.	

1-Dental

2-Mental Health

3-Medication

4-Medical

2

2

7

15

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	Number of Days for Response	Comment
				Yes	No	Yes	No		Yes	No							
4/14/19	15813	4	States issues with legs and discoloration.	1	1										4/20/19	6	Patient was treated by a specialist, Doctor Meyer at Sansum on 4/11/19. Patient has been provided with light compression socks and supportive shoes as recommended by Doctor Meyer.
4/15/19	15819	3	Needs Allergy medication	1	1										4/19/19	4	Patient was treated on 4/19/19 and was prescribed allergy medication.
4/20/19	15827	3	States on Clonipin for 20 years and needs it.	1	1										5/1/19	11	Patient was placed on withdrawal protocol and continues in this treatment, as this facility does not prescribe Benzo's.
4/20/19	15828	4	States has a court order for additional meals.	1	1										4/22/19	2	Patient is scheduled on MD sick call to determine the medical necessity for extra meals.
4/22/19	15839	3	States need for Asthma medication to keep on his person to use as needed.	1	1										5/1/19	9	Patient has no record of Asthma and has been directed to contact Custody staff if in distress and we will assess his respiratory status and administer any needed treatment.
4/22/19	15839	4	States need for an x-ray for broken rib.	1	1										5/2/19	10	Patient was treated for his injury on 4/16/19 and an x-ray was not indicated. A follow-up on RN sick call is scheduled.
4/22/19	15841	4	States lack of care for diabetic condition and states in pain.	1	1										5/1/19	9	Patient has been on Novolin 30/70 insulin throughout his stay with us. He is on twice daily blood sugar checks and has been given Elavil for pain from 3/11 to 5/19/19.
4/25/19	15852	4	States need for own shoes.	1	1										4/30/19	5	Patient has no medical need for special shoes, and no personal shoes are allowed in the facility.
4/25/19	15850	4	States need for wheel chair.	1	1										4/29/19	4	Patient received a MD order for wheel chair use when outside of his cell on 4/9/19.
4/26/19	15854	3	States medication has stopped.	1	1										4/29/19	3	Patient is scheduled on sick call to assess the need for a renewal of the prescription, as the prior one expired on 4/26/19.
4/26/19	15869	4	States need for an eye exam.	1	1										5/2/19	6	Patient was treated 4/9, 4/17, and 4/22/19 and never mentioned a need for an eye exam. Patient advised to submit a sick call request for an eye exam.
4/27/19	15864	4	States medical diet has been stopped.	1	1										5/2/19	5	Patient is on a medically prescribed diet and that prescription remains valid. Kitchen notified to ensure the medical diet continues.

Apr-19

Apr-19

Date	Log #	Type	Nature of Complaint
4/28/19	15866	4	States allergies are causing high blood pressure and wants treatment.
4/30/19	15880	1	States need to have a tooth pulled.

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	Number of Days for Response	Comment
	Yes	No		Yes	No	Yes	No						
1	1										4/28/19	0	Patient has been checked for high blood pressure 15 times since his arrival. His blood pressure remains within the normal range.
1	1										5/5/19	5	Patient was being treated by the Dentist on 4/25/19, but would not let the Doctor anesthetize him prior to the extraction. Antibiotics and pain medication was ordered instead of an extraction.
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		
	Yes	No		Yes	No	Yes	No						
26	26	0	0	0	0	0	0	0	1	0	4.7		