

# Attachment D

Santa Barbara County Sheriff's Office  
July Grievance Report

**Grievances July 1, 2019 through July 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	0	0.00%	0	0	0	0	0	0	0
Medication	4	23.53%	3	0	0	1	0	0	1
Medical	13	76.47%	13	0	0	0	0	1	0
<b>Total</b>	<b>17</b>	<b>100.00%</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>

<b>Average Days for Response/Treatment:</b>	<b>4.6</b>
<b>Total Requests: 1,167</b>	<b>% Grievated: 1.4%</b>
<b>Total Grievances: 121</b>	<b>% Medical Related: 14.0%</b>

**Community Inquiry:**

Dental	0
Mental Health	2
Medication	2
Medical	2
<b>Total Requests: 6</b>	<b>Resolution: 6</b>
	<b>Awaiting Response: 0</b>
	<b>Out of Custody 0</b>

**Definitions & Information**

<b>Follow-up Needed:</b>	Response returned to Medical for additional details.
<b>Out of Custody:</b>	Inmate was out of custody when the grievance was addressed.
<b>Duplicate:</b>	Grievance filed for the same issue before a response could be generated.
<b>Inmate Refused Treatment:</b>	Inmate refused to be examined, to follow recommendations, or to take prescribed medication.
<b>Psychiatrist:</b>	Contracted to be in the Facility 5 days per week, with an on call RNP psychiatrist available. This position is currently vacant and is under recruitment. Tele-Med, an on call Psychiatrist and a psychiatric RNP are in use.
<b>Dentist:</b>	Available in the Facility 16 hours per week.
<b>Title 15- Grievance Time Limit :</b>	Article 6 § 1073 requires that the Facility policy set a reasonable time limit for response. Our Policy time limit is 15 Days.
<b>Outside of Facility Appointments:</b>	Dates for out of custody appointments are not provided prior to transport due to security concerns.

**Santa Barbara Sheriff's Office**  
**Grievance Review**  
**July 2019**

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 July and there were no appeals filed for this month.

**Mental Health: Zero (0) Grievances (0.00%)**

During this period, there were zero (0) grievances related to mental health grievances for review. There were no appeals filed.

**Medications: Four (4) Grievances (23.53%)**

I reviewed four (4) grievances related to medications other than mental health medications. Treatment and medication adjustments resolved each of these requests. One (1) was for pain medication. Two (2) were general requests for medication, and one (1) was an appeal of a previously filed grievance. No grievances required follow-up to determine an appropriate outcome.

**Medical: Thirteen (13) Grievances (76.47%)**

I reviewed thirteen (13) general medical grievances for this period. Sick call, MD and follow-up appointments or other similar actions addressed the majority. One (1) grievance was an undefined complaint but was addressed by medical anyway. One (1) of these was for special shoes, with the patient being scheduled to see a Podiatrist in August. One (1) was for a possible DVT with the patient being sent to the E.R. for evaluation. One grievance was a duplicate to a previously filed complaint. 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 4.6 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 the prior quarter. When comparing the seventeen (17) grievances filed for this month to the average of nineteen (19) grievances per month filed in the previous quarter, this is a decrease of 10.53%.

In the month of July, there were 1,167<sup>1</sup> requests for medical related services, of which seventeen (17) or 1.4% resulted in a grievance. This is a 44% decrease comparative to the average of 2.5% filed during the previous quarter.

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

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During this same period, there were one hundred twenty-one (121) total grievances filed, of which seventeen (17), or 14.0% were medical related.

In the month of July, the sheriff's office received six (6) community inquiries. Each of these were appropriately addressed by medical.

Respectfully,

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

Mark V. Mahurin

Date		Jul-19		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	
Log #	Type	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
7/1/19	16062	3	1	1																			7/2/19	1		Patient was treated by MD on 6/27/19 and prescribed Elavil for pain. No other requests for treatment have been received. No request for HIPAA forms or medical records are on file.	
7/6/19	16107	4	1	1																			7/10/19	4		Patient was treated by MD on 7/10/19 and received x-ray results. Patient has been referred to physical therapist to help with mobility/movement issues. Prescribed Mobic from 6/22 to 8/6/19.	
7/7/19	16096	3	1	1																			7/7/19	0		Patient has been prescribed Mobic from 6/22 to 7/5/19 and ibuprofen from 7/6 to 7/12/19.	
7/10/19	16119	4	1	1																			7/11/19	1		Patient has refused the last two sick call appointments. Patient was treated by the MD on 7/11/19 and prescribed pain medication for back pain.	
7/11/19	16125	3	1	1			1																7/25/19	14		This is an appeal to 16062. Patient was prescribed Gabapentin 6/21 to 6/27/19. This was changed to Elavil by the MD during the appointment on 6/27/19 and is prescribed through 7/26/19.	
7/11/19	16128	4	1	1																			7/17/19	6		Patient has been treated 6/21, 6/23, 6/27, 6/29, 7/7/, and 7/17/19. Issues with his fingers have not been a complaint.	
7/12/19	16131	3	1	1																			7/15/19	3	1	Patient has refused to see the Psychiatrist for follow-up appointments. Cerexa and Trazadone cannot continue without treatment by the Psychiatrist.	
7/13/19	16140	4	1	1																			7/13/19	0		Patient has been under ongoing care, receiving treatment 6/19, 6/20, 6/29, 7/13, and 7/31. A follow-up appointment with the neurologist is scheduled.	
7/13/19	16141	4	1	1																			7/27/19	14		Patient was seen on 7/27/19 for chronic care. Patient is scheduled for an evaluation for an evaluation for a wheel chair, braces and orthopedic shoes on 8/22/19. (Evaluation occurred as scheduled).	
7/18/19	16152	4	1	1																			8/1/19	14		A request for a medical clearance for program attendance has not been received by either the discharge planners or the public defenders office. These requests must be submitted by them.	
7/20/19	16153	4	1	1																			7/20/19	0		Patient was treated on 7/7/19 and prescribed Ibuprofen. Patient states that symptoms have been present for over 8 months. Patient has been treated for this condition at the E.R. on 6/28/19 with unremarkable results. Treatment on 7/10, 7/16 and 7/18/19 have similar outcomes.	
7/22/19	16158	4	1	1												1							7/31/19	9		Duplicate to 16153. Patient has had a follow-up appointment on 7/24/19 and is scheduled to see RNP today, 7/31/19.	
7/23/19	16162	4	1	1																			7/24/19	1		Personal shoes are not provided. Patient is scheduled to see the Podiatrist in August and orthopedic shoes will be ordered if medically necessary.	

Jul-19

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				Yes	No		Yes	No								Yes
7/24/19	16169	4	States need to see medical and a dentist for various medical conditions.	1									7/25/19	1	Patient was booked on 7/22/19 and was treated by medical on 7/23/19. Patient was also treated by the Dentist on 7/25/19.	
7/25/19	16173	4	States has cyclic vomiting syndrome and needs specialized care.	1									7/25/19	0	Patient was sent to Goleta Valley Hospital for evaluation on 7/25/19 and upon return from the hospital on 7/29/19, patient was treated by the FND.	
7/27/19	16176	4	States blood clots in legs.	1									7/27/19	0	Patient was treated at E.R. on 7/27/19 and was found to have a DVT. Lasix was prescribed and is continuing.	
7/30/19	16183	4	States missed surgery date three times.	1									8/10/19	11	Patient was not in custody on the dates of the three scheduled appointments. Patient has been rescheduled again. Should the patient be released again, the appointment time and location will be provided upon release.	
<b>Count</b>				<b>Count</b>	<b>Response addresses Complaint</b>	<b>Follow-up Needed</b>	<b>Complaint addressed after Follow-up</b>	<b>Complaint addressed on appeal</b>	<b>out of Custody</b>	<b>Duplicate</b>	<b>Treatment Refused</b>	<b>Average Days for Response/Treatment</b>				
				17	16	1	0	0	0	1	1			4.6		