

Attachment D-1

Santa Barbara County Sheriff's Office
August Grievance Report

Grievances August 1, 2019 through August 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	3	15.00%	3	0	0	0	0	1	0
Medication	5	25.00%	5	0	0	0	0	0	0
Medical	12	60.00%	12	0	0	0	0	0	3
Total	20	100.00%	20	0	0	0	0	1	3

Average Days for Response/Treatment:	3.3
Total Requests:	1,264
% Grievated:	1.6%
Total Grievances:	89
% Medical Related:	22.5%

Community Inquiry:

Dental	0
Mental Health	1
Medication	3
Medical	1
Total Requests:	5
Resolution:	5
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:	Contracted to be 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
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August 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 August and there were no appeals filed for this month.

Mental Health: Three (3) Grievances (15.00%)

During this period, there were three (3) grievances related to mental health for review. Two (2) were for Mental Health medications, and the other was for mental health treatment. Two (2) resulted in treatment by the Psychiatrist and each was started on medications. One (1) prescription has not been filled because the patient continues to refuse scheduled appointments with the Psychiatrist. There were no appeals filed and no grievances required follow-up to determine an appropriate outcome.

Medications: Five (5) Grievances (25.00%)

I reviewed five (5) grievances related to medications other than mental health medications. Treatment and medication adjustments resolved each of these requests. One (1) was a complaint of medication being stopped in error, and this complaint was founded. One (1) was a complaint that medications were stopped, however the patients BP is within normal limits. Monitoring by the MD will continue. Two (2) were general requests for medication, and one (1) was a complaint of medication from prison is not being given. These medications require an appointment with the MD to be continued. There were no appeals filed during this month and no grievances required follow-up to determine an appropriate outcome.

Medical: Twelve (12) Grievances (60.00%)

I reviewed twelve (12) 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 a complaint about staff behavior that is under review by WellPath. Three (3) grievances were because the patients are refusing to attend medical appointments, preventing continuation of care. 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 3.3 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 prior quarters. While there was a slight increase by three grievances this month comparative to last month, we remain well below the monthly average of thirty (30) for the previous year. When comparing the twenty (20) grievances filed for this month to the average of nineteen (19) grievances per month filed in the previous quarter, this is an increase of 5.00%.

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In the month of August, there were 1,264¹ requests for medical related services, of which twenty (20) or 1.6% resulted in a grievance. This is a 36% decrease comparative to the average of 2.5% during the previous quarter.

During this same period, there were eighty-nine (89) total grievances filed, of which twenty (20), or 22.5% were medical related.

In the month of August, the sheriff's office received five (5) 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.

Aug-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							
8/3/19	16202	3	States medication was stopped in error.	1	1										8/6/19	3	Patient complaint is founded. Patient was to receive Pred Forte in left eye X 4 daily until seen by Sansum Ophthalmology on 8/16/19. The medication was stopped in error, and was restarted 8/6/19.
8/7/19	16208	4	States medical is not taking proper care of his many issues.	1	1										8/14/19	7	Patient was sent for a CT on 7/29/19. Results were unremarkable. Lab test results are also not remarkable. Patient was treated by Psychiatrist on 8/9/19, but patient refuses to take any medication.
8/12/19	16219	2	States medication has stopped and needs medication continued.	1	1							1			8/15/19	3	Duplicate to 16131. Patient has refused to see the Psychiatrist for follow-up appointments. Cerexa and Trazadone cannot continue without treatment by the Psychiatrist.
8/13/19	16220	4	States need for eye care in left eye due to pepper spray that occurred on 8/10/17.	1	1										8/15/19	2	Patient has been seen for his left eye issue on multiple occasions. No treatment is indicated.
8/13/19	16221	4	States discoloration of lower legs.	1	1										8/15/19	2	Patient has been seen for this condition many times. The discoloration is due to improperly following diabetic treatment for a prolonged period and is not reversible.
8/14/19	16223	4	States need for X-ray results.	1	1										8/15/19	1	Patient has been under ongoing care, receiving treatment 7/31, 8/1, 8/8 and 8/1/19. Patient x-rays showed no fractures, dislocations, bone abnormalities or degenerative changes.
8/15/19	16228	4	States multiple requests for sick call to treat back pain.	1	1										8/19/19	4	Patient submitted a request on 8/17 and another on 8/18/19 for back pain treatment. No other requests are on file. Patient was treated for back pain on 8/19/19.
8/18/19	16238	4	States has cysts on neck and arm.	1	1										8/19/19	1	Patient was treated on 8/16, and 8/19/19. Cysts were drained on 8/19/19 and patient was placed on antibiotics.
8/21/19	16248	2	States need for mental health treatment.	1	1										8/22/19	1	Patient was seen by a mental health therapist on 8/13 and 8/19/19. Patient was treated by the Psychiatrist on 8/22/19 and was started on medication.
8/22/19	16249	4	States need for treatment on torn ACL.	1	1										8/26/19	4	Patient was seen at intake on 7/23/19 and stated he had a ruptured ACL. Patient has not submitted a sick call slip for any treatment. Patient directed to submit a request.
8/22/19	16250	3	States medications not given at PM med pass.	1	1										8/23/19	1	Patient medications were scheduled to start on 8/23/19. Records indicate the medication was started as directed on 8/23/19 and patient has received all doses as directed to date.

Aug-19

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				Yes	No		Yes	No	Yes	No							
8/23/19	16252	4	States nurse made statements in front of other inmates that violates HIPAA protection.	1	1									8/26/19	3	The allegation made by the patient is under review by WellPath. No further response will be provided to the patient.	
8/24/19	16254	3	States need for antibiotics.	1	1									8/27/19	3	Patient was treated by MD on 8/27/19 and antibiotics were prescribed.	
8/25/19	16255	4	States HSA is responsible for Writ denial.	1	1									8/29/19	4	The HSA of WellPath is not responsible for the patients Writ denial.	
8/25/19	16256	3	States need for blood pressure medication.	1	1									8/29/19	4	Patients blood pressure is monitored frequently and it remains within normal limits. The MD will review all BP checks on 9/16/19 and will determine if medication should be given.	
8/26/19	16258	4	States need for wound care.	1	1								1	8/30/19	4	Patient has refused to attend most appointments for his wound care. Patient directed to attend all scheduled appointments with medical.	
8/26/19	16265	4	States need for CPAP machine.	1	1								1	8/30/19	4	Patients CPAP machine is here at the jail and is offered to him ever night at 9:00 PM. Patient has refused his CPAP machine every night.	
8/28/19	16269	4	States need for wound care.	1	1								1	8/30/19	2	Patient continues to refuse wound care treatment, with the last being on 8/27/19.	
8/29/19	16272	2	States need for M/H medication.	1	1									9/5/19	7	Patient was treated by the Psychiatrist on 7/17/19 and declined all medications. After going to court and being told he needed to be on medications, the patient submitted a request for medications. The patient was treated by the Psychiatrist 9/5/19 and was placed on medication.	
8/30/19	16275	3	States need to have medications from prison continued.	1	1									9/5/19	6	Patient has meds from prison, but our MD was not comfortable continuing medications without treating the patient. Patient is scheduled to see our MD on 9/9/19.	
Count				20	20	0	0	0	0	0	0	0	3				
				Yes	No			Yes	No	Yes	No						
				20	20	0	0	0	0	0	0	1	3				3.3
				Count	Response Resolved Complaint	Follow-up Needed	Complaint addressed after Follow-up	Complaint addressed on appeal	out of Custody	Duplicate	Treatment Refused		Average Days for Response/Treatment				