

**Overview of Monthly Activity**

*The Bureau received 130 (75 were received electronically) complaints during the month of August 2018.*

*133 (75 electronic) complaints were closed*

*1 required more information to proceed with an investigation*

*1 was closed due to lack of Bureau jurisdiction*

*31 were closed and not investigated after determining no violation exists in the matters*

*18 were referred back to the DOC*

*82 complaints were investigated*

*7 assists were given (referred back to DOC for action even though the offender failed to attempt to resolve with the facility previously)*

*19 (12 electronic) complaints were substantiated (see below)*

*63 were unsubstantiated due to no violation of policy and/or procedure existing*

*17 complaints remain open (2 from June, 2 from July, and 13 from August (As of September 1, 2018))*

*The Bureau also corresponded with 195 offenders who submitted complaints electronically and had 66 additional contacts.*

**Substantiated Complaints & Recommendations to IDOC for Resolution**

**1. Miami Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complained that he was supposed to receive a CT Scan for damage to his face, but he has not received any follow- up since being released from the Infirmary.
<b>Basis for Claim</b>	HCSO 1.05 Off-Site Medical Referrals
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Dr. Mitcheff, Wexford Regional Medical Director.

**Outcome** The offender was scheduled further and received the needed care.

**Follow-up** No follow-up is necessary, as the offender has received the care needed.

**2. Miami Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that when he was transferred facilities none of his medications were transferred with him. He saw the doctor when he arrived and was told that he would receive his medications, but has not.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Mike Smith, Healthcare Services Quality Assurance Manager, who in turn contacted Lee Ann Ivers in the Wexford Regional Office. The offender was still listed as being at Putnamville in the Boswell interface. Once this was changed, the problem was resolved.

**Outcome** The offender received his medications.

**Follow-up** No follow-up is necessary, as the offender has now received his medications.

**3. New Castle Correctional Facility**

**Complaint Type** Classification (time cut)

**Complaint Summary** The offender complains that he was denied a time cut wrongly and after he filed a Classification Appeal he was told to contact the same person at the facility who had already reviewed the matter and denied before he filed the Classification Appeal.

**Basis for Claim** 01-04-101 Adult Offender Classification

**Investigative Summary** The Bureau contacted Jennifer Farmer, IDOC Director of Sentencing, Computation, and Release. Who reviewed this matter and determined that he should not be denied the time cut as his offense does not fall under the statute as a sex offense that precludes him from receiving the time cut.

**Outcome** The offender received the time cut.

**Follow-up** No follow-up is necessary, as this matter has been resolved.

**4. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that the Provider ordered him a cane, but despite submitting several Healthcare Request Forms, he has still not received a cane.

**Basis for Claim** HCSD 2.29 Assistive Devices

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Stacey Scott of Wexford at the facility.

**Outcome** The offender received the cane.

**Follow-up** No follow-up is necessary, as the offender received the cane.

**5. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he is not receiving his seizure medication.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Theresa Auler, Wexford Regional Manager. The offender had been caught hoarding medications so was being scheduled further with the Provider to discuss his medications going forward.

**Outcome** He was reevaluated by the Provider and prescribed medications that he would not keep on him, but have to pick up each dosage.

**Follow-up** No follow-up is necessary, as this matter has been resolved.

#### **6. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he is not receiving the medicine that he needs for seizures.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Dr. Michael Mitcheff, Wexford Regional Director.

**Outcome** The offender was further seen and evaluated.

**Follow-up** No follow-up is needed, as the offender has received the care needed.

#### **7. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he has a peanut oil allergy, but despite contacting medical and Aramark, this matter still has not been addressed. He had a reaction a month ago and is still receiving peanut butter.

**Basis for Claim** HCSD 5.01 Therapeutic Diets

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Laura Basham, Healthcare Services Administrator at the facility who indicated that they tried to get him a temporary diet order, but were told that they needed a positive RAST first. A RAST test was scheduled.

**Outcome** The offender received a temporary diet order and received further testing. Staff were counseled as to proper procedures for food allergies.

**Follow-up** No follow-up is necessary, as the offender has received further care.

#### **8. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he is in need of Prilosec for GERD. He was receiving his medication, but after 30 days it always stops.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Laura Basham, Healthcare Services Administrator at the facility who indicated that he has an active order.

**Outcome** The offender received the needed medication.

**Follow-up** No follow-up is necessary, as the offender has received the needed medication.

#### **9. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he is not receiving his Prilosec despite filing a Grievance. He states that he receives enough for the first 30 days, but the medication always runs out after this.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Theresa Auler, Wexford Regional Manager. Laura Basham, Healthcare Services Administrator at the facility who reviewed the

offender’s commissary list and determined that the offender is making poor food choices.

**Outcome** The offender received his medication.

**Follow-up** No follow-up is necessary, as the offender has received the needed medication.

**10. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he has not received his medications in almost two weeks.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Laura Basham, Healthcare Services Administrator at the facility who discovered that the FER had not been submitted properly.

**Outcome** The offender received his medications.

**Follow-up** No follow-up is necessary, as the offender has received the needed medication.

**11. New Castle Correctional Facility**

**Complaint Type** Medical Care (Medication)

**Complaint Summary** The offender complains that his estrogen medication ran out.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Laura Basham, Healthcare Services Administrator at the facility. The medication dosage had changed, but a new prescription had not been placed or overridden.

**Outcome** The offender received his medication.

**Follow-up** Continue to follow medication refill issues to track similar occurrences and to, hopefully, aid in influencing changes.

**12. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that his medication ran out.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Laura Basham, Healthcare Services Administrator at the facility. A new dosage had been prescribed, but the new FER had not been submitted.

**Outcome** The offender received the medication.

**Follow- up** Continue to follow medication refill issues to track similar occurrences and to, hopefully, aid in influencing changes.

**13. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he has not been given his diet card to receive his special diet.

**Basis for Claim** HCSD 5.01 Therapeutic Diets

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Laura Basham, the Healthcare Services Administrator at the facility. Ms. Basham reviewed this matter and issued the offender a new card.

**Outcome** The offender received his diet card so that he could get his special trays now.

**Follow- up** No follow-up is necessary, as this matter has been resolved.

**14. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he had a seizure due to not receiving his medication for three days.
<b>Basis for Claim</b>	HCSO 2.04 Access to Care/HCSO 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Mike Smith, Health Services Quality Assurance Manager for IDOC, who in turn contacted Laura Basham, the Health Services Administrator at the facility. The order came back from the RMD changed and needed approval, but had not been approved.
<b>Outcome</b>	The offender received his medication.
<b>Follow- up</b>	Continue to follow medication refill issues to track similar occurrences and to, hopefully, aid in influencing changes.

**15. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care (medication)
<b>Complaint Summary</b>	The offender complains that he has not received his medication.
<b>Basis for Claim</b>	HCSO 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Theresa Auler at Wexford. The offender was showing up at the Indiana State Prison on the Boswell interface.
<b>Outcome</b>	The offender received his medication.
<b>Follow- up</b>	No follow-up is necessary, as the offender has received the needed medication.

**16. Pendleton Correctional Facility**

<b>Complaint Type</b>	Confinement Conditions
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**Complaint Summary** The offender complains that his water was shut off in his cell for over three days.

**Basis for Claim** 02-01-101 Offender Grooming, Clothing, and Personal Hygiene

**Investigative Summary** The Bureau contacted Penny Eden, Administrative Assistant at the facility who informed the Bureau that the toilet had not been functioning and a plumber had been called.

**Outcome** The toilet was fixed.

**Follow- up** No follow-up is necessary, as this matter has been resolved.

**17. Pendleton Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he is not receiving his medication for COPD.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Katherine Hitchens, Regional Clinic Pharmacist for Wexford.

**Outcome** The offender received his medication.

**Follow- up** Continue to follow medication refill issues to track similar occurrences and to, hopefully, aid in influencing changes.

**18. Pendleton Correctional Facility**

**Complaint Type** Mental Health

**Complaint Summary** The offender complains that he is in the Restrictive Housing Unit with a “D” mental health code. He says that he needs to be seen by Mental Health.

**Basis for Claim** HCSD 4.03 Adult Mental Health Services

**Investigative Summary** The Bureau contacted Amy Eickmeier, Director of Special Populations in Central Office.

**Outcome** The offender was seen and treated further by Mental Health.

**Follow- up** Follow-up in 90 days to ensure the offender is being properly seen.

**19. Plainfield Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he was only given a wheel chair pass for one week and custody will not let him use one.

**Basis for Claim** HCSD 2.26 Direct Orders

**Investigative Summary** The Bureau contacted Michael Mitcheff, Regional Medical Director with Wexford, who ordered the offender be further evaluated and given crutches and a bottom bunk pass in the meantime.

**Outcome** The offender was seen and treated further.

**Follow- up** No follow-up is necessary, as the offender has been seen and treated further.

**Assists**

**1. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he is not receiving his Omeprazole.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Laura Basham, Healthcare Services Administrator at the facility.

**Outcome** The offender was seen and evaluated further and the offender received the medication.

**Follow-up** No follow-up is necessary, as the offender has received the medication he needed.

**2. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that the facility consistently lets him run out of his medication that makes his pancreas produce enzymes.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted the Wexford Medical Doctor.

**Outcome** The offender received the needed medication.

**Follow-up** Now that he has filed suit, the matter can no longer be discussed outside the presence of an attorney.

**3. Pendleton Correctional Facility**

**Complaint Type** Mental Health

**Complaint Summary** The offender complains that he has been located in DRHU (Disciplinary Restricted Housing Unit) since November 2016, but has a “C” mental health code

**Basis for Claim** 01-04-101 Adult Offender Classification

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted the Wexford Regional Director of Mental Health.

**Outcome** The offender’s mental health code was reviewed and he was appropriately coded a “C” code in the EMR, but not in OIS.

**Follow-up** No follow-up is necessary as this matter has been resolved.

**4. Pendleton Correctional Facility**

**Complaint Type** Case Management

<b>Complaint Summary</b>	The offender complains that he has submitted a Healthcare Request Form to be seen, but has not been. He thinks that he should have a bottom bunk pass as well.
<b>Basis for Claim</b>	01-07-101 Adult Re-Entry and Case Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Michelle LaFlower, Health Services Administrator at the facility.
<b>Outcome</b>	The offender was seen by the Provider and evaluated further.
<b>Follow-up</b>	No follow-up is necessary.

**5. Pendleton Correctional Facility**

<b>Complaint Type</b>	Personal Property
<b>Complaint Summary</b>	The offender complains that per policy he was supposed to have his property back in 15 working days, but it has been over 39 days.
<b>Basis for Claim</b>	02-01-101 Offender Personal Property
<b>Investigative Summary</b>	The Bureau contacted Penny Eden, Administrative Assistant at the facility.
<b>Outcome</b>	The offender received his allowable personal property.
<b>Follow-up</b>	No follow-up is necessary, as the offender has received his allowable personal property.

**6. Putnamville Correctional Facility**

<b>Complaint Type</b>	Parole
<b>Complaint Summary</b>	The offender claims that he finished a Marion County sentence and was released. When he reported to his Parole Officer, he was arrested again and sent to Putnamville Correctional Facility. He has been there over 60 days and has not seen the Parole Board.
<b>Basis for Claim</b>	IC 11-13-3-10 Parole Revocation Hearing

**Investigative Summary** The Bureau contacted Charles Miller, at the Parole Board.

**Outcome** The offender was released.

**Follow-up** No follow-up is necessary as this matter has been resolved.

**7. Westville Correctional Facility**

**Complaint Type** Food

**Complaint Summary** The offender claims that the food in the lunch bags has had rat feces in it.

**Basis for Claim** 04-01-301 The Establishment and Delivery of Food Services

**Investigative Summary** The Bureau contacted John Schilling, Director of Contract Services.

**Outcome** The area the sacks are stored was evaluated and any sacks that were destroyed were removed. The bags were moved from next to the garbage and no more issues were reported.

**Follow-up** No follow-up is necessary, as this matter has been resolved.

**Follow-up from Previous Months**

**New Castle Correctional Facility – Medical Care (medication)**

**Synopsis:** The Bureau has been following medication complaints since July 2016. Since that time, the facility has attempted a complete overhaul of medication administration services including opening a new secure pharmacy area. Since these changes as well as the staff in place are relatively new, the Bureau will continue to track this issue until the errors subside.

**New Castle Correctional Facility – Medical Care**

**Synopsis:** The Bureau has been tracking the backlog in chronic care since July 2016 as well. Policy has been updated and a plan was implemented to eradicate backlog, however due to the Provider shortage, the backlog had begun reforming the numbers have remained relatively low for months, thus the Bureau finds no reason to continue tracking this issue unless it is raised again.

**Follow-up from Previous Months, continued:**

**New Castle Correctional Facility – Medical Care**

**Synopsis:** The facility has struggled with the OPR process. OPRs are not scheduled, not rescheduled when missed or entered into the system to be scheduled. While the facility has implemented procedures to improve this process, the facility has continued to struggle with this. The Bureau is beginning to see positive changes. The Bureau will continue to track this issue to ensure errors continue to subside.