

**Overview of Monthly Activity**

*The Bureau received 257 (198 were received electronically) complaints during the month of February 2017.*

*295 (232 electronic) complaints were closed*

*4 required more information to proceed with an investigation*

*8 were closed due to lack of Bureau jurisdiction*

*70 were dismissed for no violation*

*105 were referred back to the DOC*

*110 complaints were investigated*

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

*18 (16 electronic) complaints were substantiated (see below)*

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

*152 complaints remain open (68 from January and 84 from February)*

*The Bureau also corresponded with another 120 offenders who submitted complaints electronically*

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

**1. Indiana State Prison**

<b>Complaint Type</b>	Confinement Conditions
<b>Complaint Summary</b>	Offender complains that his cell is infested with bed bugs and despite notifying Unit Team he has not received a new mattress or clothing as requested.
<b>Basis for Claim</b>	02-01-104 Offender Grooming, Clothing, Hygiene
<b>Investigative Summary</b>	The Bureau contacted Mark Newkirk, Administrative Assistant at the facility.
<b>Outcome</b>	The offender received the replacement property.

**Follow-up** No follow-up necessary, as the offender has received the replacement property.

**2. Indiana State Prison**

**Complaint Type** Medical Care

**Complaint Summary** Offender complains that he has a dislocated left shoulder and is in need of care.

**Basis for Claim** HCSD 1.05 Off-site Medical Referrals

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office.

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

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

**3. Miami Correctional Facility**

**Complaint Type** Personal Property

**Complaint Summary** The offender complains that all funds being placed on his account are being taken for restitution and he has not been able to order hygiene.

**Basis for Claim** 04-01-101 Trust Fund Account

**Investigative Summary** The Bureau contacted Angela Heishman, Administrative Assistant at the facility. The facility worked with Putnamville to ensure that five dollars could be left on his account.

**Outcome** The offender now has at least five dollars per month left on his account.

**Follow-up** No follow-up is necessary, as the money is now being left on the offender's account.

**4. New Castle Correctional Facility**

**Complaint Type** Medical Care

<b>Complaint Summary</b>	The offender complains that he has been approved for plastic surgery on his arm for almost a year, but has never been seen further.
<b>Basis for Claim</b>	HCSO 1.05 Off-Site Medical Referrals
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Health Services Administrator at the facility.
<b>Outcome</b>	The offender had been approved in February 2016, but had not been scheduled.
<b>Follow-up</b>	No follow-up is necessary, as the offender was seen by a burn specialist and scheduled further.

**5. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he broke his finger playing basketball seven months ago. He says the finger is now swollen, useless, unable to bend and painful.
<b>Basis for Claim</b>	HCSO 1.05 Off-site Medical Referrals
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Health Services Administrator at the facility. He received initial care, but didn't receive timely follow up. He was ordered an alternative treatment plan when the Outpatient Referral (OPR) was submitted, but this was not communicated to him. He was supposed to receive physical therapy, but did not.
<b>Outcome</b>	The offender received further care.
<b>Follow-up</b>	Follow-up to ensure the OPR process is improved.

**6. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
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**Complaint Summary** The offender complains that he was injured over twenty days ago and despite complaining to medical more than once, he has not been seen by medical.

**Basis for Claim** HCSD 1.05 Off-site Medical Referrals

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the facility. The doctor had submitted the OPR, but it was late due to Dr. Ippel not signing off on the referral.

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

**Follow-up** No follow-up necessary, 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 been requesting to see medical to get his medication adjusted, but has been ignored.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director who in turn contacted the facility for further review.

**Outcome** The offender was given the medication needed.

**Follow-up** Follow up in 30 days to ensure KOP medications are given according to policy.

**8. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he has been out of medication for over a month.

**Basis for Claim** HCSD 2.04 Access to Care

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Health Services Administrator at the facility.

**Outcome** The offender was seen and treated further. He was added to the Chronic Care roster to be seen every 90 days.

**Follow-up** No follow up is necessary, as the issue has been resolved.

**9. New Castle Correctional Facility**

**Complaint Type** Medical Care (Medication)

**Complaint Summary** The offender complains that he was seen by the doctor over three weeks ago, but has not received the medication that he was ordered.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Health Services Administrator at the facility. The FER was not submitted.

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

**Follow-up** No follow up is necessary, as the issue has been resolved.

**10. New Castle Correctional Facility**

**Complaint Type** Medical Care (Medication)

**Complaint Summary** The offender complains that he is out of his medication. He has missed at least two doses of his Amitriptyline again for the fourth time.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Health Services Administrator at the facility.

**Outcome** The offender received the medication and medication procedures were further reviewed by the facility to ensure continuity in the future.

**Follow-up** No follow-up is necessary, as the offender has received the needed medication and procedures have been improved.

**11. New Castle Correctional Facility**

**Complaint Type** Medical Care (Medication)

**Complaint Summary** The offender complains that he was taken off of medication for a chronic condition and told he needs to order it from commissary.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Healthcare Services Director at the facility.

**Outcome** The offender received the medication. Staff was further educated to proper medication prescribing procedures for chronic conditions.

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

**12. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he is in need of further care for a broken fibula.

**Basis for Claim** HCSD 2.04 Access to Care

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Nikki Tafoya, Healthcare Services Quality Manager.

**Outcome** The offender received further care.

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

**13. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he would like to have the sores on his scar seen by a provider.

**Basis for Claim** HCSD 2.04 Access to Care

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Healthcare Services Director at the facility.

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

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

**14. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he dislocated his fourth finger on his right hand and fractured the first phalange over four months ago, but has not been sent out to see a specialist or received further care.

**Basis for Claim** HCSD 2.04 Access to Care

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the facility. A Formulary Exception Request (FER) was submitted, but had never been approved.

**Outcome** The offender received further care.

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

**15. Pendleton Correctional Facility**

**Complaint Type** Disciplinary Action

<b>Complaint Summary</b>	The offender complains that he received a B204 Conduct Report, which at the time was Abusive Sexual Contact with Staff, however, his violation occurred with a visitor so he believes that the code should be changed to reflect this.
<b>Basis for Claim</b>	02-04-101 Adult Disciplinary Code
<b>Investigative Summary</b>	The Bureau contacted Penny Eden, Administrative Assistant at the facility.
<b>Outcome</b>	The code violation was updated to more appropriately reflect a B216 Sexual Conduct.
<b>Follow-up</b>	No follow-up necessary, as the code has been updated.

**16. Putnamville Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he has not had his medications renewed and they have been expired for five days.
<b>Basis for Claim</b>	HCSD 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the facility. The FER was corrected as it had been wrongly inputted earlier in the week.
<b>Outcome</b>	The offender received his medication.
<b>Follow-up</b>	No follow-up necessary, as the offender has received his medication.

**17. Westville Correctional Facility**

<b>Complaint Type</b>	Dental
<b>Complaint Summary</b>	The offender complains that he has not been able to buy denture adhesive on commissary.
<b>Basis for Claim</b>	Dental Services Manual



**Investigative Summary**                      The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Healthcare Services Director at the facility.

**Outcome**    The denture adhesive was ordered and available for purchase on commissary.

**Follow-up**    No follow-up necessary, as the offender has placed his order for the denture adhesive.

**18. Westville Correctional Facility**

**Complaint Type**                                      Food

**Complaint Summary**                              The offender complains that no one has given him a sack or tray for the last two meals.

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

**Investigative Summary**                              The Bureau contacted John Schilling, Director of Contract Monitoring. An issue had occurred with the offender receiving his lacto-ovo diet.

**Outcome**    New procedures were implemented to ensure that instances like these do not happen again.

**Follow-up**    No follow-up necessary, as the issue has been resolved.

**Follow-up from Previous Months**

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

**Synopsis:**        The Bureau has continued to substantiate medication error complaints. The processes which most of the complaints seem to revolve around include the FER process, medication renewals including chronic care meds, and KOP procedures.

**30 – Day Review:**    While the facility has made necessary staffing changes, the facility continues to struggle. At this point, since the current vendor has less than thirty days left, the Bureau will continue to track these matters in the following months, but will not include further follow-up on these matters until the new vendor is in place for 90 days.