

Overview of Monthly Activity

The Bureau received 162 (76 were received electronically) complaints during the month of June 2018.

150 (72 electronic) complaints were closed

0 required more information to proceed with an investigation

0 were closed due to lack of Bureau jurisdiction

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

14 were referred back to the DOC

95 complaints were investigated

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

15 (11 electronic) complaints were substantiated (see below)

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

21 complaints remain open (21 from June (As of July 1, 2018))

The Bureau also corresponded with 155 offenders who submitted complaints electronically and had 47 additional contacts.

Substantiated Complaints & Recommendations to IDOC for Resolution**1. Heritage Trail Correctional Facility**

Complaint Type	Medical Care
Complaint Summary	The offender claims that he is not receiving the medication that he needs for his stomach.
Basis for Claim	HCS D 2.06 Chronic Disease Intervention Guidelines
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director, who in turn contacted the Healthcare Administrator at the facility.
Outcome	The offender was further evaluated and given his medications.

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

2. Indiana State Prison

Complaint Type Medical Care

Complaint Summary The offender is concerned over not having functioning sweat glands and being located on the fifth tier of the cell house in the heat. He believes he was denied care for an infection during the weekend.

Basis for Claim HCSD 2.04 Access to Care

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

Outcome The offender was seen and treated further.

Follow-up No follow-up is necessary, as the offender has been moved to the bottom range.

3. Indiana State Prison

Complaint Type Medical Care

Complaint Summary The offender complains that he has several health problems and has submitted several Healthcare Request Forms, but has not been contacted by Medical.

Basis for Claim HCSD 8.01 Nursing Protocols

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

Outcome The offender was seen and treated further.

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

4. Miami Correctional Facility

Complaint Type Medical Care

Complaint Summary	The offender complains that he was supposed to receive a wheelchair, but despite seeing medical, has not received one.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director, who in turn contacted the Healthcare Administrator at the facility.
Outcome	The matter was further reviewed by Medical. The offender needed a wheelchair cushion.
Follow-up	No follow-up is necessary, as this issue has been resolved.

5. New Castle Correctional Facility

Complaint Type	Dental
Complaint Summary	The offender complains that he had previously been told that he could receive a denture reline, but after being seen initially, he has not heard from medical.
Basis for Claim	Dental Services Manual
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted the Health Service Administrator at the facility.
Outcome	The request for new dentures was submitted.
Follow-up	Follow-up to ensure that he has heard from them.

6. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he did not receive his HIV 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 the Healthcare staff at the facility.

Outcome	The offender's medication was at the facility, but had not been dispensed. Back up clinic stock was ordered.
Follow-up	No follow-up is necessary, as the offender has received the medication.

7. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he has not received all of his prescribed medication.
Basis for Claim	HCSO 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted the Healthcare staff at the facility.
Outcome	The offender has been seen the Provider, but the medication was not profiled by Boswell, so it was not sent.
Follow-up	No follow-up is necessary, as the offender has received the medication.

8. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he did not receive his Amitriptyline in the a.m. medication line.
Basis for Claim	HCSO 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted the Healthcare staff at the facility.
Outcome	The medication had not been dispensed as prescribed, thus ran out even though it was not due to be ordered. Medication error report filed and staff counseled.

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

9. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he was supposed to receive prescription medication for a rash, but has not received it.

Basis for Claim HCSD 2.17 Medication Management

Investigative Summary The Bureau contacted Monica Gibson, Healthcare Services Director for IDOC, who in turn contacted healthcare staff located at the facility.

Outcome An issue occurred with allergies showing in the EMR and gleaning to medication ordering. If no allergies were listed, the meds were not ordered. This problem was resolved and the medication was ordered.

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

10. Pendleton Correctional Facility

Complaint Type Medical Care

Complaint Summary Family member complains that the offender is in need of medical care for a possible broken hand from an event that occurred five days ago.

Basis for Claim HCSD 2.04 Access to Care

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

Outcome The offender had not been seen due to custody not bringing him over. He was seen and x-rayed the same day we contacted the facility.

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

11. Pendleton Correctional Facility

Complaint Type	Work
Complaint Summary	The offender complains that he is due back pay because he was not paid for the month of August 2017.
Basis for Claim	02-01-106 Offender Assignment and Pay Schedule
Investigative Summary	The Bureau contacted Penny Eden, Administrative Assistant at the facility.
Outcome	The offender was given the back pay.
Follow-up	No follow-up is necessary, as this issue has been resolved.

12. Plainfield Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender states that he did not receive his keep on person (“KOP”) medications when transferred to the facility.
Basis for Claim	HCSO 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director, who in turn contacted the Director of Nursing at the facility.
Outcome	The KOP medications were located and given to the offender the same day.
Follow- up	No follow-up is necessary, as the offender received the medications.

13. Putnamville Correctional Facility

Complaint Type	Food
Complaint Summary	The offender complains that he did not receive his Ramadan meals for two days.
Basis for Claim	04-01-301 The Development and Delivery of Food Services

Investigative Summary	The Bureau contacted Keith Hartzell, Deputy Warden at the facility for review of the matter.
Outcome	The meals had been missed for two days. Appropriate action was taken against staff for failing to follow appropriate procedures.
Follow- up	No follow-up is necessary, as the issue has been resolved.

14. Westville Correctional Facility

Complaint Type	Classification (Time Cut)
Complaint Summary	The offender complains that he has not received the time cuts that he was supposed to despite having completed the PLUS, TASC, and Thinking for a Change Programs.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted Jennifer Farmer, Director of Sentence Computation and Release in Central Office.
Outcome	The offender received a time cut for completing the TASC and PLUS Program
Follow- up	No follow-up is necessary, as the time cuts are pending in Central Office.

15. Westville Correctional Facility

Complaint Type	Offender Trust Accounts
Complaint Summary	The offender complains that he did not receive his \$3 Christmas Funds in his Offender Trust Account.
Basis for Claim	04-01-104 Inmate Trust Fund
Investigative Summary	The Bureau contacted Dave Leonard, Public Information Officer at the facility, who reviewed this matter with the facility Business Office.
Outcome	The offender had been transferred before the deposit was made. The offender received the money.
Follow- up	No follow- up is necessary, as the issue has been resolved.

Assists**1. Madison Correctional Facility**

Complaint Type	Work
Complaint Summary	The offender complains that he has not been paid his April State Pay that he should have received in the beginning of June.
Basis for Claim	02-01-106 Offender Assignment and Pay Schedule
Investigative Summary	The Bureau contacted Warden Davis who indicated that an issue had occurred with offenders receiving their State Pay for the month.
Outcome	The offender received her State Pay due from April.
Follow-up	No follow-up is necessary, as the issue has been resolved.

2. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he had his eye exam over two months ago, but has not received his glasses.
Basis for Claim	HCSD 2.05 Vision Screening
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted the Health Service Administrator at the facility.
Outcome	The offender had not filled out the remittance slip. He filled out the slip and glasses were ordered.
Follow-up	No follow-up is necessary, as the offender received his glasses.

3. Plainfield Correctional Facility

Complaint Type	Phone
Complaint Summary	The offender's family member believes her phone number should be unblocked due to a conduct report being expunged.
Basis for Claim	02-01-105 Telephone Privileges
Investigative Summary	The Bureau contacted Tricia Pretorius, Deputy Warden at the facility, who reviewed this matter and determined that the number could be unblocked.
Outcome	The phone privileges were restored.
Follow-up	No follow-up is necessary, as the issue 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 this time, the facility has attempted to make continued improvements in the medication administration process. The facility has struggled, however, due to continued changes in staffing. The facility has recently met to address the issues and a plan is in place. The Bureau will continue to track this issue.

New Castle Correctional Facility – Medical Care

Synopsis: The Bureau has been tracking the backlog in chronic care since July 2016 as well. A new policy was implemented since this time, which dramatically decreased the backlog. The facility, however, has continued to struggle due to a Provider shortage. The Bureau will continue to monitor the backlog to ensure it does not continue to increase.

New Castle Correctional Facility – Medical Care (OPRs)

Synopsis: The facility has struggled with the OPR (“Outpatient Referral”) Process. The facility has attempted to implement positive changes in respect to OPRs. The Bureau will continue to track this issue to ensure continued improvement.