

Overview of Monthly Activity

The Bureau received 143 (82 were received electronically) complaints during the month of March 2018.

139 (85 electronic) complaints were closed

1 required more information to proceed with an investigation

2 were closed due to lack of Bureau jurisdiction

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

14 were referred back to the DOC

93 complaints were investigated

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

14 (14 electronic) complaints were substantiated (see below)

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

15 complaints remain open (15 from March (As of April 1, 2018))

The Bureau also corresponded with 166 offenders who submitted complaints electronically and had an additional 38 contacts.

Substantiated Complaints & Recommendations to IDOC for Resolution

1. Miami Correctional Facility

Complaint Type	Credit Time
Complaint Summary	The offender states that he has not been given the correct amount of Jail Time Credit days as his Abstract of Judgment states. He was told that it would be corrected, but has never been.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted Elizabeth Cummins, Team Leader Sentencing Computation and Release in Central Office for review.

Outcome The offender's Jail Time Credit was updated to accurately reflect the amount awarded in the Abstract of Judgment.

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

2. New Castle Correctional Facility

Complaint Type Credit Time

Complaint Summary The offender states that he should be awarded 165 days for the time that he spent in the County Jail, but instead, he is being considered delinquent during this time.

Basis for Claim 01-04-101 Adult Offender Classification

Investigative Summary The Bureau contacted Jennifer Farmer, Director of IDOC Sentence Computation/Release Unit for further review.

Outcome The offender was awarded credit for the 165 days.

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

3. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains of not getting proper medical care for a hernia. He saw a doctor last week and was ordered pain medications for a week, but only got three days given to him. He is concerned because he is in pain and has no long term treatment plan.

Basis for Claim HCSD 1.05 Off-Site Referrals

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

Outcome The offender was seen and evaluated further. He will continue to be treated onsite due to him not wearing the hernia belt.

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

4. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that his medication for diabetic nerve pain was switched and the new medication made him sick, so he submitted a Healthcare Request Form, but has not been seen. Also states that his medication for his sciatic nerve pain was denied, but nothing else has been offered.
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, CQI Manager located at the facility.
Outcome	The offender was seen and evaluated further and refused the medication offered.
Follow-up	No follow-up is necessary, as the offender has been seen further.

5. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he is not receiving appropriate treatment for allergies. He has been breaking out in hives and swelling. He was given an injection card, but has been denied this.
Basis for Claim	HCSD 8.01 Nursing Protocols
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Nikki Tafoya, CQI Manager located at the facility.
Outcome	The offender was seen and treated further.
Follow-up	No follow-up is necessary, as the offender has received the care needed.

6. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he has chronic migraines, but only receives 28 pills over a 44 day period. He says that he has submitted several Healthcare Request Forms regarding this, but has not been seen.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Director of Healthcare Services in Central Office who in turn contacted Nikki Tafoya, CQI Manager located at the facility. Upon review, it was discovered that the offender had been scheduled to be seen by the provider for this, but it had been cancelled and not rescheduled.
Outcome	The offender was seen and treated further.
Follow-up	No follow-up is necessary, as the offender has received the care needed.

7. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender was seen in medical, but did not receive his medication that was prescribed for over 72 hours afterwards.
Basis for Claim	HCSD 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Director of Healthcare Services in Central Office who in turn contacted Nikki Tafoya, CQI Manager located at the facility. The matter was further reviewed and staff was further counseled on processes. The errors found were addressed and the clinic would now carry a stock of the medication.
Outcome	The offender received the medication.

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 needs treatment for his Crohn's disease. He has been scheduled to be seen after he submitted a Healthcare Request Form, but has not been seen after the appointment being cancelled twice.

Basis for Claim HCSD 2.17 Medication Management

Investigative Summary The Bureau contacted Monica Gipson, Director of Healthcare Services in Central Office who in turn contacted Nikki Tafoya, CQI Manager located at the facility. Upon further review, the nurse submitted the medication incorrectly.

Outcome The offender received the medication needed.

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 ordered medication after being seen for his Healthcare Request Form, but he never received this.

Basis for Claim HCSD 2.17 Medication Management

Investigative Summary The Bureau contacted Monica Gipson, Director of Healthcare Services in Central Office who in turn contacted Nikki Tafoya, CQI Manager located at the facility.

Outcome The offender received the medication needed.

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

10. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender says that he has submitted several Healthcare Request Forms to be seen for a lump in his groin and his grievance was denied.
Basis for Claim	HCSO 1.05 Off-Site Medical Referrals
Investigative Summary	The Bureau contacted Monica Gipson, Director of Healthcare Services who in turn contacted Nikki Tafoya, CQI Manager located at the facility.
Outcome	The offender was seen and treated.
Follow-up	No follow-up is necessary, as the offender has received the care needed.

11. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he has not been receiving his medication, despite submitting Healthcare Request Forms.
Basis for Claim	HCSO 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Director of Healthcare Services who in turn contacted Nikki Tafoya, CQI Manager located at the facility. Upon review, it was discovered that the medication was not given the prior evening due to staff not being able to locate the medications. Staff was counseled as to location of medications and procedure if not available.
Outcome	The offender received his medication.
Follow-up	No follow-up is necessary, as the offender has received the medication.

12. New Castle Correctional Facility

Complaint Type	Medical Care
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Complaint Summary	The offender complains that his medication (Amitriptyline) keeps running out despite filing a grievance regarding this matter.
Basis for Claim	HCSD 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Director of Healthcare Services who in turn contacted Nikki Tafoya, CQI Manager located at the facility.
Outcome	The offender received his medication.
Follow-up	No follow-up is necessary, as the offender has received the medication.

13. Rockville Correctional Facility

Complaint Type	Classification (Time Cut)
Complaint Summary	The offender complains that she is supposed to be an immediate release once her time cut for completing education is applied.
Basis for Claim	01-01-101 Adult Academic and Technical Programs
Investigative Summary	The Bureau contacted John Nally, Director of Education Services in Central Office.
Outcome	The offender received the time cut.
Follow-up	No follow-up is necessary, as the offender has received the time cut.

Assists

1. New Castle Correctional Facility

Complaint Type	Case Management
Complaint Summary	The offender complains that he has been trying to set up a time for a packet review, but has received no response.
Basis for Claim	01-07-101 The Development and Delivery of Programs, Pre-Release, and Case Management

Investigative Summary	The Bureau contacted Myra Strobel, Administrative Assistant at the facility.
Outcome	The offender was able to have his packet review.
Follow-up	No follow-up is necessary, as the issued has been resolved.

2. New Castle Correctional Facility

Complaint Type	Grievance
Complaint Summary	The offender complains that he has submitted Healthcare Request Forms to be seen due to his medication running out, but has not been seen. He has tried to file a grievance regarding the matter, but has not been able to get a response.
Basis for Claim	00-02-301 Offender Grievance Process
Investigative Summary	The Bureau contacted Jennifer Smith, Grievance Specialist at the facility.
Outcome	The offender's grievance was filed and his healthcare needs were addressed further.
Follow-up	No-follow up necessary is necessary, as the issue has been resolved.

3. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that his middle finger on his right hand is possibly dislocated or infected. He has submitted Healthcare Request Forms, but has not been seen.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Director of Healthcare Services in Central Office who in turn contacted Nikki Tafoya, CQI Manager located at the facility.
Outcome	The offender was seen and treated further.

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

4. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that the facility has not been keeping his medication filled. He has also been requesting his medical records.

Basis for Claim HCSD 2.17 Medication Management, HCSD 1.34 Health Records

Investigative Summary The Bureau contacted Monica Gipson, Director of Healthcare Services who in turn contacted Nikki Tafoya, CQI Manager located at the facility.

Outcome The offender's medication was reviewed and reordered. The offender signed a release for his medical records.

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

5. Putnamville Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender claims that he was charged a co-pay, but has not been seen by medical recently.

Basis for Claim IC 11-10-3-5 Offender Health Care Co-Payment Procedure

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

Outcome The co-pay was refunded to the offender.

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

6. Westville Correctional Facility

Complaint Type Confinement Conditions

Complaint Summary	The offender complains that he has been located in the same bed location for over a month and the light has not worked the entire time. He says that he has reported it to staff several times and work orders have been submitted, but no repairs have been made.
Basis for Claim	04-02-103 Energy Conservation and Waste Reduction
Investigative Summary	The Bureau contacted Dave Leonard, Public Information Officer at the facility.
Outcome	The facility fixed the light.
Follow-up	No follow-up is necessary, as the issue has been resolved.

7. Westville Correctional Facility

Complaint Type	Disciplinary Action
Complaint Summary	The offender complains that his commissary restriction expired almost a week ago.
Basis for Claim	02-04-101 Adult Disciplinary Code
Investigative Summary	The Bureau contacted Dave Leonard, Public Information Officer at the facility.
Outcome	The offender’s commissary restriction was removed.
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 that time, the facility has attempted a complete overhaul of medication administration services. While healthcare personnel has attempted some changes, medication errors continue to occur. Staff consistency is necessary to continue making changes. The Bureau will continue to track this issue until the errors subside.

Follow-up from Previous Months, continued:

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 has begun reforming. We will continue to monitor the backlog to ensure it does not continue to increase.

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 made some changes to improve this process, the facility has continued to struggle with this due to lack of consistency of staff. The Bureau will continue to track this issue.