

Overview of Monthly Activity

The Bureau received 123 (77 were received electronically) complaints during the month of December 2015.

151 (100 electronic) complaints were closed

0 required more information to proceed with an investigation

0 were closed due to lack of Bureau jurisdiction

40 were dismissed for no violation

10 were referred back to the DOC

101 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)

19 (14 electronic) complaints were substantiated (see below)

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

6 complaints remain open (2 from November and 4 from December)

The Bureau also corresponded with another 164 offenders who submitted complaints electronically

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

Complaint Type	Medical Care
Complaint Summary	The offender complained that he has had knee pain since June of 2015 and has submitted several healthcare request forms. He also has received physical therapy, but is still in pain. He wants further care.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender was referred for an MRI.

Follow-up No follow-up necessary as the offender has been given further care.

2. Indiana State Prison

Complaint Type Excessive Force

Complaint Summary Offender complained that excessive force was used against him in a cell extraction. He presented to medical afterward with 5 cm laceration to his head afterward.

Basis for Claim 02-01-109 the Use of Physical Force – Confidential

Investigative Summary The Bureau contacted Howard Morton, Executive Assistant, at the facility.

Outcome The Office of Investigations and Intelligence further reviewed the matter.

Follow-up No follow-up is necessary as the Office of Investigations and Intelligence has appropriately addressed the matter.

3. Indiana Women's Prison

Complaint Type Medical Care

Complaint Summary The offender complained that she is on crutches and has screws out of place in her foot and a broken plate. She says that she's submitted Healthcare Request Forms, but has not received further care. She says that she was told that she would be seeing someone outside the facility over two months ago and that still has not happened.

Basis for Claim HCSD 1.05 Off-site Medical Referrals

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director.

Outcome The offender was scheduled for an outside orthopedic appointment.

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

4. Madison Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that she was not receiving her medicine for Multiple Sclerosis.
Basis for Claim	HCSO 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender was given the recommended prescriptions.
Follow-up	No follow-up is necessary, as the offender has received the medicine.

5. Miami Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he had missed two doses of his medication.
Basis for Claim	HCSO 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender's prescription had run out due to the pharmacy being low on stock and sent the prescription a day later.
Follow- up	No follow-up necessary as the offender received his medication.

6. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he had been out of his inhaler for COPD for a week and had approved for hearing aids, but had not received them.
Basis for Claim	HCSO 2.29 Orthoses, Protheses, and other aides to impairment.

Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender received his medication and hearing aids.
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 was supposed to have his cast removed over ten days before he wrote the Bureau.
Basis for Claim	HCSD 1.05 Offsite Medical Referrals
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director. The referral had not been submitted, nor had the offender been seen by the provider.
Outcome	The facility further reviewed their referral process. The offender went to an orthopedic appointment and received further care.
Follow-up	No follow up necessary as the offender has received the care needed.

8. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender says that despite submitting requests, his AICD had not been checked on schedule.
Basis for Claim	HCSD 2.12 Treatment Planning
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender's AICD was checked.
Follow-up	No follow-up necessary as the offender has received the care needed.

9. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he had swelling all over his body and needed further care.
Basis for Claim	HCSO 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director. The offender had been referred to mental health, but was not seen within seven days of the referral, per policy.
Outcome	The offender was seen and evaluated by mental health.
Follow-up	No follow-up is necessary as the offender has received the care needed.

10. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that the doctor had put in a request for him to receive medication and x-rays over six days prior, but he had still not received the medication or x-rays.
Basis for Claim	HCSO 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	He was seen and medication was ordered and given to him.
Follow-up	No follow-up is necessary as the offender has been seen and has his medication.

11. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender's family member complained that for over a year he has been experiencing dizziness, loss of equilibrium and pain behind his eye. He was seen by an ENT prior to incarceration who recommended an MRI. He has been prescribed medicine, but says it is not working.

Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender was seen and evaluated further. He was scheduled for a CT scan.
Follow-up	No follow-up is necessary as the offender has received the care needed.

12. Parole

Complaint Type	Parole
Complaint Summary	The Bureau was contacted by a Parolee who was afraid that he would be violated due to not having approved placement after his DOC assist had expired. He had contacted his parole agent and was told that it would take a month for the home visit to be conducted.
Basis for Claim	03-03-101 The Organization & Delivery of Parole Services
Investigative Summary	The Bureau contacted Doug Huyvaert, Director of Parole Services.
Outcome	Verbal approval of placement was given until the home visit could be conducted.
Follow-up	No follow-up is necessary as the matter was resolved.

13. Pendleton Correctional Facility (2 complaints)

Complaint Type	Medical Care
Complaint Summary	The offender complained that he had a biopsy done in his trachea and was prescribed Mary's Magic Mouthwash, but the doctor changed it to Peridex when he got back to the facility.
Basis for Claim	HCSD 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The Mary's Magic Mouthwash was ordered and given to the offender.

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

14. Putnamville Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complained that he had been seen multiple times for back pain and added to chronic care for it, but then only prescribed medications for part of the time before the next appointment in 90 days.

Basis for Claim HCSD 2.04 Access to Care

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director.

Outcome The offender had not been seen in chronic care timely due to the backlog, so his medications expired.

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

15. Pendleton Correctional Facility

Complaint Type Visitation

Complaint Summary The offender complained that his visits had been refused.

Basis for Claim 02-01-102 Adult Offender Visitation

Investigative Summary The Bureau contacted Penny Eden at the facility.

Outcome The offender's visits were reinstated.

Follow-up No follow-up is necessary as the offender's visits were restored.

16. Putnamville Correctional Facility

Complaint Type Mental Health

Complaint Summary The offender complained that he was not getting his psychiatric medications.

Basis for Claim HCSD 2.17 Medication Management

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director.

Outcome The offender’s medication was located in med room, but the MAR was in the unit. The problem was corrected and the offender received his medication.

Follow-up No follow-up is necessary as the offender is now receiving his medication.

17. Westville Correctional Facility

Complaint Type Dental

Complaint Summary The offender complained that he had been waiting to see the dentist for over three months.

Basis for Claim Dental Services Manual

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director.

Outcome The offender was seen and treated.

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

18. Westville Correctional Facility

Complaint Type Dental

Complaint Summary The offender complained that he had submitted a Healthcare Request Form over three months prior to have two cavities filled, but he was still had not had the teeth filled.

Basis for Claim Dental Services Manual

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director.

Outcome The offender was seen and treated. He had transferred from one side of the facility to another since the last time he had been seen.

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

Assists**1. New Castle Correctional Facility**

Complaint Type	Food (Received 20 complaints concerning this issue)
Complaint Summary	The offenders complained that the dinner meal they received was watered down soup.
Basis for Claim	04-01-301 The Development and Delivery of Food Services
Investigative Summary	The Bureau contacted John Schilling, Director of Contract Compliance.
Outcome	The meal was fully reviewed by Director Schilling with the facility.
Follow-up	No follow-up necessary, as the Director has addressed the matter with the facility.

2. New Castle Correctional Facility

Complaint Type	Offender Safety
Complaint Summary	The offender's family member complained that her son was in danger where he was located.
Basis for Claim	01-04-106 Offender Monitoring Program
Investigative Summary	The Bureau contacted Scott Fitch, Assistant Superintendent at the facility.
Outcome	The facility further spoke with the offender and he was moved to another location.
Follow-up	No follow-up necessary as the issue has been resolved.

3. Putnamville Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he had been seen for the same back pain issue several times and charged each time.
Basis for Claim	04-01-104 Inmate Trust Fund

- Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director.
- Outcome** The co-pays were reviewed and the offender was overcharged for one appointment.
- Follow-up** No follow-up is necessary as the offender has received his refund.

Follow-up from Previous Months

1. New Castle Correctional Facility - Medical Care

Synopsis: The offender complained that he had not received his annual health screening in a timely manner. The offender received his annual health screening. The facility implemented a plan to catch up the back log of annual health screenings.

30 –day follow- up: The back up that the facility was experiencing in giving annual health screens timely has improved.

2. Plainfield Correctional Facility - Medical Care

Synopsis: The offender complained that he is on a renal diet and is supposed to receive limited amounts of peanut butter on the diet, but is concerned that he is receiving more than he should because they are getting it every day. The facility was not properly rotating the renal diet menu.

30 –day Follow-up: The facility has now been properly rotating the diet menu.