

Overview of Monthly Activity

The Bureau received 88 (33 were received electronically) complaints during the month of November 2018.

92 (38 electronic) complaints were closed

0 required more information to proceed with an investigation

1 was closed due to lack of Bureau jurisdiction

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

12 were referred back to the DOC

46 complaints were investigated

1 assists was given (referred to the DOC for action even though the offender failed to attempt to resolve the matter with the facility previously)

16 (13 electronic) complaints were substantiated (see below)

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

15 complaints remain open (1 from October and 14 from November (As of December 1, 2018))

The Bureau also corresponded with 169 offenders who submitted complaints electronically and had 28 additional contacts.

Substantiated Complaints & Recommendations to IDOC for Resolution

1. Heritage Trail Correctional Facility

Complaint Type	Disciplinary Action
Complaint Summary	The offender wrote complaining that he had not received a response to his disciplinary appeal. He said that the offense code he was charged for did not meet the circumstances.
Basis for Claim	02-04-101 Adult Disciplinary Code
Investigative Summary	The Bureau contacted Robert Bugher, General Counsel who further reviewed the matter.
Outcome	The offender's conduct report was modified to a "C" conduct offense and the demotion in credit class was

rescinded as well as the 90 days earned credit time sanction.

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

2. Indiana State Prison

Complaint Type Classification (Time Cut)

Complaint Summary The offender complains that he completed a USDOL Apprenticeship Program in 2015, but did not receive the time cut.

Basis for Claim 01-04-101 Adult Offender Classification

Investigative Summary The Bureau contacted Kristal Shriner, Apprenticeship Program Monitor.

Outcome The offender received the time cut.

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

3. Miami Correctional Facility

Complaint Type Correspondence

Complaint Summary The offender complains that his video gram access has been restricted since March and it was his first offense.

Basis for Claim 02-01-103 Offender Correspondence

Investigative Summary The Bureau contacted Angela Heishman, Administrative Assistant at the facility.

Outcome The offender's restriction was removed.

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

4. Miami Correctional Facility

Complaint Type Medical Care

Complaint Summary	The offender complains that he asked to go to medical, but was denied and he had a seizure and woke up on the floor.
Basis for Claim	HCSD 8.01 Nursing Protocols
Investigative Summary	The Bureau contacted Michael Mitcheff, Regional Medical Director with Wexford and Lee Ann Ivers, at the facility.
Outcome	Medical reviewed the matter and counseled staff as to proper charting.
Follow-up	No follow- up is necessary, as this matter has been addressed.

5. Miami Correctional Facility

Complaint Type	Visitation
Complaint Summary	The offender complains that he was placed on a video gram restriction for a year when progressive discipline was not used.
Basis for Claim	02-01-102 Offender Visitation
Investigative Summary	The Bureau contacted Angela Heishman, Administrative Assistant at the facility.
Outcome	The offender was taken off of video gram restriction as it had been over six months.
Follow-up	No follow-up is necessary, as this matter has been addressed.

6. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he has not received his blood test results.
Basis for Claim	HCSD 2.11 Human Immunodeficiency Virus
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Stacey Scott at the facility.

Outcome The offender received his blood test results.

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

7. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he is not receiving the right prescription medications.

Basis for Claim HCSD 2.17 Medication Management

Investigative Summary The Bureau contacted Mike Smith, Health Services Quality Assurance Manager for IDOC, who in turn contacted Theresa Auler at the facility. The non-formulary exception request for his seizure medication had not been submitted.

Outcome The offender received his prescription medication.

Follow-up The Bureau will continue to follow medication errors.

8. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that offenders are taking vital signs.

Basis for Claim HCSD 1.22 Offender Workers/ HCSD 8.01 Nursing Protocols

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

Outcome The video was reviewed and staff was counseled as to proper protocols.

Follow-up The Bureau is continuing to follow improvements at New Castle.

9. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he was taken off his prescription medication for arthritis and pain and has not been given anything else for his symptoms.
Basis for Claim	HCSO 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Wexford at the facility.
Outcome	A new prescription was ordered.
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 complains that he will run out of his prescription medication in another couple days.
Basis for Claim	HCSO 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Stacey Scott at the facility.
Outcome	The offender received the medication.
Follow-up	No follow- up is necessary, as this matter has been resolved.

11. Pendleton Correctional Facility

Complaint Type	Visitation
Complaint Summary	The offender’s family member complains that she had a visit prearranged with the Warden because she lives out-of-state, but when she arrived at the facility she was not able to see the offender.

Basis for Claim	02-01-102 Offender Visitation
Investigative Summary	The Bureau contacted Warden Dushan Zatecky at the facility.
Outcome	The Warden arranged for the family member to have an extended visit the next day.
Follow-up	No follow-up is necessary, as this matter has been resolved.

12. Plainfield Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he is not getting the medications that he needs.
Basis for Claim	HCSD 2.17 Medication Management
Investigative Summary	The Bureau contacted Mike Smith, Health Services Quality Assurance Manager for IDOC, who in turn contacted Chassity Plummer- Long, Director of Nursing at the facility.
Outcome	The offender's medication order was reviewed and he was seen by the provider.
Follow- up	No follow-up is necessary, as the offender has received the care needed.

13. Rockville Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that she has repeatedly asked for a Hepatitis C test, but has not received one.
Basis for Claim	HCSD 3.09 Management of Hepatitis C
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Dr. Cox at the facility.
Outcome	The offender received the requested test and was counseled to cease risky behaviors.

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

14. Westville Correctional Facility

Complaint Type Credit Time

Complaint Summary The offender claims that he received a conduct report over 100 days ago and received a sanction of being demoted a credit class, but has not been promoted back a Credit Class yet.

Basis for Claim 02-04-101 Adult Disciplinary Code

Investigative Summary The Bureau contacted Patrick Krueger, Classification Supervisor at the facility.

Outcome The offender was promoted back to Credit Class 1.

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

15. Westville Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he has been waiting to be moved to a bottom bunk for over 15 days.

Basis for Claim 01-07-101 The Development and Delivery of Programs, Pre-release, and Case Management

Investigative Summary The Bureau contacted Michael Mitcheff, Regional Medical Director at Wexford, who in turn contacted the Health Services Administrator at the facility who checked with count to ensure that they received the information.

Outcome The offender was moved to a bottom bunk.

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

16. Westville Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complained that he had an injured ankle, but had not received further care.

Basis for Claim HCSD 2.04 Access to Care

Investigative Summary The Bureau contacted Michael Mitcheff, Regional Medical Director at Wexford, who in turn contacted the Healthcare Services Administrator at the facility.

Outcome The offender received the care needed.

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

Assists

1. Putnamville Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he is allergic to peanut butter and fish.

Basis for Claim HCSD 5.01 Therapeutic Diets

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Susan Moothery, RN at the facility.

Outcome RAST testing was performed and indicated that he did not have enough of a sensitivity toward peanuts and shellfish to be prescribed the therapeutic diet.

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

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 overhauled its medication administration services, including the medication room, OPR process and medication pass procedure. While healthcare personnel has made some positive 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.