

Overview of Monthly Activity

The Bureau received 162 (101 were received electronically) complaints during the month of April 2017.

152 (92 electronic) complaints were closed

1 required more information to proceed with an investigation

5 were closed due to lack of Bureau jurisdiction

36 were dismissed for no violation

12 were referred back to the DOC

98 complaints were investigated

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

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

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

27 complaints remain open (1 from March and 26 from April)

The Bureau also corresponded with another 122 offenders who submitted complaints electronically

Substantiated Complaints & Recommendations to IDOC for Resolution**1. Indiana Women's Prison**

Complaint Type	Medical Care
Complaint Summary	Offender complains that she has not received proper care for wounds on her feet. She says she is supposed to be receiving wound care, but is not.
Basis for Claim	HCSO 2.04 Access to Care
Investigative Summary	The Bureau contacted Healthcare Services Director Monica Gipson, who in turn contacted the HSA (Healthcare Services Administrator) at the facility. The offender had been referred to wound care, but it had not been scheduled.

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

2. Indianapolis Re-Entry Education Facility (IREF)

Complaint Type	Medical Care
Complaint Summary	The offender complains that he has received a bill for medical services received while incarcerated.
Basis for Claim	IC 11-10-10-3-5 Offender Healthcare Co-payment Procedures
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Health Services Administrator at the facility and the Regional Manager.
Outcome	The bill was paid by Corizon.
Follow-up	No follow-up is necessary, as the bill has been paid.

3. Madison Correctional Facility

Complaint Type	Correspondence
Complaint Summary	The offender complains that all pictures in the dorms were confiscated stating that the new Offender Correspondence Executive Directive states pictures are no longer allowed.
Basis for Claim	ED #17-13 Offender Correspondence
Investigative Summary	The Bureau contacted Jan Davis, Superintendent.
Outcome	The offender's pictures were returned.
Follow-up	No follow-up is necessary, as the offender's issue is resolved.

4. New Castle Correctional Facility

Complaint Type	Medical Care
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Complaint Summary	The offender complains that he is having trouble urinating and has requested to be seen by medical for it several times, but has not been seen.
Basis for Claim	HCSD 2.26 Direct Orders
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 supposed to have labs drawn, but had not been scheduled. The offender had labs drawn and was seen by the provider.
Follow-up	No follow-up necessary, as the offender has received the care needed.

5. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he injured his ribs and was seen by medical, but was not x-rayed. He thinks his ribs are broken and is in pain.
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 given the care needed. The nurse was re-educated as to proper nursing protocols.
Follow-up	No follow-up 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 was assaulted and has been waiting two and half weeks to see the provider, but has not been seen.

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

7. New Castle Correctional Facility

Complaint Type	Medical Care (Medication)
Complaint Summary	The offender complains that he went to the medication line in the morning and his medications were out of stock.
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 by the provider and prescriptions were renewed.
Follow-up	No follow up necessary, as the offender has received the needed care.

8. New Castle Correctional Facility

Complaint Type	Medical Care (Medication)
Complaint Summary	The offender complains that he was seen two weeks ago for thrush and was supposed to be prescribed two prescriptions, but has only received one and it has not cleared up.
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.

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

9. New Castle Correctional Facility

Complaint Type Medical Care (Medication)

Complaint Summary The offender complains that his Parkinson's medication was prescribed wrong.

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 facility. The offender's medication dosage was changed by the nurse with verbal orders, but then changed back without any notes from the provider.

Outcome The offender received the proper dosage of medication. The nurse was further educated.

Follow-up No follow-up is necessary, as the offender has received the needed care and the nurse has been further educated.

10. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he was given x-rays for his shoulder over a month ago, but has not received any 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.

Outcome The offender received further care.

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

11. New Castle Correctional Facility

Complaint Type	Medical Care (Medication)
Complaint Summary	The offender complains that he is not receiving his medication due to it running out.
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 facility.
Outcome	The offender received his medication.
Follow-up	Follow up to ensure medication renewal errors improve.

12. Plainfield Correctional Facility

Complaint Type	Credit Time
Complaint Summary	The offender complains that his conduct report was dismissed, but his EPRD was never updated to reflect this.
Basis for Claim	02-04-101 Adult Disciplinary Code
Investigative Summary	The Bureau contacted Ty Robbins, Classification Supervisor at the facility.
Outcome	The offender's EPRD was updated.
Follow-up	No follow-up necessary, as the issue has been resolved.

13. Plainfield Correctional Facility

Complaint Type	Officer Misbehavior
Complaint Summary	The offender complains that an Officer tore up his sweat pants.
Basis for Claim	02-01-104 Offender, Grooming, Clothing
Investigative Summary	The Bureau contacted Chuck Penfold, Grievance Coordinator at the facility.
Outcome	The offender received a new pair of sweat pants.

Follow-up No follow-up necessary, as the offender has received the sweat pants.

14. Plainfield Correctional Facility

Complaint Type Transfer

Complaint Summary The offender complains that he has been classified as a Security Level 1 since January, but has not been transferred.

Basis for Claim 01-04-101 Adult Offender Classification

Investigative Summary The Bureau contacted Chuck Penfold at the facility.

Outcome The offender was transferred.

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

15. Westville Correctional Facility

Complaint Type Medical Care (Medication)

Complaint Summary The offender complains that the facility has been out of his chronic care medications for over a week.

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 Supervisor at the facility.

Outcome The offender was given the needed medication.

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

Assists

1. Pendleton Correctional Facility

Complaint Type Classification (Time Cut)

Complaint Summary The offender complains that he has not received his time cut for completion of Culinary Arts in 2015.

Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted the Classification Supervisor at the facility.
Outcome	The time cut was applied and approved.
Follow-up	No follow-up necessary, as the issue has been resolved.

2. Westville Correctional Facility

Complaint Type	Visitation
Complaint Summary	The offender complains that he should have his video visitation reinstated.
Basis for Claim	02-01-102 Offender Visitation
Investigative Summary	The Bureau contacted the Administrative Assistant at the facility.
Outcome	The offender's visitation was reinstated.
Follow-up	No follow-up necessary, as the issue has been resolved.

Follow-up from Previous Months

As of April 1, 2017, a new healthcare provider took over medical services for the IDOC. While we will list here the issues that we were previously tracking for informational purposes, we realize that the new provider will need time to be able to improve these matters.

New Castle Correctional Facility – Medical Care (Medication)

Synopsis: The Bureau has been following this issue with the facility since last July. A complete overhaul of medication administration services needs to be put into place. While the healthcare personnel has attempted some changes, medication errors are still occurring. The Bureau will continue to track this issue until the errors subside.