

**Overview of Monthly Activity**

*The Bureau received 113 (70 were received electronically) complaints during the month of December 2017.*

*123 (75 electronic) complaints were closed*

*0 required more information to proceed with an investigation*

*2 were closed due to lack of Bureau jurisdiction*

*32 were dismissed for no violation*

*9 were referred back to the DOC*

*80 complaints were investigated*

*2 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)*

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

*15 complaints remain open (1 from November and 14 from December)*

*The Bureau also corresponded with 177 offenders who submitted complaints electronically*

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

Mental Health

**Complaint Summary**

The offender complains that she is not being seen by mental health every 90 days as she is supposed to. She is also requesting hormone replacement therapy.

**Basis for Claim**

HCSD 4.03 Adult Mental Health Services

**Investigative Summary**

The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted Wexford Mental Health Staff.

**Outcome**

The offender received further care and is being evaluated for hormone replacement therapy.

**Follow-up** Follow-up to ensure that offender completes process for evaluation of hormone replacement therapy.

## **2. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he is not receiving his prescribed medication.

**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 HSA at the facility.

**Outcome** The offender was given the appropriate medications.

**Follow-up** No follow-up is necessary, as the appropriate action had been taken.

## **3. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that the medication pass hours are happening at inconsistent hours such as 3:30 a.m.

**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 Melinda Titus, Wexford Regional Manager.

**Outcome** The staff will continue to monitor this issue.

**Follow-up** Follow-up to ensure medication pass times become more consistent.

## **4. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he is diabetic and he is not receiving proper insulin checks.

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<b>Basis for Claim</b>	HCSD 2.04 Access to Care
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted the HSA at the facility.
<b>Outcome</b>	The matter was reviewed and the offender had not been getting regular insulin checks. An error in bookkeeping caused him to be disclosed from list. The matter was addressed with staff.
<b>Follow-up</b>	No follow-up is necessary, as no further action is necessary.

#### **5. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he is not receiving his Neurontin prescription.
<b>Basis for Claim</b>	HCSD 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted the HSA at the facility. The formulary request had not been previously submitted as it should have been.
<b>Outcome</b>	The formulary request exception was submitted and the offender received the medication.
<b>Follow-up</b>	No follow-up is necessary, as the issue has been resolved.

#### **6. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he received x-rays seven days ago, but has not received the results after requesting to several times.
<b>Basis for Claim</b>	HCSD 2.04 Access to Care

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

**Outcome** The offender received the care needed.

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

#### **7. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he has been in need of medical care for over three days due to having blood in his urine.

**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 HSA at the facility.

**Outcome** The offender received the necessary follow-up care.

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

#### **8. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he has not received follow-up with a provider for prostate cancer as he was supposed to. Because of this, his medications have not been renewed. He is not receiving blood pressure medication or pain medication and his blood pressure has skyrocketed.

**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 Kelly Durm at the facility.

**Outcome** The offender was seen by the Provider and received the care needed.

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

#### **9. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he works at 2:30 a.m., but has to stay up often until after midnight in order to get his medications.

**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 HSA at the facility.

**Outcome** The facility is further reviewing these medication pass times. They did have it corrected at one point, so they will look to see how it was corrected before.

**Follow-up** No follow-up is necessary, as the facility has improved medication pass times in this location.

#### **10. Pendleton Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he needs care for his knee that is injured. He says he saw medical, but they refused to give him crutches. He says he has submitted two Healthcare Request Forms prior to contacting the Bureau.

**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 the Wexford Regional Manager.

**Outcome** The offender was seen and treated further.

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

#### **11. Plainfield Correctional Facility**

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<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he was given the wrong medication at medication pass, despite trying to tell the Nurse that it was the wrong medication.
<b>Basis for Claim</b>	HCSD 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted the HSA at the facility.
<b>Outcome</b>	The matter was reviewed further by the facility. He was seen again and was observed as being stable with no complaints.
<b>Follow-up</b>	No follow-up is necessary, as the offender has received the care needed and the facility appropriately addressed matter with staff.

### **12. Plainfield Correctional Facility**

<b>Complaint Type</b>	Visitation
<b>Complaint Summary</b>	The offender complains that he was on a visitation restriction before he was released to Parole, but since he has come back, the restriction is still in place.
<b>Basis for Claim</b>	02-01-102 Offender Visitation
<b>Investigative Summary</b>	The Bureau contacted Charles Penfold at the facility.
<b>Outcome</b>	The visitation restriction was lifted.
<b>Follow-up</b>	No follow-up is necessary, as the restriction has been lifted.

### **13. Putnamville Correctional Facility**

<b>Complaint Type</b>	Classification (Other than Disciplinary)
<b>Complaint Summary</b>	The offender complains that he is supposed to be released, but has not been.
<b>Basis for Claim</b>	01-04-101 Adult Offender Classification

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<b>Investigative Summary</b>	The Bureau contacted Jennifer Farmer, Director of Computation/Release Unit in Central Office.
<b>Outcome</b>	The offender was released.
<b>Follow- up</b>	No follow-up is necessary, as the offender has been released.

#### **14. Putnamville Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he has asked medical for tests for HIV and Hepatitis, but medical has refused.
<b>Basis for Claim</b>	HCSD 2.11 Human Immunodeficiency Virus
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted the HSA at the facility.
<b>Outcome</b>	The offender was seen and treated further.
<b>Follow-up</b>	No follow-up is necessary, as the offender has received further care.

#### **Assists**

##### **1. Pendleton Correctional Facility**

<b>Complaint Type</b>	Classification (Time Cut)
<b>Complaint Summary</b>	The offender complains that he should have received his time cut for completing the Horticulture Program.
<b>Basis for Claim</b>	01-04-101 Adult Offender Classification
<b>Investigative Summary</b>	The Bureau contacted Penny Eden, Administrative Assistant at the facility.
<b>Outcome</b>	The time cut was applied by Central Office.
<b>Follow-up</b>	No follow-up is necessary, as the issue has been resolved.

##### **2. Westville Correctional Facility**

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<b>Complaint Type</b>	Food
<b>Complaint Summary</b>	The offender complains that he is not receiving kosher meals.
<b>Basis for Claim</b>	04-01-301 The Development and Delivery of Food Services
<b>Investigative Summary</b>	The Bureau contacted Director David Liebel, Religious Services Director in Central Office.
<b>Outcome</b>	The offender was added to the Kosher Diet List at the facility.
<b>Follow-up</b>	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. 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 these errors subside.

##### **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 the plan that has been implemented to eradicate backlog has been successfully implemented, however due to the provider shortage, the backlog has begun to reform. We will continue to monitor the backlog to ensure it does not continue to increase.