

**Overview of Monthly Activity**

*The Bureau received 199 (137 were received electronically) complaints during the month of June 2017.*

*211 (142 electronic) complaints were closed*

*0 required more information to proceed with an investigation*

*5 were closed due to lack of Bureau jurisdiction*

*41 were dismissed for no violation*

*17 were referred back to the DOC*

*148 complaints were investigated*

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

*32 (32 electronic) complaints were substantiated (see below)*

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

*27 complaints remain open (27 from June)*

*The Bureau also corresponded with another 217 offenders who submitted complaints electronically*

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

<b>Complaint Type</b>	Dental
<b>Complaint Summary</b>	The offender complains that he has needed a tooth pulled since December 2016, but has not been seen despite submitting several Healthcare Request Forms.
<b>Basis for Claim</b>	Dental Services Manual
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the HSA (“Health Services Administrator”) at the facility.
<b>Outcome</b>	The offender received the care needed.

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

## **2. Correctional Industrial Facility**

**Complaint Type** Grievance

**Complaint Summary** The offender complains that his state pay has been incorrect for eleven months. His grievance had not been responded to since filing it in February.

**Basis for Claim** 00-02-301 Offender Grievance Process

**Investigative Summary** The Bureau contacted Assistant Superintendent Delana Ritchie at the facility and the grievance was responded to.

**Outcome** The offender received the grievance response.

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

## **3. Indiana State Prison**

**Complaint Type** Medical Care

**Complaint Summary** The offender complained that he attempted to get care for a broken rib, but no doctor was at the facility at the time.

**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 Regional CQI manager.

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

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

## **4. Indianapolis Re-Entry Educational Facility**

**Complaint Type** Classification (Time Cut)

**Complaint Summary** The offender complains that he completed the Career Development Training Program before being transferred

from IREF, but the database shows he was terminated. He wrote the Program Coordinator at Plainfield, but received no response.

**Basis for Claim**

01-04-101 Adult Offender Classification

**Investigative Summary**

The Bureau contacted IDOC/PEN Program Director.

**Outcome**

The offender received the time cut.

**Follow-up**

No follow-up is necessary, as the offender has received his time cut.

**5. Miami Correctional Facility****Complaint Type**

Medical Care

**Complaint Summary**

The offender complains that he is having trouble with his irregular heartbeat. He has been triaged, but not seen or treated.

**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 was scheduled and seen.

**Follow-up**

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

**6. New Castle Correctional Facility****Complaint Type**

Dental

**Complaint Summary**

The offender complains that he had a tooth pulled and was seen in the infirmary the same day, but has not been seen since.

**Basis for Claim**

Dental Services Manual

**Investigative Summary**

The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Nikki

Tafoya, Healthcare Services Quality Manager who is currently stationed at the facility.

**Outcome**

The offender received the needed care.

**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 is bleeding during bowel movements and has requested healthcare for over six months.

**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, Healthcare Services Quality Manager who is currently stationed at the facility. The offender had been seen by the provider, but no notes were entered. Labs had been taken, but results were not in the EMR. Positive FIT test, but information not passed to the provider.

**Outcome**

The offender was seen and treated further.

**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 had an MRI done over a month ago, but hasn't received the results or been seen since.

**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 Melinda

Titus, Wexford Regional Staff, who is currently located at the facility.

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

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

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

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he had not had any follow up after seeing an off-site orthopedic doctor three months ago.

**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 Regional Staff temporarily 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 needed care.

#### **10. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he has been seen three times by medical for a rash in the past three months. He was supposed to see the doctor, but still has not seen him.

**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 Regional Staff temporarily 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 needed care.

**11. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he has been trying to get new hearing aids for over a year.
<b>Basis for Claim</b>	HCSO 1.05 Off-site Medical Referrals
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.
<b>Outcome</b>	The offender was seen and treated further. His care had been delayed since his initial appointment in February.
<b>Follow-up</b>	No follow-up is necessary, as the offender has received the needed care.

**12. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that his wound care has been inappropriately changed at the facility when the hospital had given different orders.
<b>Basis for Claim</b>	8.01 Nursing Protocol
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.
<b>Outcome</b>	The offender was seen and treated further. The nurse was educated and the encounter was updated.
<b>Follow-up</b>	No follow up is necessary, as the offender has received the needed care.

**13. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
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<b>Complaint Summary</b>	The offender complains that due to medication pass times running behind, he is given his medication doses too close together. The offender is located in the annex.
<b>Basis for Claim</b>	HCSO 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.
<b>Outcome</b>	Medication passes have occasionally been running behind due to staffing issues. These will improve as new staff is hired.
<b>Follow-up</b>	Follow-up necessary to ensure that medication pass times improve.

#### **14. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender is located in the annex and complaining that p.m. medication passes are running very late.
<b>Basis for Claim</b>	HCSO 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.
<b>Outcome</b>	Medication passes have occasionally been running behind due to staffing issues. These will improve as new staff is hired.
<b>Follow-up</b>	Follow-up necessary to ensure that medication pass times improve.

#### **15. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender says he reported to medical over a month ago that his humidifier on his CPAP went out, but it still has not been repaired.

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<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 Regional Staff temporarily located at the facility.
<b>Outcome</b>	The humidifier was ordered and received.
<b>Follow-up</b>	No follow-up necessary, as the offender received the humidifier.

**16. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender says he has been trying to get his prosthetic leg fixed for over six months. He was seen six months ago and says that he was supposed to receive follow-up, but has not.
<b>Basis for Claim</b>	HCSD 2.29 Orthoses, Prostheses, & Other Aids to Impairment
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.
<b>Outcome</b>	The offender was seen and treated.
<b>Follow-up</b>	No follow-up necessary, as the offender received the care needed.

**17. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender had been seen in Nurse Sick Call for what he believes is a chronic condition, but was charged \$10. His medications have also been running out and not being ordered properly.
<b>Basis for Claim</b>	HCSD 2.17 Medication Management



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<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.
<b>Outcome</b>	The offender was seen in chronic care clinic and the charges on his account were reviewed. His medications were also ordered appropriately.
<b>Follow-up</b>	Follow-up necessary to ensure that proper medication ordering procedures continue and chronic care clinic backlogs are improved.

#### **18. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he has been treated for skin problems for over a year without any relief.
<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 Regional Staff temporarily located at the facility.
<b>Outcome</b>	A clear treatment plan was established for the offender.
<b>Follow-up</b>	No follow-up necessary, as the offender has received further care.

#### **19. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care (medication)
<b>Complaint Summary</b>	The offender complains that his Keep on Person (“KOP”) medications have been out for two days and he has not been on the KOP list.
<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 Regional Staff temporarily located at the facility.

**Outcome** His medications were ordered and received. His medication order had been missed in the transition between pharmacies.

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

**20. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he is in need of care for a hernia.

**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 Regional Staff temporarily located at the facility.

**Outcome** The offender was seen and treated further. The staff was admonished as to proper producers.

**Follow-up** No follow-up necessary, as the offender received the needed care and staff has been appropriately counseled.

**21. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he is in need of care for an ingrown toenail.

**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 Regional Staff temporarily located at the facility.

**Outcome** The offender was seen and treated further. The staff was admonished as to proper producers.

**Follow-up** No follow-up necessary, as the offender received the needed care and staff has been appropriately counseled.

**22. New Castle Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender states he isn't receiving the appropriate amount of water for his CPAP machine.
<b>Basis for Claim</b>	HCSO 2.04 Access to Care
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Regional Staff temporarily located at the facility.
<b>Outcome</b>	The offender received the needed water for his CPAP machine.
<b>Follow-up</b>	No follow-up necessary, as the offender received the needed care.

**23. Pendleton Correctional Facility**

<b>Complaint Type</b>	Confinement Conditions
<b>Complaint Summary</b>	The offender complains that the officers are allowing offenders out of their cells when they are not supposed to be.
<b>Basis for Claim</b>	02-01-106 Offender Work Assignments
<b>Investigative Summary</b>	The Bureau contacted Penny Eden, Administrative Assistant, at the facility.
<b>Outcome</b>	The facility addressed the matter with staff.
<b>Follow-up</b>	No follow-up is necessary, as the issue has been addressed with staff.

**24. Pendleton Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that an officer took his diet card over 39 days ago and it has not been replaced.

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<b>Basis for Claim</b>	HCSD 5.01 Therapeutic Diets
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted Wexford Regional Staff.
<b>Outcome</b>	The offender received a new diet card.
<b>Follow-up</b>	No follow-up necessary, as the issue has been resolved.

**25. Plainfield Correctional Facility**

<b>Complaint Type</b>	Clothing
<b>Complaint Summary</b>	The offender complains that his laundry came up missing over a month ago and he has submitted three clothing requests, discussed the problem with at least two staff, talked to his counselor, but still has not received new clothing.
<b>Basis for Claim</b>	02-01-104 Offender Grooming, Clothing & Hygiene
<b>Investigative Summary</b>	The Bureau contacted Assistant Superintendent Dave Uberto at the facility.
<b>Outcome</b>	The offender was issued new clothing.
<b>Follow-up</b>	No follow-up necessary, as the issue has been resolved.

**26. Plainfield Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he was injured when a chest press machine fell on him and he was not adequately assessed by medical.
<b>Basis for Claim</b>	HCSD 8.01 Nursing Protocols
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Healthcare Administrator at the facility.
<b>Outcome</b>	The offender was reassessed and provided further care.

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

**27. Plainfield Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he had been put on a soft renal diet, but the diet is not being followed by food services.

**Basis for Claim** HCSD 5.01 Therapeutic Diets

**Investigative Summary** The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Healthcare Administrator at the facility. A FER had to be submitted.

**Outcome** The offender began receiving the appropriate diet.

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

**28. Plainfield Correctional Facility**

**Complaint Type** Parole

**Complaint Summary** The offender complains that he was not heard within 60 days, so he should be released.

**Basis for Claim** IC 11-13-3-2 Reinstatement after Revocation of Parole

**Investigative Summary** The Bureau contacted Charles Miller, Parole Board Member.

**Outcome** The offender was released.

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

**29. Putnamville Correctional Facility**

**Complaint Type** Classification (Time Cut)

**Complaint Summary** The offender complains that he graduated from Ball State with an Associate's Degree in 2012, but his time cut is not pending.

**Basis for Claim** 01-04-101 Adult Offender Classification

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<b>Investigative Summary</b>	The Bureau contacted Director of Education, John Nally in Central Office.
<b>Outcome</b>	Director Nally will travel to Ball State to complete paperwork regarding the matter.
<b>Follow-up</b>	No follow-up necessary, as the issue has been resolved.

**30. Putnamville Correctional Facility**

<b>Complaint Type</b>	Programs
<b>Complaint Summary</b>	The offender complains that he completed a level of Literacy & Life Skills before being transferred, but the new facility does not have these records, so he is working at a lower level than he should be.
<b>Basis for Claim</b>	ED #13-44 Literacy & Life Skills
<b>Investigative Summary</b>	The Bureau contacted Assistant Warden, Mike Rains at the facility.
<b>Outcome</b>	The appropriate paperwork was forwarded to the facility for further review.
<b>Follow-up</b>	No follow-up necessary, as the issue has been resolved.

**31. Westville Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he was supposed to be prescribed medication over nine days ago, but had not received it.
<b>Basis for Claim</b>	HCSO 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Healthcare Administrator at the facility.
<b>Outcome</b>	The Doctor entered the order for the medication.
<b>Follow-up</b>	No follow-up necessary, as the issue has been resolved.

**32. Westville Correctional Facility**

<b>Complaint Type</b>	Medical Care
<b>Complaint Summary</b>	The offender complains that he was prescribed medication, but it ran out and was not renewed.
<b>Basis for Claim</b>	HCSD 2.17 Medication Management
<b>Investigative Summary</b>	The Bureau contacted The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Healthcare Administrator at the facility.
<b>Outcome</b>	The Doctor entered the order for the medication.
<b>Follow-up</b>	No follow-up necessary, as the issue has been resolved.

**Assists****1. Branchville Correctional Facility**

<b>Complaint Type</b>	Classification (Time Cut)
<b>Complaint Summary</b>	The offender complains that he completed his test for a Career Development Program time cut in March, but had not received the results, while others who had completed it had received theirs back.
<b>Basis for Claim</b>	01-04-101 Adult Offender Classification
<b>Investigative Summary</b>	The Bureau contacted Diane Pfeiffer, Administrative Assistant at the facility. The packets had originally been mailed to the wrong facility, thus caused a delay.
<b>Outcome</b>	The offender received his results and his time cut was submitted.
<b>Follow-up</b>	No follow-up necessary, as the issue has been resolved.

**2. Indiana State Prison**

<b>Complaint Type</b>	Classification (Time Cut)
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<b>Complaint Summary</b>	The offender complains that he completed the PLUS Program in November of 2014, but had not received a time cut associated with completion of the program.
<b>Basis for Claim</b>	01-03-104 Faith & Character Based Housing Program
<b>Investigative Summary</b>	The Bureau contacted John Nally, Director of Classification in Central Office. The time cut had not been submitted properly.
<b>Outcome</b>	The time cut was appropriately processed.
<b>Follow-up</b>	No follow-up necessary, as the issue has been resolved.
<b>3. <u>Indiana State Prison</u></b>	
<b>Complaint Type</b>	Dental
<b>Complaint Summary</b>	The offender complains that he needs to be seen for dental services. His filling has come out and is painful.
<b>Basis for Claim</b>	Dental Services Manual
<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director at the facility who in turn contacted Becky Hess, Wexford Regional Compliance Manger.
<b>Outcome</b>	The offender was further evaluated by the dentist the same day. The tooth had developed an infection since he had been seen fifteen days prior. He was given antibiotics.
<b>Follow-up</b>	No follow-up necessary, as the issue has been resolved.
<b>4. <u>Miami Correctional Facility</u></b>	
<b>Complaint Type</b>	Classification (Time Cut)
<b>Complaint Summary</b>	The offender complains that he has been waiting over a month for his LLS2 time cut.
<b>Basis for Claim</b>	01-04-101 Adult Offender Classification
<b>Investigative Summary</b>	The Bureau contacted Amy Clark, Classification Supervisor at the facility.



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<b>Outcome</b>	The time cut was reviewed and completed.
<b>Follow-up</b>	No follow-up necessary, as the issue has been resolved.
<b>5. <u>Miami Correctional Facility</u></b>	
<b>Complaint Type</b>	Grievance
<b>Complaint Summary</b>	The offender complains that he is having a problem getting the grievance office to recognize his grievance, despite having submitted the informal grievance.
<b>Basis for Claim</b>	00-02-301 Offender Grievance Process
<b>Investigative Summary</b>	The Bureau contacted Angela Heishman, Administrative Assistant at the facility.
<b>Outcome</b>	The offender spoke further with staff.
<b>Follow-up</b>	No follow-up necessary, as the issue has been resolved.
<b>6. <u>Miami Correctional Facility</u></b>	
<b>Complaint Type</b>	Personal Property
<b>Complaint Summary</b>	The offender complains that when he received his property the e-reader that the Department of Education approved him for his vision impairment was not in his property.
<b>Basis for Claim</b>	02-01-101 Offender Personal Property
<b>Investigative Summary</b>	The Bureau contacted the Angela Heishman, Administrative Assistant at the facility.
<b>Outcome</b>	The offender was given access to the e-reader through the library.
<b>Follow-up</b>	No follow-up necessary, as the issue has been resolved.
<b>7. <u>New Castle Correctional Facility</u></b>	
<b>Complaint Type</b>	Classification (Time Cut)

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<b>Complaint Summary</b>	The offender complains that he graduated from Thinking for a Change over a month ago, but has not received his time cut.
<b>Basis for Claim</b>	01-04-101 Adult Offender Classification
<b>Investigative Summary</b>	The Bureau contacted Jenalea Bevans, Unit Team Manager at the facility.
<b>Outcome</b>	The offender's time cut was processed the same day.
<b>Follow-up</b>	No follow-up necessary, as the issue has been resolved.

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

<b>Complaint Type</b>	Classification (Time Cut)
<b>Complaint Summary</b>	The offender complains that within the past month, he has completed substance abuse and will be within 30 days of release once the time cut is processed.
<b>Basis for Claim</b>	01-04-101 Adult Offender Classification
<b>Investigative Summary</b>	The Bureau contacted the Unit Team Manager at the facility. The time cut needed to be resubmitted.
<b>Outcome</b>	The time cut request was resubmitted for approval.
<b>Follow-up</b>	No follow-up necessary, as the issue has been resolved.

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

<b>Complaint Type</b>	Food
<b>Complaint Summary</b>	The offender complains that he left the facility to go out to court and was removed from the Ramadan count letter.
<b>Basis for Claim</b>	04-01-301 The Development and Delivery of Food Services
<b>Investigative Summary</b>	The Bureau contacted Jenelea Bevans, Unit Team Manager at the facility.
<b>Outcome</b>	The offender was added back to the count letter the same day.

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

**10. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he was inappropriately charged a medical co-pay.

**Basis for Claim** IC 11-10-3-5 Offender Healthcare Co-payment Procedures

**Investigative Summary** The Bureau contacted the Monica Gipson, Healthcare Services Director in Central Office.

**Outcome** The offender was reimbursed the funds.

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

**11. New Castle Correctional Facility**

**Complaint Type** Medical Care

**Complaint Summary** The offender complains that he had his bottom bunk pass taken due to not being seen for chronic care.

**Basis for Claim** HCSD 2.17 Medication Management

**Investigative Summary** The Bureau contacted Monica Gipson, Director of Healthcare Services who in turn contacted Wexford Regional Manager.

**Outcome** The offender was seen in chronic care and his bottom bunk pass was renewed.

**Follow-up** The Bureau will continue to monitor the chronic care clinic backlog, as a plan is in place to help reduce the backlog.

**12. New Castle Correctional Facility**

**Complaint Type** Mental Health

**Complaint Summary** The offender complains that his mental health medications were changed and he is having bad side effects.

**Basis for Claim** HCSD 4.03 Adult Mental Health Services

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<b>Investigative Summary</b>	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office who in turn contacted the Regional Director of Nursing.
<b>Outcome</b>	The offender's medication order was reviewed and changed back to a.m.
<b>Follow-up</b>	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. Considering this report was generated within the first 60 days of the new vendor taking over, we are optimistic that the new vendor will make the improvements necessary to ensure that these issues are properly addressed.

### **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.

### **New Castle Correctional Facility – Medical Care**

**Synopsis:** The Bureau has been tracking the backlog in chronic care since last July as well. While little, if any, improvements have been made in this time, a plan is in place to improve the backlog. The Bureau will continue to monitor this plan.