

Overview of Monthly Activity

The Bureau received 114 (65 were received electronically) complaints during the month of November 2017.

92 (55 electronic) complaints were closed

0 required more information to proceed with an investigation

0 were closed due to lack of Bureau jurisdiction

25 were dismissed for no violation

6 were referred back to the DOC

61 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)

12 (12 electronic) complaints were substantiated (see below)

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

24 complaints remain open (24 from November)

The Bureau also corresponded with 217 offenders who submitted complaints electronically

Substantiated Complaints & Recommendations to IDOC for Resolution

1. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he is not receiving proper blood draws every 90 days to test his liver enzyme levels.
Basis for Claim	HCSD 2.06 Chronic Disease Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted Melinda Titus, Wexford Regional Staff.
Outcome	The offender received the care necessary.

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

2. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he is not receiving the appropriate 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 Niki Tafoya, Quality Control Manager with the IDOC.

Outcome The offender was given the appropriate medication.

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 he was seen in Nurse Sick Call for his hernia, but never received further follow-up.

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 Niki Tafoya, Quality Control Manager with the IDOC. The offender should have been referred to the Provider after being seen by the Nurse.

Outcome The offender received further care. The referral process was further reviewed.

Follow-up No follow-up is necessary, as appropriate action has been taken.

4. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he received an injury in January 2017, but has not received appropriate care or follow-up.

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 further evaluated by medical.

Follow-up No follow-up is necessary, as no further action is necessary.

5. New Castle Correctional Facility

Complaint Type Medical Care (Medication)

Complaint Summary The offender complains that he is prescribed medication and his chronic care appointment is overdue.

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. The facility has implemented a process that will clear up the chronic care backlog.

Outcome The offender was seen and given the necessary care.

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

6. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he had been approved for hearing aids ten months ago, but has not received the items.

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. The facility further reviewed its practices

and would improve this process by utilizing a utilization management log.

Outcome The offender received the care needed to approve the hearing aids for him.

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 received surgery with staples two month ago. He was supposed to follow-up after a month, but has not received a follow-up appointment.

Basis for Claim HCSD 1.05 Off-Site Medical Referrals

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 issue has been resolved.

8. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he is not receiving his seizure medication. The Nurse claims that the medications are missing.

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 Kelly Durm at the facility.

Outcome The matter was reviewed and the medication order was updated.

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

9. Pendleton Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he was attacked by another offender, but did not receive appropriate healthcare.
Basis for Claim	HCSO 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. The offender was seen when the incident was reported. He was seen again after he complained that he did not receive any care the first time.
Outcome	The offender was seen and treated further.
Follow-up	No follow-up is necessary, as the offender has received the needed care.

10. Plainfield Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he severely injured his hand and almost severed his pinky finger, but has not received appropriate care.
Basis for Claim	HCSO 1.05 Off-Site Medical Referrals
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director in Central Office, who in turn contacted CQI Staff and the DON located at the facility. The offender had been seen, but his follow-up appointment was canceled due to him being out for court, but it was never rescheduled.
Outcome	The offender was seen and treated further.
Follow-up	No follow-up is necessary, as the offender has received the needed care.

11. Westville Correctional Facility

Complaint Type	Classification (Time Cut)
-----------------------	---------------------------

Complaint Summary	The offender complains that he completed the Therapeutic Community Program in August, but never received his time cut.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted Elizabeth Cummins, Team Leader Sentencing, Computation & Release.
Outcome	The offender's time cut was overlooked, but would be corrected.
Follow-up	No follow- up is necessary, as the offender has received the needed time cut.

12. Westville Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he has not received the proper healthcare after submitting several Healthcare Request Forms.
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 seen and treated further.
Follow-up	No follow-up is necessary, as the offender has received further care.

Assists

1. Heritage Trail Correctional Facility

Complaint Type	Confinement Conditions
Complaint Summary	The offender complains that the heat will not stop blowing, so it is extremely warm in the unit.
Basis for Claim	04-02-103 Energy Conservation and Waste Management

Investigative Summary	The Bureau contacted Warden Emerson at the facility.
Outcome	The heat was fixed.
Follow-up	No follow-up is necessary, as the issue has been resolved.

2. Pendleton Correctional Facility

Complaint Type	Mental Health
Complaint Summary	The offender’s family member is expressing concerns that he is not receiving appropriate psychiatric care, nor is properly placed.
Basis for Claim	HCSD 4.03 Adult Mental Health Services
Investigative Summary	The Bureau contacted Executive Director Levenhagen in Central Office.
Outcome	The offender was moved to a new location and seen by the Psychiatrist.
Follow-up	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. The Bureau will continue to monitor this plan to ensure continuing progress.