

Overview of Monthly Activity

The Bureau received 104 (59 were received electronically) complaints during the month of October 2018.

106 (57 electronic) complaints were closed

2 required more information to proceed with an investigation

1 was closed due to lack of Bureau jurisdiction

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

12 were referred back to the DOC

68 complaints were investigated

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

14 (12 electronic) complaints were substantiated (see below)

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

20 complaints remain open (1 from August, 2 from September, and 17 from October (As of November 1, 2018))

The Bureau also corresponded with 228 offenders who submitted complaints electronically and had 70 additional contacts.

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

Complaint Type	Medical Care
Complaint Summary	The offender complains that the Nurse cancelled the Provider's order given at his appointment.
Basis for Claim	HCSD 2.26 Direct Orders
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Stacey Scott at the facility.
Outcome	The offender's orders were given to him.

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

2. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he is not receiving his medication consistently. He said that he receives it during the day, but not at night.

Basis for Claim HCSD 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. The Nurse had not given him his medication from clinic stock during the evening medication line. His actual prescription medication has now arrived.

Outcome The offender received his prescription medication at both times.

Follow-up The Bureau will continue to track medication complaints.

3. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he is not receiving refills of his prescription medications as prescribed.

Basis for Claim HCSD 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. The last refill had been ordered too soon for the pharmacy to fill it.

Outcome The offender received a refill on his prescription medication.

Follow-up The Bureau will continue to track medication issues.

4. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that the medication line Nurse refused to give him his prescription medication.
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 his prescription medication.
Follow-up	The Bureau will continue to track medication issues.

5. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that his prescription medication ran out five days ago and despite putting in multiple Healthcare Request Forms he has not heard anything further.
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 his prescription medication.
Follow-up	The Bureau will continue to track medication issues.

6. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains the he was supposed to receive heel lifts or orthopedic shoes. The Provider told him in August that he was still trying to get him orthopedic shoes because lifts would not work, but he has not heard anything further on this since then.

Basis for Claim	HCS D 2.29 Assistive Devices
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 heel lifts.
Follow-up	No follow-up is necessary, as this matter has been addressed

7. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he never received the prescription eyeglasses that were ordered.
Basis for Claim	HCS D 2.05 Vision Screening
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 prescription eyeglasses.
Follow-up	No follow-up is necessary, as this matter has been addressed.

8. New Castle Correctional Facility

Complaint Type	Mental Health
Complaint Summary	The offender claims that he was wrongly charted as taking his prescription medication, but he has not and has missed three doses.
Basis for Claim	HCS D 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's prescription medication arrived at the facility the same day.

Follow-up The Bureau is continuing to track medications errors.

9. Pendleton Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complaints that he has not received his prescription medication in over 60 days.

Basis for Claim HCSD 2.17 Medication Management

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

Outcome The offender received the prescription medication.

Follow-up The Bureau is continuing to track medications errors.

10. Plainfield Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he has not been seen since being transferred to the facility in June and has not received his medication.

Basis for Claim HCSD 2.06 Chronic Disease Intervention Guidelines

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Rachel Houghton at the facility. The Nurse Practitioner ended his last visit due to safety concerns.

Outcome The offender was seen and given the appropriate care.

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

11. Plainfield Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender says that he was supposed to receive blood work for clots in his arms over two months ago. He says he

wrote medical again and they said again that they would schedule him soon as possible.

Basis for Claim

HCSD 2.04 Access to Care

Investigative Summary

The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Michael Smith in Central Office.

Outcome

The labs were scheduled and drawn.

Follow-up

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

12. Putnamville Correctional Facility

Complaint Type

Credit Time

Complaint Summary

The offender complaints that he was supposed to be promoted a Credit Class three weeks ago, but despite writing several people, he has not received it.

Basis for Claim

02-04-101 Adult Disciplinary Code

Investigative Summary

The Bureau contacted John Murray, Classification Supervisor at the facility.

Outcome

The offender was promoted a Credit Class.

Follow- up

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

13. Putnamville Correctional Facility

Complaint Type

Medical Care

Complaint Summary

The offender complains that he was supposed to be given an ace bandage for his knee, but never received one. He then received an x-ray and lay- in and was supposed to receive a knee brace, but never did.

Basis for Claim

HCSD 2.04 Access to Care

Investigative Summary

The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Ryan Schnarr Health Services Administrator at the facility

Outcome	The offender received the care needed.
Follow- up	No follow-up is necessary, as the offender has received the care needed.
14. <u>Wabash Valley Correctional Facility</u>	
Complaint Type	Medical Care
Complaint Summary	The offender complains that he submitted a request to receive an HIV test over two weeks ago, but it has not been responded to.
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 Amy Wright Director of Nursing at the facility.
Outcome	The offender received the test.
Follow- up	No follow-up is necessary, as the offender has received the care needed.
Assists	
1. <u>Indiana State Prison</u>	
Complaint Type	Medical Care
Complaint Summary	The offender complains that he was overcharged when he was seen for his hernia and also did not receive the hernia belt that he was promised.
Basis for Claim	HCSD 2.34 Hernia Management Guidelines
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director for IDOC, who in turn contacted Sherri Fritter at the facility.
Outcome	The offender was appropriately charged, but he was given a hernia belt.
Follow-up	No follow-up is necessary, as this matter has been addressed.

2. Indiana Women's Prison

Complaint Type	Classification (other than disciplinary)
Complaint Summary	The offender complains that she is supposed to be transferred to Community Corrections in eleven days, but her Counselor and Release Coordinator said that they knew nothing about it.
Basis for Claim	01-04-107 Community Transition Program
Investigative Summary	The Bureau contacted Elizabeth Cummins, Team Leader, Sentence Computation and Release in Central Office. Central Office had not received the new sentencing order.
Outcome	The order denying her modification was entered into Incite.
Follow-up	No follow-up is necessary, as this matter has been addressed.

3. Madison Correctional Facility

Complaint Type	Classification (Time Cut)
Complaint Summary	The offender complains that she has not received her time cut for completing TASC.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted John Nally, Education Director in Central Office.
Outcome	The time cut request was completed.
Follow-up	No follow-up is necessary, as the offender has received the time cut.

4. New Castle Correctional Facility

Complaint Type	Confinement Conditions
Complaint Summary	The offender complains that freezing cold air has been blowing through the vents.
Basis for Claim	04-02-103 Energy Conservation and Waste Reduction

Investigative Summary	The Bureau contacted Scott Fitch, Deputy Warden at the facility.
Outcome	The fans were shut off as they had been inadvertently started.
Follow-up	No follow-up is necessary, as this matter has been addressed.

5. New Castle Correctional Facility

Complaint Type	Classification (Time Cut)
Complaint Summary	The offender complains that he has not received the time cut for completing his college education.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted John Nally, Education Director in Central Office.
Outcome	The offender received the time cut.
Follow-up	No follow-up is necessary, as this matter has been addressed.

6. Putnamville Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he is not receiving proper care for his skin conditions because he is indigent. He cannot afford the medications that he has been told to purchase from commissary.
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 Ryan Schnarr, Health Services Administrator at the facility.
Outcome	The offender was seen and given the medications that he needs.

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

7. Westville Correctional Facility

Complaint Type Confinement Conditions

Complaint Summary The offender complains that a window is open in his housing unit.

Basis for Claim 04-02-103 Energy Conservation and Waste Reduction

Investigative Summary The Bureau contacted Warden Sevier at the facility.

Outcome The offenders were moved and the window was fixed.

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

8. Westville Correctional Facility

Complaint Type Food

Complaint Summary The offender complains that he is not receiving his kosher diet at breakfast.

Basis for Claim 04-01-301 The Establishment and Delivery of Food Services

Investigative Summary The Bureau contacted John Schilling, Director of Contract Services.

Outcome The matter was addressed during an audit at the facility.

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

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 attempted a complete overhaul of medication administration services including staffing assignments and opening a new medication room. While many medication errors have subsided and positive changes have been made, the Bureau will continue to track this issue until the errors subside.