

Overview of Monthly Activity

The Bureau received 113 (53 were received electronically) complaints during the month of April 2016.

111 (52 electronic) complaints were closed

2 required more information to proceed with an investigation

1 was closed due to lack of Bureau jurisdiction

34 were dismissed for no violation

15 were referred back to the DOC

59 complaints were investigated

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

17 (14 electronic) complaints were substantiated (see below)

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

14 complaints remain open (1 from February and 13 from April)

The Bureau also corresponded with another 162 offenders who submitted complaints electronically

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

Medical Care

Complaint Summary

The offender complained that he hurt his foot/leg. He claimed that he walked to chow on it for 2 weeks and climbed up and down from a top bunk. He was given an x-ray after 6 days and was told that it was a chipped bone and was given crutches. A day later he was told that the bone wasn't broken. He was seen the next day by the doctor and was told that he had a ruptured Achilles and was scheduled for an MRI, given crutches, bottom bunk pass, and a lay in for meals. He didn't have the MRI until over a month later after the injury.

Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director
Outcome	Nursing protocols were reviewed with staff. The Nurse missed the ruptured Achilles in the beginning and the initial x-ray was delayed.
Follow-up	No follow-up is necessary as the offender has received care and protocols have been reviewed with staff.

2. Heritage Trail Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he injured his shoulder over six weeks ago and has attempted to get care through medical several times, but has not.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director
Outcome	The offender was seen and his x-ray report was reviewed further. He was recommended for PT.
Follow-up	No follow-up is necessary as the offender has now received care and has been scheduled for PT.

3. Miami Correctional Facility

Complaint Type	Dental
Complaint Summary	The offender complained that he was having a problem with his dentures. He filed a grievance, but believes that there is a misunderstanding about his dentures. He claims that the only pair that he had was given to him by DOC, not an outside doctor.
Basis for Claim	Dental Services Manual
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director

Outcome Dr. Percy fully reviewed the matter and determined to give the offender a chance to prove that his broken dentures were in fact IDOC issued. When he presented the dentures to the Doctor, the dentures were IDOC issued, thus the dentures will be replaced for free.

Follow-up No follow-up necessary as the offender has been evaluated for his new dentures and will receive a new pair.

4. Miami Correctional Facility

Complaint Type Grievance

Complaint Summary The offender complained that he filed a grievance concerning confiscation of a magazine and the response time was overdue.

Basis for Claim 00-02-301 Offender Grievance Process

Investigative Summary The Bureau contacted Angela Heishman at the facility.

Outcome The offender's grievance was responded to.

Follow-up No follow-up necessary as the grievance response addressed the offender's issue and he can appeal.

5. Miami Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender claims that he is being denied treatment for Hepatitis C due to his outdate being in less than seven months.

Basis for Claim HCSD 2.06 Chronic Disease Intervention Guidelines

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director

Outcome Labs were ordered, but never taken. The labs were taken and reviewed with the offender by the Provider.

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

6. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he is in constant shoulder pain. He had an MRI done, but it could not be read due to the hardware already in his shoulder. The Ortho's order was for an MRI with resolving agent, but he was sent for another MRI and that was unreadable again.
Basis for Claim	HCSO 1.05 Off-site Medical Referrals
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender received an MRI with contrast.
Follow-up	No follow up is necessary as the offender has received further care.

7. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he put in two Healthcare Request Forms to be seen for pain from kidney stones, but has not been seen.
Basis for Claim	HCSO 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender was seen by the Provider. The offender had seen the Provider and follow up should have occurred, but had not been scheduled.
Follow-up	No follow-up necessary as the offender has received treatment.

8. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complains that he was supposed to receive medications two weeks ago, but has not received the medications.

Basis for Claim	HCSD 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The medications were ordered, but wrongly and no one noticed that they had not arrived. He received the medications the same day. Ordering procedures were reviewed with staff.
Follow-up	No follow-up necessary as the offender has received the medication.

9. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he was given back stock of an HIV med and the next day they still did not have his medication and were then out of back stock.
Basis for Claim	HCSD 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	A different nurse was working who was not aware where the facility back stock of medication was located. The nurse has been counseled, the medications have been relocated and the offender has received the medication.
Follow-up	No follow-up necessary as the offender is receiving further care.

10. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he needed to be seen for a urinary tract infection.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Service Director

Outcome Offender had been seen, but not responsive to nurse protocol and not seen by the doctor within 7 days. Staff counseled as to proper timeframes.

Follow – up No follow up necessary as the offender has received care.

11. Pendleton Correctional Facility

Complaint Type Mental Health

Complaint Summary The offender complains that he is in the mental health treatment unit, but is not allowed to participate in groups. He says that he is not on administrative segregation in his cell.

Basis for Claim Facility Directive 181 “Mental Health Units”

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director.

Outcome Despite the offender’s inappropriate behavior towards staff in groups, he should not have been restricted. He was allowed to go back to groups the next day. A status of Level 3 cuffed is being created for the unit and he will be one of these offenders.

Follow-up No follow-up is necessary as the offender has now been allowed to participate in groups and leave his cell.

12. New castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complained that he should have an order from medical for two piece clothing.

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

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Director

Outcome The offender was provided with two piece clothing.

Follow-up No follow-up is necessary as the offender has received the clothing.

13. Putnamville Correctional Facility

Complaint Type	Credit Time
Complaint Summary	The offender complained that his jail time credit that he was awarded has not been calculated into his time.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted Randy Short, Director of Adult Placement
Outcome	The jail time credit days were credited to his sentence and his EPRD was adjusted.
Follow-up	No follow-up is necessary as the offender has not received the appropriate jail time credit.

14. Wabash Valley Correctional Facility

Complaint Type	Dental
Complaint Summary	The offender complained that he put in a medical slip to be seen for tooth pain. He didn't hear anything so seven days later he submitted another and after six more days he received a response that he was put in to see the dentist.
Basis for Claim	Dental Services Manual
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	Proper Healthcare Request Form protocol was not followed, thus he was seen the same day.
Follow-up	No follow-up is necessary as the offender has now received dental care.

15. Westville Correctional Facility

Complaint Type	Classification (Time Cut)
Complaint Summary	The offender complained that he completed the DOL program over a year ago, but it has not been submitted.
Basis for Claim	01-04-101 Adult Offender Classification

Investigative Summary	The Bureau contacted Dave Leonard, Administrative Assistant at the facility.
Outcome	The graduate record was submitted and the time cut now is pending.
Follow-up	No follow up is necessary as the matter has been addressed.

16. Westville Correctional Facility

Complaint Type	Credit Time
Complaint Summary	The offender complained that he has been given a grievous loss of 90 days when it was supposed to be a suspended sanction. He has sent numerous requests, but has not received a response and a grievance is not appropriate for this reason.
Basis for Claim	02-04-101 Adult Disciplinary Code
Investigative Summary	The Bureau contacted Dave Leonard, Administrative Assistant at the facility.
Outcome	The deprivation had accidentally been added twice and was fixed.
Follow-up	No follow-up is necessary as the offender's time has been corrected.

17. Westville Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he was seen by medical 23 days ago, but has not been scheduled.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The offender was examined.
Follow-up	No follow-up is necessary as the offender has received the care needed.

Assists**1. Correctional Industrial Facility**

Complaint Type	Clothing
Complaint Summary	The offender complained that he has been without clothing for three weeks. He says that he tried complaining to the property officer, but no one has responded to him.
Basis for Claim	02-01-104 Offender Grooming, Clothing, and Hygiene
Investigative Summary	The Bureau contacted Delana Ritchie, Assistant Superintendent at the facility.
Outcome	The offender was issued clothing the same day. He had tried stopping into the property office, instead of following the correct procedure.
Follow-up	No follow-up is necessary as the offender has received his clothing.

2. Indiana State Prison

Complaint Type	Medical Care
Complaint Summary	The offender complained that he was given a TB shot, after he tried to warn Nursing staff that he was allergic and had an allergic reaction to it.
Basis for Claim	HCSD 8.01 Nursing Protocols
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	Nursing staff should have reviewed EMR before administering shot. The offender has been treated for the reaction.
Follow-up	No follow-up is necessary as the offender has received care for the reaction and was noted to be a localized reaction that has healed.

3. Westville Correctional Facility

Complaint Type	Work
-----------------------	------

Complaint Summary	The offender complained that he had not been paid for time that he worked in February at another facility before he was transferred.
Basis for Claim	02-01-106 Offender Assignment and Pay Schedules
Investigative Summary	The Bureau contacted Dave Leonard, Administrative Assistant at the facility.
Outcome	The pay slips had not been submitted.
Follow-up	No follow-up is necessary as the offender has not received the pay.

Follow- up from Previous Month**1. New Castle Correctional Facility – Medical Care**

Synopsis	The offender complains that he has pressure in his brain. He was told that he would be seeing a Neurologist due to it, but it has been two months and he has not been scheduled further.
30-day follow-up	The offender has been seen and treated further.