

Overview of Monthly Activity

The Bureau received 134 (74 were received electronically) complaints during the month of March 2016.

129 (72 electronic) complaints were closed

1 required more information to proceed with an investigation

0 were closed due to lack of Bureau jurisdiction

31 were dismissed for no violation

20 were referred back to the DOC

77 complaints were investigated

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

20 (18 electronic) complaints were substantiated (see below)

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

14 complaints remain open (2 from February and 12 from March)

The Bureau also corresponded with another 110 offenders who submitted complaints electronically

Substantiated Complaints & Recommendations to IDOC for Resolution

1. Heritage Trail Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained he has an injury from playing basketball, but was denied an x-ray.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director
Outcome	The offender was given an x-ray and seen by the provider.
Follow-up	No follow-up necessary as the offender has received care.

2. Heritage Trail Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he had put in a request to see medical for anti-fungal cream over two weeks ago, but had still not been seen.
Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director
Outcome	The offender had been seen and was told to purchase anti-fungal cream from commissary. He does not have funds to purchase the item, however, he had not been seen again since he provided this information.
Follow-up	No follow-up is necessary as the offender has now received the medication.

3. Miami Correctional Facility

Complaint Type	Credit Time
Complaint Summary	The offender complained that his EPRD (Estimated Parole Release Date) was wrong.
Basis for Claim	02-04-101 Adult Disciplinary Code
Investigative Summary	The Bureau contacted Randy Short, Director of Offender Placement
Outcome	The offender had received a conduct report and sanction of being demoted in credit time was enforced instead of suspended.
Follow-up	No follow-up necessary, as the offender's EPRD has been corrected.

4. Miami Correctional Facility

Complaint Type	Grievance
Complaint Summary	The offender complained that he broke his tendon, but was not given appropriate treatment. He had filed a grievance before his

Level changed, but it had not been responded to and it was past time frame.

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. New Castle Correctional Facility

Complaint Type Classification (time cut)

Complaint Summary The offender complained that he had not received credit time for a program that he completed.

Basis for Claim 01-04-101 Adult Offender Classification

Investigative Summary The Bureau contacted Myra Strobel at the facility.

Outcome The offender’s program completion had been delayed due to change in IDOC DOL leadership.

Follow-up No follow-up necessary, as the offender’s time cut is now pending.

6. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he has been without his medication.

Basis for Claim HCSD 2.17 Medication Management

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

Outcome The facility further reviewed their non-formulary medication room procedures.

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

7. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he has not been receiving his medication due to it being stolen out of the medication room cart.
Basis for Claim	HCSO 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	Medication room procedures were further discussed with more changes being made.
Follow-up	No follow-up necessary as the offender has received the medication.

8. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	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.
Basis for Claim	HCSO 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.
Outcome	The doctor further reviewed the matter and requested OPRs.
Follow-up	Follow-up in 30 days to ensure the offender is scheduled further.

9. New Castle Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he had been to the hospital five days prior, but had not received any medications or been seen by medical since he returned.
Basis for Claim	HCSO 2.17 Medication Management
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director.

Outcome Offender had been seen and had refused his medication and VS reading. He was moved to the infirmary for further evaluation by the provider.

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 had lab work ordered for four months that has not been completed.

Basis for Claim HCSD 2.17 Medication Management

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

Outcome Labs had been ordered a year apart three different times and never completed. Reviewed back log of labs.

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

11. New Castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complains that he had submitted several HCRFs with different issues and once he was seen the doctor would not address anything but what the nurse wrote as to the nature of the visit. Once he got back all of the request forms back the next day, they all stated that he had seen the provider the day before.

Basis for Claim HCSD 2.04 Access to Care

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

Outcome Offender wanted to be seen for his psoriasis, which was addressed the day before with the doctor. Also, he wants Tide detergent and was upset that he did not get methotrexate. He was seen again after this.

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

12. New castle Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complained that he was charged a co-pay wrongly.

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's money was reimbursed.

Follow-up No follow-up is necessary as the offender's co-pay has been reimbursed.

13. Plainfield Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complained that he has been given special instructions from medical to have a lower bunk, but custody refuses to honor the order.

Basis for Claim 01-07-101 Adult Case Management

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

Outcome Medical verified that he does have a current bottom bunk pass. Medical contacted classification and custody to have him moved. He was moved later the same day.

Follow-up No follow-up is necessary as the offender is now located on a lower bunk.

14. Putnamville Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complained that he had his blood pressure medication adjusted, but has not had his blood pressure checked since it was

changed and had to stop taking the medication due to feeling light headed.

Basis for Claim HCSD 2.04 Access to Care

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

Outcome The offender had been ordered to have follow-up checks, but these had never been completed.

Follow-up No follow-up is necessary as the offender is now receiving the proper checks.

15. Rockville Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complained that he had received a bill for her medical care.

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

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

Outcome Medical addressed the bill.

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

16. Wabash Valley Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complained that his medication had been ordered and stopped due to needing to be refilled. Once it was refilled, he received it for a couple days and it was stopped again.

Basis for Claim HCSD 2.17 Medication Management

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

Outcome The non -formulary request had not been submitted. Medical submitted it and the offender began receiving his medication again.

Follow-up No follow-up necessary, as he is now receiving his medication.

17. Westville Correctional Facility

Complaint Type Classification (time cut)

Complaint Summary The offender complained that he had not received his PLUS Program time cut or DOL Housekeeping time cut.

Basis for Claim 01-04-101 Adult Offender Classification

Investigative Summary The Bureau contacted John Nally, Director of Education

Outcome The time cuts were applied.

Follow-up No follow-up necessary as he has received the time cut.

18. Westville Correctional Facility

Complaint Type Grievance

Complaint Summary The offender complained that he had filed a grievance and appealed it to Central Office, but had not received response.

Basis for Claim 00-02-301 Offender Grievance Process

Investigative Summary The Bureau contacted Sandra Kibby-Brown in Central Office.

Outcome The grievance response was provided.

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

19. Westville Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complained that he had not been given the blood work that had been ordered. It had been over two days and he still had not received it and he had been really sick.

Basis for Claim HCSD 2.04 Access to Care

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

Outcome The order had not been put in for STAT. This was corrected and the offender received his medication.

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

20. Westville Correctional Facility

Complaint Type Medical Care

Complaint Summary The offender complained that he has missed med pass for two days, due to not having a wheelchair.

Basis for Claim HCSD 2.29 Orthotics, Prostheses, and other Aids to Impairment

Investigative Summary The Bureau contacted Monica Gipson, Healthcare Services Supervisor

Outcome The facility assured the offender that a wheelchair would be available in the future.

Follow-up No follow-up is necessary as the offender is now receiving his medications.

Assists

1. Pendleton Correctional Facility

Complaint Type Grievance

Complaint Summary The offender complained that he had turned in an informal grievance, but had not received a response.

Basis for Claim 00-02-301 Offender Grievance procedure

Investigative Summary The Bureau contacted Penny Eden at the facility.

Outcome The offender's informal grievances were addressed.

Follow-up No follow-up is necessary as the offender's informal grievances were responded to.

2. Plainfield Correctional Facility

Complaint Type Classification - Codes

Complaint Summary	The offender complained that he had asked for a transfer to work release, but he cannot be transferred due to his medical classification code being an “F”. He says that he’s asked medical to correct it, but not received a response to four healthcare request forms and a grievance.
Basis for Claim	01-04-101 Adult Offender Classification
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director who in turned contacted the facility. The facility sent the paperwork to classification on the same day to change his code to a G code.
Outcome	The offender’s medical classification code was updated.
Follow-up	No follow-up is necessary as the code has been updated.

3. Putnamville Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender claims that he cannot get medical to respond to his requests about his skin cancer.
Basis for Claim	HCSO 1.05 Off-site Medical Referrals
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director who in turn contacted the facility. The facility addressed the issue with a new nurse concerning education of appointments needing to be set within seven days and only four weeks out.
Outcome	The offender received a sooner dermatology appointment.
Follow-Up	No follow-up necessary as the offender has been seen and treated further.

4. Westville Correctional Facility

Complaint Type	Medical Care
Complaint Summary	The offender complained that he’s been seen by medical twice and had two cancelled call out passes for an ingrown toenail, but it has not been removed and is becoming painful and infected.

Basis for Claim	HCSD 2.04 Access to Care
Investigative Summary	The Bureau contacted Monica Gipson, Healthcare Services Director who in turn contacted the facility. The offender was seen, but not given follow-up by the doctor.
Outcome	The offender was seen by the doctor the same day and the doctor treated the offender.
Follow-up	No follow-up necessary as the offender has been seen and treated.