

2007 Fiscal Year Information of ISO Activity by Correctional Centre
Health Care Complaints

TOTAL Health Care Complaints 2007

Issue	Number
Medical – Dental – Access	6
Medical – Dental – Treatment	4
Medical – Medication – Access	34
Medical – Medication – Treatment	77
Medical – Mental Health – Access	0
Medical – Mental Health – Treatment	1
Medical – Optical	2
Medical – Physical – Access	22
Medical – Physical - Treatment	57
Total	203

TOTALS

Fiscal 2008 – April 1, 2007 to March 31, 2008

<u>Written Complaints</u>	Referral	Resolved	Substantiated/ Resolved	Substantiated/ Unresolved	Unsubstantiated	Withdrawn/ Closed without Decision	Frivolous/ Vexatious
Medical - Dental - Access	2	0	2	0	2	0	0
Medical - Dental - Treatment	2	2	0	0	2	1	0
Medical - Medication - Access	2	2	5	0	9	2	0
Medical - Medication - Treatment	3	15	9	0	56	8	0
Medical - Mental Health - Access	0	2	1	0	3	0	0
Medical - Mental Health - Treatment	0	1	0	0	2	0	0
Medical - Optical - Access	2	0	0	0	0	0	0
Medical - Optical - Treatment	0	0	0	0	1	0	0
Medical - Physical - Access	2	4	1	0	15	3	0
Medical - Physical - Treatment	6	6	7	0	38	6	0
Total	19	32	25	0	128	20	0
Grand Total Written Complaints							
224							

TOTALS

Fiscal 2009 – April 1, 2008 to March 31, 2009

<u>Written Complaints</u>	Referral	Resolved	Substantiated/ Resolved	Substantiated/ Unresolved	Unsubstantiated	Withdrawn/ Closed without Decision	Frivolous/ Vexatious
Medical - Dental - Access	3	3	0	0	7	0	0
Medical - Dental - Treatment	0	0	0	0	3	0	0
Medical - Medication - Access	2	6	2	0	29	0	0
Medical - Medication - Treatment	3	9	6	0	32	0	0
Medical - Mental Health - Access	0	1	3	0	2	0	0
Medical - Mental Health - Treatment	1	0	0	0	1	0	0
Medical - Optical - Access	0	1	0	0	0	0	0
Medical - Optical - Treatment	0	1	0	0	0	0	0
Medical - Physical - Access	2	2	4	0	19	1	0
Medical - Physical - Treatment	8	5	1	0	43	2	0
Total	19	28	16	0	136	3	0
Grand Total Written Complaints							
202							

TOTALS

Fiscal 2010 Year End (April 1, 2009 – March 31, 2010)

<u>Written Complaints</u>	Referral	Resolved	Substantiated/ Resolved	Substantiated/ Unresolved	Unsubstantiated	Withdrawn/ Closed without Decision	Frivolous/ Vexatious
Medical - Dental - Access			1	1	4	1	
Medical - Dental - Treatment	2				11		
Medical - Medication - Access	4		2		16	1	
Medical - Medication - Treatment	8	2			27		
Medical - Mental Health - Access			2				
Medical - Mental Health - Treatment			1		2		
Medical - Optical - Access	2	1	1		3		
Medical - Optical - Treatment		1	3		10		
Medical - Physical - Access	9	3	1	1	29		
Medical - Physical - Treatment	4	1	1		2		
Total	29	8	12	2	104	2	
Grand Total Written Complaints							
157							

TOTALS

Fiscal 2011 Year End (April 1, 2010 – March 31, 2011)

<u>Written Complaints</u>	Referral	Resolved	Substantiated/ Resolved	Substantiated/ Unresolved	Unsubstantiated	Withdrawn/ Closed without Decision	Frivolous/ Vexatious
Medical - Dental - Access			1	1	4		
Medical - Dental - Treatment					7	1	
Medical - Medication - Access	4		2		15		
Medical - Medication - Treatment	8	2			32	1	
Medical - Mental Health - Access			2				
Medical - Mental Health - Treatment			1		1		
Medical - Optical		1	1		4		
Medical - Physical - Access	2		2		5		
Medical - Physical - Treatment	7	3	2	1	33		
Total	21	6	11	2	101	2	

Grand Total Written Complaints

143

Roll Up - TOTALS

Fiscal 2012 Year End (April 1, 2011 - March 31, 2012)

<u>Written Complaints</u>	Referral	Resolved	Substantiated/ Resolved	Substantiated/ Unresolved	Unsubstantiated	Withdrawn/ Closed without Decision	Frivolous/ Vexatious
Medical - Dental - Access			1				
Medical - Dental - Treatment		1			5		
Medical - Medication - Access	6	1	2		12	1	
Medical - Medication - Treatment	4	3	1		26	1	
Medical - Mental Health - Access	1	2			4		
Medical - Mental Health - Treatment	1				2		
Medical - Optical	2				4		
Medical - Physical - Access			1		5		
Medical - Physical - Treatment	10	6	1		26	4	
Total	24	13	6		84	6	

Grand Total Written Complaints

133