

Korchinski, John HLTH:EX

From: Hazeldine, Luba HLTH:EX
Sent: Tuesday, April 25, 2017 10:52 AM
To: Constantine, Stephanie HLTH:EX
Subject: FW: Corrections Complaints Data
Attachments: Health Care Emails Table added.docx; 00 Rollup HEALTH CARE FY 2016.xlsx; FY15-16 Health Care Emails to ISO Branch, April 2016.docx; Health Complaint Forms by Centre FY 15-16.xlsx; ISO Written & Telephone Complaints FY15-16.xlsx; Health Care Complaints

Hi Stephanie,

We had another working group meeting yesterday afternoon and I also had a follow up call with Dave from PHSA this morning. Dave seems to be quite knowledgeable and on top of things.

s.14

Secondly as you can see Dave got some data from MPSSG – I asked him what the difference is between the 84 written and telephone complaints to the ISO, the 106 emails to ISO, and the 1081 complaints at the health centres and he wasn't 100% sure – but he has a meeting with the MPSSG ISO on May the 8th and will give me an update on anything new he learns. I also asked him to ask if corrections has something equivalent to the Patient Quality Review Board – as I indicated that you want to know what the anticipated volumes there would be. If you have any other specific questions for ISO just let me know.

One thing he did say was that he has heard that inmates are known to use every avenue of complaints.

Just so you know, although we haven't received it in writing, it looks like the Correctional Health Services will be a program under PHSA – i.e. it will be reporting to PHSA board, etc.

Did you have your meeting with your PHSA counterpart?

Luba Hazeldine

Policy Analyst

Surgical Services | Acute & Provincial Services

Hospital, Diagnostic and Clinical Services Division | Ministry of Health

250 952-1371

Main floor, 1515 Blanshard Street, Victoria, BC | PO Box 9638 Stn Prov Govt V8W 9P1

Warning: This email is intended only for the use of the individual or organization to whom it is addressed. It may contain information that is privileged or confidential. Any distribution, disclosure, copying, or other use by anyone else is strictly prohibited. If you have received this in error, please telephone or e-mail the sender immediately and delete the message.

From: Bhauruth, Dave [<mailto:s.22>]
Sent: Monday, April 24, 2017 2:07 PM
To: Hazeldine, Luba HLTH:EX
Subject: Corrections Complaints Data

Hi Luba,

As discussed, here's the Corrections complaint data I've given to Karen. Please let me know if you have further questions.

Thanks,

Dave

Dave Bhauruth

Director, Risk Management
BC Mental Health and Substance Use Services
An agency of the Provincial Health Services Authority

Suite 202 – 601 West Broadway
Vancouver, BC V5Z 4C2
BlackBerry: s.22
Email: dbhauruth@phsa.ca
Web: bcmhsus.ca



**BC MENTAL HEALTH
& SUBSTANCE USE SERVICES**
An agency of the Provincial Health Services Authority

The contents of this message are confidential. If you are not the intended recipient, please delete it immediately and contact the sender.

TOTALS
Fiscal Year Roll Up (Apr 01, 2015 to Mar 31, 2016)

<u>Written Complaints</u>	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/ Vexatious	
Medical - Dental - Access	1				1			2
Medical - Dental - Treatment	1	1	1		1			4
Medical - Medication - Access	1		1					2
Medical - Medication - Treatment	4	3	8	1	21			37
Medical - Mental Health - Access					1			1
Medical - Mental Health - Treatment		2			2			4
Medical - Optical					1			1
Medical - Physical - Access	2				1			3
Medical - Physical - Treatment	2	3	4		21			30
Total	11	9	14	1	49			84

Grand Total Written Complaints
84

Telephone Contacts								
Medical - Dental - Access	20							20
Medical - Dental - Treatment	1							1
Medical - Medication - Access	108							108
Medical - Medication - Treatment	196							196
Medical - Mental Health - Access	9							9
Medical - Mental Health - Treatment	16							16
Medical - Optical	5							5
Medical - Physical - Access	117							117
Medical - Physical - Treatment	148							148
Total Telephone Contacts	620							620

BC Corrections Health – Inmate Contacts to Chiron Health Clinics (Managers)

The email contacts to the centres break out as below for April 1, 2015 to March 31, 2016:

	SPSC*	VIRCC	KRCC	NFPC**	FRCC	ACCW***	PGRCC	NCC	FMCC	TOTALS
Dental - Access	1	2			1					4
Dental - Treatment										0
Medication – Access (r/o incl.)	2	9	2	3	2	1	2			21
Medication - Treatment	5	1	2	2	1	1	1			13
Physical Access to Health Care	3	6	3	1						13
Physical Treatments in Health Care	3			4	3					10
Mental Health - Access	1				1	1				3
Mental Health – Treatment										0
Information requested	5	3	7	2	2	2				21
Suicide Threat – Notification to HC				1	1	1				3
FYI s	8	1	4	1	3	1				18
TOTALS	28	22	18	14	14	7	3	0	0	106

* Numbers represent emails to HCM from position start date: August 2015

** Numbers represent emails to HCM from position start date: August 2015

*** Numbers represent emails to HCM from position start date: October 2015

Page 05

Withheld pursuant to/removed as

s.3

The email contacts to the centres break out as below for April 1, 2015 to March 31, 2016:

	SPSC*	VIRCC	KRCC	NFPC**	FRCC	ACCW***	PGRCC	NCC	FMCC	TOTALS
Dental - Access	1	2			1					4
Dental - Treatment										0
Medication – Access (r/o incl.)	2	9	2	3	2	1	2			21
Medication - Treatment	5	1	2	2	1	1	1			13
Physical Access to Health Care	3	6	3	1						13
Physical Treatments in Health Care	3			4	3					10
Mental Health - Access	1				1	1				3
Mental Health – Treatment										0
Information requested	5	3	7	2	2	2				21
Suicide Threat – Notification to HC				1	1	1				3
FYI s	8	1	4	1	3	1				18
TOTALS	28	22	18	14	14	7	3	0	0	106

* Numbers represent emails to HCM from position start date: August 2015

** Numbers represent emails to HCM from position start date: August 2015

*** Numbers represent emails to HCM from position start date: October 2015

BC Corrections Health

Health-Related Inmate Complaints Received at Health Clinics

FY 15/16

Month	PGRCC	VIRCC	FMCC	NCC	SPSC	ACCW	NFPC	FRCC	KRCC	
April	13			0	20				7	
May	4			1	20				9	
June	3			0	20				19	
July	11			1	21				21	
Aug	4			0	22				18	
Sept	19			0	9				19	
Oct	7			0	31				9	
Nov	19			0	57				18	
Dec	13			0	27				5	
Jan	19			2	47				30	
Feb	5			1	25				20	
Mar	12			3	25				29	
Total	129	157	2	8	324	108	104	45	204	Total
										1081

Source: Tony Porter, Health Care Contract Manager, Ministry of Public Safety & Solicitor General

BC Corrections Health
Written & Telephone Complaints to Inspections & Standards Office
FY 15-16

TOTALS
Fiscal Year Roll Up (Apr 01, 2015 to Mar 31, 2016)

<u>Written Complaints</u>	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/ Vexatious	Total
Medical - Dental - Access	1				1			2
Medical - Dental - Treatment	1	1	1		1			4
Medical - Medication - Access	1		1					2
Medical - Medication - Treatment	4	3	8	1	21			37
Medical - Mental Health - Access					1			1
Medical - Mental Health - Treatment		2			2			4
Medical - Optical					1			1
Medical - Physical - Access	2				1			3
Medical - Physical - Treatment	2	3	4		21			30
Total	11	9	14	1	49			84

Grand Total Written Complaints
84

Telephone Contacts

Medical - Dental - Access	20	20
Medical - Dental - Treatment	1	1
Medical - Medication - Access	108	108
Medical - Medication - Treatment	196	196
Medical - Mental Health - Access	9	9
Medical - Mental Health - Treatment	16	16
Medical - Optical	5	5
Medical - Physical - Access	117	117
Medical - Physical - Treatment	148	148
Total Telephone Contacts	620	620

Alouette Correctional Centre for Women

Fiscal Year Roll Up (Apr 01, 2015 to Mar 31, 2016)

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

Grand Total Written Complaints
6

Telephone Contacts

Medical - Dental - Access		
Medical - Dental - Treatment		
Medical - Medication - Access	7	7
Medical - Medication - Treatment	11	11
Medical - Mental Health - Access		
Medical - Mental Health - Treatment		
Medical - Optical		
Medical - Physical - Access	1	1
Medical - Physical - Treatment	2	2
Total Telephone Contacts	21	

Ford Mountain Correctional Centre

Fiscal Year Roll Up (Apr 01, 2015 to Mar 31, 2016)

<u>Written Complaints</u>	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/ Vexatious
Medical - Dental - Access							
Medical - Dental - Treatment							
Medical - Medication - Access							
Medical - Medication - Treatment							
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment							
Total							

Grand Total Written Complaints

Telephone Contacts

Medical - Dental - Access	
Medical - Dental - Treatment	
Medical - Medication - Access	
Medical - Medication - Treatment	
Medical - Mental Health - Access	
Medical - Mental Health - Treatment	
Medical - Optical	
Medical - Physical - Access	2
Medical - Physical - Treatment	
Total Telephone Contacts	2

2

Fraser Regional Correctional Centre

Fiscal Year Roll Up (Apr 01, 2015 to Mar 31, 2016)

<u>Written Complaints</u>	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/ Vexatious	
Medical - Dental - Access								
Medical - Dental - Treatment		1						1
Medical - Medication - Access								
Medical - Medication - Treatment			1		3			4
Medical - Mental Health - Access								
Medical - Mental Health - Treatment								
Medical - Optical								
Medical - Physical - Access								
Medical - Physical - Treatment					3			3
Total		1	1		6			8

Grand Total Written Complaints
8

Telephone Contacts								
Medical - Dental - Access	1							1
Medical - Dental - Treatment								
Medical - Medication - Access	9							9
Medical - Medication - Treatment	19							19
Medical - Mental Health - Access	2							2
Medical - Mental Health - Treatment	1							1
Medical - Optical								
Medical - Physical - Access	3							3
Medical - Physical - Treatment	19							19
Total Telephone Contacts	54							

Kamloops Regional Correctional Centre

Fiscal Year Roll Up (Apr 01, 2015 to Mar 31, 2016)

<u>Written Complaints</u>	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/ Vexatious	
Medical - Dental - Access	1							1
Medical - Dental - Treatment								
Medical - Medication - Access								
Medical - Medication - Treatment			2		8			10
Medical - Mental Health - Access								
Medical - Mental Health - Treatment		2						2
Medical - Optical								
Medical - Physical - Access								
Medical - Physical - Treatment			2		2			4
Total	1	2	4		10			17

Grand Total Written Complaints
17

Telephone Contacts

Medical - Dental - Access		
Medical - Dental - Treatment		
Medical - Medication - Access	30	30
Medical - Medication - Treatment	21	21
Medical - Mental Health - Access	1	1
Medical - Mental Health - Treatment	3	3
Medical - Optical		
Medical - Physical - Access	20	20
Medical - Physical - Treatment	18	18
Total Telephone Contacts	93	

Nanaimo Correctional Centre

Fiscal Year Roll Up (Apr 01, 2015 to Mar 31, 2016)

<u>Written Complaints</u>	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/ Vexatious
Medical - Dental - Access							
Medical - Dental - Treatment							
Medical - Medication - Access							
Medical - Medication - Treatment							
Medical - Mental Health - Access							
Medical - Mental Health - Treatment							
Medical - Optical							
Medical - Physical - Access							
Medical - Physical - Treatment							
Total							

Grand Total Written Complaints

Telephone Contacts

Medical - Dental - Access	
Medical - Dental - Treatment	
Medical - Medication - Access	
Medical - Medication - Treatment	
Medical - Mental Health - Access	
Medical - Mental Health - Treatment	
Medical - Optical	
Medical - Physical - Access	2
Medical - Physical - Treatment	
Total Telephone Contacts	2

2

North Fraser Pretrial Centre

Fiscal Year Roll Up (Apr 01, 2015 to Mar 31, 2016)

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

Grand Total Written Complaints
15

Telephone Contacts								
Medical - Dental - Access	5							5
Medical - Dental - Treatment								
Medical - Medication - Access	7							7
Medical - Medication - Treatment	25							25
Medical - Mental Health - Access	3							3
Medical - Mental Health - Treatment	5							5
Medical - Optical	2							2
Medical - Physical - Access	18							18
Medical - Physical - Treatment	25							25
Total Telephone Contacts	90							

Prince George Regional Correctional Centre
Fiscal Year Roll Up (Apr 01, 2015 to Mar 31, 2016)

<u>Written Complaints</u>	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/ Vexatious	
Medical - Dental - Access								2
Medical - Dental - Treatment			1		1			1
Medical - Medication - Access	1							2
Medical - Medication - Treatment	1			1				1
Medical - Mental Health - Access					1			
Medical - Mental Health - Treatment								
Medical - Optical								
Medical - Physical - Access	1				1			2
Medical - Physical - Treatment		1						1
Total	3	1	1	1	3			9

Grand Total Written Complaints
9

Telephone Contacts

Medical - Dental - Access		
Medical - Dental - Treatment		
Medical - Medication - Access	16	16
Medical - Medication - Treatment	18	18
Medical - Mental Health - Access		
Medical - Mental Health - Treatment		
Medical - Optical		
Medical - Physical - Access	15	15
Medical - Physical - Treatment	6	6
Total Telephone Contacts	55	

Surrey Pretrial Services Centre

Fiscal Year Roll Up (Apr 01, 2015 to Mar 31, 2016)

Appeals

<u>Written Complaints</u>	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/ Vexatious	
Medical - Dental - Access					1			1
Medical - Dental - Treatment	1							1
Medical - Medication - Access			1					1
Medical - Medication - Treatment	1	3	4		3			11
Medical - Mental Health - Access								
Medical - Mental Health - Treatment								
Medical - Optical					1			1
Medical - Physical - Access								
Medical - Physical - Treatment		1			8			9
Total	2	4	5		13			24

Grand Total Written Complaints
24

Telephone Contacts

Medical - Dental - Access	7	7
Medical - Dental - Treatment		
Medical - Medication - Access	23	23
Medical - Medication - Treatment	48	48
Medical - Mental Health - Access	1	1
Medical - Mental Health - Treatment	7	7
Medical - Optical	2	2
Medical - Physical - Access	35	35
Medical - Physical - Treatment	50	50
Total Telephone Contacts	173	

Vancouver Island Regional Correctional Centre
Fiscal Year Roll Up (Apr 01, 2015 to Mar 31, 2016)

Written Complaints	Referral	Resolved	Substantiated Resolved	Substantiated Unresolved	Unsubstantiated	Withdrawn/Closed without Decision	Frivolous/ Vexatious	
Medical - Dental - Access								
Medical - Dental - Treatment								
Medical - Medication - Access								
Medical - Medication - Treatment	1				1			2
Medical - Mental Health - Access								
Medical - Mental Health - Treatment								
Medical - Optical								
Medical - Physical - Access								
Medical - Physical - Treatment			1		2			3
Total	1		1		3			5

Grand Total Written Complaints
5

Telephone Contacts								
Medical - Dental - Access	7							7
Medical - Dental - Treatment	1							1
Medical - Medication - Access	16							16
Medical - Medication - Treatment	54							54
Medical - Mental Health - Access	2							2
Medical - Mental Health - Treatment								
Medical - Optical	1							1
Medical - Physical - Access	21							21
Medical - Physical - Treatment	28							28
Total Telephone Contacts	130							