



**ALLEGHENY COUNTY
BUREAU OF CORRECTIONS**

APPLICABILITY: All Authorized Personnel

POLICY NUMBER: # 2110

EFFECTIVE: 8/21/2018

REVISED: 9/12/2019

REVIEWED: 4/29/2022

REVIEWED: 3/12/2024

TITLE: Grievance Process for Health Care Complaints

NCCHC: J-A-10

ACA: 4-ALDF-6B-01

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POLICY

It is the policy of the Allegheny County Bureau of Corrections Health Care Services Department to provide a process to address the incarcerated individual's disagreement or question about health care services.

PURPOSE

To ensure that the patient's right to disagree with or question the healthcare system is protected.

PROCEDURAL GUIDELINES

NCCHC/ACA

1. A grievance process is in place.
2. The grievance policy includes:
 - a. a time frame for response and,
 - b. the process for appeal.
3. Responses to incarcerated individual's grievances are:
 - a. timely
 - b. based on principles of adequate medical care and,
 - c. include documentation of response

PROCEDURE DETAILS:

1. Grievances are brought to the attention of the Health Care Services Department through correctional staff designated to receive complaints.
2. Review of the healthcare complaint will be based on the principles of adequate medical care, clinical guidelines, and established protocols.
3. Each department within the healthcare services department will be responsible to investigate and respond to complaints/grievances involving their department. The nursing administrative assistant is responsible for maintaining the grievance log and distributing the grievances to members of management for response at the direction of the director of nursing.
4. The mental health department administrative assistant is responsible for maintaining the grievance log and distributing the grievances under the direction of the director of mental health.
5. The substance abuse department administrative assistant is responsible for maintaining the grievance log and distributing the grievances under the direction of the director of substance abuse programs.
6. A response must be given with ten (10) days.

Appealing Health Care Complaint Decision

- a. Incarcerated individuals who are dissatisfied with the disposition of a complaint will have five (5) days after receipt of the notice of decision to appeal to the Warden or designee in writing using the Inmate Complaint/Appeal Form.
 - b. The individual must also enclose the original inmate pink copy of the Inmate Complaint/Appeal Form and the original inmate pink copy of the Complaint Findings Form with the Inmate Appeal Form.
 - c. The Warden or designee will have fifteen (15) working days after receipt of the documents to decide on the appeal and to reply to the individual.
 - d. The Warden will consult with the medical director for complaint appeals involving health care issues.
 - e. The reply will be in writing and will be provided on the Appeal of Complaint Officer's Decision - Warden's Findings Form.
 - f. The individual will be required to sign for the Warden's or designee's response and a copy of the signed response will be retained for two (2) years in the OnBase program. The Warden's decision will be final.
7. Health care function grievances are tracked through the CQI program to identify any recurrent issues.
 8. The CQI committee will evaluate any trends and implement corrective actions as necessary. Areas identified for corrective actions will continue to be monitored for improvement following implementation of the action plan.