

 <p style="text-align: center;">DIVISION OF ADULT INSTITUTIONS</p> <p style="text-align: center;">POLICY AND PROCEDURES</p>	DAI Policy #: 500.10.23	Page 1 of 4
	Original Effective Date: 05/15/03	New Effective Date: 08/20/24
	Supersedes: 500.10.23	Dated: 11/28/22
	Administrator's Approval: Sarah Cooper, Administrator – 08/01/24	
	Required Posting or Restricted:	
<input checked="" type="checkbox"/> PIOC <input checked="" type="checkbox"/> All Staff <input type="checkbox"/> Restricted		
Chapter: 500 Health Services		
Subject: Grievance Process for Health Care Complaints		

POLICY

The Division of Adult Institutions shall afford PIOC in facilities a process by which grievances regarding the DOC healthcare systems/services may be expeditiously raised, investigated and decided.

REFERENCES

DAI Policy 500.10.27 – Continuous Quality Improvement
Standards for Health Care in Prisons, National Commission on Correctional Health Care, 2018, P-A-10 – Grievance Process for Health Care Complaints
Wisconsin Administrative Code Ch. DOC 310 – Complaint Procedures

DEFINITIONS, ACRONYMS AND FORMS

BHS – Bureau of Health Services

Corrections Complaint Examiner (CCE) – Employee assigned to review complaints appealed to the Secretary and to conduct further investigation as needed.

DOC – Department of Corrections

DOC-400 – Offender Complaint

HCR – Healthcare Record

HSM – Health Service Manager

NC4 – Nurse Clinician 4 refers to the clinician who has oversight of operations at their designated Centers within the Center System.

Institution Complaint Examiner (ICE) – Employee assigned by the Warden/Superintendent at each facility to investigate complaints.

Inmate Complaint Review System (ICRS) – Process under Wisconsin Administrative Code Ch. DOC 310 by which complaints filed by PIOC are investigated and resolved.

PIOC – Persons in our Care

RA – Reviewing Authority

DAI Policy #: 500.10.23	New Effective Date: 08/20/24	Page 2 of 4
Chapter: 500 Health Services		
Subject: Grievance Process for Health Care Complaints		

PROCEDURE

I. Resolution of PIOC Complaints and Concerns about Healthcare (Prior to Filing of a Complaint Under ICRS)

- A. PIOC have the right to disagree with or question healthcare systems/services including their medical, dental and mental healthcare.
- B. PIOC complaints may be verbal or written.
- C. Attempts shall be made to informally resolve PIOC healthcare complaint or concern.

II. A face-to-face interview by HSU leadership, a care provider or nurse is an effective way to resolve issues and concerns and is encouraged.

- A. Healthcare staff shall document interventions and responses to questions and complaints in PIOC HCR.
- B. Healthcare staff shall respect the confidential nature of PIOC complaints or concerns by not discussing the complaint or concern with other staff or PIOC, except those who have a job related need to know.
- C. Where issues, concerns or complaints are long standing, unresolved or on-going, healthcare staff shall periodically meet with PIOC to review their healthcare needs.

III. Investigation of ICRS Complaint

- A. When PIOC files a formal complaint by submitting DOC-400 Inmate Complaint, designated healthcare staff shall collaborate with the ICE in the first step of the investigation of the complaint.
- B. If non-healthcare staff responds to PIOC complaints, healthcare staff shall be consulted.
- C. During the ICRS process, designated healthcare staff shall respond to requests for information from the appropriate RA and CCE or the Office of the Secretary.
- D. Designated medical, dental and mental healthcare staff shall attempt to resolve PIOC complaints and concerns by reviewing and evaluating the complaints and concerns in a timely manner based upon principles of adequate healthcare delivery.

IV. Actions Following an Affirmed Complaint

- A. HSMs/NC4s shall review complaints, identify and resolve systematic problems in healthcare delivery in coordination with the assigned Assistant Director of Nursing.

DAI Policy #: 500.10.23	New Effective Date: 08/20/24	Page 3 of 4
Chapter: 500 Health Services		
Subject: Grievance Process for Health Care Complaints		

- B. HSMs/NC4s shall identify patterns and themes related to PIOC complaints and make recommendations for changes in practice at the facility and system level utilizing continuous quality improvement according to DAI Policy 500.10.27.

- C. HSMs/NC4s shall inform the Medical Director/Associate Medical Director and Assistant Director of Nursing of complaints that may require a change in healthcare practices or policies/procedures.

- D. The Director of Healthcare Administration, Medical Director, Director of Nursing, Mental Health Director, Pharmacy or Dental Director shall:
 - 1. Determine when healthcare practices or policies and procedures should be developed, revised or rescinded at the system level.
 - 2. Notify BHS staff responsible for revising protocols, treatment guidelines, policies/procedures and forms when changes result from a complaint and monitor progress until complete.
 - 3. Notify healthcare staff of changes in healthcare practices, policies and procedures resulting from affirmed complaints.

DIVISION OF ADULT INSTITUTIONS FACILITY IMPLEMENTATION PROCEDURES

Facility: Name		
Original Effective Date:	DAI Policy Number: 500.10.23	Page 4 of 4
New Effective Date: 00/00/00	Supersedes Number:	Dated:
Chapter: 500 Health Services		
Subject: Grievance Process for Health Care Complaints		
Will Implement <input type="checkbox"/> As written <input type="checkbox"/> With below procedures for facility implementation		
Warden's/Center Superintendent's Approval:		

REFERENCES

DEFINITIONS, ACRONYMS AND FORMS

FACILITY PROCEDURE

I.

- A.
 - 1.
 - a.
- B.
- C.

II.

- A.
- B.
- C.