



STATE OF WASHINGTON
DEPARTMENT OF CORRECTIONS
P.O. Box 41100 • Olympia, Washington 98504-1110

June 1, 2020

TO: Facility Grievance Specialists
Health Service Managers and Administrators
Superintendents

FROM: Scott Russell, Deputy Director, Health Services Administration [Signature on file]

SUBJECT: Health Services Grievance Procedural Changes - Update

This is to clarify the earlier memos sent out on June 13, 2019, February 5, 2020 and May 18, 2020 regarding the processing of health services related grievance complaints. This information will be incorporated to upcoming revisions to the Statewide Grievance Program Manual.

Health services complaints will not be sent back for rewrite, or not accepted. All initial complaints regarding a health services issue will be screened by the Grievance Coordinator and either accepted as an investigation, or sent to the Health Services Manager (HSM) for review and in an attempt to informally resolve at Level 0. If unable to informally resolve at Level 0 within the established timeframe, this will be assigned to the HSM as a Level I investigation.

The HSM is responsible to investigate, or assign investigation to a qualified health services staff, then review, all Level 0 and Level I investigations. This review by the HSM will provide a process to: quickly evaluate concerns and ensure critical situations are reviewed by employees with the appropriate expertise, the authority to resolve and the accountability to mandate timely responsiveness to health services related complaints. The same person cannot investigate the Level 0 and Level I.

Level II investigations will be completed by the Health Services Manager 2, Health Services Manager 3, or Facility Medical Director. Completed investigations and responses will be reviewed and signed by the Health Services Appointing Authority, the Health Services Administrator (HSA).

Level III investigations will be investigated by HQ Health Services staff and will be reviewed and signed by the Deputy Director, Health Services Administration.

A complaint submitted as an emergency health services complaint will go to the onsite medical provider to respond. After hours it would go to the Health Services Duty Officer. An appeal of a non-emergent determination of a health services emergency complaint will

be reviewed by the Health Services Appointing Authority, the Health Services Administrator.

The Superintendent should still be kept informed but should not be making decisions on any medical complaints.