

CORRECTIONAL MANAGED HEALTH CARE POLICY MANUAL	Effective Date: 10/15/2012	NUMBER: A-12.1 Page 1 of 1
	Replaces: 6-1-2009	
	Formulated: 9/95 Reviewed: 10/13	
GRIEVANCE MECHANISM		

PURPOSE: To identify the mechanism that allows offenders to express their complaints regarding health services and to provide a structure that facilitates participation in the grievance mechanism by facility healthcare providers, in both the informal resolution phase and the formal filing phase.

POLICY: Upon arrival at any secure facility operated by, or under contract with, the Texas Department of Criminal Justice, all offenders receive in writing, and verbally when necessary, information that specifies the procedure for utilization of the grievance mechanism as set forth in Board Policy BP-03.77, Inmate Grievance Procedures and Administrative Directive 03.82, Management of Offender Grievances. Also available on the TDCJ intranet is the Offender Grievance Operations Manual which is located alphabetically under Manuals and Publications.

It is the responsibility of the facility clinical administrator to assure that facility medical staff participate fully in the grievance mechanism and to achieve informal resolution of offender concerns whenever possible.

It is the responsibility of the Office of Professional Standards, Health Services Division to provide procedural guidelines for the informal and formal resolution of offender grievances in coordination with the Division of Administrative Review and Risk Management.

PROCEDURES:

- I. The facility health administrator (TTUHSC)/practice manager (UTMB) assures that each offender, upon arrival, is provided with a copy of the procedures for initiating a health related grievance.
- II. Procedures must be written in English (Attachment A) and Spanish (Attachment B).
- III. For specific information related to participation in the grievance mechanism by facility medical staff, reference the TDCJ Health Services Informal Resolution Process (Attachment C) which is located on the CMC web listed alphabetically under Manuals.
- IV. The findings for Facility Health Services related offender grievances will be reviewed by the Facility Leadership Council.
- V. The investigation of appeals at the division level of health related offender grievances will be reviewed by the Office of Professional Standards with a final response subject to the approval of the Division Director of Health Services.

Index: Grievances, offender

Reference: 2008 NCCHC Standard P-A-11, Grievance Mechanism For Health Complaints (important)
2008 NCCHC Standard P-A-06, Continuous Quality Improvement Program (essential)
Board Policy BP-03.77, Offender Grievance Procedures
ACA Standard 4-4344 (Ref. 3-4331) Mandatory
ACA Standard 4-4394 (New)
ACA Standard 4-4410 (New) Mandatory