



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

August 23, 2019

Joanna Carns
Office of Corrections Ombuds
PO Box 43113
Olympia, WA 98504

Dear Ms. Carns:

The Washington Department of Corrections appreciates the opportunity to respond to the OCO Report on the 'AHCC Work Crew Investigation' completed by the Office of Corrections Ombuds.

Recommendation	Response
Conduct a review and revision of workplace safety policies and procedures.	<ul style="list-style-type: none">• The Department of Corrections currently requires audits of Hazard and/or Job Safety Analysis prior to a work crew beginning their work.• The Department will add appropriate language to policy making it clear that there is no assigning work crews to handle hazardous material without appropriate PPE and training.• The agency provides all work crew members with a form informing them of safe practices before entering a work site. The form is signed by the individual and filed.• It may not be possible to document all components of an accident injury response by the end of a shift, however, the Department will continue to attempt to have all documentation completed as soon as possible in relation to the incident.
Conduct a review and revision of healthcare policies and procedures	<ul style="list-style-type: none">• The PEP Protocol was updated, reviewed, and approved by the DOC Health Services Leadership and published on July 5, 2019. Training of the updated protocols will occur within the current calendar quarter.• Corrections Secretary Steve Sinclair has directed the agency's Health Services Division to identify opportunities for health care improvement and make



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	recommendations to improve systems, policies and care being provided to incarcerated individuals.
Create an internal quality assurance process to ensure healthcare-related events involving substantiated cases of misdiagnosis or medication error are brought forth to the attention of headquarters staff who have the authority to evaluate and mandate corrective action.	A patient safety review committee was established through the multi-disciplinary group that will review and analyze the patient safety occurrences that occur at the facility level.
Strengthen the grievance process to ensure that it is both fair and thorough.	In collaboration with the OCO, the agency has cosponsored a grievance workgroup with a multi-disciplinary team to include membership from the OCO, Prisons, Family Council, Health Services, and formerly incarcerated individuals. Areas to be reviewed include process, investigations, culture, quality assurance, and documentation. The workgroup will produce a report to the Secretary of Corrections with recommendations by December 31, 2019.

The information provided by the OCO was useful to ensure the Department of Corrections is doing everything it can to keep an incarcerated person safe during their time in the agency's facilities.

We also appreciate your team's understanding of the unique processes across facilities and the addition of policies and procedures being put in place to address them. Moving forward, Washington Department of Corrections will continue to implement additional policies, procedures, and security measures to continue to align with the Office of Corrections Ombuds recommendations.

Sincerely,

Steve Sinclair, Secretary
Washington Department of Corrections