



2023 Annual Report of Wellpath Medical Services

Presented to the

Santa Barbara County Probation Department

Santa Barbara, California

Chief Probation Officer Holly Benton



January 2024



“Always Do the Right Thing”

Some think this guiding principle is simply an aspirational company tagline but was said to us by one of our long-term county partners: “What I appreciate most about working with you, is I can count on you to always do the right thing.” From exam room to corporate boardroom, this code is our beacon of excellence and what makes the difference to patients, people, and partners.



Introduction

Wellpath provides healthcare services to the patients in Santa Barbara County under contract with Wellpath. This report summarizes the care delivered during the past contract year.

Wellpath appreciates its partnership with the Santa Barbara County Probation Department. We have shared a mutual goal of providing competent and cost-efficient healthcare to our patients since 2017. Together, we have created a professional, collaborative, and trusting relationship and raised the effectiveness of our medical services program. We always seek to continue our progress for our patients, improving our services and lowering our costs when possible. That is always top of mind at Wellpath. We thank **Chief Holly Benton** for maintaining a solid medical program in Santa Barbara County. I am sure our patients agree with us.

Over the past year of service to you, we have:

- Provided medical services 16 hours a day/7 day a week at the Santa Maria Juvenile Justice Center (SMJJC).
- Provided medical services 8 hours a day/5 day a week at Los Prietos Boys Camp (LPBC).
- Provided 24 hours a week physician medical services with 24 hours a day/7 day a week on-call availability.
- Expanded our Medication Assisted Treatment (MAT) Program.
- Enhanced communication with Behavior Wellness staff and community MAT providers.
- Enhanced linkage to community MAT providers upon release.
- Collaborated with Probation to increase preparedness of institution and facility staff for opioid overdose.
- Upgraded talent and quality of care provided through learning and development.
- Achieved provisional NCCHC Re-accreditation in December 2023.

Our teams have collaborated to raise the effectiveness of medical services.

This year, we plan to:

- Continue Monthly Chart Audits to evaluate team performance on documentation and ensure the program meets contractual requirements.
- Consolidate services and staffing to Juvenile Justice Center following closure of LPBC.
- Expand our collaboration with Behavioral Wellness and community providers to provide enhanced services for youth with substance use disorders.
- Expand health education services provided to youth.
- Continue our collaboration with Probation to enhance emergency preparedness of the facilities.
- Complete CQI studies and focus survey to receive full NCCHC Re-accreditation.

We thank essential team members who have played pivotal roles in our organization's success. Our Facility Coordinator, **Shannon Guillen**, and Administrative Assistant, **Elizabeth Melero**, continue to demonstrate exceptional dedication and diligence in ensuring the medical program runs smoothly and efficiently. Our pediatrician and addiction medicine specialist, **Carrick Adam MD**, remains committed to meeting the health needs of our youth and expanding our MAT services. We also thank our partners in Behavioral Wellness, **Kisha Ojeda MFT**, **Ian Jones MD** and the **BeWell transitions team** for tirelessly working to care for youth with mental health issues and coordinating with Wellpath to enhance identification, treatment, and linkage to services for youth with substance use disorders. We also deeply appreciate our medical liaison, **Leslie Stamm SPO**, for her collaboration and responsiveness to our healthcare team. Each of these individuals' dedication significantly contributes to our team's success, and we are truly grateful for their expertise.

Chief Benton, we extend our heartfelt thanks for your leadership in fostering a culture of collaboration from the top down. Inspired by your example, we have unified with your staff, forging a solid team. Our pride in the partnership with you and your dedicated team is immense. We are enthusiastic about making the coming year our most successful by upholding our commitment to "always do the right thing" for you, your patients, and the Ventura County community.

Sincerely,

Bailey Fogata

Bailey Fogata

Health Services Administrator
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Process

Services Provided

- Initial medical receiving screen
- Initial mental health screen
- Withdrawal monitoring and treatment from intake
- Medication-assisted treatment (MAT), including naltrexone and buprenorphine
- Medical care in a clinic setting
- Nursing protocols to guide care
- Continuation of care, including medications
- Chronic care management of chronic diseases
- Laboratory testing
- On-call provider 24/7
- Suicide prevention protocols and training
- Discharge planning (discharge meds & connection to outside services on release)
- Pharmaceutical management
- STI testing
- Oral Screening
- Referral for dental care
- Vision Screening and referral to Optometrist and prescription glasses
- Off-site specialty care
- Medical record management and maintenance
- Title XV Standardization

COVID-19 Pandemic

The COVID-19 pandemic and all its variants continue to steal the headlines and dictate how we provide healthcare to patients at the juvenile justice centers. The facilities COVID procedures have changed over the year to reflect a decrease of mandates regarding COVID. We continue to test all incoming and currently symptomatic incarcerated individuals and isolate those who test positive. We continue to offer masks to youth, if desired, and COVID vaccination to all youth and facility staff.

Patients and Performance

Statistics

Wellpath keeps monthly workload statistics to understand and report on the care we provide. Statistics typically capture data at a point in time; they seldom communicate the complexity of care a patient needs and receives.

While mostly under control, COVID- 19 still exists. Wellpath follows CDC and CDPH guidelines for the care and well-being of our patients, partners, medical staff, and ancillary service staff. We screen all incoming patients for symptoms and COVID test all intakes. Youth are monitored for five days for symptoms and are tested for COVID if they become symptomatic at any point during their incarceration. Due to the movement towards more normal operations and a loosening of the COVID restrictions, the facility had its first outbreak since the start of the COVID pandemic with 7 youth infected within one month. All youth had minimal symptoms and recovered without complications. We continue to provide the COVID vaccine to all youth and staff. We are proud of the collaborative work between medical, probation, and public

health to continue to keep our youth safe with zero hospitalizations and deaths since the start of the pandemic.

For 2023 at SMJJC, our average daily population increased to 36 compared to 24 during the previous year. **We administered 4,533 doses of medication and 9,682 doses of mental health medications in 2023, compared to 3,865 doses of medication prescribed by the Wellpath physician and 6,430 doses of mental health medications in 2022. The numbers show a 17% increase in medical medications and 51% increase in psychiatric medications given to youth in 2023 compared to 2022.** This is due to increasing population within the facility. We continue to offer all childhood vaccinations per the CDC 2023 Immunization schedule and in 2023, Wellpath administered 169 vaccinations.

At LPBC, our 2023 average daily population stayed approximately the same at five compared to four during the previous year. **We administered 252 doses of non-mental health prescription medication and 2,245 doses of mental health medications in 2023, compared to 553 doses of medication prescribed by the Wellpath physician and 1,319 doses of mental health medications in 2022. The numbers show a 54% decrease in medical medications and 70% increase in psychiatric medications given in 2023 compared to 2022.** We also administered seven vaccinations in 2023 at LPBC.

In 2023, there were 147 offsite appointments at SMJJC up from 140 in 2022. Dental appointments accounted for 63% of all appointments followed by radiology (16%) and orthopedic surgery (10%) with the latter two reflecting an increase in injuries related to physical altercations. At LPBC, there were 34 offsite appointments down from 44 in 2022 with 80% of the appointments with our contracted community dental provider followed by orthopedic surgery (9%) and optometry (6%).

There were 12 youth transported to the emergency room from SMJJC in 2023 up from 10 in 2022. At LPBC, one youth was sent to the emergency room compared to three in 2022. There were no youth hospitalizations in 2023.

Quarterly Statistics

Santa Maria Juvenile Justice Center

	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>FY2023</u>
ADP	34	34	34	40	36
Health Assessments	46	62	61	77	246
Inmate Mortality	0	0	0	0	0
COVID Cases	2	8	1	0	11
COVID tests	94	269	97	269	729
Lab Draws	16	22	14	16	68
Diagnostic Studies	11	5	1	6	23
Youth Seen by Physician	215	201	209	217	842
MD Sick Call	130	109	116	118	473
Chronic Care Visits	40	33	33	24	130
Youth Testing for STIs	34	43	45	55	177
Youth Testing Positive for TB	2	2	0	1	5
Youth on Meds	50	45	56	55	206
Youth on Psych Meds	56	60	59	65	240
Medication Doses Given	5904	6220	5739	5566	23429
Grievances	0	0	0	1	1
Patients on MAT	2	5	5	4	16
Intake Medical Screenings	50	70	58	74	252
Vaccines administered	44	41	48	36	169
Youth tested for HIV	32	36	31	38	137

Los Prietos Boys Camp

	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>FY2023</u>
ADP	7	6	4	5	5.5
Inmate Mortality	0	0	0	0	0
COVID Cases	0	0	0	0	0
COVID tests	1	1	6	13	5
Lab Draws	0	0	0	1	1
Diagnostic Studies	1	0	0	0	1
Youth Seen by Physician	21	22	4	10	57
MD Sick Call	14	15	1	5	35
Chronic Care Visits	8	7	3	5	23
Youth Testing for STIs	0	0	0	0	0
Youth Testing Positive for TB	0	0	0	0	0
Youth on Meds	3	2	1	1	2
Youth on Psych Meds	6	7	2	4	6
Medication Doses Given	548	619	150	198	505
Grievances	0	0	0	0	0
Patients on MAT	0	0	0	0	0
Vaccines administered	1	0	0	5	6
Youth tested for HIV	0	0	0	0	0

Off-Site Care

Off-site care requires appropriateness and necessity by the on-site provider.

Santa Maria Juvenile Justice Center

Quarterly Off-Site Statistics	<u>Q1</u>	<u>Q2</u>	<u>Q3</u>	<u>Q4</u>	<u>FY2023</u>
Total Off-Site Care	48	28	40	31	147
Dental	31	22	26	13	92
Vision	1	0	5	3	9
Ortho	3	0	4	7	14
Outpatient Surgery	0	0	1	0	1
Radiology	11	5	1	6	23
Dermatology	2	1	1	0	4
Women's Clinic	0	0	0	2	2
Neurosurgery	0	0	1	0	1
Wound Care	0	0	1	0	1

Los Prietos Boys Camp

Quarterly Off-Site Statistics	Q1	Q2	Q3	Q4	FY2023
Total Off-Site Care	15	6	6	7	34
Dental	12	3	5	7	27
Vision	0	1	1	0	2
Ortho	2	1	0	0	3
Radiology	1	0	0	0	1

Annual Statistics

Santa Maria Juvenile Justice Center

On-Site	J	F	M	A	M	J	J	A	S	O	N	D	FY 2023
ADP	31	36	34	33	34	35	32	37	33	39	41	41	36
Health Assessments	16	19	10	23	12	23	17	26	17	28	24	23	149
Inmate Mortality	0	0	0	0	0	0	0	0	0	0	0	0	0
COVID Cases	1	1	0	1	0	7	1	0	0	0	0	0	11
Lab Draws	4	5	7	12	5	5	2	4	8	10	3	3	68
Diagnostic Studies	1	3	7	0	2	3	0	0	1	2	1	3	23
Inmates seen by Physician	69	73	73	68	70	63	57	85	67	78	64	63	712
MD Sick Call	39	43	48	35	44	30	27	48	41	39	46	33	473
Chronic Care Visits	14	11	15	10	13	10	13	11	9	20	22	11	130
Youth Testing Pos for STDs	3	3	2	4	1	1	0	3	1	0	1	1	20
Youth Testing Pos for TB	0	0	2	1	0	1	0	0	0	0	0	1	5
Youth on Meds	12	18	16	16	15	14	19	24	13	15	23	17	206
Youth on Psych Meds	17	18	21	19	19	22	21	19	19	21	21	23	240
Med Doses Given	1712	1900	2292	1992	2140	2088	2111	2021	1607	1678	1855	2033	23429
Grievances	0	0	0	0	0	0	0	0	0	0	1	0	1
Patients on MAT	0	1	1	2	2	1	1	2	2	1	2	0	15
Intake Medical Screenings	23	18	9	22	24	24	19	16	23	25	28	21	252
Youth Testing Pos for HIV or HIV Antibodies	0	0	0	0	0	0	0	0	0	0	0	0	0
Off Site Care													

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Total off-site care	8	10	19	12	6	5	14	18	7	10	4	11	124
Dental	5	9	17	12	6	4	8	12	6	6	2	5	92
Ortho	1	1	1	0	0	0	0	4	0	4	2	1	14
Radiology	1	2	7	0	2	3	0	0	1	2	1	3	23
Women's Clinic	0	0	0	0	0	0	0	0	0	0	0	2	2
Vision	1	0	0	0	0	0	5	0	0	0	0	3	9
Wound Care	0	0	0	0	0	0	0	1	0	0	0	0	1
Other	1	0	1	0	0	1	1	0	1	0	0	0	5

Los Prietos Boys Camp

On-Site	J	F	M	A	M	J	J	A	S	O	N	D	FY 2023
ADP	5	7	8	7	7	5	4	2	5	4	6	5	5.5
Youth Mortality	0	0	0	0	0	0	0	0	0	0	0	0	0
COVID Cases	0	0	0	0	0	0	0	0	0	0	0	0	0
Lab Draws	1	0	0	0	0	1	0	6	0	1	11	1	19
Diagnostic Studies	0	0	1	0	0	0	0	0	0	0	0	0	1
Youth seen by Physician	8	6	7	8	5	9	2	2	0	2	6	2	57
MD Sick Call	6	4	4	4	4	7	0	1	0	0	4	1	35
Chronic Care Visits	2	2	3	4	1	2	2	1	0	2	2	1	22
Youth Testing Pos for STDs	0	0	0	0	0	0	0	0	0	0	0	0	0
Youth Testing Pos for TB	0	0	0	0	0	0	0	0	0	0	0	0	0
Youth on Meds	2	2	3	2	2	2	0	0	1	1	1	0	16
Youth on Psych Meds	4	7	8	8	6	6	3	2	2	3	5	5	59
Med Doses Given	421	551	674	701	734	422	196	69	185	154	222	218	4547
Grievances	0	0	0	0	0	0	0	0	0	0	0	0	0
Patients on MAT	0	0	0	0	0	0	0	0	0	0	0	0	0
Youth Testing Pos for HIV or HIV Antibodies	0	0	0	0	0	0	0	0	0	0	0	0	0
Off Site Care													
Total off-site care	3	5	7	3	0	3	2	2	2	3	2	2	34
Dental	3	4	5	2	0	1	2	2	0	3	2	2	27
Ortho	0	1	1	0	0	1	0	0	0	0	0	0	3
Radiology	0	0	1	0	0	0	0	0	0	0	0	0	1
Vision	0	0	0	0	0	1	0	0	1	0	0	0	2

In-Custody Deaths

In 2023, there were no in-custody deaths. We continue to work closely with probation and BeWell to ensure the safety and well-being of our youth.

Grievances

Overall, we had one grievance in 2023 up from zero grievances in 2022. The grievance was immediately addressed by the Medical Director and Nurse Coordinator and resolved within 24 hours.

Discharge Planning

Our primary objective with the discharge-planning program is to facilitate the smooth transition of patients, particularly those on Medication Assisted Treatment, from incarceration to the community. Our commitment extends beyond confinement, as we actively connect them to external programs for ongoing care upon release. Youth are connected back to their primary care physicians or other community providers as needed after release.

Medication-Assisted Treatment Program

With most youth in custody having a substance use disorder, Wellpath understands the negative impacts of drug use including opioids on the developing brain of adolescents, and we are committed to intervening and treating youth with substance use disorders. Our goal with Medication-Assisted Treatment (MAT) program is to assist youth with substance use disorders (SUD) by providing medication and counseling while in the juvenile justice centers and by linking them to outside programs for continuity of care upon release. In 2023, our MAT program grew, and we solidified procedures for linkage to the Behavior Wellness Transitions team as well as with our community MAT partners. Our capacity to treat patients more than doubled in 2023 compared to the previous two years with 10 unique patients on MAT in 2023 compared to five in 2022 and 2 in 2021.

Continuous Quality Improvement (CQI)

We continue to meet our threshold for our contractual Service Level Agreements. In 2023, our quarterly audits from the Santa Barbara County Public Health Department showed no deficiencies and no corrective actions were required.

Our main process CQI study for 2023 was reviewing and updating Wellpath and facility procedures to ensure the facility is prepared for the increasing use of opioids within the adolescent population in the community and the potential of more youth entering the facility who endorse opioid use. Our goal was to prepare staff for potential adverse events related to opioids such as withdrawal or overdose. Wellpath collaborated with Probation and provided multiple trainings and emergency drills to ensure staff are familiar and comfortable with identifying and responding to youth in withdrawal or overdosing. Wellpath increased the availability of Narcan, the opioid reversing agent, on the units and now Probation staff carry Narcan on their security belts. Fortunately, facility staff have not yet had to respond to an overdose, but they are all prepared and are very familiar with how to respond if one occurs. As part of our CQI, we strengthened our relationships with the BeWell transitions team and community MAT providers to ensure a smooth transition into the community upon release. All youth with a history of opioid use are counseled

on treatment options, how to access treatment, harm reduction methods and given Narcan upon release. Youth discharged on MAT have an appointment scheduled with a community MAT provider and have a “warm handoff” with the BeWell transitions team.

Other CQI studies done by Wellpath continue to show that Wellpath is meeting the medical needs of the youth within the facility. Our chronic care CQI showed 90% compliance and our Receiving Screening and Medication Verification showed 100% compliance. We performed an Asthma outcome study that showed 93% compliance. This year did have some obstacles related to access to care for offsite appointments. Transport staffing levels impacted the ability to transport youth to their offsite appointments and required increased coordination and care management from the medical team to ensure no impact or harm to the youth. No urgent or emergent appointments were missed in 2023. This was discussed at all CQI meetings and corrective action plans were developed and implemented. Transportation to offsite appointments continued to be problematic but improved late in the year with 77% of appointments being completed in December of 2023. Appointment completions will continue to be tracked and discussed monthly until 95% of appointments are completed as scheduled.

NCCHC Accreditation

The Santa Maria Juvenile Justice Center and Los Prietos had their National Commission on Correctional Healthcare (NCCHC) accreditation survey on December 14 and 15. The facilities were granted provisional accreditation, and the survey team will return in June to verify that the deficiencies noted have been addressed and corrected. Deficiencies identified by the survey team were related to non-medical aspects of care. The survey team noted the high-level of care being provided to the youth while in custody. Wellpath, Behavior Wellness, and Probation have created corrective action plans and are confident that we will receive full accreditation after the June survey.



People

Compensation

Our staffing plan reflects your needs and requirements. We compete with all other area healthcare providers to recruit, develop, and retain healthcare professionals fully qualified and appropriately licensed, certified, or registered in California to provide medical services. Wellpath uses economic modeling data to evaluate each market based on real-time salary and market analytics.

Staffing Turnover

We will continue to reduce the turnover of employees by offering competitive salaries and benefits, ongoing training, and opportunities for advancement. We will work with you to ensure a safe and enriching career at your facilities. In 2023, Wellpath had a 94% staffing level at the Santa Maria Juvenile Justice Center. At the Los Prietos Boys Camp, the staffing level was 89% due to our nurse relocating out of state and a delay in filling the position for approximately 4 weeks. During that time, per diem staff was used when possible.



The Year Ahead

Our focus on elevating healthcare standards is evident through our planned health initiatives for the upcoming year. We plan to continue to strengthen our identification, intervention, treatment, and linkage for youth with substance use disorders. We look forward to collaborating with Probation and county partners to explore available resources to expand treatment options within the facility. We also will continue to expand our health education services in areas that strongly affect adolescent health such as sexually transmitted infections, healthy relationships, and the negative effects of substance use on teen health.

We will also work with Probation to ensure NCCHC accreditation, which signifies our dedication to maintaining the highest correctional healthcare standards. These endeavors collectively highlight our unwavering commitment to innovation, quality, and the well-being of our team and those under our care, shaping a future of excellence in healthcare delivery. We will show our commitment to sending our leadership team to conferences such as NCCHC to ensure they receive continuing education and training while networking with other correctional leaders to share and obtain knowledge that benefits our patients. We will continue to support our site leadership in achieving their CCHP certification through NCCHC.



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