

**Santa Barbara County Health Department
Juvenile Justice Center Healthcare Annual Report 2024**

Overview

The Santa Barbara County Health Department performs CFMG/Wellpath medical records on a quarterly basis to assess compliance with contractual service-level agreements (SLAs). These audits were conducted by Primary Care & Family Health (PCFH) Performance Improvement RN staff until the creation of the Correctional Health Care Team (Team), who took over the process starting with Q4 2024. For these audits, a randomized sample of 10% of the qualifying population is selected for each grouping of related measures. In order to maintain consistency with prior audits, the Team continued with the same quality measures established by the PCFH staff, but implemented a minimum requirement of 30 patients per sample to improve statistical significance. If fewer than 30 patients qualify for a sample group, then 100% of the population is assessed. The Team provides CFMG/Wellpath staff with preliminary findings from each quarterly audit to allow for review and collaborative data validation. The finalized findings are then shared and discussed, with any measure that falls below 90% compliance threshold requiring a corrective action plan to be developed by CFMG/Wellpath.

Healthcare Performance Monitoring

Quarterly medical record audits at the Juvenile Justice Center (JJC) include six measures assessing healthcare service areas including initial health assessments, continuity of prescription medications, vaccinations, and screenings for sexually-transmitted infections. CFMG/Wellpath consistently scores well on these audits for the JJC, with Q1 and Q2 at 100% compliance. Overall compliance dropped to 99% and 96% for Q3 and Q4, respectively, due to decreased performance in ensuring timely screening and updating of vaccinations. Mental health services at the JJC are provided by County Department of Behavioral Wellness (BWell), and the Team is collaborating with BWell on the creation of quality measures to assess those services. Overall annual compliance for 2024 for the JJC was 98%.

Quarterly SLA Audit Measure Performance

JJC		2024				2024
#	Measure	Q1	Q2	Q3	Q4	Annual
1	Was IHA complete within 96 hours of arrival?	100%	100%	100%	100%	100%
2	Med verification complete < 12 hours of intake?	100%	100%	100%	100%	100%
3	If not verified, was provider contacted for orders < 24 hours?	n/a	n/a	100%	100%	100%
4	Immunization status assessed and updated < 14 days?	100%	100%	93%	80%	93%
5	STI screening completed?	100%	100%	100%	100%	100%
6	STI intervention performed if indicated?	100%	100%	100%	93%	98%
Overall		100%	100%	99%	96%	98%

Wellpath fell below the 90% compliance threshold for only one measure during the 2024 calendar year, and only for the fourth quarter. This measure, based on a contractual SLA, requires that Wellpath assess a patient's status for childhood immunizations and administer any vaccinations needed within 14 days of arrival to the JJC. This performance outlier can, in part, be explained by a higher than normal rate of parental refusal for vaccinations during that quarter.

SLA Audit Measure Questions 2024

Juvenile Justice Center

- 1) Was the initial health assessment completed within 96 hours of arrival?
- 2) Within 12 hours of the medical intake, was medication verification completed for all essential or psychiatric medications identified in the intake process? If medications are verified, were all medications "bridged" until the youth sees the provider?
- 3) If medications cannot be verified, is there documentation that the nurse contacted the on-call provider within 24 hours of the intake to establish, document, and initiate a treatment plan?
- 4) Was the patient's immunization status assessed, and if needed brought up to date, within 14 days of arrival?
- 5) Was a complete STI screening completed? If the patient refused, was that documented?
- 6) If STI screening indicated intervention, was that offered? If refused, was that documented?