



2024 Annual Report of Wellpath Medical Services

Presented to the

Santa Barbara County Probation Department

Santa Barbara, California

Chief Probation Officer Holly Benton

January 2025



“Always Do the Right Thing”

Some think this guiding principle is simply an aspirational company tagline, but it 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.



Local Government



Our Vision

Where are we going.

Wellpath strives to be the best at providing hope and healing to the most vulnerable populations in our communities.

Our Strategic Priorities

What matters to us.

- Engaged **people**
- Quality care for **patients**
- Proud **partners**
- Excellent stewardship/
performance
- Repeatable, efficient, and
effective **processes**



Our Values

What we honor.

- Humility
- Honesty
- Hunger
- Hard work
- Humor

Operating Principles

How we behave.

- We assume positive intent
- We communicate respectfully,
timely, and with meaning
- We do not allow the urgent to
overtake the important
- We own our business || "We" are "They"
- We are servant leaders

To hope and healing.

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 values our partnership with the Santa Barbara County Probation Office, initiated in 2017, to deliver high-quality healthcare at a responsible cost to patients and the community. Our partnership with the Probation Office and youth center staff is professional and collaborative. Together, we have raised the effectiveness of both medical and mental health services. I especially want to thank the efforts of **Chief Holly Benton** for her help in strengthening the medical program and ensuring a collaborative partnership with county Behavioral Wellness for our youth.

We have provided medical services 16 hours a day, 7 days a week at the Santa Maria Juvenile Justice Center (SMJJC). We provide access to an on-call physician 24 hours a day. Additionally, we continue our Medication Assisted Treatment (MAT) Program, providing care to youth while in the facility and linking them with aftercare services in the community provider to continue treatment.

We have witnessed many changes over the past year. We want to recognize the many years of service from our exiting team member, Dr. Carrick Adam. Dr. Adam has been pivotal in orchestrating and collaborating to ensure continued accreditation and certification. She has been instrumental in building the foundation that has continued to drive the medical department. We will miss Dr. Adam in her role as Medical Director at SMJJC. Although she is stepping down as Medical Director, we look forward to collaborating with her as an Auditor for the Santa Barbara Public Health Department.

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

At the same time, we will continue to provide patients with excellent medical care through the direction of our new Medical Director, Dr. Timothy Jones. Dr. Jones has extensive experience in family practice and correctional medicine, offering comprehensive care for patients of all ages.

We never take success for granted. We want to thank your staff for helping ensure the success of our entire program. We will always face challenges together and will thrive by coming together as a united team, growing relationships, and building a better infrastructure for both our patients and our people. We look forward to making the coming year our most successful ever by living up to our obligation to “always do the right thing” for you and your patients at Santa Barbara County.




Sincerely,

Bailey Fogata

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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 Vivitrol, Suboxone, and Methadone
- 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
- On-site EKG
- Medical record management and maintenance
- Title XV Standardization

 Comprehensive Medical Services	 Mental & Behavioral Health Services	 Administrative & Operational Services
<p>Assessments & Appraisals <i>Receiving screenings; health assessments</i></p> <p>Access to Care <i>Triage & sick call; on-site clinics; telehealth; eConsults</i></p> <p>Off-site Coordination <i>Emergency & hospitalization arrangements; case management</i></p> <p>Education <i>Patient health education programs; correctional staff training programs</i></p> <p>National Contracts <i>Pharmacy; laboratory; radiology</i></p> <p>Substance Use Disorder Treatment <i>Medically supervised withdrawal management; Medication-assisted treatment (MAT)</i></p> <p>Medically Necessary Diet Programs</p> <p>Dental Care</p> <p>Optical Care</p>	<p>Screening, Assessment & Evaluation</p> <p>Treatment Planning</p> <p>Consultation & Education</p> <p>Multidisciplinary Treatment Teams</p> <p>Group & Individual Therapy</p> <p>Clinical Supervision</p> <p>Telepsychiatry</p> <p>Suicide Prevention & Intervention</p> <p>Jail-Based Competency Treatment</p> <p>Re-entry and Discharge Planning</p> <p>Community Outreach <i>Continuity of care & discharge planning; collaboration with community agencies</i></p>	<p>Claims Management <i>Third-party billing; cost recovery programs; catastrophic re-insurance coverage</i></p> <p>Utilization Management <i>Web-based Care Management system</i></p> <p>Electronic Record Management Application (ERMA®) <i>EMR & eMAR technology built for corrections</i></p> <p>Network Development <i>Established networks of specialty providers & hospitals; negotiating agreements for clients</i></p> <p>Accreditation <i>NCCHC; ACA; CALEA; state-specific</i></p> <p>Clinical Quality Assurance <i>Continuous Quality Improvement (CQI) & Medical Administration Committee (MAC) programs</i></p> <p>Reporting & Accountability <i>Automated reports; compliance tracking</i></p>

Disaster Planning

Wellpath maintains adequate emergency equipment and supplies on-site. The Wellpath Emergency Preparedness Plan ensures the presence and proper use of emergency equipment and supplies, including crash cart equipment and disaster bag/mobile equipment, as well as a disaster kit for needs encompassing the entire facility. Wellpath trains healthcare staff to respond to emergencies within four minutes of notification. Emergency response training includes the proper use of emergency equipment and supplies. We conduct periodic proficiency training using established core competency checklists. We assess core competency annually or more frequently depending on an individual's needs or responsibilities.

Our goal is to ensure continuity of care during unexpected events, disruptions, and natural or man-made disasters. Our emergency preparedness plan defines the roles of healthcare staff in a disaster. It also ensures proper staff recall and allocation, patient movement to designated safe areas, and availability of emergency equipment and supplies. Our plan follows NCCHC standards.

Wellpath trains healthcare staff on the emergency preparedness plan, which includes “man down” incidents such as mass overdose, and riot situations. Recently our team worked with probation to conduct a mass casualty drill in which we replicated a riot situation involving multiple severely ‘wounded’ patients. Multiple agencies including probation, BeWell, and Fighting Back participated over several shifts to ensure most staff were involved. Throughout the year, staff underwent important training, including a fence extraction scenario simulating a youth escaping over razor wire fencing. The staff's quick reactions and fast thinking were impressive. Additionally, we held a suicide attempt by hanging performed for all shifts giving insight to possible unusual scenarios to be aware of and displayed the quick thinking of our staff in the event of such an emergency. Medical personnel provided individual training and demonstrations on handling various medical emergencies, including the use of epi-pens for anaphylaxis. We repeatedly reviewed “how to” administer Narcan throughout the year in the event of an overdose. Every staff member is trained by Medical on the correct use of Narcan, upon completion they receive the lifesaving drug to carry on their person in the event of any emergency.

NCCHC Accreditation

Santa Maria Juvenile Justice Center received its National Commission on Correctional Healthcare (NCCHC) accreditation in June 2024, following an initial provisional accreditation. The facility received provisional accreditation due to non-healthcare related deficiencies noted during the initial reaccreditation survey. These were promptly corrected by the Probation team following the survey. The survey team noted the high-level of health care being provided to the youth while in custody. With hard work, dedication, and implementation of corrective action plans, Wellpath, Behavioral Wellness, and Probation were successful in receiving full accreditation once again.

Medication Assisted Treatment (MAT) Program

A significant number 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 the 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 2024, our MAT program continued grew, and we solidified procedures for linkage to the Behavioral Wellness Transition team as well as with our community MAT partners. We increased the number of youths treated from ten in 2023 to twelve in 2024.

Vivitrol injections are a treatment medication used for long-term care in Alcohol Use Disorder and Opiate Use Disorder. Vivitrol is an extended-release naltrexone injectable that helps reduce cravings and prevent relapse into alcohol and opiates, lasting 30 days per dose. In 2024, the number of youths using this medication increased by one, resulting in a total of four youth receiving the medication upon release. These youth related to external resources and providers to ensure continuity of care and continued treatment assistance through a MAT program in the community.

Grievances

We received one grievance in 2024, the same as in 2023. Our Medical Director helped resolve it promptly.

Partners

We never take success for granted. I particularly want to thank you, **Chief Benton** and **Chief Deputy Melinda Barrera** for maintaining a culture of collaboration and always doing the right thing. Success starts from the top, and our teams have followed your lead. We want to congratulate Chief Deputy Barrera on her retirement. Her partnership over the years both in Santa Barbara and Ventura counties has been instrumental to our success in delivering care to our youth. We wish her well in enjoying retirement.

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.

Patient acuity has been increasing since the COVID-19 pandemic began in 2021. Although the pandemic is largely under control, COVID-19 is still a risk. Wellpath adheres to CDC and internal guidelines to ensure the care and well-being of patients, partners, medical staff, and ancillary service staff. We conduct screenings for virus symptoms for all incoming patients, sometimes more than once. Fortunately, there have been no fatalities among patients or staff due to the virus. We conducted 402 COVID assessments over the past year and the SMJCC remained COVID free throughout the year.

In 2024, the average daily population increased by 6% to 34 youth from 32 in 2023.

We dispensed 6,169 doses of prescription medication in 2024, compared to 4,533 in 2023. A total of 9,150 mental health medication doses were administered in 2024, a decrease from the 9,682 given last year.

Last year, we arranged 205 offsite appointments for our youth, including dental exams, optometry services, radiology services like MRI and x-ray, and specialist medical appointments such as physical therapy and cardiology. This number grew by 13%.

Youth at SMJCC receive necessary medical care, including dental treatment, vaccinations, vision exams, annual physicals, and specialized treatments. After a screening by an onsite Registered Nurse, all youth are examined by a medical provider within 96 hours of arrival. Those in custody for over a year get yearly

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physicals from in-house physicians. Youth with chronic issues such as asthma, acne, or eczema are seen every 30 days. The following general statistics provide an annual view for 2024:

- 14-day Health Assessments – 113
- Six month/Annual Physical – 134
- Chronic Care – 168
- Telemedicine (Wellpath Now) – 0
- Lab draws – 565
- MAT – 12 patients
- Nurse sick calls – 634
- Nursing encounters – 4,488
- Prescriptions – 15,319
- Psychiatric meds – 59.7%
- Grievances – 1 in 2024

Monthly Statistics

Santa Maria Juvenile Justice Center

On-site	J	F	M	A	M	J	J	A	S	O	N	D	Total
ADP	32	33	28	32	36	37	38	41	46	45	45	45	413
Health assessments	19	16	9	21	17	23	24	18	29	19	24	22	131
Inmate 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	8	6	6	10	6	9	12	4	10	5	10	5	91
Diagnostic Studies	0	3	0	1	3	1	1	3	1	4	2	2	21
Inmates seen by MD	66	82	62	79	89	81	102	79	101	77	92	100	1,010
MD sick call	34	54	46	44	59	45	61	42	57	48	50	61	601
Chronic Care Visits	13	12	7	14	13	13	17	19	15	10	18	17	168
Youth testing + STDS	2	0	1	4	2	4	0	1	2	1	0	2	19
Youth + TB	0	0	0	0	0	0	0	0	0	0	0	0	0
Youth on meds	16	18	16	11	15	22	22	21	18	15	15	16	205
Youth on Psych meds	22	21	20	20	18	18	17	17	22	23	21	19	238
Med doses given	842	739	849	777	712	704	624	671	749	685	881	926	9150
Grievances	0	0	0	0	0	0	0	0	0	1	0	0	1
Patients on MAT	3	4	2	3	1	1	3	3	4	2	1	0	12
Intake medical screenings	15	17	13	21	19	28	22	19	26	21	21	18	240
Youth testing pos + for HIV antibodies	0	0	0	0	0	0	0	0	0	0	0	0	0

Los Prieto's Boy's Camp

On-site	ADP	Health Assessments	Covid Cases	Lab Draws	Inmates Seen by MD	MD Sick Call	Chronic Care Visits	+ STD Tests	Youth + TB	Youth On Meds	On Psych meds	Grievances	Off Site appt
J	1	1	0	0	1	1	1	0	0	1	1	0	0
F	1	0	0	0	0	0	0	0	0	1	1	0	0
Total	2	1	0	0	1	1	1	0	0	2	2	0	0

Quarterly Statistics

Santa Maria Juvenile Justice Center

On-site	Q1	Q2	Q3	Q4	Total
Total Population	93	105	125	135	413
Health Assessments	44	61	71	65	131
Inmate Mortality	0	0	0	0	0
COVID Cases	0	0	0	0	0
Lab Draws	22	25	26	20	91
Diagnostic Studies	3	5	5	8	21
Inmates seen by MD	210	249	282	269	1,010
MD Sick Call	134	148	160	159	601
Chronic Care Visits	32	40	51	45	168
Youth testing + STIs	3	10	3	3	19
Youth +TB	0	0	0	0	0
Youth on Meds	50	48	41	46	205
Youth on Psych meds	63	56	56	63	238
Med Doses Given	2,430	2,193	2,044	2,492	9,150
Grievances	0	0	0	1	1
Patients on MAT	9	5	10	3	12
Intake Medical Screenings	45	68	67	60	240
Youth Testing + for HIV Antibodies	0	0	0	0	0

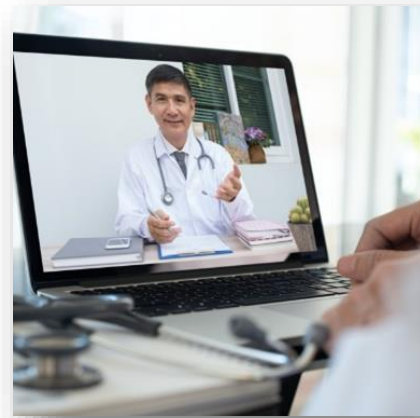
Los Prieto's Boy's Camp

On-site	ADP	Health Assessments	Covid Cases	Lab Draws	Inmates Seen by MD	MD Sick Call	Chronic Care Visits	+ STD Tests	Youth + TB	Youth On Meds	On Psych meds	Grievances	Off Site appt
Q1	2	1	0	0	1	1	1	0	0	2	2	0	0
Total	2	1	0	0	1	1	1	0	0	2	2	0	0

Off-Site Care

Based on consultation with the on-site provider, off-site care must be appropriate and necessary.

- Total off-site care: 205 appointments
- Ambulance: 0
- Dental: 122
- Office visits: 36
- Office visits w/procedures/surgery: 3
- Optometry: 19
- Public health: 4
- Radiology visits: 21



There has been a significant reduction in missed appointments compared to the previous year. This can be attributed to increased staffing by Probation and the collaboration with local Community Health Centers Dental Van, which provides onsite dental care every other month.

Santa Maria Juvenile Justice Center

Offsite care	J	F	M	A	M	J	J	A	S	O	N	D	TOTAL
Dental	7	11	11	20	14	14	16	1	13	1	14	0	122
Vision	2	0	1	0	1	1	6	2	2	0	0	4	19
Outpatient Surgery	0	0	0	0	0	0	1	0	0	1	1	0	3
Radiology	0	3	0	1	3	1	1	3	1	4	2	2	21
Private office appt	3	0	0	1	2	2	4	3	2	2	5	12	36
Public health	0	0	0	0	1	0	1	0	1	0	0	1	4
Total offsite care	12	14	12	22	21	18	29	9	19	8	22	19	205

People Staffing

Our staffing plan reflects your needs and requirements. We compete with all other healthcare providers to recruit, develop, and retain healthcare professionals fully qualified and appropriately licensed, certified, or registered in California to provide medical and mental health services. Wellpath uses economic modeling data to evaluate each market based on real-time salary and market analytics. Wellpath has developed industry-leading employee retention programs specifically designed to minimize on-site staff turnover. More than 96% of Wellpath jail positions are filled with permanent employees.

Your salaries have increased by an average of 6% per year over the past 4 years, based on these statistics. 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.

Training and Development

- Dr. Carrick Adam attended the National Commission on Correctional Health Care conference in Las Vegas along with our Health Services Administrator, Bailey Fogata and our Regional Director of Operations, Bryan Smith.
- We provided monthly and quarterly training sessions in collaboration with probation staff and up to 80% of available probation staff cover and review topics such as recognizing mental health concerns, suicide prevention, and overdose.
- In October, we conducted successful man-down training that included medical and correctional.
- 100% of the nursing staff completed the required continued education training in 2024.
- Each month medical staff reviews important medical topics in our 7 Minutes to Safety directives.
- Training records remain on file in the medical section.

Community Involvement

Our staff actively engages with youth during their stay at SMJJC by attending treatment team meetings and collaborating with other agencies. We ensure comprehensive care from the initial screening upon entry to creating a discharge plan, connecting youth with external agencies for continued support after leaving our facility. This involvement helps build trust with the youth. Additionally, we attend onsite high school graduations.

Saving Lives

In 2024, we faced a serious situation involving a suicide attempt. The swift response of the Probation staff, who removed the ligature and had medical assistance on-site within 2 minutes, was crucial. The youth remained conscious, communicated with staff, and was attended by trained medical and Probation personnel until transported to the emergency room. Their actions saved a life that day.

With collaboration from multiple agencies, the youth was transferred to a facility for mental health recovery. This event underscored the importance of our recent training on handling suicide attempts, specifically hanging. The drill conducted shortly before this incident proved invaluable, allowing staff to effectively apply their training in a real-life scenario.

The Year Ahead

Suicide Prevention

All youth at SMJJC are screened for suicide risk within 4 hours of arrival. If needed, they are referred to mental health counselors. Last year, we had one suicide attempt, and thanks to the swift actions and training of staff, it was unsuccessful.

Improved Access Services

Wellpath started telemedicine and telepsychiatry at the facilities for convenient patient care without the cost and security risks of off-site travel. Telemedicine also allows us to get expert second opinions before referring a patient off-site.

In addition to telehealth medicine, our facility now has onsite access to an Electrocardiogram (EKG) machine to perform in depth cardiac assessments onsite without having to transport to emergency department (ED). We have also started having onsite access to intravenous fluids, not previously provided onsite and necessitated transfer to ED for treatment, which required two transport officers and billed at costly emergency rates. These new additions, along with well-trained, competent staffing, are positive editions to reducing costs and providing high quality care to our youth while remaining onsite.

Exciting developments are coming in 2025. We started the year fully staffed, with a focus on training. A new leadership role, Facility Coordinator, will be created by converting a nursing position to support our MAT program and education. We will work with correctional partners to achieve our goals and make 2025 memorable. We appreciate and look forward to continuing our successful partnership.

