



August 25, 2015

Santa Barbara, California

Inmate Health Care Medical Services

Michael Miller, Vice President of Business Development

Dr. Harold Orr, Chief Clinical Officer – West Region

George Vaughan, Vice President Operations - West Region

Dr. Carrick Adam, Medical Director Juvenile Detention

Agenda

- + Introductions
- + Our Partnership
- + Clinical Culture and Process
- + Healthcare Outcomes
- + Contract Quality Indicators
- + Closing Comments



Santa Barbara, California

Introductions





Santa Barbara, California

Our Partnership



Our Partnership



- + Providing care at the Main Jail since 1995
- + Providing care at the Juvenile Facilities since 2005
- + In 2011 held CPI flat resulting in \$1.25M savings to the County
- + Partnerships with Community Providers
- + Infection Control and Programming
- + Participation in Emergency Drills and Preparation
- + Partners in Excellence



Santa Barbara, California

Clinical Culture and Process



Clinical Culture



- ✦ Principles based on evidence based medicine
- ✦ Correctional Healthcare best practices
 - Regional and National
- ✦ Continuous Quality Improvement Indicators
- ✦ Utilization Management and Coordination of Care Offsite
- ✦ Accreditation Standards that meet Title 15 and IMQ
- ✦ Chronic Care Initiatives
- ✦ 24 hours, 7 days a week coverage by MD/NP
- ✦ 24 hours, 7 days a week RN coverage (including intake)

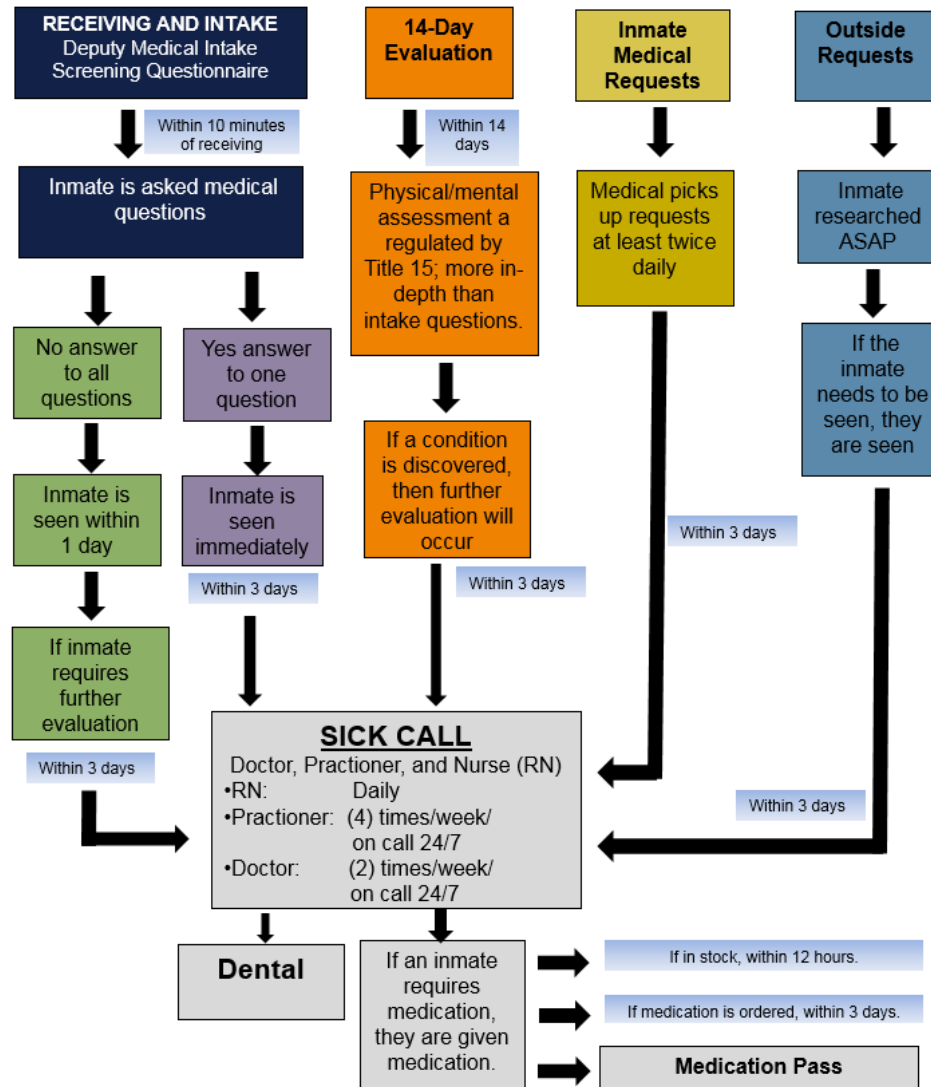


Santa Barbara, California

Clinical Process

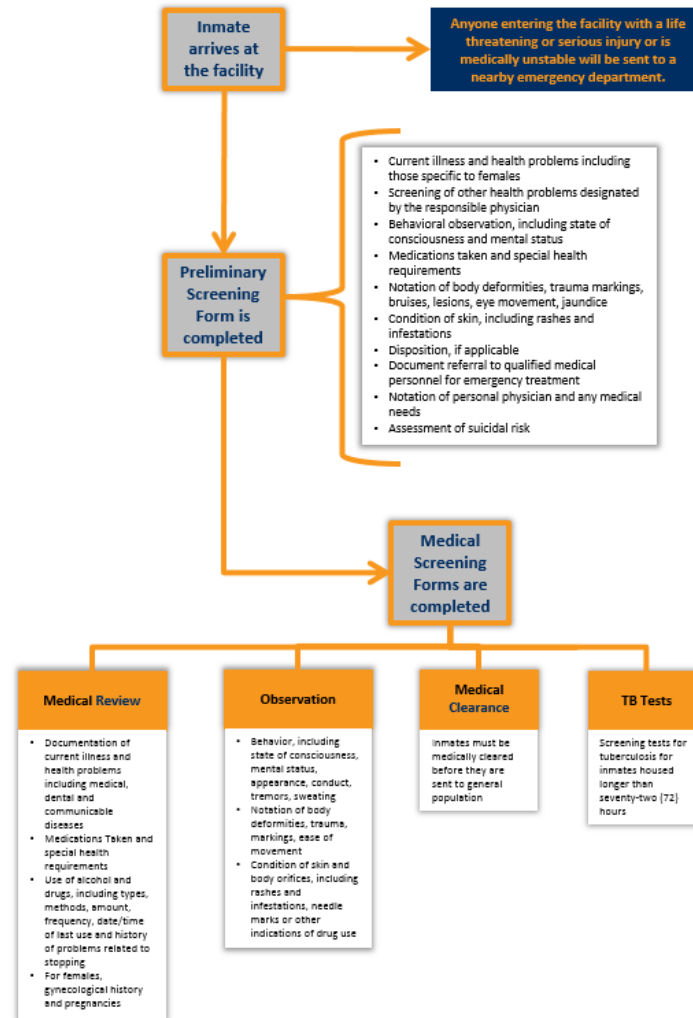


Medical Process Overview

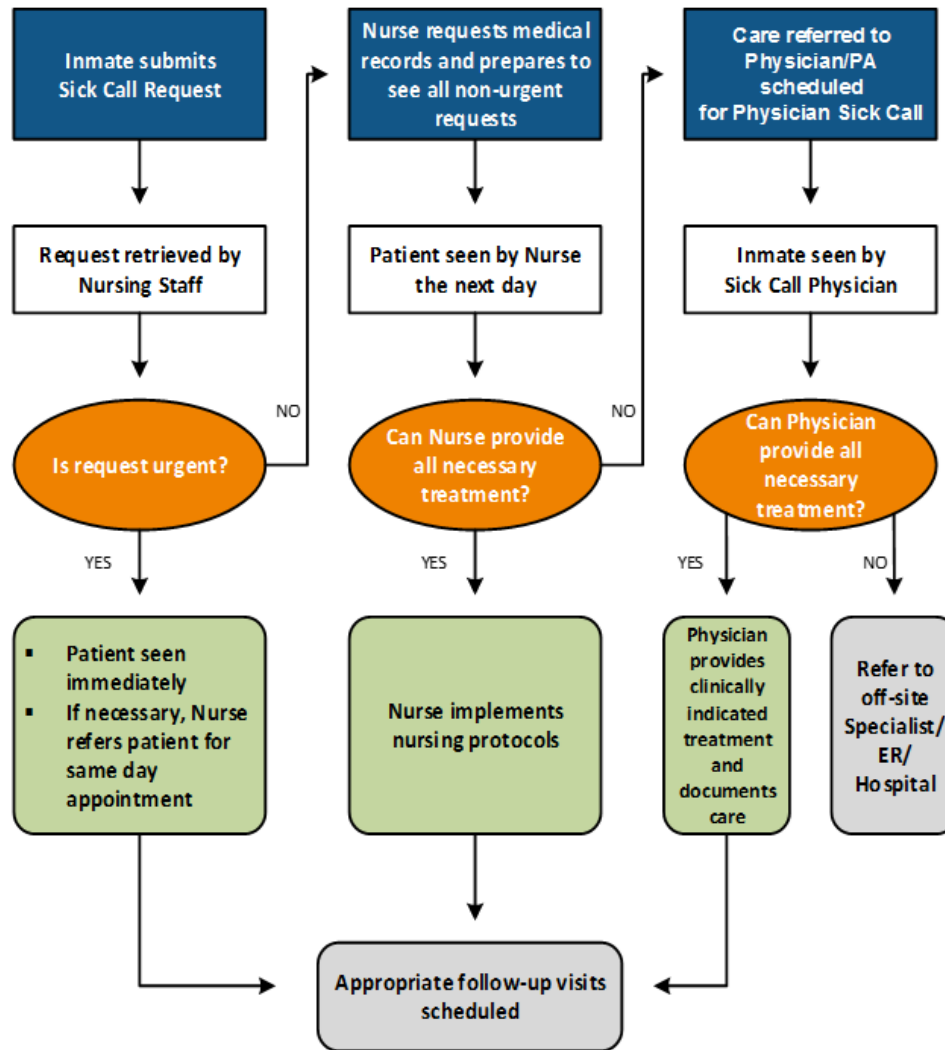


Receiving Screening Process

Receiving Screening Process



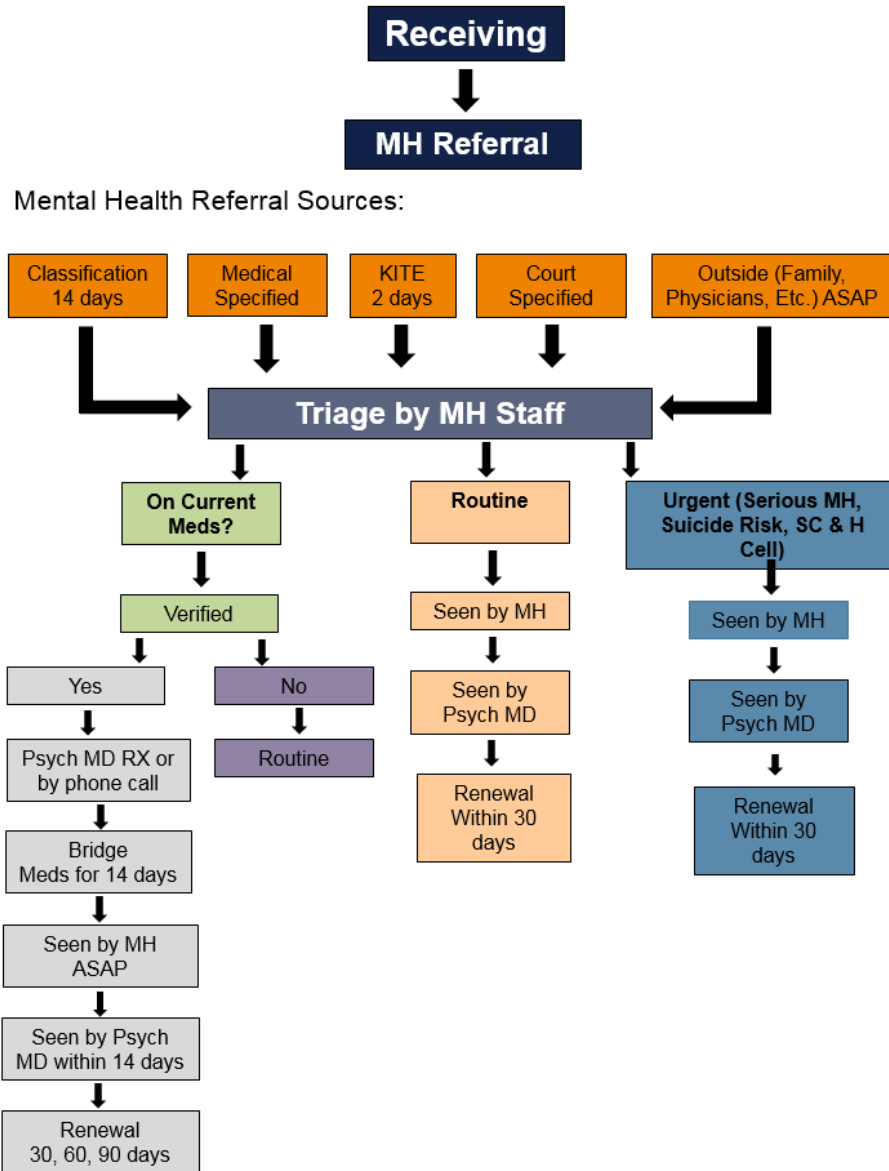
Sick Call



Dental Program



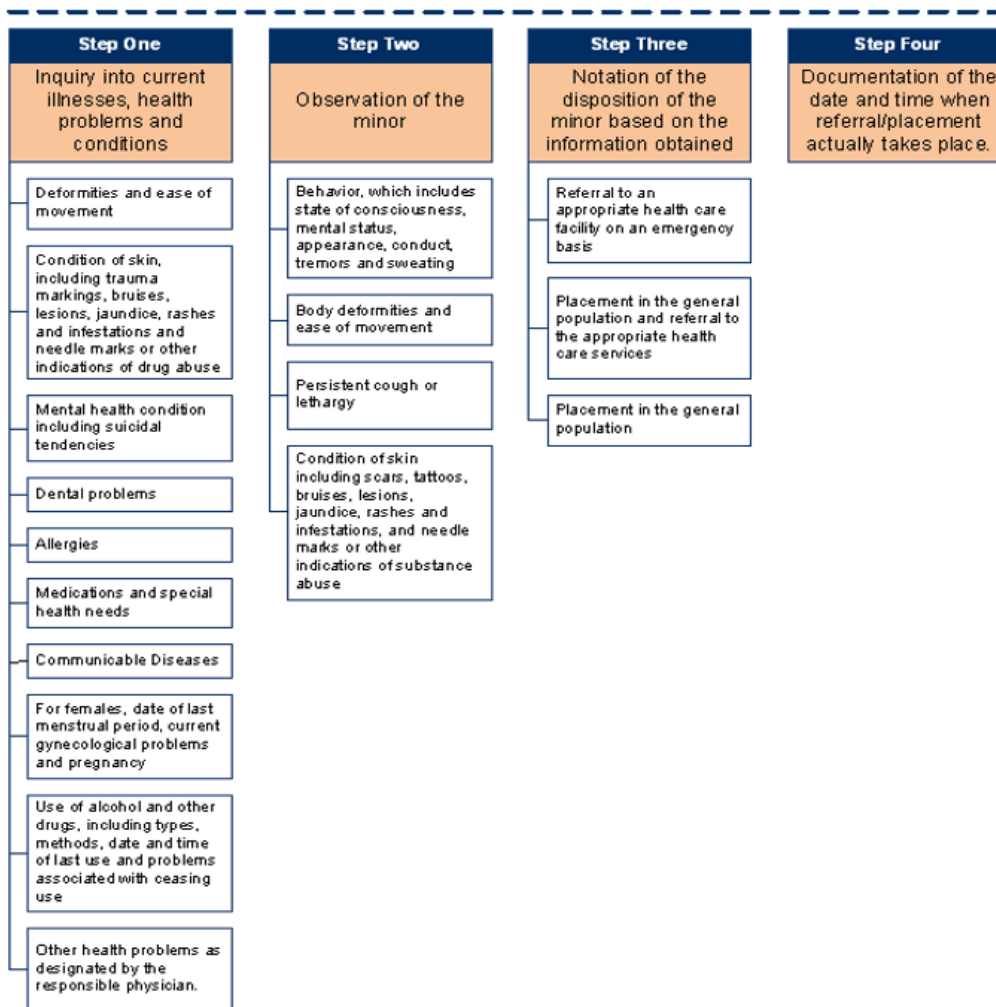
Mental Health Referral



Juvenile Intake Screening



Juvenile Intake Screening





Santa Barbara, California

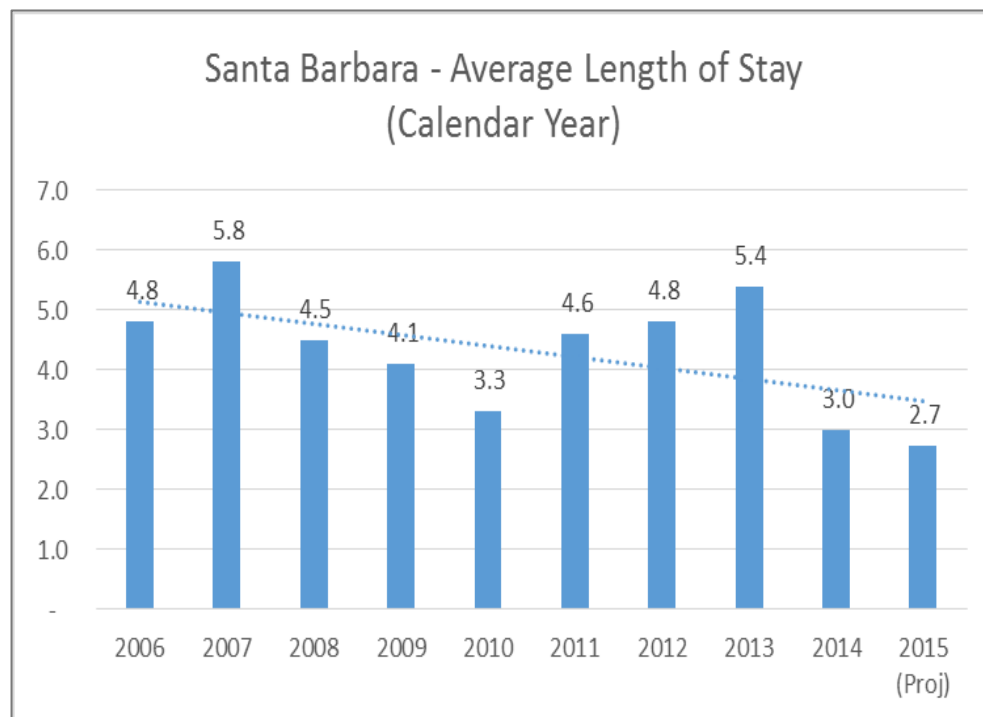
Healthcare Outcomes



Healthcare Outcomes – Average Length of Stay



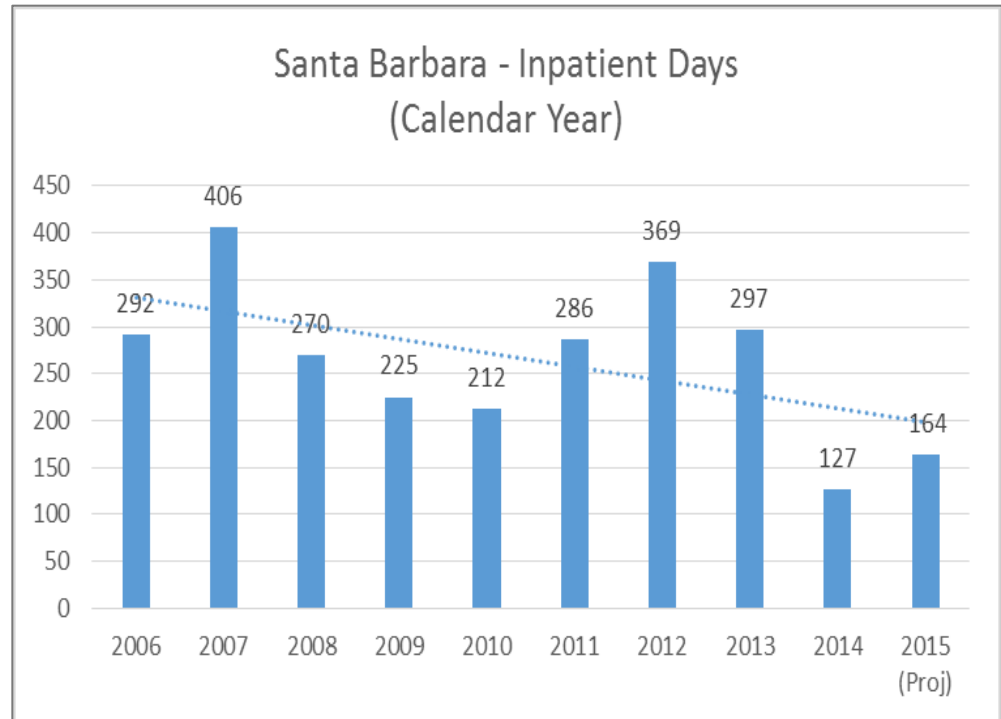
- **Role of the Director of Nursing (DON) and Health Services Administrator (HSA)**
- **Coordination with Discharge Planner at the Hospital**
- **Patient needs at discharge – wheelchair, physical therapy appointments, medications...etc.**
- **Review of Services to be performed on site upon return to the facility**
- **Results: Decrease in Average Length of Stay (LOS)**



Healthcare Outcomes – Inpatient Days



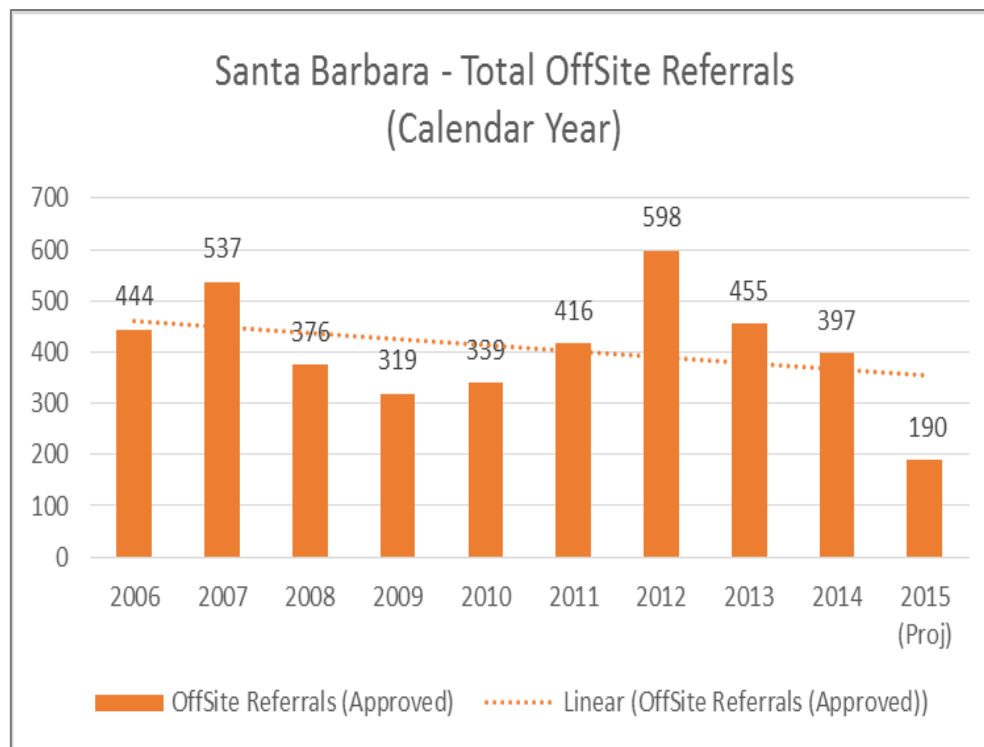
- **Steady decline in Inpatient Days since 2006**
- **RN at Intake available 24/7**
- **Corizon's Utilization Management Team (UM)**
- **Ensure every patient receives the necessary treatment and then returned to the Jail**
- **Sick Call and Chronic Care Clinics 30, 60, 90 days**
- **On site recovery and treatment services provided by Corizon**



Healthcare Outcomes – Offsite Referrals



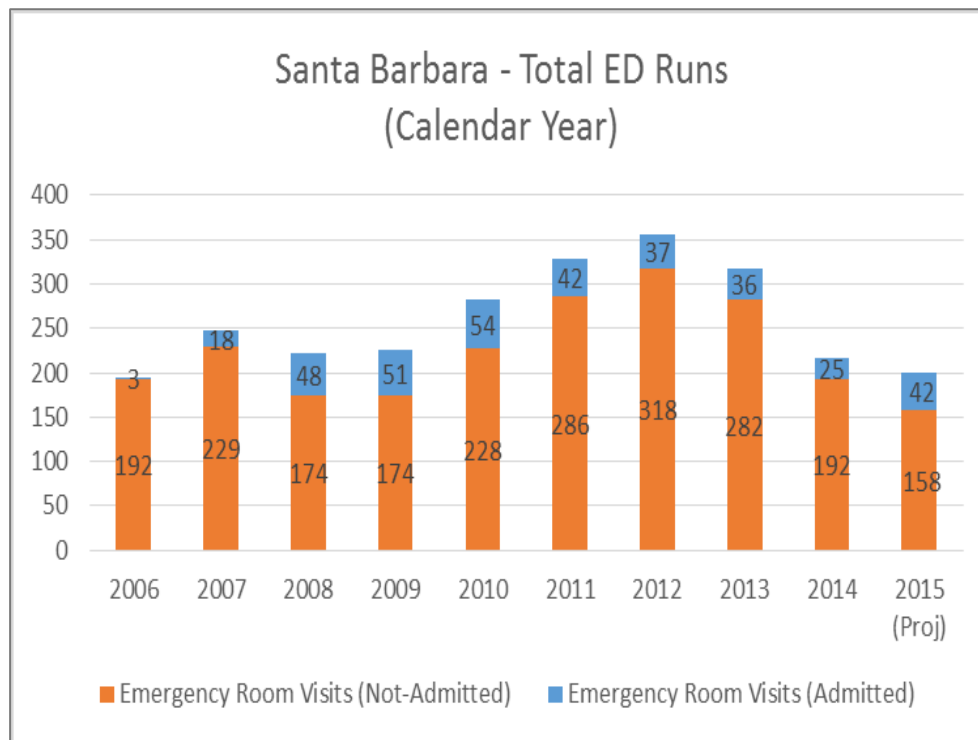
- **Necessary follow up by a Specialist**
- **Orthopedics, OBGYN, Oral Surgery, and Infectious Diseases**
- **Health conditions can cause a fluctuation in trends**
- **Increased care and services on site naturally decrease offsite referrals**
- **Communication with Specialist and County Health Clinics**
- **Labs for OB/GYN are on site**



Healthcare Outcomes – Total ED Runs



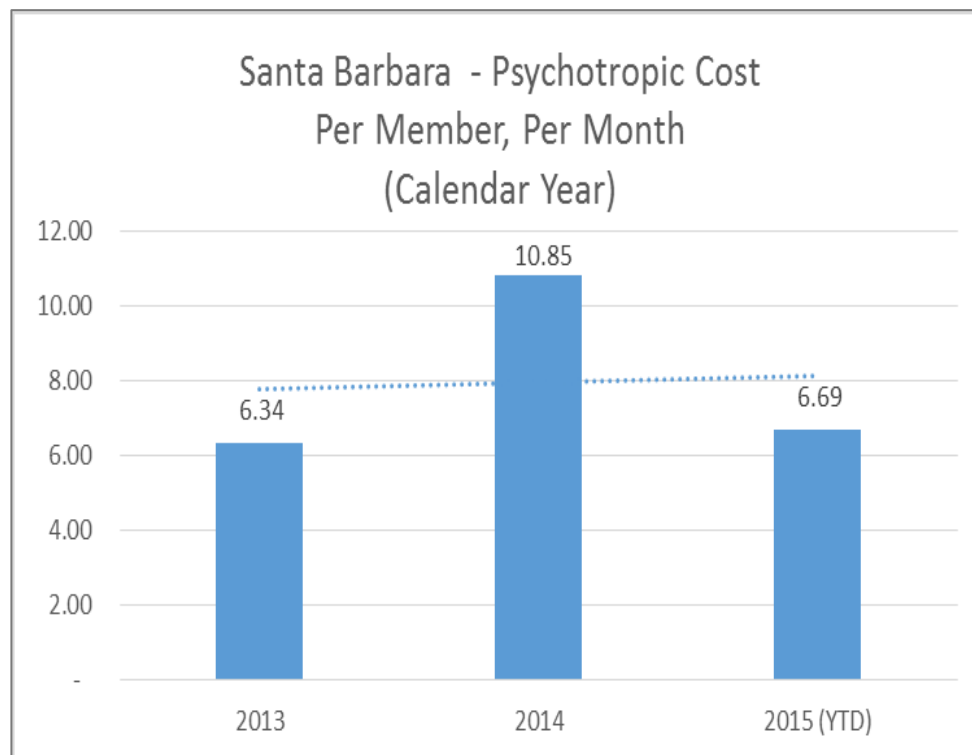
- ED runs are reviewed weekly by the site Medical Director and Regional Leadership
- Each case is evaluated for root cause and need for referral or offsite hospitalization
- Provider is called to enhance appropriate care and need for acute intervention
- During provider hours emergent clients are seen by the provider
- ED runs NOT admitted continue to decrease



Healthcare Outcomes – Psychotropic Medication



- A growing percentage of the patient population enters with more than one chronic care illness
- Rise in mental health patients are entering the jail on psychotropic medications
- Verification of medications at Intake
- Cost will decrease as inmates are moved to formulary drugs or a generic alternative becomes available





Santa Barbara, California

Contract Quality Indicators



Contract Performance and Quality Indicators



+ CQI – Continuous Quality Improvement

- Measures high risk, high volume and problem prone healthcare areas

+ Program is modeled to include:

- Patient Safety Indicators
- Process Indicators
- Outcome Indicators
- Peer Review

+ SMART

- Safety, Motivation, Accountability, Respect, Teamwork

Contract Quality Indicators – Juvenile Facilities



- Youth with continued physical health needs receive written instructions of follow-up appointments that are provided to youth and parent/guardian at release along with updated immunization record.
- If youth leaves without instructions, medical will call parent/guardian and provide instructions.

CONTRACT QUALITY INDICATOR	2013	2014	2015*
1. 100% of known pregnant youth and HIV/AIDS patients shall be referred to PHD within 7 days of booking.	100%	100%	100%
2. 100% of the Youth sick call requests shall be seen within 24 hours or the first subsequent day medical personnel are available, but not to exceed 3 days.	100%	100%	100%
3. 100% of the Youth held more than 72 hours shall have a Health Appraisal within 96 hours of the booking date.	100%	100%	99%
4. Contractor will test 100% of female youth annually for Chlamydia.	93%	97%	100%
5. Upon leaving the facility, 100% of youth and their parents will receive appropriate instructions for their continued physical health needs in writing and prescriptions as appropriate.**			

Contract Quality Indicators – Main Jail



- CORRECTIVE ACTION PLANS
- Added 16 Provider hours
- New sick call log for all nursing encounters
- Added 3 day contract indicator to monthly statistical report
- Hired RN to complete H/P (5 days, 8 hour shift)
- Specialized Clinic Times
- New Health Assessment Log
- Added H/P to monthly statistics report

CONTRACT QUALITY INDICATOR	2013	2014	2015*
1. 100% of known pregnant and HIV/AIDS patients shall be referred to the PHD within 7 days of booking.	100%	100%	100%
2. 100% of Inmate sick call requests shall be seen within three (3) days.*	98%	94%	90%
3. 95% of the Inmates shall have a Health Appraisal within 14 days of the booking date.	93%	88%	90%



Santa Barbara, California

Closing Comments





www.corizonhealth.com

103 Powell Court
Brentwood, TN 37027