



Public Health Department Annual Summary of
Wellpath Juvenile Justice Medical Record Review
Contract Year 2023-2024

Public Health Primary Care & Family Health (PCFH) Performance Improvement RN staff have been reviewing Wellpath medical records for the Juvenile Justice Department on a quarterly basis for the past seven years. In addition, the PCFH Chief Medical Officer (or a department representative) has been attending Wellpath's Continuous Quality Improvement (CQI) meetings regularly per the service level agreement (SLA).

The medical records are reviewed based upon the performance measures identified in the Wellpath service level agreement. After the first year of audits, Wellpath Medical staff, along with probation staff, worked to identify measures that would be more meaningful and indicative of the health status of the population served. They cover a wide range of issues, ranging from timely health assessments, identification and continuation of essential or psychiatric medications upon intake (verification, bridging and/or OCP treatment plan documentation), and ensuring immunizations are up to date. Recently the PCFH Performance Improvement staff and the Wellpath clinical staff have discussed the addition of additional measures. These new measures involve reviewing records for screening, testing, and treating incoming youth for STIs following NCCHC Standards for Health Services in Juvenile Detention & Confinement Facilities and Wellpath policies.

Wellpath staff have consistently performed very well on review of juvenile justice medical records, and with the addition of the new measures they continue to do so. Wellpath is provided with the audit results as each quarterly audit is completed. Quarterly compliance was 95% or greater for each quarter in this reporting period.

Wellpath, and the PCFH performance Improvement staff continue to work together to identify areas for improvement in the measures.

General recommendations:

1. The current measures appear appropriate and relevant, and the PCFH recommendation is to continue with these measures.
2. Two new measures around STI screening and treatment were added to the record review during the last quarter after discussion with the Wellpath clinician.

The PCFH review team will continue to work with Wellpath to ensure that the record review addresses important measures.

3. Wellpath should continue to enrich their quality improvement program by working with their EMR/IT department to develop reports that support their quality goals.