

June 2013 WINSLOW COMPLEX

Intake (Q)						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Is a physical examination completed by a Medical Provider by day two of an inmate's arrival at the facility? (Alhambra, Eyman D/R, Perryville, Tucson Minors only)[P-E-04, DO 1104, HSTM, Chapter 5, Sec. 2.0, 2.1]	X			6/3/2013 2:12 PM Entered By: John Mitchell Winslow is not an intake facility.	2
2	Is a mental health assessment completed by a Mental Health Practitioner by day two of an inmate's arrival at the facility? (Alhambra, Eyman D/R, Perryville, Tucson Minors only)[P-E-04,P-E-05, DO 1104, HSTM, Chapter 5, Sec. 2.0, 2.1]	X			6/3/2013 2:12 PM Entered By: John Mitchell Winslow is not an intake facility.	2

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Sick Call (Q)						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Is sick call being conducted five days a week Monday through Friday (excluding holidays)? [P-E-07, DO 1101, HSTM Chapter 5, Sec. 2.04.2, Chapter 7, Sec. 7.6]	X			6/17/2013 8:40 AM Entered By: John Mitchell Sick call is scheduled and held every week day excluding holidays.	1
2	Are sick call inmates being triaged within 24 hours(or immediately if inmate is identified with emergent medical needs)? [P-E-07, DO 1101, HSTM Chapter 5, Sec. 3.1]	X			6/25/2013 9:50 AM Entered By: John Mitchell There were very few sick call inmates this month that were not seen within 24 hours. None of these were emergent and all were seen within 72 hours. Continue the good work.	1
3	Are vitals signs, to include weight, being checked and documented each time an inmate is seen during sick call? [P-E-04, HSTM Chapter 5, Section 1.3]	X			6/20/2013 7:44 AM Entered By: John Mitchell A random check of 50 charts revealed that all of them were completed with a complete set of vital signs including a weight. This has been an area of non-compliance in the past and shows a great improvement. Keep up the good work.	1
4	Is the SOAPE format being utilized in the inmate medical record for encounters? [DO 1104, HSTM Chapter 5, Section 1.3]		X		6/18/2013 3:36 PM Entered By: John Mitchell Please refer to your corrective action plan for may and submit a more detailed plan for this month. 6/18/2013 3:35 PM Entered By: John Mitchell Reference: HSTM ch. 5 section 3.1 and contract ADOC 12-00001105 section 2.20.2.2. The following charts were noted to not be in compliance with this performance measure: inmate [redacted] 6/11/13 note was in narrative form, inmate [redacted] 6/6/13 note without an E, inmate [redacted] 5/15/13 not without an E, inmate [redacted] 6/4/13 note without an E, inmate [redacted] 6/13/13 note without an E, inmate [redacted] 6/5/13 note without an E, inmate [redacted] 5/8/13 note not in SOAPE format, and inmate [redacted] 6/14/13 note without an E. All of these notes were completed by providers. Nursing staff has been using the correct format. Please submit a corrective action plan with details as to how you will be able to get the providers to utilize the SOAPE format and what the consequences of continued noncompliance may be. I know that you have attempted to just reeducate the providers and that has obviously not been effective.	1
5	Are referrals to providers from sick call being seen within seven (7) days? [P-E-07]	X			6/25/2013 1:12 PM Entered By: John Mitchell 6/20/2013 7:50 AM Entered By: John Mitchell There were no referrals to providers from sick call found that were not seen within 7	1

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				days. There is no current backlog of provider appointment at the Ka bab medical unit. This represents a great improvement over previous months. Keep up the good work.	
6	Are nursing protocols in place and utilized by the nurses for sick call?	X		6/24/2013 7:18 AM Entered By: John Mitchell Nursing Protocols are in place and are being used by nursing for sick call. The following charts are examples of charts that were found in which the Nursing Evaluation Tools were used for sick call: inmate [redacted] 6/6/13 note, inmate [redacted] 6/7/13 note, inmate [redacted] 6/7/13 note, inmate [redacted] 6/4/13 note, and inmate [redacted] 6/17/13 note all from the Kaibab medical unit; and inmate [redacted], 5/13/13 note inmate [redacted] 6/11/13 note and inmate [redacted] 6/20/13 note from the Apache unit.	1

Corrective Action Plans for Performance Measure: Sick Call (Q)

4 Is the SOAPE format being utilized in the inmate medical record for encounters? [DO 1104, HSTM Chapter 5, Section 1.3]

Level 1 Amber User: John Mitchell Date: 6/18/2013 3:36:38 PM

Corrective Plan: FHA has discussed this with the provider and explained the SOAPE format with her. She understands the compliance measure and will, going forward follow this format. The FHA will monitor this standard. As part of the on boarding process for new Providers this measure will be discussed and examples given.

Corrective Actions: See above.

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Medical Specialty Consultations (Q)						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Are urgent consultations being scheduled to be seen within thirty (30) days of the consultation being initiated? [CC 2.20.2.3]	X			6/18/2013 2:54 PM Entered By: John Mitchell 6/18/2013 2:54 PM Entered By: John Mitchell All of the urgent consultations found (2) were scheduled within 30 days.	2
2	Are consultation reports being reviewed by the provider within seven (7) days of receipt? [CC 2.20.2.3]	X			6/17/2013 12:03 PM Entered By: John Mitchell A review of 25 charts today that had had outside consults initiated all of the consultation reports have been reviewed by the provider within the seven day timeframe. There is not a backlog of charts for provider review.	2
3	Is the utilization and availability of off-site services appropriate to meet medical, dental and mental health needs? [CC 2.20.2.3]	X			6/18/2013 2:58 PM Entered By: John Mitchell	3
4	Are the emergent medical needs of the inmates appropriate and emergent transports ordered in a timely manner? [P-E-08, CC 2.20.2.3]	X			6/18/2013 3:01 PM Entered By: John Mitchell Emergency transports have been completed appropriately and in a timely manner.	2
5	Do all inpatient admissions have documented utilization review of admission and evidence of discharge planning? [CC 2.20.2.3]	X			6/24/2013 9:55 AM Entered By: John Mitchell	2

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Prescribing Practices and Pharmacy (Q)						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Are recommendations made by the Pharmacy and Therapeutics Committee appropriately enacted? [CC 2.20.2.6]	X			6/26/2013 12:58 PM Entered By: Martin Winland	2
2	Are pharmacy polices, procedures forms, (including non-formulary requests) being followed? [NCCHC Standard P-D-01, CC 2.20.2.6]	X			6/26/2013 1:00 PM Entered By: Martin Winland	2
3	Are all medications being prescribed in the therapeutic ranges as determined by the most current editions of the "Drug Facts and Comparisons" or the packet insert?	X			6/26/2013 1:00 PM Entered By: Martin Winland	1

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Grievances (Q)						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Are grievances being responded to within fifteen (15) working days of receipt per Department Order 802? [P-A-11, DO 802, HSTM Chpt. 1, Sec. 8.0, CC 2.20.2.8]	X			6/17/2013 12:28 PM Entered By: John Mitchell Grievances are responded to within the 15 day timeframe per policy.	2

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Mental Health (Q)						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Are HNRs for Mental Health services triaged within 24 hours of receipt by a qualified Mental Health Professional, to include nursing staff? [CC 2.20.2.10]	X			6/24/2013 9:56 AM Entered By: John Mitchell	2
2	Are inmates referred to a Psychiatrist or Psychiatric Mid-level Provider seen within seven (7) days of referral? [CC 2.20.2.10]		X		6/25/2013 1:25 PM Entered By: John Mitchell Reference: Contract ADOC 12-00001105 section 2.20.2.10. Most inmates who arrive at Winslow on Psychotropic medications or who are found to be in need of Mental Health services are transferred to a corridor facility within a week. Compliance with this performance measure is seldom an issue for that reason. Inmate [REDACTED] has not been transferred because of being in the DO 805 process and also due to having a medical hold on him. He has been referred by the Psyche Associate for Psychiatry and has not been seen after well more than 7 days. A discussion with the Psyche Associate revealed that he did not know who to contact for telepsychiatry currently while waiting for this inmate to be transferred. Please submit a corrective action plan for this performance measure to include a plan for having inmates that can't be transferred quickly seen via telepsychiatry. Please include the assurance that a provider to provide these services has been identified and that the Psyche Associate is familiar with the process.	2
3	Are MH treatment plans updated every 90 days for each SMI inmate, and at least every 12 months for all other MH-3 and above inmates? [CC 2.20.2.10]	X			6/3/2013 2:30 PM Entered By: John Mitchell Winslow does not house SMI inmates.	1
4	Are inmates with a mental score of MH-3 and above seen by MH staff according to policy? [CC 2.20.2.10]	X			6/17/2013 12:22 PM Entered By: John Mitchell Winslow does not house MH-3 inmates. They are transferred to a corridor facility. If they can't be transferred prior to needing to be seen by MH staff per policy a telepsychiatry appointment is completed.	2
5	Are inmates prescribed psychotropic meds seen by a Psychiatrist or Psychiatric Mid-level Provider at a minimum of every three (3) months (90 days)?[CC 2.20.2.10]	X			6/17/2013 12:25 PM Entered By: John Mitchell Inmates prescribed psychotropic medications are transferred out of Winslow. If they can't be transferred prior to needing to be seen per policy they are seen via telepsychiatry. This is seldom needed as they are usually transferred quickly.	2
6	Are reentry/discharge plans established no later than 30 days prior release for all inmates with a MH score of MH-3 and above? [CC 2.20.2.10]	X			6/17/2013 12:19 PM Entered By: John Mitchell MH 3 inmates are transferred to a corridor facility if they are mistakenly sent to Winslow.	2

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Corrective Action Plans for Performance Measure: Mental Health (Q)

2 Are inmates referred to a Psychiatrist or Psychiatric Mid-level Provider seen within seven (7) days of referral? [CC 2.20.2.10]

Level 2 Amber User: John Mitchell Date: 6/25/2013 1:25:07 PM

Corrective Plan: This has been discussed with the Psych associate and direction has been given for him to request an aprox movement time from the movement officer. He is to inform movement if the inmate can not be moved in 4 days to have him notified. At that time the psych associate will schedule for a telemed appointment with the Psychiatrist for possible tx. The psych associate it to keep the FHA notified of any inmates not able to be moved before the 7 day time frame so she can assist in getting the telemed schedule.

Corrective Actions: See above.

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Administrative Meetings and Reports						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Is the Site Manager (or designee in the absence of the Site Manager) attending weekly warden executive staff meetings? [NCCHC Standard P-A-04; DO 117]	X			6/17/2013 11:59 AM Entered By: John Mitchell The FHA attends weekly warden executive meetings. The FHA also attends a weekly one on one meeting with the warden.	1
2	Is the Site Manager conducting monthly meetings with Warden and unit Deputy Wardens and include: -responsibilities of health staff -procedures for triage -predetermination of site for care -telephone #s & procedures for calling health staff & the community emergency response system -procedures for evacuating patients -alternate back-ups for each plan element? [DO 117]		X		6/18/2013 3:18 PM Entered By: John Mitchell This performance measure is not being met. There have not been any Medical Advisory Committee meetings conducted by the FHA. Please submit a corrective action plan for this performance measure and include the who, what, when, and where.	1
3	Are monthly staff meetings being conducted and documented? [NCCHC Standard P-A-04]	X			6/17/2013 8:39 AM Entered By: John Mitchell Monthly CQI and management meetings are being held. 6/3/2013 2:11 PM Entered By: John Mitchell A meeting with nursing, the aides and the nursing supervisors occurred today. The nursing staff has been conducting regular staff meetings since privatization.	1
4	Are monthly reports identified in Exhibit 2 of the health services contract being submitted in accordance with the contract?	X			6/24/2013 7:47 AM Entered By: John Mitchell	2

Corrective Action Plans for Performance Measure: Administrative Meetings and Reports

2 Is the Site Manager conducting monthly meetings with Warden and unit Deputy Wardens and include:

- responsibilities of health staff
- procedures for triage
- predetermination of site for care -telephone #s & procedures for calling health staff & the community emergency response system
- procedures for evacuating patients
- alternate back-ups for each plan element? [DO 117]

Level 1 Amber User: John Mitchell Date: 6/18/2013 3:18:21 PM

Corrective Plan: Disaster plan for medical was just recently received and is being adjusted to fit the Winslow complex needs. I anticipate the Disaster plan to be ready in 4 weeks. Prior to this time the call list for nurse staffing will be shared with the DW and Warden at the next staff meeting July 2nd 2013.

Corrective Actions: See above.

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Medication Administration						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Is there a formal medication administration program? [NCCHC Standard P-C-05]	X			6/3/2013 2:38 PM Entered By: John Mitchell There is a formal medication administration program.	1
2	Is the documentation of completed training and testing kept on file for staff who administer or deliver medications? [NCCHC Standard P-C-05; HSTM Chapter 3, Section 4.1]	X			6/17/2013 12:08 PM Entered By: John Mitchell Yes documentation of training is maintained in a file for each staff member who administers or delivers medications.	1
3	Is there a tracking system for KOP medications to determine if medications have been received by the inmate? [NCCHC Standard P-D-01]	X			6/17/2013 12:10 PM Entered By: John Mitchell There is a tracking system in place that is working well that confirms that inmates are receiving their KOP medications.	1
4	Are the Medication Administration Records (MAR) being completed in accordance with standard nursing practices? [HSTM Chapter 4, Section 1.1, Chapter 5, Section 6.4]		X		6/24/2013 7:26 AM Entered By: John Mitchell A review of the MAR's at the Apache unit revealed excellent compliance with this performance measure. The MAR's at the Kaibab unit were very good with one exception. The staff who hand out meds are not signing and initialling the back of the MAR's. This needs to be completed so that which nurse gave the medications can later be identified if questions arise. Please provide a corrective action plan for this performance measure.	1
5	Are medication errors forwarded to the FHA to review corrective action plan?	X			6/17/2013 12:13 PM Entered By: John Mitchell This performance measure is being met. The FHA receives all medication error reports.	2
6	Are there any unreasonable delays in inmate receiving prescribed medications?	X			6/18/2013 3:03 PM Entered By: John Mitchell All chronic care medications were renewed prior to expiration. There have not been any delays due to waiting for nonformulary approvals.	2
7	Are inmates being required to show ID prior to being administered their medications?	X			6/17/2013 8:43 AM Entered By: John Mitchell Inmates have been observed being required to show their ID's prior to being administered their medications on several different med passes.	2
8	Are chronic condition medication expiration dates being reviewed prior to expiration to ensure continuity of care? [NCCHC Standard P-D-01]	X			6/17/2013 1:21 PM Entered By: John Mitchell Winslow completed renewals for all the chronic condition medications prior to the expiration of the medications for all inmates	2

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		X			listed on the expiring medication report printed 5/24/13 for the month of June.	
9	Are non-formulary requests being reviewed for approval or disapproval within 24 to 48 hours?	X			6/18/2013 3:07 PM Entered By: John Mitchell Non-formulary requests are being reviewed within 48 hours now. There had been a slightly longer delay previously which was corrected after it was discovered that the Inventory Control Tech had been supplied with the incorrect fax number.	2
10	Are providers being notified of non-formulary decisions within 24 to 48 hours?	X			6/18/2013 3:10 PM Entered By: John Mitchell Yes providers are being notified of non-formulary decisions within 48 hours.	2
11	Are medication error reports being completed and medication errors documented?	X			6/17/2013 12:15 PM Entered By: John Mitchell Medication error reports are completed and medication errors are documented including the notification of a provider and the orders if any the provider supplies.	2

Corrective Action Plans for Performance Measure: Medication Administration

4 Are the Medication Administration Records (MAR) being completed in accordance with standard nursing practices? [HSTM Chapter 4, Section 1.1, Chapter 5, Section 6.4]
Level 1 Amber User: John Mitchell Date: 6/24/2013 7:26:18 AM

Corrective Plan: This issue was brought to nursing's attention at the June 19th nurses meeting. This problem was discussed and the staff were directed to sign the back of each MAR and then initial so they can be identified. This has been done and MARs were corrected.

Corrective Actions: See above.

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Staffing						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Is there an approved staffing pattern available to the Site Manager (FHA)? [NCCHC Standard P-C-07; HSTM Chapter 3, Section 2.0]	X			6/3/2013 2:15 PM Entered By: John Mitchell There is an approved staffing pattern available to the FHA.	1
2	Are the adequacy and effectiveness of the staffing assessed by the facility's sufficient to meet the needs of the inmate population? [NCCHC Standard P-C-07; HSMT Chapter 3, Section 2.0]	X			6/21/2013 7:10 AM Entered By: John Mitchell The adequacy and effectiveness of staffing in comparison to the contractors staffing matrix is difficult to clearly assess as the contractor has not filled all the positions and has not fully trained the staff that they have hired. It is clear that not having their own provider staff and having to rely on registry staff that have not bought into their ways of providing healthcare has hindered their progress. The staffing levels set in Corizons staffing matrix may be adequate once all the positions are filled. It appears that another nursing position may need to be added, but that can not be determined for certain until all positions are fully filled and trained.	3
3	Are all positions filled per contractor staffing pattern?		X		6/21/2013 7:22 AM Entered By: John Mitchell Reference contract ADOC 12-00001105 section 2.17.6.1 and the published staffing matrix for the Winslow complex. There is one RN position open that is going to be filled by the current Clinical Coordinator, who just received her RN credentials, which will leave that position open. The Medical Director and Mid-Level provider positions remain unfilled. There is a registry Mid-Level Provider currently filling that position until the end of August. A 20 hr. per week Medical Director is in the hiring process, awaiting credentialing by Corizon. An LPN position also remains unfilled. Please submit a corrective action plan for this performance measure. This corrective action plan should include efforts being made to recruit and fill these positions and communication with administration regarding the continued need and their efforts to recruit and train the needed staff.	2
4	Is the Site Manager (FHA) kept informed of recruiting efforts being taken to fill vacant positions by the corporate office?	X			6/9/2013 9 53 AM Entered By John Mitchell The FHA is kept informed of the recruiting efforts being taken to fill the remaining vacant positions at the Winslow complex.	2

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Corrective Action Plans for Performance Measure: Staffing

3 Are all positions filled per contractor staffing pattern?

Level 2 Amber User: John Mitchell Date: 6/21/2013 7:22:07 AM

Corrective Plan: The medical director has been hired and will begin on July 8th 2013. LPN interviews continue this week and next for the open positions. The FHA anticipates the onboarding process to begin with in 3 weeks of this date. Recruitment for a full time midlevel continues.

Corrective Actions: See above.

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Infirmary Care						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Does policy or post order define the specific scope of medical, psychiatric, and nursing care provided in the infirmary setting?	X			6/3/2013 2:17 PM Entered By: John Mitchell Winslow does not have an infirmary.	1
2	Are patients always within sight or hearing of a qualified health care professional (do inmates have a method of calling the nurse?)	X			6/3/2013 2:20 PM Entered By: John Mitchell Winslow does not have an infirmary.	1
3	Is the number of appropriate and sufficient qualified health professionals in the infirmary determined by the number of patients, severity of illnesses and level of care required?	X			6/3/2013 2:21 PM Entered By: John Mitchell Winslow does not have an infirmary.	1
4	Is a supervising registered nurse in the IPC 24 hours a day?	X			6/3/2013 2:22 PM Entered By: John Mitchell Winslow does not have an infirmary.	1
5	Is the manual of nursing care procedures consistent with the state's nurse practice act and licensing requirements?	X			6/3/2013 2:23 PM Entered By: John Mitchell Winslow does not have an infirmary.	1
6	Does admission to or discharge from infirmary care occur only on the order of physician or other provider where permitted by virtue of credentials and scope of practice?	X			6/3/2013 2:24 PM Entered By: John Mitchell Winslow does not have an infirmary.	1
7	Is the frequency of physician and nursing rounds in the infirmary specified based on categories of care provided?	X			6/3/2013 2:24 PM Entered By: John Mitchell Winslow does not have an infirmary.	1
8	Is a complete inmate health record kept and include: -Admitted order (admitting diagnosis, medications, diet, activity restrictions, required diagnostic tests, frequency of monitoring and follow-up -Complete document of care and treatment given -Medication administration record -Discharge plan and discharge notes	X			6/3/2013 2:25 PM Entered By: John Mitchell Winslow does not have an infirmary.	1
9	If inpatient record is different than outpatient record, is a copy of the discharge summary from the infirmary care placed in the patient's outpatient chart?	X			6/3/2013 2:26 PM Entered By: John Mitchell Winslow does not have an infirmary.	1
10	If an observation patient is placed by a qualified health care professional for longer than 24 hours, is this order being done only by a physician?	X			6/3/2013 2:26 PM Entered By: John Mitchell Winslow does not have an infirmary.	1
11	Are vital signs done daily when required?	X			6/3/2013 2:27 PM Entered By: John Mitchell Winslow does not have an infirmary.	1
12	Are there nursing care plans that are reviewed weekly and are signed and dated?	X			6/3/2013 2:28 PM Entered By: John Mitchell Winslow does not have an infirmary.	1

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13	Are medications and supplies checked regularly, and who is assigned to do it? [NCCHC Standard P-D-03]	X			6/3/2013 2:28 PM Entered By: John Mitchell Winslow does not have an infirmary.	1
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