

August 2013 DOUGLAS COMPLEX

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			8/22/2013 11:48 AM Entered By: Sam Tardibuono	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			8/22/2013 11:49 AM Entered By: Sam Tardibuono	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			8/22/2013 11:49 AM Entered By: Sam Tardibuono	1
4	Is the SOAPE format being utilized in the inmate medical record for encounters? [DO 1104, HSTM Chapter 5, Section 1.3]	X			8/22/2013 11:50 AM Entered By: Sam Tardibuono	1
5	Are referrals to providers from sick call being seen within seven (7) days? [P-E-07]	X			8/22/2013 11:50 AM Entered By: Sam Tardibuono	1
6	Are nursing protocols in place and utilized by the nurses for sick call?	X			8/22/2013 11:51 AM Entered By: Sam Tardibuono	1

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Chronic Condition and Disease Management (Q)						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Are treatment plans developed and documented in the medical record by a provider within thirty (30) days of identification that the inmate has a CC? [P-G-01, CC 2.20.2.4]		X		<p>8/26/2013 9:40 AM Entered By: Troy Evans 8/22/2013 1:29 PM Entered By: Troy Evans Mohave- Green 13 charts reviewed compliant 8/22/2013 1:25 PM Entered By: Troy Evans Gila- Green 14 Charts reviewed compliant. Papago- Green 19 charts reviewed compliant Eggers- Amber 13 charts reviewed Inmate #Inmate last seen for CC Cardiac was 08/14/2012. Inmate #Inmate This inmate was last seen for his CC Cancer and Asthma 05/18/2012. HTN CC he was seen on 04/05/2013.</p>	1
2	Are CC inmates being seen by the provider (every three (3) to six (6) months) as specified in the inmate's treatment plan? [P-G-01, DO 1101, HSTM Chpt. 5, Sec. 5.1, CC 2.20.2.4]		X		<p>8/27/2013 2:04 PM Entered By: Troy Evans Not Compliant</p> <p>8/26/2013 9:41 AM Entered By: Troy Evans 8/22/2013 1:51 PM Entered By: Troy Evans Gila- 15 charts were reviewed all were compliant with this measure. 8/22/2013 1:44 PM Entered By: Troy Evans Papago-Inmate #Inmate had CC Cardiac due on 12/05/12 that was not done. He refused CC on 04/13 and was rescheduled for 10/13. 8/22/2013 1:39 PM Entered By: Troy Evans Eggers- Of 13 charts reviewed #Inmate last CC Cardiac was 08/14/2012, #Inmate last CC for his CA and Asthma was 05/18/2012. #Inmate CC Hep C was due 12/07/12 and never done. Inmate #Inmate had no follow up orders, but was seen on 06/07/2013. 8/22/2013 1:33 PM Entered By: Troy Evans Mohave-Of 13 Charts reviewed all except 2 were seen and scheduled appropriately. The nurses may have caught that the provider had not scheduled a follow up, but no mention was made in the chart of it. #Inmate was seen on 06/28/13 has no orders for follow up. #Inmate was seen on 06/15/2013 has no follow up orders.</p>	2
3	Are CC/DM inmates being provided coaching and education about their condition / disease and is it documented in the medical record? [P-G-01, CC 2.20.2.4]		X		<p>8/29/2013 2:38 PM Entered By: Troy Evans Mohave- 13 Charts were reviewed. #Inmate #Inmate #Inmate #Inmate all had education logs. #Inmate had no education provided CC HTN, Hep C on 03/26/2013.</p> <p>8/29/2013 2:33 PM Entered By: Troy Evans Papago-19 Charts were reviewed. #Inmate CC Htn 04/16/2013 had no education provided, #Inmate CC CA. had no education provided. The remaining charts reviewed all had education marked on the CC Sheets. While only 1 #Inmate was noted to have an education log.</p> <p>8/29/2013 2:24 PM Entered By: Troy Evans Eggers-13 charts were reviewed. Chart #Inmate is the only chart with an Education log. Remaining charts had education given on the CC Sheet.</p>	1

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		X			<p>8/27/2013 2:14 PM Entered By: Troy Evans Gila- 10 Charts were reviewed Inmate #Inmate had CC Asthma last performed on 04/01/13. No education marked on CC Form or in his education log. Inmate #Inmate had CC Hep C done on 05/25/13 and no education was provided. Inmate #Inmate had CC Asthma last performed on 04/03/13. No education was provided. 7 out of 10 charts reviewed had no education log in chart.</p>	2
4	<p>Have disease management guidelines been developed and implemented for Chronic Disease or other conditions not classified as CC? [P-G-01, HSTM Chpt. 5, Sec. 5.1, CC 2.20.2.4]</p>	X			<p>8/29/2013 3:35 PM Entered By: Troy Evans Most CC guidelines have been upheld.</p> <p>8/29/2013 3:34 PM Entered By: Troy Evans Gila- 10 Charts reviewed Compliant.</p> <p>8/29/2013 3:33 PM Entered By: Troy Evans Eggers- 13 charts reviewed #Inmate CC Asthma no PEFR</p> <p>8/29/2013 3:31 PM Entered By: Troy Evans Papago- 10 charts reviewed. #Inmate CC DM no foot check done 06/28/2013. #Inmate CC Asthma no PEFR. #Inmate CC Asthma no PEFR.</p> <p>8/29/2013 2:41 PM Entered By: Troy Evans Mohave- 13 Charts reviewed. #Inmate CC Asthma was done on 04/11/2013. no labs since 11/2012</p>	2
5	<p>Has the contractor submitted his/her quarterly guideline audit results by the 15th day following the end of the reporting quarter? [CC 2.20.2.4]</p>	X			<p>8/30/2013 10:26 AM Entered By: Troy Evans N/A</p>	2

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Corrective Action Plans for Performance Measure: Chronic Condition and Disease Management (Q)

1 Are treatment plans developed and documented in the medical record by a provider within thirty (30) days of identification that the inmate has a CC? [P-G-01, CC 2.20.2.4]

Level 1 Amber User: Troy Evans Date: 8/26/2013 9:39:10 AM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: See above.

2 Are CC inmates being seen by the provider (every three (3) to six (6) months) as specified in the inmate's treatment plan? [P-G-01, DO 1101, HSTM Chpt. 5, Sec. 5.1, CC 2.20.2.4]

Level 2 Amber User: Troy Evans Date: 8/27/2013 2:03:32 PM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: See above.

3 Are CC/DM inmates being provided coaching and education about their condition / disease and is it documented in the medical record? [P-G-01, CC 2.20.2.4]

Level 1 Amber User: Troy Evans Date: 8/29/2013 2:37:33 PM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: See above.

3 Are CC/DM inmates being provided coaching and education about their condition / disease and is it documented in the medical record? [P-G-01, CC 2.20.2.4]

Level 1 Amber User: Troy Evans Date: 8/29/2013 2:37:33 PM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: See above.

3 Are CC/DM inmates being provided coaching and education about their condition / disease and is it documented in the medical record? [P-G-01, CC 2.20.2.4]

Level 1 Amber User: Troy Evans Date: 8/29/2013 2:37:33 PM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: See above.

3 Are CC/DM inmates being provided coaching and education about their condition / disease and is it documented in the medical record? [P-G-01, CC 2.20.2.4]

Level 1 Amber User: Troy Evans Date: 8/29/2013 2:37:33 PM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: See above.

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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			8/27/2013 8:04 AM 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			8/27/2013 8:04 AM 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			8/27/2013 8:04 AM Entered By: Martin Winland 8/27/2013 8:04 AM Entered By: Martin Winland	1

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Mental Health (Q)						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Are HNR for Mental Health service triaged within 24 hours of receipt by a qualified Mental Health Professional, to include nursing staff? [CC 2.20.2.10]	X			8/26/2013 11:15 AM Entered By: Sam Tardibuono No MH HNR's received this month.	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			8/26/2013 11:15 AM Entered By: Sam Tardibuono No l/m MH referrals this month. 8/27/2013 1:54 PM Entered By: Troy Evans Inmates in need of a Psychiatric eval are transferred to another facility.	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			8/26/2013 11:16 AM Entered By: Sam Tardibuono No SMI's at this facility.	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			8/26/2013 11:17 AM Entered By: Sam Tardibuono	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			8/26/2013 11:18 AM Entered By: Sam Tardibuono No psychotropic medications administered at this facility.	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			8/26/2013 11:18 AM Entered By: Sam Tardibuono	2

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Intake (Reception)						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Have Base Line labs been drawn? Alhambra, Perryville, Tucson Minors only. [P-E-04 and HSTM 2.9.2]	X			8/5/2013 9:23 AM Entered By: Sam Tardibuono Not an intake facility.	1
2	Has a Pano been completed? Alhambra, Perryville, Tucson Minors only [HSTM 2.9.2.6]	X			8/5/2013 9:23 AM Entered By: Sam Tardibuono Not an intake facility.	1
3	Has a PPD been planted and read? Alhambra, Perryville, Tucson Minors only [HSTM 2.9.2.3]	X			8/5/2013 9:23 AM Entered By: Sam Tardibuono Not an intake facility.	1
4	Has inmate been given written instructions on how to file a grievance, access health care and health information? Alhambra, Perryville, Tucson Minors only	X			8/5/2013 9:24 AM Entered By: Sam Tardibuono Not an intake facility.	1
5	Has a PAP been completed (Female)Perryville? [HSTM 2.9.3.3]	X			8/5/2013 9:24 AM Entered By: Sam Tardibuono Not an intake facility.	1
6	Are all inmates having their needs communicated from the sending facility to the receiving facility by a Continuity of Care form and verbally at the time of transfer? [HSTM 2.9.6.1]	X			8/5/2013 9:24 AM Entered By: Sam Tardibuono Not an intake facility.	1
7	Are dental emergencies being addressed at the reception center? Alhambra, Perryville, Tucson Minors only	X			8/5/2013 9:24 AM Entered By: Sam Tardibuono Not an intake facility.	1
8	Are inmate prescribed medications transferred with a 45 day supply? Alhambra, Perryville, Tucson Minors only [HSTM Chapter 5, Section 6.1 and CC 2.12.22]	X			8/5/2013 9:24 AM Entered By: Sam Tardibuono Not an intake facility.	1
9	Are inmates on medications prior to being placed under ADC custody continued on the medication or a therapeutic substitute? Alhambra, Perryville, Tucson Minors only [P-D-02, HSTM Chapter 5, Setion 2.0.4.2]	X			8/5/2013 9:24 AM Entered By: Sam Tardibuono Not an intake facility.	1

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Grievances						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Is a grievance tracking system in place and being utilized? [P-A-11; P-A-04]	X			8/12/2013 9:44 AM Entered By: Sam Tardibuono	1
2	Are grievance trends being tracked and addressed? [P-A-11; P-A-04]	X			8/12/2013 9:44 AM Entered By: Sam Tardibuono	1

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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			8/27/2013 2:20 PM Entered By: Troy Evans There is an NEO program that is done upon hiring for Med Administration. There have been no new hires at Douglas this month.	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			8/27/2013 2:22 PM Entered By: Troy Evans New Employee paperwork is kept in the Administrators Office.	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			8/27/2013 2:24 PM Entered By: Troy Evans KOP Medications in Douglas are handed out by the officers in each unit. The sign sheet is then sent back to the Central Pharmacy, where it is reconciled with the MAR, the MAR is stamped and sent back to the unit to be filed in the Inmate's Chart	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			8/27/2013 2:25 PM Entered By: Troy Evans	1
5	Are medication errors forwarded to the FHA to review corrective action plan?		X		8/27/2013 2:32 PM Entered By: Troy Evans Inmate # [REDACTED] had an order in the DOT Mar for Lamictal 200 mg to be started on 08/02/13. In the Mar it was initialed as given on 08/01/13. It was also written on the back of the MAR "Patient was given 200 mg. Lamictal on 08/01/13". The existing order for Lamictal of 150 mg. was not DC'd until 08/02. This would constitute a medication error since the order for Lamictal on 08/01 was for 150 mg not 200 mg. There had been no record of any medication error by the FHA.	2
6	Are there any unreasonable delays in inmate receiving prescribed medications?	X			8/27/2013 2:36 PM Entered By: Troy Evans Mars reviewed at all facilities. No outstanding orders with meds not being given were noted.	2
7	Are inmates being required to show ID prior to being administered their medications?	X			8/27/2013 2:37 PM Entered By: Troy Evans Inmates are required to show ID when obtaining Medication.	2
8	Are chronic condition medication expiration dates being reviewed prior to expiration to ensure continuity of care? [NCCHC Standard P-D-01]	X			8/27/2013 2:42 PM Entered By: Troy Evans Pharmacy is reviewing CC Medications to help ensure that meds do not expire.	2
9	Are non-formulary requests being reviewed for approval or disapproval within 24 to 48 hours?	X			8/29/2013 3:38 PM Entered By: Troy Evans Non Formulary Requests were reviewed. Compliant.	2

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10	Are providers being notified of non-formulary decisions within 24 to 48 hours?	X			8/30/2013 9:37 AM Entered By: Troy Evans In the old system, the denial was sent to the Provider upon receipt. A new system of email checks has just been instituted. On the day I was at Douglas, they had not yet tried the new system. Today they are trying the first non-Formulary request on the email site. This will be Green for this month. The Pharmacy Staff will notify Provider of approval or denial in a compliant time frame.	2
11	Are medication error reports being completed and medication errors documented?	X			8/29/2013 3:40 PM Entered By: Troy Evans There were no reported medication errors.	2

Corrective Action Plans for Performance Measure: Medication Administration

5 Are medication errors forwarded to the FHA to review corrective action plan?

Level 2 Amber User: Troy Evans Date: 8/27/2013 2:31:20 PM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: See above.

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Infirmiry 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 infirmiry setting?	X			<p>8/12/2013 10:56 AM Entered By: Kathy Campbell There is no infirmiry at this complex.</p> <p>8/29/2013 3:42 PM Entered By: Troy Evans N/A there is not an Infirmiry at this facility.</p> <p>8/29/2013 3:41 PM Entered By: Troy Evans N/A this is not an intake facility.</p>	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			<p>8/12/2013 10:56 AM Entered By: Kathy Campbell There is no infirmiry at this complex.</p> <p>8/12/2013 10:56 AM Entered By: Kathy Campbell There is no infirmiry at this complex.</p> <p>8/29/2013 3:43 PM Entered By: Troy Evans</p> <p>8/29/2013 3:42 PM Entered By: Troy Evans N/A there is not an Infirmiry at this facility.</p>	1
3	Is the number of appropriate and sufficient qualified health professionals in the infirmiry determined by the number of patients, severity of illnesses and level of care required?	X			<p>8/12/2013 10:57 AM Entered By: Kathy Campbell There is no infirmiry at this complex.</p> <p>8/29/2013 3:43 PM Entered By: Troy Evans</p> <p>8/29/2013 3:43 PM Entered By: Troy Evans N/A there is not an Infirmiry at this facility.</p>	1
4	Is a supervising registered nurse in the IPC 24 hours a day?	X			<p>8/12/2013 10:57 AM Entered By: Kathy Campbell There is no infirmiry at this complex.</p> <p>8/29/2013 3:43 PM Entered By: Troy Evans N/A there is not an Infirmiry at this facility.</p>	1
5	Is the manual of nursing care procedures consistent with the state's nurse practice act and licensing requirements?	X			<p>8/12/2013 11:00 AM Entered By: Kathy Campbell There is no infirmiry at this complex.</p> <p>8/29/2013 3:43 PM Entered By: Troy Evans N/A there is not an Infirmiry at this facility.</p>	1

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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			<p>8/12/2013 11:01 AM Entered By: Kathy Campbell There is no infirmary at this complex.</p> <p>8/29/2013 3:44 PM Entered By: Troy Evans N/A there is not an Infirmary at this facility.</p>	1
7	Is the frequency of physician and nursing rounds in the infirmary specified based on categories of care provided?	X			<p>8/12/2013 11:01 AM Entered By: Kathy Campbell There is no infirmary at this complex.</p> <p>8/29/2013 3:44 PM Entered By: Troy Evans N/A there is not an Infirmary at this facility.</p>	1
8	<p>Is a complete inmate health record kept and include:</p> <ul style="list-style-type: none"> -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			<p>8/12/2013 11:02 AM Entered By: Kathy Campbell There is no infirmary at this complex.</p> <p>8/29/2013 3:44 PM Entered By: Troy Evans N/A there is not an Infirmary at this facility.</p>	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			<p>8/12/2013 11:03 AM Entered By: Kathy Campbell There is no infirmary at this complex.</p> <p>8/29/2013 3:44 PM Entered By: Troy Evans N/A there is not an Infirmary at this facility.</p>	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			<p>8/12/2013 11:03 AM Entered By: Kathy Campbell There is no infirmary at this complex.</p> <p>8/29/2013 3:45 PM Entered By: Troy Evans N/A there is not an Infirmary at this facility.</p>	1
11	Are vital signs done daily when required?	X			<p>8/12/2013 11:03 AM Entered By: Kathy Campbell There is no infirmary at this complex.</p> <p>8/29/2013 3:45 PM Entered By: Troy Evans N/A there is not an Infirmary at this facility.</p>	1
12	Are there nursing care plans that are reviewed weekly and are signed and dated?	X			<p>8/12/2013 11:04 AM Entered By: Kathy Campbell There is no infirmary at this complex.</p> <p>8/29/2013 3:45 PM Entered By: Troy Evans</p>	1

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					N/A there is not an Infirmary at this facility.	
13	Are medications and supplies checked regularly, and who is assigned to do it? [NCCHC Standard P-D-03]	X			<p>8/12/2013 11:04 AM Entered By: Kathy Campbell There is no infirmary at this complex.</p> <p>8/29/2013 3:46 PM Entered By: Troy Evans N/A there is not an Infirmary at this facility.</p>	1

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Return to Custody						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Is a physical examination completed by a medical provider as part of the RTC intake process??	X			8/26/2013 10:47 AM Entered By: Sam Tardibuono	1
2	Is a mental health assessment completed by a mental health practitioner as part of the RTC intake process?	X			8/26/2013 10:47 AM Entered By: Sam Tardibuono	1
3	Have Base Line labs been drawn?	X			8/26/2013 10:47 AM Entered By: Sam Tardibuono	1
4	Has a PPD been planted and read?	X			8/26/2013 10:47 AM Entered By: Sam Tardibuono	1
5	Has a PAP been completed (Female)?	X			8/26/2013 10:48 AM Entered By: Sam Tardibuono Not applicable to this facility. No female I/m's housed at Douglas.	1
6	Is a continuity of care completed prior to transfer to permanent unit?	X			8/26/2013 10:48 AM Entered By: Sam Tardibuono	1
7	Are dental emergencies being addressed at the reception center?	X			8/26/2013 10:48 AM Entered By: Sam Tardibuono	1
8	Are inmates seen the day of arrival?	X			8/26/2013 10:49 AM Entered By: Sam Tardibuono	1
9	Are inmates on medications prior to being placed under ADC custody continued on the medication or a therapeutic substitute?	X			8/26/2013 10:49 AM Entered By: Sam Tardibuono	1