

# An Evaluation of Correctional Health Care Services

## An Overview of the Report

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Texas Medical Foundation

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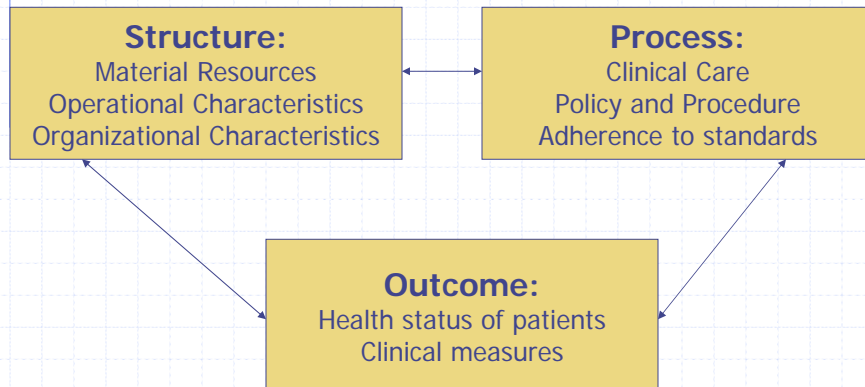
## About Texas Medical Foundation

- ◆ TMF is a private, nonprofit organization of licensed physicians (MDs and DOs) committed to improving the quality and efficiency of health care.
- ◆ TMF contracts with state and federal government agencies and private industry to offer quality of care assessment, medical peer review services and individualized consultation.

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## How is quality of care assessed?

### Donabedian Quality Assurance Model



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## Report Format

- ◆ Informational White Paper
  - Provide perspective on health care in prison systems
- ◆ Written for a broad audience
  - Provides information for the lay-reader
- ◆ Designed to allow comparisons to similar "free world" organizations and standards

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## Structure of the Review

- ◆ Administrative review of managed care
- ◆ Medical record review
- ◆ Clinical outcome analysis

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## Administrative Review

- ◆ Onsite at the Correctional Managed Care Offices
  - Adherence to certification standards for Health Maintenance Organizations and Correctional Managed Care
  - Review of complaint, utilization management and peer review processes
  - Quality improvement plans
  - Clinical practice guidelines and standards

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## What we looked for

- ◆ Structure
- ◆ Processes
- ◆ Data
- ◆ Problem identification
- ◆ Improvement plans
- ◆ Benchmarking
- ◆ Documentation

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## What we found

- ◆ Compliant administrative structure
- ◆ Well documented processes
- ◆ Appropriate use of data
- ◆ Robust, mature performance improvement plan (not formally documented)
- ◆ Use of internal benchmarks

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## What we found

- ◆ Movement towards certification status for all facilities
- ◆ Extremely coordinated clinical and specialty care delivery systems
- ◆ Progressive and advanced use of technology to facilitate care and reduce cost (Electronic Medical Records and Telemedicine)
- ◆ Unprecedented access to services

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## What we found

- ◆ Well documented credentialing and peer review processes with appropriate corrective action plans
- ◆ Additional internal and external monitoring
  - Utilization Review Agent (Texas Department of Insurance)
  - Contract Monitoring Operational Review Audit (Texas Department of Criminal Justice)
  - Hospital quality (Joint Commission on Accreditation of Healthcare Organizations)

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## Medical Record Review

- ◆ Random selection
  - Excluded offenders in system < 6 months
- ◆ Valid sample, reflective of general population in terms of disease states and demographics
- ◆ A total of 386 records were reviewed (95% confidence level)

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## What we looked for

- ◆ Timely and appropriate response to sick call requests
- ◆ Number of visits (routine and chronic)
- ◆ Preventive care
  - Screening
  - Immunization
  - Routine care

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## What we looked for

- ◆ Adherence to established chronic disease management practice standards
- ◆ Clinical Outcomes
- ◆ Performance against benchmarks

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## Benchmarks

- ◆ Used available published benchmarks (when available) or internal quality data to compare review findings and performance expectations
  - Health Plan Employer Data Information Set (HEDIS)
  - Operational Performance Evaluation System (OPES)
  - Governmental agency

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## What we found

- ◆ Preventive care high performance
  - Response to sick call requests 96%
  - High visit ratio mean # visits 9.5, national average # of visits to physician 3.1
  - Dental Services
  - HIV screening

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## What we found

- ◆ Preventive care low performance
  - Periodic physical exam\*
  - Colon cancer
  - Pap
  - Mammogram\*

\*probable cause identified

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## What we found

- ◆ Chronic care high performance
  - Provider compliance with guidelines
    - ◆ Hypertension
    - ◆ Diabetes
    - ◆ Hyperlipidemia (95%)
    - ◆ Coronary artery disease (100%)
    - ◆ Asthma

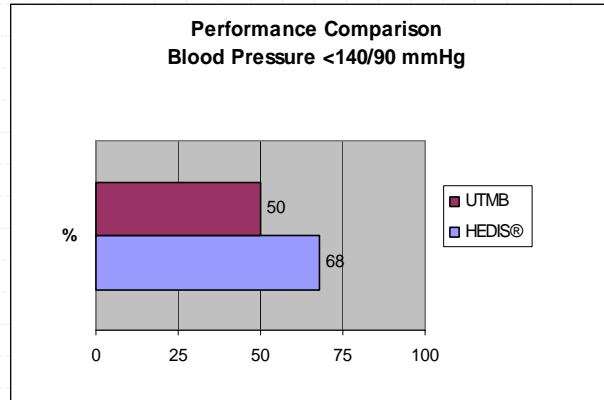
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## What we found

- ◆ Chronic care clinical outcomes
  - Hypertension
  - Insulin Dependant Diabetes
  - Hyperlipidemia
  - Coronary Artery Disease
  - Asthma
  - Seizure – no outcome indicator

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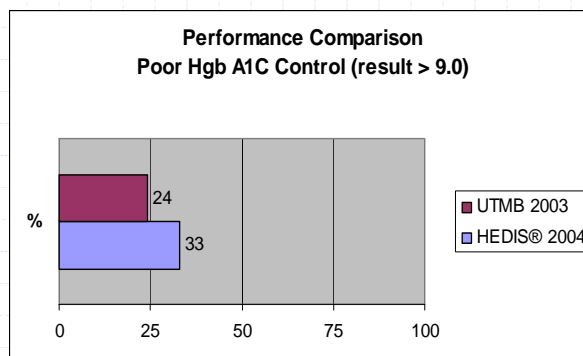
# Hypertension



Indicator reflects success in lowering blood pressure values below the established goal

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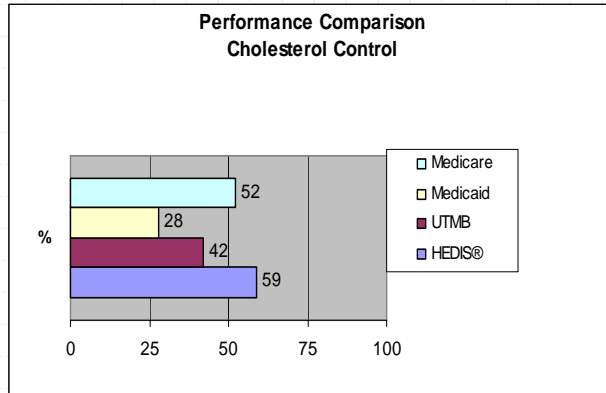
# Insulin Dependant Diabetes



A lower percentage score for this indicator reflects better overall glucose control

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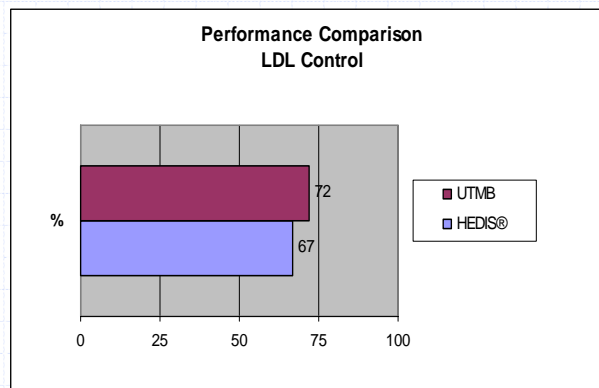
# Hyperlipidemia



Indicator reflects success in lowering cholesterol

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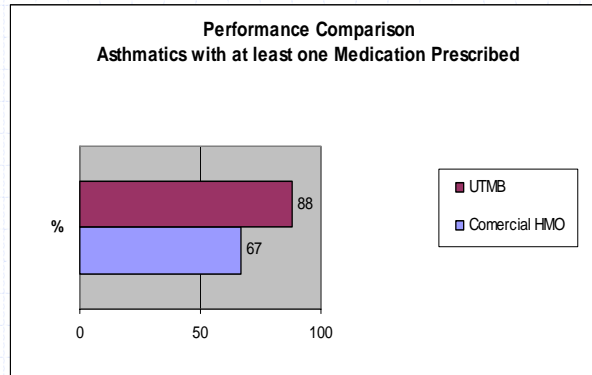
# Coronary Artery Disease



Indicator reflects success in lowering LDL

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# Asthma



Indicator reflects compliance with current treatment guidelines

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# Questions?

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