

An Evaluation of Correctional Health Care Services

An Overview of the Report

Presented by:

Crystal Wilkinson, MSN, RN, CNS



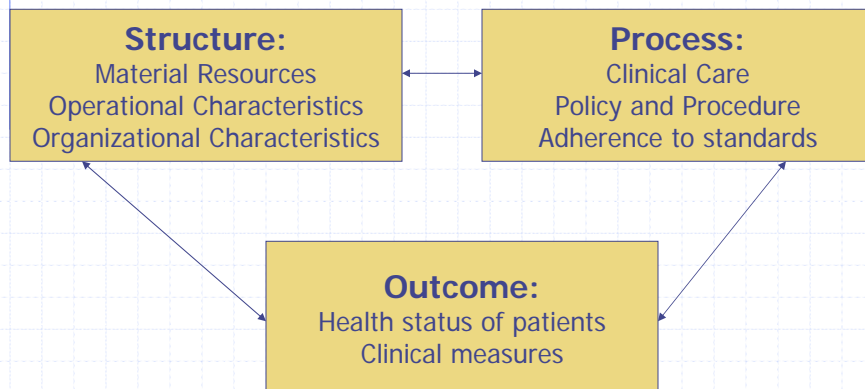
Texas Medical Foundation

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.

How is quality of care assessed?

Donabedian Quality Assurance Model



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

Structure of the review

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

Administrative Review

- ◆ Onsite at the Correctional Managed Care Offices
 - Adherence to certification standards for HMOs and CMCs
 - Review of complaint, UR and peer review processes
 - Quality improvement plans
 - Clinical practice guidelines and standards

What we looked for

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

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

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 (EMR and Telemedicine)
- ◆ Unprecedented access to services

What we found

- ◆ Well documented credentialing and peer review processes with appropriate corrective action plans
- ◆ Additional internal and external monitoring
 - Utilization Review Agent (TDI)
 - Contract Monitoring Operational Review Audit (TDCJ)
 - Hospital quality (JCAHO)

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)

What we looked for

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

What we looked for

- ◆ Adherence to established chronic disease management practice standards

- ◆ Clinical Outcomes

- ◆ Performance against benchmarks

Benchmarks

- ◆ Used available published benchmarks (when available) or internal quality data to compare review findings and performance expectations
 - HEDIS
 - OPES
 - Governmental agency

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

What we found

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

*probable cause identified

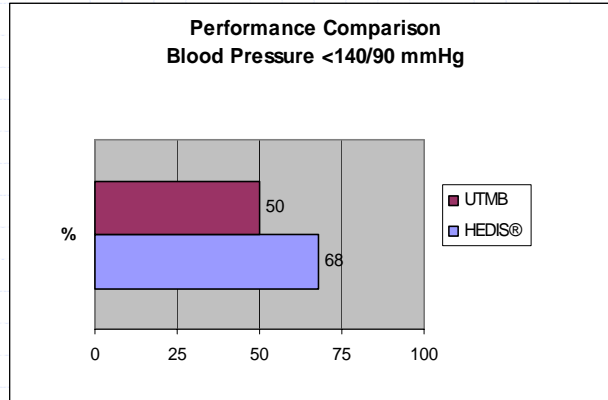
What we found

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

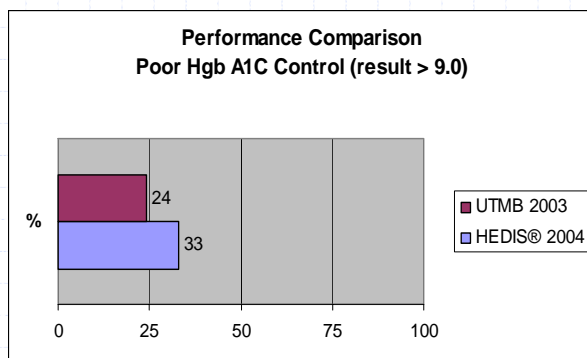
What we found

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

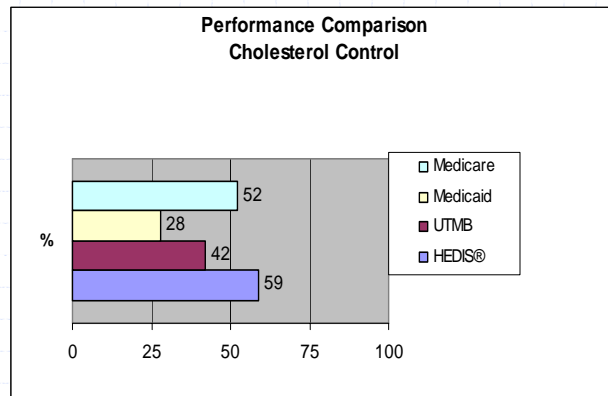
Hypertension



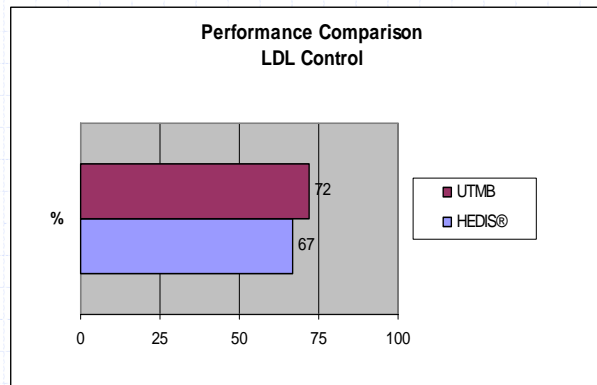
Insulin Dependant Diabetes



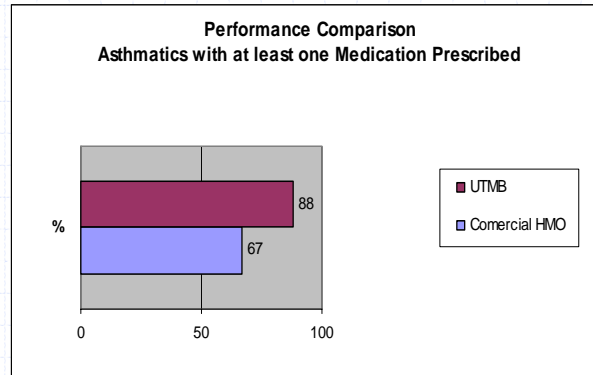
Hyperlipidemia



Coronary Artery Disease



Asthma



Questions?