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**

**Structure:**
- Material Resources
- Operational Characteristics
- Organizational Characteristics

**Process:**
- Clinical Care
- Policy and Procedure
- Adherence to standards

**Outcome:**
- Health status of patients
- Clinical measures

---

**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 Health Maintenance Organizations and Correctional Managed Care
  - Review of complaint, utilization management 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 (Electronic Medical Records 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 (Texas Department of Insurance)
  - Contract Monitoring Operational Review Audit (Texas Department of Criminal Justice)
  - Hospital quality (Joint Commission on Accreditation of Healthcare Organizations)
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
  - Health Plan Employer Data Information Set (HEDIS)
  - Operational Performance Evaluation System (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

Performance Comparison
Blood Pressure <140/90 mmHg

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

Insulin Dependant Diabetes

Performance Comparison
Poor Hgb A1C Control (result > 9.0)

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

Indicator reflects success in lowering cholesterol

Coronary Artery Disease

Indicator reflects success in lowering LDL
Asthma

Performance Comparison
Asthmatics with at least one Medication Prescribed

% 0 50 100

UTMB 88
Comercial HMO 67

Indicator reflects compliance with current treatment guidelines

Questions?