

An Evaluation of Correctional Health Care Services

An Overview of the Report

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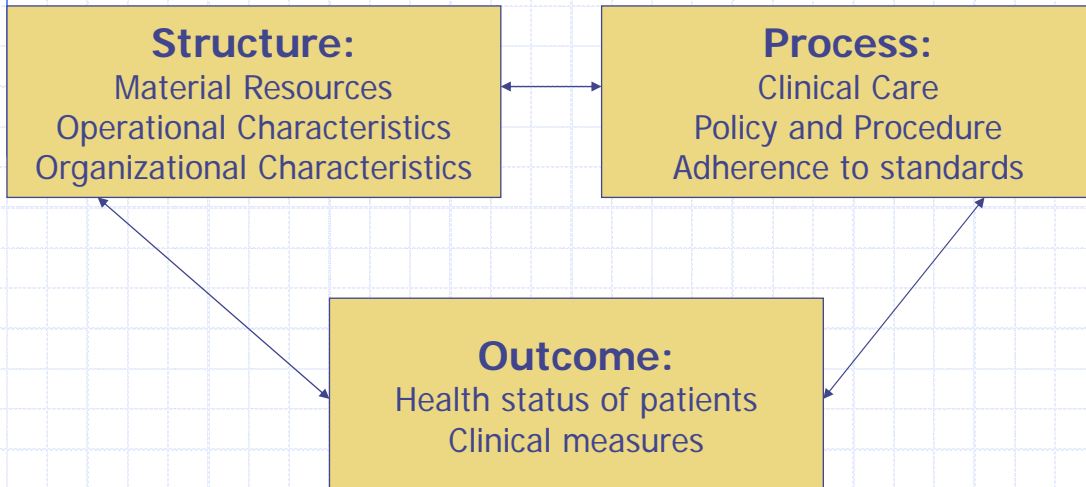
About Texas Medical Foundation

- ◆ 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

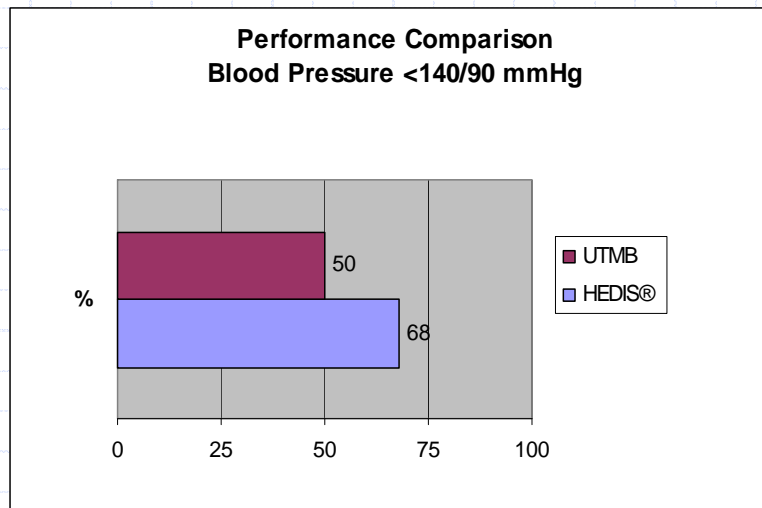
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What we found

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

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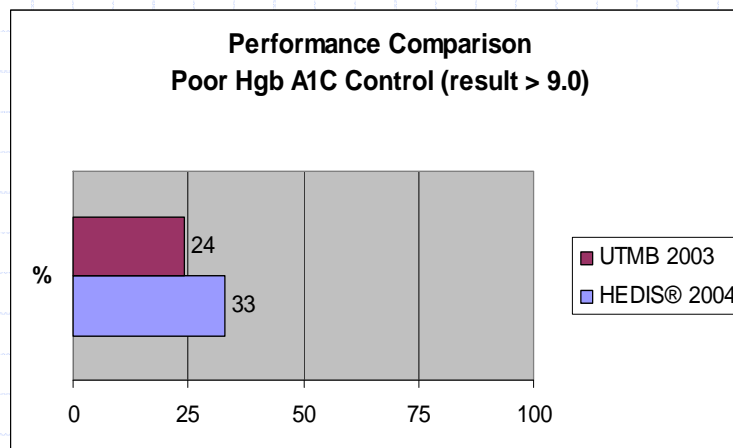
Hypertension



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

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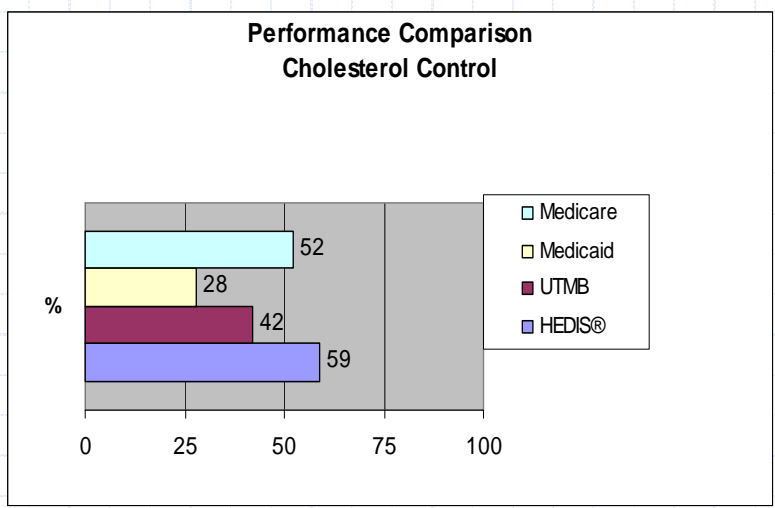
Insulin Dependant Diabetes



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

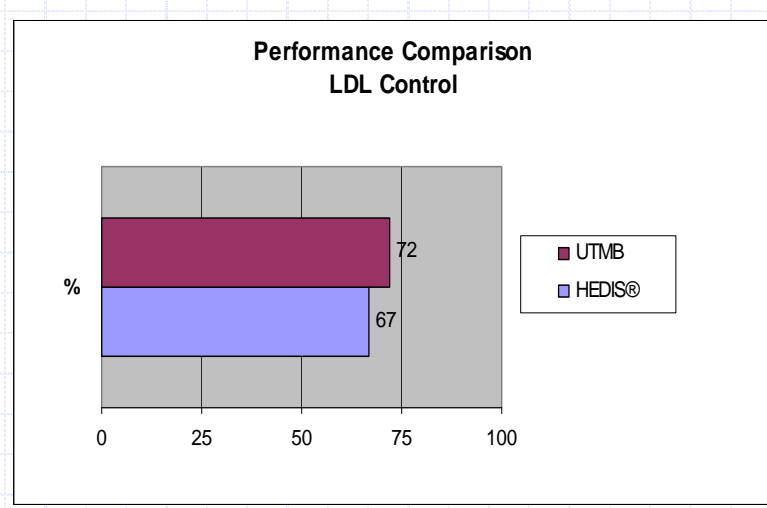
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Hyperlipidemia



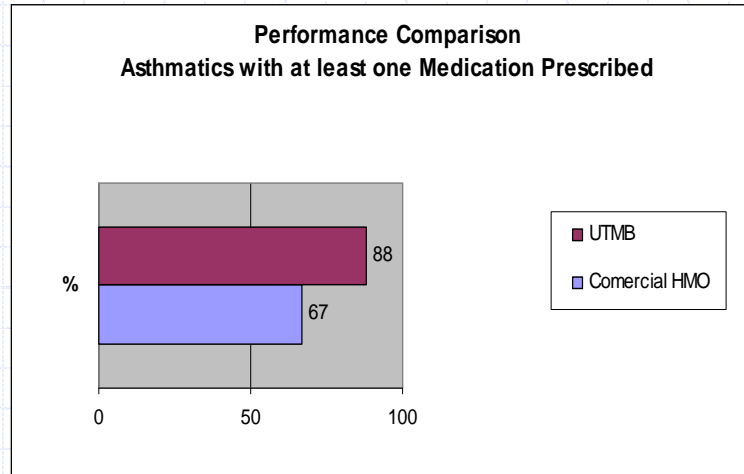
Indicator reflects success in lowering cholesterol

Coronary Artery Disease



Indicator reflects success in lowering LDL

Asthma



Indicator reflects compliance with current treatment guidelines

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Questions?

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