SECOND ON-SITE CORRECTIVE ACTION PLAN ASSESSMENT

of

CENTRAL FLORIDA RECEPTION CENTER

for the

Physical and Mental Health Survey Conducted February 5-6, 2014

CMA STAFF

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CAP Assessment of Central Florida Reception Center

1. Overview

On February 5-6, 2014, the Correctional Medical Authority (CMA) conducted an on-site physical and mental health survey of Central Florida Reception Center (CFRC). The survey report was distributed on March 3, 2014. In April of 2014, CFRC submitted and the CMA approved, the institutional corrective action plan (CAP) which outlined the efforts to be undertaken to address the findings of the February 2014 survey. These efforts included in-service training, physical plant improvements, and the monitoring of applicable medical records for a period of no less than ninety days. In July of 2014, CMA staff requested access to monitoring documents to assist in determining if an on-site or off-site assessment should be conducted. Based on the documents provided by CFRC. the CMA conducted an off-site CAP assessment on July 29, 2014 to evaluate the effectiveness of corrective actions taken by institutional staff. The CAP closure files revealed sufficient evidence to determine that all physical and mental health findings would remain open due to insufficient monitoring. In October of 2014, CMA staff again requested access to monitoring documentation. Based on the documents provided by CFRC, the CMA conducted an on-site assessment on November 3 and 4, 2014. Items II and III below describe the outcome of the CMA's evaluation of the institution's efforts to address the survey findings.

II. Physical Health Assessment Summary

A. Main Unit

The CAP closure files revealed that 19 of 26 physical health findings were corrected. Seven physical health findings will remain open.

CAP Evaluation Outcome
PH-1 CLOSED Adequate evidence of in-service training and documentation of correction were provided to close PH-1.

Finding	CAP Evaluation Outcome
IMMUNITY CLINIC RECORD REVIEW	PH-2 CLOSED
PH-2: In 1 of 5 applicable records (7 reviewed), there was no evidence of hepatitis B vaccine or refusal.	Adequate evidence of in-service training and documentation of correction were provided to close PH-2.

Finding	CAP Evaluation Outcome
MISCELLANEOUS CLINIC RECORD REVIEW PH-3: A comprehensive review of 3 inmate records revealed the following deficiencies:	PH-3(a) & (b) CLOSED Adequate evidence of in-service training and documentation of correction were provided to close PH-3(a) & (b).
(a) In 1 of 1 applicable record, there was no evidence of pneumococcal vaccine or refusal.	
(b) In 1 of 2 applicable records, there was no evidence of influenza vaccine or refusal.	

Finding	CAP Evaluation Outcome
NEUROLOGY CLINIC RECORD REVIEW	PH-4 CLOSED
PH-4: In 3 of 3 records reviewed, there was no evidence that seizures were appropriately classified.	Adequate evidence of in-service training and documentation of correction were provided to close PH-4.

Finding	CAP Evaluation Outcome
INFIRMARY RECORD REVIEW	PH-5(a) OPEN
PH-5: A comprehensive review of 10 inmate records revealed the following deficiencies: (a) In 1 of 4 applicable records, there was no evidence that a discharge note was completed for a patient on 23-hour observation status.	Adequate evidence of in-service training was provided, however a review of randomly selected records indicated that an acceptable level of compliance had not been reached. PH-5(a) will remain open. PH-5(b) CLOSED
(b) In 2 of 6 applicable records, there was no evidence that a nursing assessment was completed within 2 hours of admission.	Adequate evidence of in-service training and documentation of correction were provided to close PH-5(b).

Finding	CAP Evaluation Outcome
EMERGENCY CARE RECORD REVIEW	PH-6(a) OPEN
PH-6: A comprehensive review of 14 inmate records revealed the following deficiencies: (a) In 1 of 1 applicable record, there was no evidence of timely follow-up after the patient returned to the institution following inpatient care at a local hospital.	Adequate evidence of in-service training was provided, however there were no episodes that were applicable to this finding during the monitoring period. Institutional staff will continue to monitor. PH-6(a) will remain open. PH-6(b) OPEN
(b) In 1 of 2 applicable records, there was no evidence of complete and adequate follow-up to address the complaint/condition.	Adequate evidence of in-service training was provided; however institutional monitoring was inadequate, therefore it could not be determined if an acceptable level of compliance had been reached. PH-6(b) will remain open.

Finding	CAP Evaluation Outcome
CONSULTATIONS RECORD REVIEW	PH-7 CLOSED
PH-7: In 10 of 13 applicable records (14 reviewed), the new diagnosis was not documented on the problem list or the problem list was missing from the inmate's record.	Adequate evidence of in-service training and documentation of correction were provided to close PH-7.

Finding	CAP Evaluation Outcome
MEDICATION ADMINISTRATION RECORD REVIEW PH-8: In 7 of 13 records reviewed, there was no evidence that all medication orders were transcribed in a timely manner.	PH-8 CLOSED Adequate evidence of in-service training and documentation of correction were provided to close PH-8.

Finding	CAP Evaluation Outcome
PERIODIC SCREENING RECORD REVIEW	PH-9(a) OPEN
PH-9: A comprehensive review of 5 inmate records revealed the following deficiencies: (a) In 4 records, there was no evidence the periodic screening encounter occurred within one month of the due date. (b) In 2 records, the periodic screening was incomplete and did not include all required items.	Adequate evidence of in-service training was provided, however a review of randomly selected records indicated that an acceptable level of compliance had not been reached. PH-9(a) will remain open. PH-9(b) & (c) CLOSED Adequate evidence of in-service training and documentation of correction were provided to close
(c) In 1 record, there was no evidence that required diagnostic tests were performed 7-14 days prior to the periodic screening encounter.	PH-9(b) & (c).

Finding	CAP Evaluation Outcome
INTRA-SYSTEM TRANSFERS RECORD REVIEW PH-10: A comprehensive review of 10 inmate records revealed the following deficiencies: (a) In 2 records, the Health Information Transfer/Arrival Summary (DC4-760A) was incomplete.	PH-10(a) & (b) OPEN Adequate evidence of in-service training was provided, however a review of randomly selected records indicated that an acceptable level of compliance had not been reached. PH-10(a) & (b) will remain open. PH-10(c) OPEN
(b) In 2 records, there was no evidence that vital signs were taken.(c) In 8 of 9 applicable records, there was no evidence that the clinician reviewed the health record and DC4-760A within 7 days of arrival.	Adequate evidence of in-service training was provided; however institutional monitoring was inadequate, therefore it could not be determined if an acceptable level of compliance had been reached. PH-10(c) will remain open.

Finding	CAP Evaluation Outcome
RECEPTION RECORD REVIEW	PH-11(a) – (d) CLOSED
PH-11: A comprehensive review of 15 inmate records revealed the following deficiencies:	Adequate evidence of in-service training and documentation of correction were provided to close PH-11(a) – (d).
(a) In 5 records, there was no evidence that required tests were completed within 7 days of arrival.	
(b) In 4 of 14 applicable records, there was no evidence that laboratory results were conveyed to the inmate and abnormal results were appropriately addressed.	
(c) In 2 of 3 applicable records, there was no evidence of a problem list.	
(d) In 1 of 3 applicable records, there was no evidence that additional care was provided when a condition was identified.	

Finding	CAP Evaluation Outcome
DENTAL SERVICES REVIEW	PH-12(a) & (b) CLOSED
PH-12: A review of dental services revealed the following:	Adequate documentation of correction was provided to close PH-12(a) & (b).
(a) There was no evidence that prosthetic devices (patient care equipment) were appropriately disinfected between patients.	
(b) There was no evidence that American Heart Association prophylactic regimens were posted in the dental unit.	

PH-13 CLOSED PH-13: A review of pharmacy services revealed that there was no evidence the PH-13 CLOSED Adequate documentation of correction was provided to close PH-13.
consultant pharmacist conducted monthly reviews of at least 25% of MARs for accuracy and completeness.

Finding	CAP Evaluation Outcome
INSTITUTIONAL TOUR	PH-14(a) & (b) CLOSED
PH-14: A tour of the facility revealed the following:	Adequate documentation of correction was provided to close PH-14(a) & (b).
(a)The Infirmary medical isolation room's negative air pressure was inadequate.	
(b) The inmate housing areas were not clean and all fixtures were not operational.	

B. East Unit

The CAP closure files revealed that 24 of 27 physical health findings were corrected. Three physical health findings will remain open.

Finding	CAP Evaluation Outcome
CARDIOVASCULAR CLINIC RECORD REVIEW	PH-1(a) & (b) CLOSED Adequate evidence of in-service
PH-1: A comprehensive review of 11 inmate records revealed the following deficiencies:	training and documentation of correction were provided to close PH-1(a) & (b).
(a) In 3 records, the baseline history was incomplete or missing.	
(b) In 6 records, there was no evidence of pneumococcal vaccine or refusal.	

Finding	CAP Evaluation Outcome
ENDOCRINE CLINIC RECORD REVIEW	PH-2 CLOSED
PH-2: In 1 of 1 record reviewed, the baseline physical examination was incomplete or missing.	Adequate evidence of in-service training and documentation of correction were provided to close PH-2.

Finding	CAP Evaluation Outcome
GASTROINTESTINAL CLINIC RECORD REVIEW PH-3: A comprehensive review of 8 inmate records revealed the following deficiencies:	PH-3(a) – (d) CLOSED Adequate evidence of in-service training and documentation of correction were provided to close PH-3(a) – (d).
(a) In 4 records, there was no documentation of initial and ongoing education.	
(b) In 3 records, there was no documentation of the control of the disease and/or patient status.	
(c) In 3 records, the laboratory work was incomplete.	
(d) In 4 records, hepatitis A & B vaccine was not given to inmates with hepatitis C infection and no prior history of A & B infection.	

Finding	CAP Evaluation Outcome
MISCELLANEOUS CLINIC RECORD REVIEW PH-4: In 1 of 1 record reviewed, the baseline history, physical, radiological, and laboratory studies were incomplete or missing.	PH-4 CLOSED Adequate evidence of in-service training and documentation of correction were provided to close PH-4.

Finding	CAP Evaluation Outcome
NEUROLOGY CLINIC RECORD REVIEW	PH-5(a) – (c) CLOSED
PH-5: A comprehensive review of 1 inmate record revealed the following deficiencies:	Adequate evidence of in-service training and documentation of correction were provided to close
(a) In 1 record, the baseline history was incomplete or missing.	PH-5(a) – (c).
(b) In 1 record, the baseline physical was incomplete or missing.	
(c) In 1 record, there was no evidence of initial and ongoing education.	

Finding	CAP Evaluation Outcome
ONCOLOGY CLINIC RECORD REVIEW	PH-6(a) & (b) CLOSED
PH-6: A comprehensive review of 1 inmate record revealed the following deficiencies: (a) In 1 record, the baseline history was	Adequate evidence of in-service training and documentation of correction were provided to close PH-6(a) & (b).
incomplete or missing.	PH-6(c) OPEN
(b) In 1 record, the baseline physical was incomplete or missing.	Adequate evidence of in-service training was provided, however a
(c) In 1 record, the baseline laboratory work was incomplete or missing.	review of randomly selected records indicated that an acceptable level of compliance had not been reached.
(d) In 1 record, there was no evidence that appropriate baseline marker studies were	PH-6(c) will remain open.
completed.	PH-6(d) & (e) CLOSED
(e) In 1 record, there was no evidence of initial and ongoing education.	Adequate evidence of in-service training and documentation of correction were provided to close PH-6(d) & (e).

Finding	CAP Evaluation Outcome
RESPIRATORY CLINIC RECORD REVIEW	PH-7(a) OPEN
PH-7: A comprehensive review of 7 inmate records revealed the following deficiencies: (a) In 3 records, the baseline history was incomplete or missing.	Adequate evidence of in-service training was provided, however a review of randomly selected records indicated that an acceptable level of compliance had not been reached. PH-7(a) will remain open.
(b) In 3 records, the baseline physical examination was incomplete or missing.	PH-7(b) – (d) CLOSED
(c) In 5 records, reactive airway diseases were not classified.	Adequate evidence of in-service training and documentation of correction were provided to close PH-7(b) – (d).
(d) In 2 records, there was no evidence of pneumococcal vaccine or refusal.	

Finding	CAP Evaluation Outcome
TUBERCULOSIS CLINIC RECORD REVIEW	PH-8(a) & (b) CLOSED Adequate evidence of in-service
PH-8: A comprehensive review of 9 inmate records revealed the following deficiencies:	training and documentation of correction were provided to close PH-8(a) & (b).
(a) In 4 records, the diagnosis was not accurately recorded on the problem list.	
(b) In 1 of 2 applicable records, there was no evidence of pneumococcal vaccine or refusal.	

Finding	CAP Evaluation Outcome
DENTAL SERVICES REVIEW	PH-9(a) CLOSED
PH-9: A review of dental services revealed the following deficiencies:	Adequate evidence of correction was provided to close PH-9(a).
(a) There were inadequate supplies of personal protective equipment available for dental unit staff.	

Finding	CAP Evaluation Outcome
(b) Dental operatories were not in proper working order.	PH-9(b) OPEN An inspection of the dental clinic revealed that the necessary corrections are currently in progress. PH-9(b) will remain open until the appropriate corrective actions are completed.

Finding	CAP Evaluation Outcome
INSTITUTIONAL TOUR	PH-10(a) – (c) CLOSED
PH-10: A tour of the facility revealed the following deficiencies:	Adequate evidence of correction was provided to close PH-10(a) – (c).
(a) A glucometer was not available in the emergency kit.	
(b) Procedures to access medical and dental sick call services were not available in Spanish.	
(c) Pill line times were not posted in the dormitory areas.	

III. Mental Health Assessment Summary

A. Main Unit

The CAP closure files revealed that 21 of 25 mental health findings were corrected. Four mental health findings will remain open.

Finding	CAP Evaluation Outcome
SELF-HARM OBSERVATION STATUS (SHOS)	MH-1(a) – (c) CLOSED Adequate evidence of in-service
MH-1: A comprehensive review of 8 Self- Harm Observation Status (SHOS) admissions records revealed the following deficiencies:	training and documentation of correction were provided to close MH-1(a) – (c).
(a) In 2 records, admission orders were not signed/countersigned and/or not	

Finding	CAP Evaluation Outcome
dated/timed.	
(b) In 2 records, the clinician's order did not specify observations every 15 minutes.	
(c) In 7 records, the Infirmary/Hospital Admission Nursing Evaluation was not completed within 2 hours of admission.	

Finding	CAP Evaluation Outcome
USE OF FORCE MH-2: A comprehensive review of 1 use of force incident revealed the following	MH-2(a) & (b) OPEN Adequate evidence of in-service training was provided, however a
deficiencies: (a) In 1 record, a written referral to mental health by physical health staff was not present in the medical record.	review of randomly selected records indicated that an acceptable level of compliance had not been reached. MH-2(a) & (b) will remain open.
(b) In 1 record, there was no indication that mental health staff interviewed the inmate the next working day to determine level of mental health care needed.	

Finding	CAP Evaluation Outcome
INMATE REQUESTS	MH-3(a) & (b) CLOSED
MH-3: A comprehensive review of 8 inmate requests revealed the following deficiencies:	Adequate evidence of in-service training and documentation of correction were provided to close MH-3(a) & (b).
(a) In 5 records, a copy of the inmate request form was not present.	
(b) In 4 of 5 applicable records, the identified request was not responded to within ten days or less.	

Finding	CAP Evaluation Outcome
SPECIAL HOUSING MH-4: A comprehensive review of 18 records revealed the following deficiencies: (a) In 3 records, the Special Housing Health Appraisal (DC4-769) was not present or not	MH-4(a) CLOSED Adequate evidence of in-service training and documentation of correction were provided to close MH-4(a). MH-4(b) OPEN
completed in its entirety. (b) In 1 of 5 applicable records, psychotropic medications ordered were not continued as directed while the patient was held in special housing.	Adequate evidence of in-service training was provided, however a review of randomly selected records indicated that an acceptable level of compliance had not been reached. MH-4(b) will remain open.

Finding	CAP Evaluation Outcome
OUTPATIENT PSYCHOTROPIC MEDICATION PRACTICES	MH-5(a) – (g) CLOSED
MH-5: A comprehensive review of 19 outpatient records revealed the following deficiencies:	Adequate evidence of in-service training and documentation of correction were provided to close MH-5(a) – (g).
(a) In 3 of 15 applicable records, the psychiatric evaluation was not completed prior to initially prescribing psychotropic medication.	
(b) In 6 of 18 applicable records, appropriate initial laboratory tests were not ordered.	
(c) In 2 of 5 applicable records, abnormal lab tests were not followed- up as required.	
(d) In 4 records, the inmate did not receive medications as prescribed or documentation of refusal was not present in the medical record.	
(e) In 11 of 18 applicable records, informed consents were not present or were not complete.	
(f) In 7 of 18 applicable records, follow-up	

Finding	CAP Evaluation Outcome
sessions were not conducted at appropriate intervals.	
(g) In 8 records, there was no indication that the Baseline AIMS was administered upon initiation of psychotropic medication and/or every six months after.	

Finding	CAP Evaluation Outcome
OUTPATIENT MENTAL HEALTH SERVICES	MH-6(a) – (f) CLOSED
MH-6: A comprehensive review of 20 outpatient (S2 & S3) records revealed the following deficiencies:	Adequate evidence of in-service training and documentation of correction were provided to close MH-6(a) – (f).
(a) In 4 of 9 applicable records, the inmate was not interviewed by mental health staff within 14 days of arrival.	Wil 1-0(a) — (1).
(b) In 2 of 10 applicable records, the biopsychosocial assessment (BPSA) was not approved by the multidisciplinary treatment team (MDST) within 30 days of initiation of services.	
(c) In 5 of 11 applicable records, the individualized service plan (ISP) was not completed within 14 days of arrival.	
(d) In 5 of 18 applicable records, the ISP was not signed by members of the MDST and/or inmate and there was no documented refusal.	
(e) In 2 of 9 applicable records, the ISP was not reviewed or revised at the 180 day interval.	
(f) In 5 records, mental health problems were not documented on the problem list.	

Finding	CAP Evaluation Outcome
RECEPTION PROCESS	MH-7(a) CLOSED
MH-7: A comprehensive review of 16 inmate records in the reception process, revealed the following deficiencies: (a) In 4 of 11 applicable records, a psychiatric evaluation was not completed within 10 days of arrival for inmates with a history of inpatient mental health care within the past six months or who have received psychotropic medication in the past 30 days.	Adequate evidence of in-service training and documentation of correction were provided to close MH-7(a). MH-7(b) OPEN Adequate evidence of in-service training was provided, however there were no episodes that were applicable to these findings during the monitoring period. Institutional staff will continue
(b) In 1 of 1 applicable record, there was no signed release or refusal for past treatment records and no documentation that those records were requested for inmates who have been at the reception center for 60 days.	to monitor. MH-7(b) will remain open.

Finding	CAP Evaluation Outcome
MENTAL HEALTH SYSTEMS REVIEW	MH-8 CLOSED
MH-8: A tour of the facility revealed that there were no protective helmets for the institution.	Adequate documentation of correction was provided to close MH-8.

A. East Unit

The CAP closure files revealed that five of eight mental health findings were corrected. Three mental health findings will remain open.

Finding	CAP Evaluation Outcome
INMATE REQUESTS	MH-1 CLOSED
MH-1: In 2 of 3 records reviewed, the inmate request form was not present.	Adequate evidence of in-service training and documentation of correction were provided to close MH-1.

Finding	CAP Evaluation Outcome
OUTPATIENT MENTAL HEALTH SERVICES	MH-2(a) OPEN
MH-2: A comprehensive review of 9 outpatient records (S2) revealed the following deficiencies:	Adequate evidence of in-service training was provided, however a review of randomly selected records indicated that an acceptable level of
(a) In 1 of 2 applicable records, there was no indication that the clinician reviewed the chart within 24 hours of the inmate's	compliance had not been reached. MH-2(a) will remain open.
arrival.	MH-2(b) CLOSED
(b) In 2 records, there was no evidence that the inmate was interviewed by mental health staff within 14 days of arrival.	Adequate evidence of in-service training and documentation of correction were provided to close MH-2(b).
(c) In 1 of 1 applicable record, the sex offender screening was not present.	MH-2(c) OPEN
(d) In 6 of 7 applicable records, the ISP was not completed within 14 days.	Adequate evidence of in-service training was provided, however there were no episodes that were applicable
(e) In 1 of 2 applicable records, the ISP was not revised at 180 day intervals.	to this finding during the monitoring period. Institutional staff will continue to monitor. MH-2(c) will remain open.
(f) In 6 of 8 applicable records, the identified problems were not on the problem list.	MH-2(d) CLOSED
problem list.	Adequate evidence of in-service training and documentation of correction were provided to close MH-2(d).
	MH-2(e) OPEN
	Adequate evidence of in-service training was provided, however a review of randomly selected records indicated that an acceptable level of compliance had not been reached. MH-2(e) will remain open.
	MH-2(f) CLOSED
	Adequate evidence of in-service training and documentation of correction were provided to close MH-2(f).

Finding	CAP Evaluation Outcome
MENTAL HEALTH SYSTEMS REVIEW	MH-3 CLOSED
MH-3: A tour of the facility revealed that the mental health program descriptions were not posted in the dormitory areas.	Adequate evidence of in-service training and documentation of correction were provided to close MH-3.

IV. Conclusion

Physical Health-Main Unit

PH-5(a), PH-6(a) & (b), PH-9(a), and PH-10(a) - (c) will remain open and all other physical health findings will close.

Physical Health-East Unit

PH-6(c), PH-7(a) and PH-9(b) will remain open and all other physical health findings will close.

Mental Health-Main Unit

MH-2(a) & (b), MH-4(b) and MH-7(b) will remain open and all other mental health findings will close.

Mental Health-East Unit

MH-2(a), MH-2(c), and MH-2(e) will remain open and all other mental health findings will close.

Until such time as appropriate corrective actions are undertaken by CFRC staff and the results of those corrections reviewed by the CMA, this CAP will remain open. As some of the necessary steps to correct findings require further institutional monitoring, closure may take as long as three months. Follow-up assessment by the CMA will most likely take place through an off -site evaluation.