

**SECOND OFF-SITE ACCESS TO CARE REVIEW  
FOLLOW-UP ASSESSMENT**

of

**POLK CORRECTIONAL INSTITUTION**

for the

Physical and Mental Health Review

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## I. Overview

In December 2020, the Correctional Medical Authority (CMA) conducted an off-site Access to Care Review of Polk Correctional Institution (POLCI) to determine whether inmates had adequate access to timely physical, dental, and mental health essential health care services during the COVID-19 pandemic. The survey report was distributed on January 21, 2021. Unlike the traditional survey process, the Access to Care Review does not require a corrective action plan or subsequent monitoring. However, a follow-up review may be warranted if access to care issues are identified that if left unaddressed could impact patient health outcomes. A written plan was submitted by POLCI in January 2021 which outlined how the deficiencies identified in the report would be addressed. On April 12, 2021, patient records requested by the CMA and provided by the institution were reviewed to assess the adequacy of the improvements. A second review was conducted on October 1, 2021 to assess the adequacy of improvements for items that were not corrected at the first review.

## II. Assessment Summary of Deficiencies Requiring Institutional Action

Area of Concern - Consultations	Assessment
<ul style="list-style-type: none"><li>• Ensure that follow-up consultations and diagnostic testing are completed in a timely manner and that there are adequate systems in place to facilitate the consultation process</li></ul>	A review of specialty services showed that urgent consultations were not completed within the required time frame.
<b>Conclusion:</b> This area of concern should continue to be addressed by POLCI.	

Area of Concern - Infirmary	Assessment
<ul style="list-style-type: none"> <li>Ensure that all infirmary processes (medical) are reviewed and all documentation is included in the patient record</li> </ul>	<p>A review of records noted significant improvement and compliance with Department policy.</p>
<p><b>Conclusion:</b> No further action is required.</p>	

Area of Concern – SHOS	Assessment
<ul style="list-style-type: none"> <li>Ensure that all infirmary processes (mental health) are reviewed and all documentation is included in the patient record</li> </ul>	<p>A review of records indicated that SHOS processes are not being followed consistently and documentation was incomplete.</p>
<p><b>Conclusion:</b> This area of concern should continue to be addressed by POLCI.</p>	

Area of Concern – Medical Records	Assessment
<ul style="list-style-type: none"> <li>Ensure that all patient information is filed in the medical record in a timely manner</li> </ul>	<p>Patient documentation appeared to be filed in a timely manner.</p>
<p><b>Conclusion:</b> No further action is required.</p>	

### III. Conclusion

Further action is required for two of the concerns noted above. POLCI should continue to implement their improvement plans. Follow-up by the CMA will take place within 90 days.