

WAKULLA CORRECTIONAL INSTITUTION - ANNEX



September 17-19, 2024

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BACKGROUND AND SCOPE

The Correctional Medical Authority (CMA) is required, per § 945.6031(2) F.S., to conduct triennial surveys of the physical and mental health care systems at each correctional institution and report survey findings to the Secretary of Corrections. The process is designed to assess whether inmates in Florida Department of Corrections (FDC) institutions can access medical, dental, and mental health care and to evaluate the clinical adequacy of the resulting care.

The goals of institutional surveys are:

- 1) to determine if the physical, dental, and mental health care provided to inmates in all state public and privately operated correctional institutions is consistent with state and federal law, conforms to standards developed by the CMA, is consistent with the standards of care generally accepted in the professional health care community at large.
- 2) to promote ongoing improvement in the correctional system of health services; and,
- 3) to assist the Department in identifying mechanisms to provide cost effective health care to inmates.

To achieve these goals, specific criteria designed to evaluate inmate care and treatment in terms of effectiveness and fulfillment of statutory responsibility are measured. They include determining whether:

- Inmates have adequate access to medical and dental health screening and evaluation and to ongoing preventative and primary health care.
- Inmates receive adequate and appropriate mental health screening, evaluation, and classification.
- Inmates receive complete and timely orientation on how to access physical, dental, and mental health services.
- Inmates have adequate access to medical and dental treatment that results in the remission of symptoms or in improved functioning.
- Inmates receive adequate mental health treatment that results in or is consistent with the remission of symptoms, improved functioning relative to their current environment and reintegration into the general prison population as appropriate.
- Inmates receive and benefit from safe and effective medication, laboratory, radiology, and dental practices.
- Inmates have access to timely and appropriate referral and consultation services.
- Psychotropic medication practices are safe and effective.
- Inmates are free from the inappropriate use of restrictive control procedures.
- Sufficient documentation exists to provide a clear picture of the inmate's care and treatment.
- There are enough qualified staff to provide adequate treatment.

METHODOLOGY

During a multi-day site visit, the CMA employs a standardized monitoring process to evaluate the quality of physical and mental health services provided at this institution, identify significant deficiencies in care and treatment, and assess institutional compliance with FDC's policies and procedures.

This process consists of:

- Information gathering prior to monitoring visit (Pre-survey Questionnaire)
- On-site review of clinical records and administrative documentation
- Institutional tour
- Inmate and staff interviews

The CMA contracts with a variety of licensed community and public health care practitioners including physicians, psychiatrists, dentists, nurses, psychologists, and other licensed mental health professionals to conduct these surveys. CMA surveyors utilize uniform survey tools, based on FDC's Office of Health Services (OHS) policies and community health care standards, to evaluate specific areas of physical and mental health care service delivery. These tools assess compliance with commonly accepted policies and practices of medical record documentation.

The CMA employs a record selection methodology using the Raosoft Calculation method. This method ensures a 15 percent margin of error and an 80 percent confidence level. Records are selected in accordance with the size of the clinic or assessment area being evaluated.

Compliance scores are calculated by dividing the sum of all yes responses by the sum of all yes and no responses (***rating achieved/possible rating***) and are expressed as a percentage. Institutional tours and systems evaluations are scored as compliant or non-compliant. Individual screens with a compliance percentage below 80%, as well as tour and systems requirements deemed non-compliant will require completion of the CMA's corrective action process (CAP) and are highlighted in red.

INSTITUTIONAL DEMOGRAPHICS AND STAFFING

Wakulla Correctional Institution - Annex (WAKCI-Annex) houses male inmates of minimum, medium, and close custody levels. The facility grades are medical (M) grades 1, 2, 3, and 4, and psychology (S) grades 1, 2, 3, 4, and 5. WAKCI-Annex houses an outpatient and inpatient mental health unit.¹

Institutional Potential and Actual Workload

Annex Unit Capacity	756	Current Annex Unit Census	588
Satellite Unit(s) Capacity	N/A	Current Satellite(s) Census	N/A
Total Capacity	756	Total Current Census	588

Inmates Assigned to Medical and Mental Health Grades

Medical Grade (M-Grade)	1	2	3	4	5	Impaired	
	361	423	82	1	1	128	
Mental Health Grade (S-Grade)	Mental Health Outpatient			Mental Health Inpatient			
	1	2	3	4	5	6	Impaired
	294	83	442	32	24	0	89

Inmates Assigned to Special Housing Status

Confinement/ Close Management	DC	AC	PM	CM3	CM2	CM1
	199	97	180	17	22	18

¹ Demographic and staffing information were obtained from the Pre-survey Questionnaire.

Medical Unit Staffing

Position	Number of Positions	Number of Vacancies
Physician	1	0
Clinical Associate	1	0
Registered Nurse	7	1
Licensed Practical Nurse	8	2
DON/Nurse Manager	1	0
Dentist	1	0
Dental Assistant	2	1
Dental Hygienist	1	0

Mental Health Unit Staffing

Position	Number of Positions	Number of Vacancies
Psychiatrist	1	0
Psychiatric APRN/PA	5	3
Psychological Services Director	2	0
Psychologists	7	3
Mental Health Professional	27	2
Aftercare Coordinator	3	0
Activity Technician	17	0
Mental Health RN	21	3
Mental Health LPN	21	10
Mental Health CNA	0	0

WAKULLA CORRECTIONAL INSTITUTION - ANNEX SURVEY SUMMARY

The CMA conducted a thorough review of the medical, mental health, and dental systems at Wakulla-Annex on September 17 -19, 2024. Record reviews evaluating the provision and documentation of care were also conducted. Additionally, a review of administrative processes and a tour of the physical plant were conducted.

Detailed below are results from the institutional survey of Wakulla-Annex. The results are presented by assessment area and for each screen of the monitoring tool. Compliance percentages are provided for each screen.

Survey Findings Summary			
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Physical Health Survey Findings

Chronic Illness Clinics

Cardiovascular Chronic Illness Clinic

SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
	Total Applicable Records	YES	NO	N/A	
1 The diagnosis is appropriate for inclusion in the cardiovascular clinic	18	18	0	0	100%
2 There is evidence of an appropriate physical examination	18	18	0	0	100%
3 At each visit there is an evaluation of the control of the disease and the status of the patient	18	18	0	0	100%
4 Annual laboratory work is completed as required	18	18	0	0	100%
5 Abnormal labs are reviewed and addressed in a timely manner	1	1	0	17	100%
6 There is evidence that patients with cardiovascular disease are prescribed low-dose aspirin if indicated	4	4	0	14	100%
7 Medications appropriate for the diagnosis are prescribed	16	16	0	2	100%
8 Patients are referred to a specialist for more in-depth treatment as indicated	0	0	0	18	N/A
Overall Compliance Score 100%					

Endocrine Clinic Chronic Illness Clinic

SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
	Total Applicable Records	YES	NO	N/A	
1 The diagnosis is appropriate for inclusion in the endocrine clinic	16	16	0	0	100%
2 There is evidence of an appropriate physical examination	16	16	0	0	100%
3 At each visit there is an evaluation of the control of the disease and the status of the patient	16	15	1	0	94%
4 Annual laboratory work is completed as required	16	16	0	0	100%
5 Abnormal labs are reviewed and addressed in a timely manner	13	13	0	3	100%
6 A dilated fundoscopic examination is completed yearly for diabetic inmates	11	10	1	5	91%
7 Inmates with HgbA1c over 8% are seen at least every 90 days	4	4	0	12	100%
8 Inmates with vascular disease or risk factors for vascular disease are prescribed aspirin when indicated	5	5	0	11	100%
9 Inmates with diabetes who are hypertensive or show evidence of (micro)albuminuria are placed on ACE/ARB therapy	8	8	0	8	100%
10 Medications appropriate for the diagnosis are prescribed	14	14	0	2	100%
11 Patients are receiving insulin as prescribed	9	9	0	7	100%
12 Patients are referred to a specialist for more in-depth treatment as indicated	3	3	0	13	100%
Overall Compliance Score 99%					

Gastrointestinal Chronic Illness Clinic

SCREEN QUESTION		COMPLIANCE SCORE				Compliance Percentage
		Total Applicable Records	YES	NO	N/A	
1	The diagnosis is appropriate for inclusion in the gastrointestinal clinic	13	13	0	0	100%
2	There is evidence of an appropriate physical examination	13	13	0	0	100%
3	At each visit there is an evaluation of the control of the disease and the status of the patient	13	13	0	0	100%
4	Annual laboratory work is completed as required	13	13	0	0	100%
5	Abnormal labs are reviewed and addressed in a timely manner	5	5	0	8	100%
6	Medications appropriate for the diagnosis are prescribed	2	2	0	11	100%
7	There is evidence of hepatitis A and/or B vaccination for inmates with hepatitis C and no evidence of past infection	12	12	0	1	100%
8	Abdominal ultrasounds are completed at the required intervals	12	11	1	1	92%
9	Inmates with chronic hepatitis will have liver function tests at the required intervals	12	12	0	1	100%
10	Patients are referred to a specialist for more in-depth treatment as indicated	13	13	0	0	100%
11	Inmates are evaluated and staged appropriately to determine treatment needs	0	0	0	13	N/A
12	Hepatitis C treatment is started within the appropriate time frame	0	0	0	13	N/A
13	Laboratory testing for inmates undergoing hepatitis treatment is completed at the required intervals	0	0	0	13	N/A
14	Inmates undergoing hepatitis C treatment receive medications as prescribed	0	0	0	13	N/A
15	Labs are completed at 12 weeks following the completion of treatment to assess treatment failure	0	0	0	13	N/A
Overall Compliance Score 99%						

General Chronic Illness Clinic

SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
	Total Applicable Record	YES	NO	N/A	
1 The inmate is enrolled in all clinics appropriate for their diagnosis	14	14	0	0	100%
2 Appropriate patient education is provided	14	14	0	0	100%
3 The inmate is seen at intervals required for their M-grade or at intervals specified by the clinician	14	14	0	0	100%
4 There is evidence that labs are available prior to the clinic visit and are reviewed by the clinician	12	12	0	2	100%
Overall Compliance Score 100%					

Immunity Chronic Illness Clinic

SCREEN QUESTION		COMPLIANCE SCORE				Compliance Percentage
		Total Applicable Records	YES	NO	N/A	
1	There is a diagnosis of Human Immunodeficiency Virus (HIV)	14	14	0	0	100%
2	There is evidence of an appropriate physical examination.	14	0	14	0	0%
3	Did the on-site medical provider review the DOH documentation?	14	14	0	0	100%
4	Were appropriate laboratory and imaging requirements completed as recommended by the DOH medical provider?	12	12	0	2	100%
5	Virologic failure is addressed with resistance testing, review of medication adherence and the appropriate change in medication regimens	0	0	0	14	N/A
6	Is the inmate receiving HIV medications as prescribed?	14	14	0	0	100%
7	There is evidence of hepatitis B vaccination for inmates with no evidence of past infection	13	13	0	1	100%
8	Patients are referred to a specialist for more in-depth treatment as indicated	0	0	0	14	N/A
Overall Compliance Score 83%						

Immunity Chronic Illness Clinic Discussion:

Screen 2: In 10 records, the mouth and lymphatic system examinations were missing. In two records, there was no exam completed due to the inmates being held in confinement. In the remaining two records, vital signs were not documented.

Miscellaneous Chronic Illness Clinic

SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
	Total Applicable Records	YES	NO	N/A	
1 The diagnosis is appropriate for inclusion in the miscellaneous clinic	14	14	0	0	100%
2 There is evidence of an appropriate physical examination	14	14	0	0	100%
3 Medications appropriate for the diagnosis are prescribed	11	11	0	3	100%
4 At each visit there is an evaluation of the control of the disease and the status of the patient	14	14	0	0	100%
5 Abnormal labs are reviewed and addressed in a timely manner	1	1	0	13	100%
6 Patients are referred to a specialist for more in-depth treatment as indicated	4	3	1	10	75%
Overall Compliance Score 96%					

Miscellaneous Chronic Illness Clinic Discussion:

Screen 6: In the deficient record, the inmate has been awaiting evaluation by optometry since 11/1/23.

Neurology Chronic Illness Clinic

SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
	Total Applicable Records	YES	NO	N/A	
1 The diagnosis is appropriate for inclusion in the neurology clinic	6	6	0	0	100%
2 There is evidence of an appropriate physical examination	5	5	0	1	100%
3 Annual laboratory work is completed as required	6	6	0	0	100%
4 Abnormal labs are reviewed and addressed in a timely manner	4	4	0	2	100%
5 At each visit there is an evaluation of the control of the disease and the status of the patient	5	5	0	1	100%
6 Medications appropriate for the diagnosis are prescribed	4	4	0	2	100%
7 Patients are referred to a specialist for more in-depth treatment as indicated	0	0	0	6	N/A
Overall Compliance Score 100%					

Oncology Chronic Illness Clinic

SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
	Total Applicable Records	YES	NO	N/A	
1 The diagnosis is appropriate for inclusion in the oncology clinic	6	6	0	0	100%
2 There is evidence of an appropriate physical examination	5	4	1	1	80%
3 Appropriate labs, diagnostics and marker studies are performed as clinically appropriate	5	5	0	1	100%
4 Annual laboratory work is completed as required	5	5	0	1	100%
5 Abnormal labs are reviewed and addressed in a timely manner	4	4	0	2	100%
6 At each visit there is an evaluation of the control of the disease and the status of the patient	5	5	0	1	100%
7 Medications appropriate for the diagnosis are prescribed	0	0	0	6	N/A
8 Oncological treatments are received as prescribed	4	4	0	2	100%
9 Patients are referred to a specialist for more in-depth treatment as indicated	1	0	1	5	0%
Overall Compliance Score 85%					

Oncology Chronic Illness Clinic

Screen 9: In this record, an inmate with a history of skin cancer had not been evaluated by dermatology since entering the Department of Corrections.

Respiratory Chronic Illness Clinic

	SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
		Total Applicable Records	YES	NO	N/A	
1	The diagnosis is appropriate for inclusion in the respiratory clinic	12	12	0	0	100%
2	Inmates with moderate to severe reactive airway disease are started on anti-inflammatory medication	1	1	0	11	100%
3	Medications appropriate for the diagnosis are prescribed	12	12	0	0	100%
4	A peak flow reading is recorded at each visit	12	12	0	0	100%
5	There is evidence of an appropriate physical examination	12	11	1	0	92%
6	At each visit there is an evaluation of the control of the disease and the status of the patient	11	11	0	1	100%
7	Patients are referred to a specialist for more in-depth treatment as indicated	0	0	0	12	N/A
Overall Compliance Score 99%						

Tuberculosis Chronic Illness Clinic

SCREEN QUESTION		COMPLIANCE SCORE				Compliance Percentage
		Total Applicable Records	YES	NO	N/A	
1	The inmate has a diagnosis of tuberculosis or latent tuberculosis infection	1	1	0	0	100%
2	There is evidence a chest X-ray (CXR) was completed	1	1	0	0	100%
3	There is evidence of initial and ongoing education	1	1	0	0	100%
4	There is evidence of monthly nursing follow-up	1	1	0	0	100%
5	Laboratory testing results are available prior to the clinic visit and any abnormalities reviewed in a timely manner	1	1	0	0	100%
6	AST and ALT testing are repeated as ordered by the clinician	1	1	0	0	100%
7	CMP testing is completed monthly for inmates with HIV, chronic hepatitis or are pregnant	0	0	0	1	N/A
8	Inmates with adverse reaction to LTBI therapy are referred to the clinician and medications are discontinued	0	0	0	1	N/A
9	The appropriate medication regimen is prescribed	1	1	0	0	100%
10	The inmate receives TB medications as prescribed	1	1	0	0	100%
11	The Inmate is seen by the clinician at the completion of therapy	1	1	0	0	100%
12	Documentation of the CIC visit includes an appropriate physical examination	1	1	0	0	100%
13	Patients are referred to a specialist for more in-depth treatment as indicated	0	0	0	1	N/A
Overall Compliance Score 100%						

Episodic Care

Emergency Services

SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
	Total Applicable Records	YES	NO	N/A	
1 Potentially life-threatening conditions are responded to immediately	6	6	0	12	100%
2 The emergency assessment is appropriate for the presenting complaint/condition and completed in its entirety	18	18	0	0	100%
3 Vital signs including weight are documented	18	9	9	0	50%
4 There is evidence of appropriate and applicable patient education	18	14	4	0	78%
5 Findings requiring clinician notification are made in accordance with protocols	14	14	0	4	100%
6 Follow-up visits are completed timely	5	4	1	13	80%
7 Clinician's orders from the follow-up visit are completed as required	4	3	1	14	75%
8 Appropriate documentation is completed for patient's requiring transport to a local emergency room	1	1	0	17	N/A
9 Inmates returning from an outside hospital are evaluated by the clinician within one business day	1	1	0	17	N/A
Overall Compliance Score 83%					

Sick Call Services

SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
	Total Applicable Records	YES	NO	N/A	
1 The sick call request is appropriately triaged based on the complaint or condition	18	16	2	0	89%
2 The inmate is assessed in the appropriate time frame	16	15	1	2	94%
3 The nursing assessment is completed in its entirety	18	18	0	0	100%
4 Complete vital signs including weight are documented	18	18	0	0	100%
5 There is evidence of applicable patient education	18	18	0	0	100%
6 Referrals to a higher level of care are made in accordance with protocols	12	12	0	6	100%
7 Follow-up visits are completed in a timely manner	12	12	0	6	100%
8 Clinician orders from the follow-up visit are completed as required	11	11	0	7	100%
Overall Compliance Score 98%					

Other Medical Records Review

Confinement Medical Review

SCREEN QUESTION		COMPLIANCE SCORE				Compliance Percentage
		Total Applicable Records	YES	NO	N/A	
1	The Pre-Special Housing Health Evaluation is complete and accurate	15	15	0	1	100%
2	All medications are continued as prescribed while in the inmate is held in special housing	13	13	0	3	100%
3	The inmate is seen in chronic illness clinic as regularly scheduled	7	7	0	9	100%
4	All emergencies are responded to within the required time frame	8	8	0	8	100%
5	The response to the emergency is appropriate	8	8	0	8	100%
6	All sick call appointments are triaged and responded to within the required time frame	13	13	0	3	100%
7	New or pending consultations progress as clinically required	6	6	0	10	100%
8	All mental health and/or physical health inmate requests are responded to within the required time frame	12	12	0	4	100%
Overall Compliance Score 100%						

Consultations

SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
	Total Applicable Records	YES	NO	N/A	
1 Documentation of clinical information is sufficient to obtain the needed consultation	16	16	0	0	100%
2 The referral is sent to Utilization Management in a timely manner which is consistent with the clinical needs of the inmate	16	16	0	0	100%
3 The consultation is completed in a timely manner as dictated by the clinical needs of the inmate	15	9	6	1	60%
4 The consultation report is reviewed by the clinician in a timely manner	11	11	0	5	100%
5 The consultant's treatment recommendations are incorporated into the treatment plan	11	11	0	5	100%
6 All appointments for medical follow-up and/or diagnostic testing are completed as per the consultant's recommendations	11	9	2	5	82%
7 The diagnosis is recorded on the problem list	16	14	2	0	88%
8 The "alternative treatment plan" (ATP) is documented in the medical record	0	0	0	16	N/A
9 There is evidence that the ATP is implemented	0	0	0	16	N/A
Overall Compliance Score 90%					

Consultations Discussion:

Screen 3: In the first record, a routine CT scan was not completed for seven months. In the second record, a routine gastrointestinal consult was not completed for over four months. In the third record, an urgent urology consult was not completed for over two months. In the fourth record, a routine gastrointestinal evaluation was not completed for four months. In the last two records, the oncological evaluation took over three months to complete.

Medical Inmate Requests

SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
	Total Applicable Records	YES	NO	N/A	
1 A copy of the inmate request form is present in the electronic health record	18	18	0	0	100%
2 The request is responded to within the appropriate time frame	18	17	1	0	94%
3 The response to the request is direct, addresses the stated need and is clinically appropriate	18	18	0	0	100%
4 The follow-up to the request occurs as intended	6	6	0	12	100%
Overall Compliance Score 99%					

Medication And Vaccination Administration

SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
	Total Applicable Records	YES	NO	N/A	
1 The inmate receives medications as prescribed	12	9	3	0	66%
2 Allergies are listed on the MAR or the medication page in the EMR	12	12	0	0	100%
3 If the inmate missed medication doses (3 consecutive or 5 doses within one month), there is evidence of counseling for medication non-compliance	4	2	2	8	50%
4 There is evidence of pneumococcal vaccination or refusal	11	11	0	1	100%
5 There is evidence of influenza vaccination or refusal	12	12	0	0	100%
Overall Compliance Score 83%					

Intra-System Transfers

	SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
		Total Applicable Records	YES	NO	N/A	
1	The health record contains a completed Health Information Arrival Transfer Summary (DC4-760A)	18	18	0	0	100%
2	The DC4-760A or a progress note indicates that the inmate's vital signs are taken	18	18	0	0	100%
3	The inmate's medications reflect continuity of care	14	14	0	4	100%
4	The medical record reflects continuity of care for inmate's pending consultations	1	1	0	17	100%
5	For patients with a chronic illness, appointments to the specific clinic(s) took place as scheduled	12	12	0	6	100%
6	Special passes/therapeutic diets are reviewed and continued	7	7	0	11	100%
7	A clinician reviews the health record and DC4-760A within seven (7) days of arrival	18	17	1	0	94%
Overall Compliance Score 99%						

Periodic Screenings

SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
	Total Applicable Records	YES	NO	N/A	
1 The periodic screening encounter is completed within one month of the due date	18	14	4	0	78%
2 All components of the screening are completed and documented as required	18	15	3	0	83%
3 All diagnostic tests are completed prior to the periodic screening encounter	18	10	8	0	56%
4 Referral to a clinician occurs if indicated	4	4	0	14	100%
5 All applicable health education is provided	18	14	4	0	78%
Overall Compliance Score 79%					

Periodic Screenings Discussion:

Screen 3: In four records, there was no evidence of the fasting plasma glucose. In two records, a low-dose CT scan for inmates with an applicable smoking history could not be located. In the last two records, there was no evidence of the required urinalysis.

PREA

SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
	Total Applicable Records	YES	NO	N/A	
1 The Alleged Sexual Battery Protocol is completed in its entirety	12	12	0	0	100%
2 If the perpetrator is known, orders will be obtained from the clinician to complete the appropriate sexually transmitted infection (STI) testing	1	1	0	11	100%
3 There is documentation that the alleged victim was provided education on STIs	4	4	0	8	100%
4 Prophylactic treatment and follow-up care for STIs are given as indicated	4	4	0	8	100%
5 Pregnancy testing is scheduled at the appropriate intervals for inmates capable of becoming pregnant	0	0	0	12	N/A
6 Repeat STI testing is completed as required	4	4	0	8	100%
7 A mental health referral is submitted following the completion of the medical screening	12	12	0	0	100%
8 The inmate is evaluated by mental health by the next working day	12	9	3	0	75%
9 The inmate receives additional mental health care if he/she asked for continued services or the services are clinically indicated	0	0	0	12	N/A
Overall Compliance Score 96%					

PREA Discussion:

Screen 8: In the first record, the inmate met with the mental health professional within the required time frame; however, the PREA incident was not addressed. In the second record, the PREA evaluation was located but was not completed by the next business day. In the third record, the required evaluation could not be located.

Dental Review

Dental Care

		COMPLIANCE SCORE				
SCREEN QUESTION	Total Applicable Records	YES	NO	N/A	Compliance Percentage	
1 Allergies are documented in the EMR	17	17	0	0	100%	
2 There is evidence of a regional head and neck examination completed at required intervals	17	17	0	0	100%	
3 Dental appointments are completed in a timely manner	15	15	0	2	100%	
4 Appropriate radiographs are taken and are of sufficient quality to aid in diagnosis and treatment	15	15	0	2	100%	
5 There is evidence of accurate diagnosis based on a complete dental examination	14	14	0	3	100%	
6 The treatment plan is appropriate for the diagnosis	14	14	0	3	100%	
7 There is evidence of a periodontal screening and recording (PSR) and results are documented in the medical record	8	8	0	9	100%	
8 Dental findings are accurately documented	13	13	0	4	100%	
9 Sick call appointments are completed timely	14	14	0	3	100%	
10 Follow-up appointments for sick call or other routine care are completed timely	9	9	0	8	100%	
11 Consultations or specialty services are completed timely	3	3	0	14	100%	
12 Consultant's treatment recommendations are incorporated into the treatment plan	3	3	0	14	100%	
13 There is evidence of informed consent or refusal for extractions and/or endodontic care	16	16	0	1	100%	
14 The use of dental materials including anesthetic agent are accurately documented	14	14	0	3	100%	
15 Applicable patient education for dental services is provided	15	15	0	2	100%	
Overall Compliance Score 100%						

Dental Systems

SCREEN QUESTION	COMPLIANCE SCORE			Compliance Percentage
	YES	NO	N/A	
1 The dental program is under the direction and supervision of a licensed dentist and staff are appropriately credentialed and working within their scope of practice	1	0	0	100%
2 Appropriate personal protective equipment is available to staff and worn during treatment	1	0	0	100%
3 The autoclave is tested appropriately and an autoclave log is maintained and up to date.	1	0	0	100%
4 Sharps containers are available and properly utilized	1	0	0	100%
5 Biohazardous waste is properly disposed	1	0	0	100%
6 X-ray fixer, scrap amalgam, amalgam capsules, and radiographs are properly disposed	1	0	0	100%
7 Dental instruments and equipment are properly sterilized	1	0	0	100%
8 Prosthetic devices are appropriately disinfected between patients	1	0	0	100%
9 A perpetual medications log is available, current, complete, and verified quarterly	1	0	0	100%
10 The senior dentist checks and documents the expiration dates of emergency kit drugs on a monthly basis	1	0	0	100%
11 Dental assistants work within the guidelines established by the Board of Dentistry	1	0	0	100%
12 Dental request logs are effectively maintained	1	0	0	100%
13 Necessary equipment is available, adequate and in working order	1	0	0	100%
14 The dental clinic is clean, orderly, adequately lit and contains sufficient space to ensure patient privacy	1	0	0	100%
Overall Compliance Score 100%				

Mental Health Survey Findings

Self-Injury and Suicide Prevention

Self-Injury and Suicide Prevention

SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
	Total Applicable Records	YES	NO	N/A	
1 A thorough clinical assessment is completed prior to placement on Self-harm Observation Status (SHOS)	15	15	0	0	100%
2 The nursing evaluation is completed within 2 hours of admission	15	15	0	0	100%
3 Guidelines for SHOS management are observed	11	9	2	4	82%
4 The inmate is observed at the frequency ordered by the clinician	15	10	5	0	67%
5 Nursing evaluations are completed once per shift	15	15	0	0	100%
6 There is evidence of daily rounds by the attending clinician	15	15	0	0	100%
7 There is evidence of daily counseling provided by mental health staff	15	15	0	0	100%
8 There is evidence of a face-to-face evaluation by the clinician prior to discharge	15	15	0	0	100%
9 There is evidence of adequate post-discharge follow-up by mental health staff	15	15	0	0	100%
10 The Individualized Services Plan (ISP) is revised within 14 days of discharge	10	8	2	5	80%

Overall Compliance Score 93%

Self-Injury and Suicide Prevention Discussion:

Screen 5: In all five records, one day of safety observations could not be located.

Restraints

SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
	Total Applicable Records	YES	NO	N/A	
1 Appropriate precipitating behavioral signs indicating the need for psychiatric restraints are documented	8	8	0	0	100%
2 Less restrictive means of behavioral control are attempted prior to the application of restraints	8	8	0	0	100%
3 Physician's orders indicate the date, time, maximum duration of order, clinical rationale, and behavioral criteria for release	8	8	0	0	100%
4 Patient's behavior is observed every 15 minutes and documented	8	1	7	0	13%
5 Patient is offered food at regular meal times and fluids and bedpan/urinal use every two hours	8	5	3	0	63%
6 Respiration and circulation checks are completed and documented	8	6	2	0	75%
7 Vital signs are taken and recorded when patient was released from restraints	8	8	0	0	100%
8 The physician personally assesses any inmate who remains in restraints for 24 hours	0	0	0	8	N/A
9 Reasons for restraint continuation are documented	1	1	0	7	100%
10 If four-point restraints are used, limbs are exercised every two hours	7	6	1	1	86%
11 A new order is obtained every four hours	4	4	0	4	100%
12 Psychiatric restraints are removed after 30 minutes of calm behavior	8	7	1	0	88%
13 The inmate is referred to the multi-disciplinary services team (MDST)	7	4	3	1	57%
Overall Compliance Score 80%					

Restraints Discussion:

Screen 2: In five records, there was no evidence that the inmate was observed at a minimum of every 15 minutes. In two records, the *Restraint Observation Checklist* (DC4-650A) contained information that conflicted with what was recorded on the *Observation Checklist* (DC4-650).

Access To Mental Health Services

Mental Health Inmate Requests

SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
	Total Applicable Records	YES	NO	N/A	
1 A copy of the inmate request form is present in the electronic health record	17	17	0	0	100%
2 The request is responded to within the appropriate time frame	17	17	0	0	100%
3 The response to the request is direct, addresses the stated need, and is clinically appropriate	17	16	1	0	94%
4 The follow-up to the request occurs as intended	15	12	3	2	80%
5 Consent for treatment is obtained prior to conducting an interview	17	17	0	0	100%
Overall Compliance Score 95%					

Psychological Emergencies

	SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
		Total Applicable Records	YES	NO	N/A	
1	There is documentation in the medical record indicating the inmate has declared a mental health emergency	17	16	1	0	94%
2	The emergency is responded to within one hour	17	17	0	0	100%
3	Documentation indicates that the clinician considered the inmate's history of mental health treatment and past suicide attempts	16	15	1	1	94%
4	Documentation indicates the clinician fully assessed suicide risk	16	14	2	1	88%
5	A thorough mental status examination is completed	16	16	0	0	100%
6	Appropriate interventions are made	16	13	3	1	81%
7	The disposition is clinically appropriate	17	14	3	0	82%
8	There is appropriate follow-up as indicated in response to the emergency	15	12	3	2	80%
Overall Compliance Score 90%						

Special Housing

	SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
		Total Applicable Records	YES	NO	N/A	
1	The pre-confinement examination is completed prior to placement in special housing	13	13	0	0	100%
2	Psychotropic medications continue as ordered while inmates are held in special housing	9	9	0	4	100%
3	A mental status examination (MSE) is completed in the required time frame	11	11	0	2	100%
4	Follow-up MSEs are completed in the required time frame	11	11	0	2	100%
5	MSEs are sufficient to identify problems in adjustment	11	11	0	2	100%
6	Mental health staff responds to identified problems in adjustment	3	3	0	10	100%
7	Outpatient mental health treatment continues as indicated while the inmate is held in special housing	13	13	0	0	100%
Overall Compliance Score 100%						

Use of Force

	SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
		Total Applicable Records	YES	NO	N/A	
1	A post use-of-force physical examination is present in the record	12	12	0	0	100%
2	The post use-of-force physical examination is completed in its entirety	12	12	0	0	100%
3	There is evidence physical health staff completed a referral to mental health staff	11	11	0	1	100%
4	Documentation indicates mental health staff interviewed the inmate by the next working day to assess whether a higher level of mental health care is needed	9	9	0	3	100%
5	Recent changes in the inmate's condition are addressed	7	7	0	5	100%
6	There is evidence of appropriate follow-up care for identified mental health problems	9	9	0	3	100%
7	A physician's order is documented if force is used to provide medical treatment	0	0	0	12	N/A
Overall Compliance Score 100%						

Inpatient Mental Health Services

	SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
		Total Applicable Records	YES	NO	N/A	
1	Court Order or Informed Consent are present in the record	12	11	1	2	92%
2	Admissions documentation is provided within four hours of admission	13	13	0	1	100%
3	Vital signs are obtained within one hour of admission	10	10	0	4	100%
4	Nursing assessment is completed within four hours of admission	13	13	0	1	100%
5	For new admissions, vital signs are taken daily for 2 days	10	9	1	4	90%
6	Within 3 regular business days of admission, the Mental Health Professional (MHP) meets with the patient to conduct a service planning interview and explain the mental health unit's behavioral level system	11	11	0	3	100%
7	The Bio-psychosocial Assessment (BPSA) is present in the record and completed within the required time frame	14	12	2	0	86%
8	The initial DC6-2087 Risk Assessment for Inpatient Treatment is completed at required intervals	9	8	1	5	89%
9	Follow-up risk assessments occur at least every 90 days	6	6	0	8	100%
10	There is documentation on DC6-2087 Risk Assessment for Inpatient Treatment of an individualized determination of the need for correctional restraints	14	14	0	0	100%
11	An individualized service plan (ISP) is initiated within the appropriate time frame	12	12	0	2	100%
12	The ISP is reviewed at the required intervals	13	13	0	1	100%
13	Stated problems and goals are individualized and appropriate to the presenting problem/diagnosis	14	13	1	0	93%
14	The ISP is signed by the patient	14	14	0	0	100%

		COMPLIANCE SCORE				
SCREEN QUESTION		Total Applicable Records	YES	NO	N/A	Compliance Percentage
15	Patient progress is noted and updated on the ISP	14	13	1	0	93%
16	The patient is receiving the services listed on the ISP	9	9	0	5	100%
17	The MDST meets to address initial placement in the Inpatient Unit	9	9	0	5	100%
18	The MDST meets no later than 3 business days in response to a precipitating event	8	7	1	6	88%
19	The patient attends MDST meetings or there is evidence of refusal	13	13	0	1	100%
20	The MDST meets and reviews Behavioral Levels	14	14	0	0	100%
21	The patient is offered 10 hours of Structured Out-of-Cell Therapeutic Services (SOCTS) per week	14	14	0	0	100%
22	Inpatient mental health daily nursing evaluation is completed as required.	14	6	8	0	43%
23	Vital signs are recorded by nursing staff at required intervals	14	14	0	0	100%
24	Weight is recorded by nursing staff at required intervals	14	13	1	0	93%
25	For inmates within 180 days of end of sentence (EOS), aftercare planning is initiated.	2	2	0	12	100%
Overall Compliance Score 95%						

Inpatient Psychotropic Medication Services

SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
	Total Applicable Records	YES	NO	N/A	
1 The psychiatric evaluation is present in the record and conducted within 3 days of admission	12	12	0	2	100%
2 An admission note by the attending clinician is completed within 24 hours of admission	8	8	0	6	100%
3 Appropriate initial laboratory tests are ordered	4	4	0	10	100%
4 Abnormal lab results required for mental health medications are followed up with appropriate treatment and/or referral in a timely manner	7	7	0	7	100%
5 Appropriate follow-up laboratory studies are ordered and conducted as required	10	10	0	4	100%
6 The medication(s) ordered are appropriate for the symptoms and diagnosis	14	13	1	0	93%
7 Drug Exception Requests (DER) are clinically appropriate	1	1	0	13	100%
8 The inmate receives medication(s) as prescribed	14	12	2	0	86%
9 The nurse meets with the inmate if he/she refuses psychotropic medication for 2 consecutive days and refers to the clinician if needed	7	7	0	7	100%
10 The inmate signs DC4-711A "Refusal of Health Care Services" after 3 consecutive OR 5 medication refusals in one month	5	5	0	9	100%
11 Prescribed medication administration times are appropriate	14	14	0	0	100%
12 Informed consent forms are signed for each medication prescribed	14	14	0	0	100%

		COMPLIANCE SCORE				
		Total Applicable Records	YES	NO	N/A	Compliance Percentage
13	A physical examination is completed within 3 working days of admission to the CSU, TCU, or MHTF	13	13	0	1	100%
14	Follow-up sessions are conducted at the appropriate intervals	14	14	0	0	100%
15	Documentation of psychiatric encounters is complete and accurate	13	13	0	1	100%
16	Abnormal Involuntary Movement Scale (AIMS) are completed at the required intervals	12	12	0	2	100%
17	The rationale for the emergency treatment order (ETO) is documented and clinically appropriate	7	7	0	0	100%
18	The use of the ETO is accompanied by a physician's order specifying the medication as an ETO	7	7	0	0	100%
19	For each administration of the medication, an additional ETO is written	0	0	0	7	N/A
20	The ETO is administered in the least restrictive manner	7	7	0	0	100%
21	An emergency referral to a mental health treatment facility (MHTF) is initiated if involuntary treatment continues beyond 48 hours	0	0	0	7	N/A
Overall Compliance Score 99%						

Outpatient Mental Health Services

SCREEN QUESTION		COMPLIANCE SCORE				Compliance Percentage
		Total Applicable Records	YES	NO	N/A	
1	A consent for treatment is signed prior to treatment and/or renewed annually	18	18	0	0	100%
2	The inmate is interviewed by mental health staff within 14 days of arrival	12	12	0	6	100%
3	Documentation includes an assessment of mental status, the status of mental health problems, and an individualized service plan (ISP) update	12	12	0	6	100%
4	A sex offender screening is completed within 60 days of arrival at the permanent institution if applicable.	2	2	0	16	100%
5	Consent is obtained prior to initiating sex offender treatment	2	2	0	16	100%
6	A clinically appropriate conclusion is reached following the sex offender screening	0	0	0	18	N/A
7	A refusal form is completed if the inmate refuses recommended sex offender treatment	2	2	0	16	100%
8	A monthly progress note is completed for inmates undergoing sex offender treatment	0	0	0	18	N/A
9	The Bio-psychosocial (BPSA) is present in the record	18	17	1	0	94%
10	The BPSA is approved by the treatment team within 30 days of initiation of mental health services	0	0	0	18	N/A
11	If mental health services are initiated at this institution, the initial ISP is completed within 30 days	0	0	0	18	N/A
12	The ISP is individualized and addresses all required components	18	18	0	0	100%
13	ISP problem descriptions include baseline data on the frequency and intensity of symptoms and identify functional limitations	18	17	1	0	94%
14	ISP goals are time limited and written in objective, measurable behavioral terms	18	14	4	0	78%
15	The ISP specifies the type of interventions, frequency of interventions, and staff responsible for providing services	18	18	0	0	100%

SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
	Total Applicable Records	YES	NO	N/A	
16 The ISP is signed by the inmate and all members of the treatment team	18	16	2	0	89%
17 The ISP is reviewed and revised at least every 180 days	18	17	1	0	94%
18 Identified problems are recorded on the problem list	18	18	0	0	100%
19 The diagnosis is clinically appropriate	18	18	0	0	100%
20 There is evidence the inmate received the mental health services described in the ISP	18	16	2	0	89%
21 Counseling is offered at least once every 60 days	18	18	0	0	100%
22 Case management is provided every 30 days to S3 inmates with psychotic disorders	6	5	1	12	83%
23 Case management is provided at least every 60 days for inmates without psychotic disorders	6	6	0	12	100%
24 Progress notes are of sufficient detail to follow the course of treatment	18	18	0	0	100%
25 The frequency of clinical contacts is sufficient	18	18	0	0	100%
Overall Compliance Score 96%					

Outpatient Psychotropic Medication Services

SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
	Total Applicable Records	YES	NO	N/A	
1 A psychiatric evaluation is completed prior to initially prescribing psychotropic medication	2	2	0	16	100%
2 If the medical history indicates the need for a current medical health appraisal, one is conducted within two weeks of prescribing psychotropic medication	0	0	0	18	N/A
3 Appropriate initial laboratory tests are ordered.	0	0	0	18	N/A
4 Abnormal lab results required for mental health medications are followed up with appropriate treatment and/or referral in a timely manner	3	3	0	15	100%
5 Appropriate follow-up laboratory studies are ordered and conducted as required.	16	13	3	2	81%
6 The medication(s) ordered are appropriate for the symptoms and diagnosis	18	18	0	0	100%
7 Drug Except Requests (DER) are clinically appropriate	1	1	0	17	100%
8 The inmate receives medication(s) as prescribed	18	14	4	0	78%
9 The nurse meets with the inmate if he/she refused psychotropic medication for two consecutive days and referred to the clinician if needed.	3	3	0	15	100%
10 The inmate signs DC4-711A "Refusal of Health Care Services" after three consecutive OR five medication refusals in one month.	4	4	0	14	100%

		COMPLIANCE SCORE				
SCREEN QUESTION		Total Applicable Records	YES	NO	N/A	Compliance Percentage
11	Prescribed medication administration times are appropriate	18	18	0	0	100%
12	Informed consents are signed for each medication prescribed	18	16	2	0	89%
13	Follow-up sessions are conducted at appropriate intervals	18	18	0	0	100%
14	Documentation of psychiatric encounters is complete and accurate	18	18	0	0	100%
15	Abnormal Involuntary Movement Scale (AIMS) are completed at the required intervals	16	16	0	2	100%
16	The rationale for the emergency treatment order (ETO) is documented and clinically appropriate.	0	0	0	18	N/A
17	The use of the ETO is accompanied by a physician's order specifying the medication as an ETO.	0	0	0	18	N/A
18	For each administration of the medication, an additional ETO is written.	0	0	0	18	N/A
19	The ETO is administered in the least restrictive manner	0	0	0	18	N/A
20	An emergency referral to a mental health treatment facility (MHTF) is initiated if involuntary treatment continues beyond 48 hours	0	0	0	18	N/A
Overall Compliance Score 96%						

Outpatient Psychotropic Medication Services Discussion:

Screen 8: In four records, there were blanks on the Medication Administration Record (MAR) indicating that inmates may not have been offered medications on the corresponding dates.

Aftercare Planning

	SCREEN QUESTION	COMPLIANCE SCORE				Compliance Percentage
		Total Applicable Records	YES	NO	N/A	
1	Aftercare plans are addressed for inmates within 180 days of End of Sentence (EOS)	14	14	0	0	100%
2	The appropriate consent form is signed by the inmate within 30 days after initiation of the continuity of care plan	14	6	8	0	43%
3	Appropriate patient care summaries are completed within 30 days of EOS	5	4	0	9	80%
4	Staff assist inmates in applying for Social Security benefits 30-45 days prior to EOS	5	4	1	9	80%
Compliance Percentage 76%						

Institutional Systems Tour

Medical Area

SCREEN QUESTION	COMPLIANCE SCORE			Compliance Percentage
	YES	NO	N/A	
1 All triage, examination, and treatment rooms are adequately sized, clean, and organized	1	0	0	100%
2 Hand washing facilities are available	1	0	0	100%
3 Personal protective equipment for universal precautions is available	1	0	0	100%
4 Appropriate emergency medications, equipment and supplies are readily available	1	0	0	100%
5 Medical equipment (e.g. oxygen, IV bags, suture kits, exam light) is easily accessible and adequately maintained	1	0	0	100%
6 Adequate measures are taken to ensure inmate privacy and confidentiality during treatment and examinations	1	0	0	100%
7 Secured storage is utilized for all sharps/needles	1	0	0	100%
8 Eye wash stations are strategically placed throughout the medical unit	1	0	0	100%
9 Biohazardous storage bins for contaminated waste are labeled and placed throughout the medical unit	1	0	0	100%
10 There is a current and complete log for all medical refrigerators	1	0	0	100%
Overall Compliance Score 100%				

Inmate Housing Areas

SCREEN QUESTION		COMPLIANCE SCORE			
		YES	NO	N/A	Compliance Percentage
1	Living areas, corridors, day rooms and general areas are clean and organized	1	0	0	100%
2	Sinks and toilets are clean and operational	1	0	0	100%
3	Hot and cold water are available for showering and handwashing	1	0	0	100%
4	Over-the-counter medications are available and logged	1	0	0	100%
5	Procedures to assess medical and dental sick call are posted in a conspicuous place	1	0	0	100%
6	First-aid kits are present in housing units	1	0	0	100%
Overall Compliance Score 100%					

Infirmary

SCREEN QUESTION		COMPLIANCE SCORE			
		YES	NO	N/A	Compliance Percentage
1	The infirmary is adequately sized, well lit, clean and organized	1	0	0	100%
2	Handwashing facilities are available	1	0	0	100%
3	Infirmery beds are within sight or sound of staff	1	0	0	100%
4	Restrooms are clean, operational and equipped for handicap use	1	0	0	100%
5	Medical isolation room(s) have negative air pressure relative to other parts of the facility	1	0	0	100%
Overall Compliance Score 100%					

Pharmacy

SCREEN QUESTION	COMPLIANCE SCORE			Compliance Percentage
	YES	NO	N/A	
1 All narcotics are securely stored and a count is conducted every shift	1	0	0	100%
2 Out-of-date controlled substances are segregated and labeled	1	0	0	100%
3 The institution has an established emergency purchasing system to supply out-of-stock or emergency medication	1	0	0	100%
4 The pharmacy area contains adequate space, security, temperature, and lighting for storage of inventories and work activities	1	0	0	100%
5 Expired, misbranded, damaged or adulterated products are removed and separated from active stock no less than quarterly	1	0	0	100%
6 A check of 10 randomly selected drug items in nursing areas reveals no expired medications	1	0	0	100%
7 There is a stock level perpetual inventory sheet for each pharmaceutical storage area and ordering and stock levels are indicated	1	0	0	100%
Overall Compliance Score 100%				

Psychiatric Restraint

SCREEN QUESTION	COMPLIANCE SCORE			Compliance Percentage
	YES	NO	N/A	
1 All equipment is available and in working order	1	0	0	100%
2 There is appropriate restraint equipment for the population in all necessary sizes	1	0	0	100%
3 All interviewed staff are able to provide instructions on the application of restraints	1	0	0	100%
Overall Compliance Score 100%				

Special Housing

SCREEN QUESTION	COMPLIANCE SCORE			Compliance Percentage
	YES	NO	N/A	
1 Confinement rounds are conducted weekly	1	0	0	100%
2 A tool is available in the special housing unit to cut down an inmate who has attempted to hang him/herself	1	0	0	100%
Overall Compliance Score 100%				

Mental Health Services

SCREEN QUESTION	COMPLIANCE SCORE			Compliance Percentage
	YES	NO	N/A	
1 Adequate space is available for the mental health department	1	0	0	100%
2 The inpatient unit environment is safe and conducive to providing mental health care	1	0	0	100%
3 Outpatient group therapy is offered	1	0	0	100%
Overall Compliance Score 100%				

SHOS

SCREEN QUESTION	COMPLIANCE SCORE			Compliance Percentage
	YES	NO	N/A	
1 The suicide/self-harm observation cells in the infirmary and observation cells in the special housing units are appropriately retrofitted and safe	1	0	0	100%
2 A sufficient number of suicide-resistant mattresses, blankets and privacy wraps are available for each certified cell	1	0	0	100%
Overall Compliance Score 100%				

Interview Summaries

INMATE INTERVIEWS

Eighteen inmates agreed to participate in interviews with CMA staff. Overall, inmates were familiar with how to access medical, dental, and mental health services. Most reported no difficulties in receiving prescribed medication in both general population and in confinement. Most reported that over-the-counter medications were available in the dorms; however, two patients in the transitional care unit (TCU) reported they were told they had to have an order to receive over-the-counter medications in the dorm.

Several inmates reported they had submitted sick call requests that were never acknowledged. They suggested placing sick calls on their tablet would alleviate the possibility of forms being misplaced. Nearly half of the inmates that receive regular lab work reported they do not receive the results.

The majority of inmates on the mental health caseload were satisfied with their care and indicated that mental health staff listen and are helpful. Those that had received dental services at the institution were complimentary of dental staff, however, most voiced complaints about the length of time it takes to be seen after placing a sick call/dental emergency. A few inmates reported they have been waiting to get on the dental plan for months.

Overall inmates reported satisfaction with emergency services for mental and physical health complaints. However, several patients reported they have experienced or witnessed officers either ignoring or trying to talk inmates out of declaring medical/psychological emergencies.

MEDICAL STAFF INTERVIEWS

Seven members of the medical team participated in interviews including nurses, clinical, and administrative staff. All were knowledgeable about policies and procedures directing the provision of health care at this institution. Staff was aware of emergency plans and reported that security personnel is cooperative and helpful when assistance is required. Staff indicated there is a large backlog in optometry referrals and suggested having a dedicated optometrist for the region would alleviate difficulties with scheduling.

MENTAL HEALTH STAFF INTERVIEWS

Seven members of the mental health team agreed to participate in interviews, including inpatient and outpatient staff. They were easily able to describe access to care processes, as well as suicide and self-harm prevention techniques and aftercare planning. Staff described a good working relationship with security but voiced a need for additional security staff at the inpatient units. Several members of the mental health team indicated the need for an additional psychologist position. Staff reported adequate training and resources. They suggested additional training in areas of geriatrics and dementia as well as self-care would be beneficial.

SECURITY STAFF INTERVIEWS

Four correctional officers were interviewed. Security staff appeared knowledgeable about policies pertaining to the sick call process and the accessing of emergency and routine medical care. Officers correctly verbalized procedures that pertain to inmates being placed in special housing. They described a good working relationship with medical and mental health staff, both outpatient and within the inpatient mental health facility.

Corrective Action and Recommendations

Physical Health Survey Findings Summary

Chronic Illness Clinics Review	
Assessment Area	Total Number Finding
Cardiovascular Clinic	0
Endocrine Clinic	0
Gastrointestinal Clinic	0
General Chronic Illness Clinics	0
Immunity Clinic	1
Miscellaneous Clinic	1
Neurology Clinic	0
Oncology Clinic	1
Respiratory Clinic	0
Tuberculosis Clinic	0
Episodic Care Review	
Assessment Area	Total Number Finding
Emergency Care	3
Outpatient Infirmary Care	N/A
Inpatient Infirmary Care	N/A
Sick Call	0
Other Medical Records Review	
Assessment Area	Total Number Finding
Confinement Medical Review	0
Consultations	1
Medical Inmate Request	0
Medication and Vaccine Administration	2
Intra-System Transfers	0
Periodic Screening	3
Reception Services	N/A

PREA Medical Review	1
Dental Review	
Assessment Area	Total Number Finding
Dental Care	0
Dental System	0
Institutional Tour	
Assessment Area	Total Number Finding
Physical Health Systems	0
Total Findings	
Total	13

Mental Health Findings Summary

Self-Injury and Suicide Prevention Review	
Assessment Area	Total Number Finding
Self-Injury and Suicide Prevention	1
Psychiatric Restraints	4
Access to Mental Health Services Review	
Assessment Area	Total Number Finding
Use of Force	0
Psychological Emergencies	0
Mental Health Inmate Request	0
Special Housing	0
Mental Health Services Review	
Assessment Area	Total Number Finding
Inpatient Mental Health Services	1
Inpatient Psychotropic Medications	0
Outpatient Mental Health Services	1
Outpatient Psychotropic Medications	1
Aftercare Planning	1

Institutional Tour	
Assessment Area	Total Number Finding
Mental Health Systems	0
Total Findings	
Total	9

All items that scored below 80% or were identified as non-compliant should be addressed through the corrective action process. Within 30 days of receiving the final copy of the CMA’s survey report, institutional staff must develop a corrective action plan (CAP) that addresses the deficiencies outlined in the report and in-service training should be conducted for all applicable findings. The CAP is then submitted to the Office of Health Services (OHS) for approval before it is reviewed and approved by CMA staff. Once approved, institutional staff implement the CAP and work towards correcting the findings.

Usually, four to five months after a CAP is implemented (but no less than three months) the CMA will evaluate the effectiveness of the corrective actions taken. Findings deemed corrected are closed and monitoring is no longer required. Conversely, findings not corrected remain open. Institutional staff will continue to monitor open findings until the next assessment is conducted, typically within three to four months. This process continues until all findings are closed.

Recommendations

In addition to the needed corrective actions described above and based upon the comprehensive review of the physical, mental health, and administrative services at Wakulla-Annex, the CMA makes the following recommendations:

- Ensure complete vital signs and weights are documented for inmates needing emergency care.
- Ensure complete examinations are performed on inmates seen in chronic illness clinics.
- Ensure consultations and specialty services are completed within the required time frame.
- Review policies and procedures for periodic screening encounters; ensure screening is completed timely and laboratory/diagnostic testing is performed per protocol.
- Ensure Medication Administration Records are completed and policies regarding the escalation protocol for inmates who refuse medication are reviewed.
- Ensure that documentation of psychiatric restraint episodes is accurate.