



Quality Improvement (QI) Plan & Management Review Audit

Health Care Services

DISCUSSION:

The Department of Corrections (DOC) Quality Improvement (QI) activities, including the Management Review Audit, are designed to ensure the delivery of quality, efficient health care services to inmates incarcerated in State Correctional Institutions (SCI's). The Quality Improvement Plan is a physician-directed systems approach that is data driven and is intended to provide objective and measurable results with an ultimate goal of improving outcomes. Services covered by the QI plan include: all needed inmate medical services, those provided by vendors, community physicians and hospitals.

The Bureau of Health Care Services (BHCS) develops the annual Quality Improvement Plan, facilitates the Quality Improvement Committee, and completes an ongoing evaluation of the quality improvement activities.

The Management Review Audit represents an institution's annual "report card." It is a comprehensive review of health care policies, procedures and assurance that medical care is delivered by community standards. The Management Review Audit assesses the institution's compliance with DOC policy, procedures and applicable regulations and American Correctional Association (ACA) health care standards. The audit is performed annually at each SCI.

Other quality improvement management activities include: the development of consistent policies and procedures, professional education, inmate health education, entrance screening, adherence to inpatient area procedures, preventive care, utilization review, and risk management. The quality improvement program is closely tied to the new ACA performance-based standards used in accrediting state prisons.

PROCESS/PROCEDURES:

Monitors/Indicators

The Quality Improvement Plan monitors include: chronic disease management, HIV, Hepatitis C, diabetes mellitus, neuroleptic/mood stabilizer medication, hypertension, asthma, health screenings, medication errors and access to health care. State quality improvement monitoring is completed six times per year. In addition to state monitoring, each Institution's Quality Improvement Committee develops site-specific monitors. These monitors may include further monitoring of state QI issues, issues identified by the BHCS Management Review, or areas proactively identified by the institution's QI Committee.

UTILIZATION REVIEW

A utilization review process has been developed in cooperation with the BHCS and our medical vendor, PHS, using nationally accepted criteria to monitor vendor providers, coordination of medical services and access to medical care. These are a valuable components of risk management strategies and should assist with reduction of medical related litigation.

QUALITY IMPROVEMENT COMMITTEES

The State Quality Improvement Committee provides a forum for the development of clinical policy, monitors and indicators, and implementation of the Quality Improvement plan.

The Regional Quality Improvement Committee is the forum for the institution's medical directors to have input into the development and maintenance of the Quality Improvement Plan.

The Institution Quality Improvement Committee activities include: proactive problem solving, development of site specific QI monitors, review of monitor and indicator performance, and establishing and monitoring corrective plans of action.

RESULTS & IMPACT OF THE QUALITY IMPROVEMENT PLAN AND THE MANAGEMENT REVIEW AUDIT

- Improved health care quality.
- Improved contract compliance and reduced costs as a result of employing utilization review.
- Improved access to care and continuity of care.
- Reduction in class action medical and civil liability suits.
- Enhanced health care planning, management and evaluation within the SCIs as a result of the Management Review Audit. Management Review also assists the institutions in preparing for ACA accreditation audits.

"Our mission is to protect the public by confining persons committed to our custody in safe, secure facilities, and to provide opportunities for inmates to acquire the skills and values necessary to become productive law-abiding citizens; while respecting the rights of crime victims."