

**ARIZONA DEPARTMENT OF CORRECTIONS
HEALTH SERVICES CONTRACT MONITORING BUREAU
MEMORANDUM**

TO: Corizon Site Manager, ASP-Tucson Complex - (Matthew Harvey)
FROM: Compliance Monitor II Bedoya, ASP-Tucson Complex
DATE: April 05, 2013
SUBJECT: MARCH 2013 - COMPLIANCE FINDINGS

This communiqué is intended to inform you of the compliance issues that I have encountered during the month of March. This is Corizon's first month in Contract with Arizona Department of Corrections therefore; a formal corrective action plan will not be required.

It is imperative that you are kept informed of my findings. The findings will continue; if they are not addressed by you and your management team. Many of the issues were addressed on the Medical Units at the time of discovery, and were immediately corrected. Others will require more planning due to process flow. Be assured that my commitment to assisting you and your staff to meet your Contract deliverable, ADC Policy requirements, and NCCHC standards is strong.

INTAKE

Rincon Minors yard is considered an intake facility. All newly arriving IMs are to have a Medical, Mental Health, and Dental exam with Xrays taken within two business days. In March there were five new Minors received. Three of the five are still not completed. On the other two, the Dental exam is outside parameters. Please see the dates below.

inmate [REDACTED] - Arrived: 3/06 - Med exam: 3/06 - Mental Health exam: 3/06 -
Dental Exam: 3/29

inmate [REDACTED] - Arrived: 3/06 - Med exam: 3/06 - Mental Health exam: 3/06 -
Dental Exam: 3/29

inmate [REDACTED] - Arrived: 3/20 - Med exam: 3/21 - Mental Health exam: None to date -
Dental Exam: None to date.

inmate [REDACTED] - Arrived: 3/27 - Med exam: 3/28 - Mental Health exam: None to date -
Dental Exam: None to date.

inmate [REDACTED] - Arrived: 3/27 - Med exam: 3/28 - Mental Health exam: None to date -
Dental Exam: None to date.

INMATE LETTERS / GRIEVANCE RESPONSES

As of the date of the memorandum there are three IM letter responses that are past due per the report supplied by Corizon. They are:

- inmate [REDACTED] – Regarding a charging dispute – **Response due: 2/19/2013.**
- inmate [REDACTED] – Regarding Dietary needs - **Response due: 3/26/2013.**
- inmate [REDACTED] – Regarding MH course of Tx - **Response due: 3/26/2013.**

As of the date of the memorandum there are two IM Grievance responses that are past due per the report supplied by Corizon. They are:

- inmate [REDACTED] – Regarding Medications - **Response due: 3/07/2013.**
- inmate [REDACTED] – Course of Tx - **Response due: 3/11/2013.**

QUALITY and PEER REVIEW

The following questions were asked:

- 1) Is the contractor Physician conducting monthly/quarterly chart reviews?
- 2) Is the contractor conducting monthly CQI committee meetings while meeting NCCHC standard?
- 3) Are CQI committee improvement recommendations acted on timely and progress reported back to committee in next monthly meeting?
- 4) Is the contractor conducting annual PEER reviews for Physicians, Nurse Practitioners, PAs, Dentists, Psychiatrists, Psychiatric Nurse Practitioners, and Phd level psychologists?
- 5) Did the contractor conduct a quarterly on-site review of the site CQI program?
 - This is Corizon's first month therefore; this section is not applicable however; you should have on file all of the above from Wexford for the NCCHC binders for your accreditation. You do not. You stated that someone from Wexford came just one time from Pittsburg and took all of the paper work with him for Medical and Mental Health professionals.
 - Regarding Dental, you stated that a Dentist from another AZ complex came and performed theirs.

Please look at the questions above closely. Moving forward, I will be requesting to see them as they are imperative to your accreditation.

SICK CALL / MEDICAL RECORDS

Please see the attached spread sheets for trends across the Tucson Complex. The highlighted areas will show you which yards and what items need to be re-trained with your team.

Please continue to approach me with issues or processes that you feel you need assistance with. As stated, I remain committed to assisting you in any way that I can.

Thank you,
Marlena D. Bedoya

**ARIZONA DEPARTMENT OF CORRECTIONS
HEALTH SERVICES CONTRACT MONITORING BUREAU
ASPC-TUCSON
MEMORANDUM**

TO: Matthew Harvey, Corizon FHA

THROUGH: Richard Pratt, ADC HSCMB Program Evaluation Administrator Kathy Campbell, RN, ADC
HSCNM Health Services Coordinator

FROM: Patricia Arroyo, RN, Nursing Monitor

DATE: April 5, 2013

SUBJECT: Compliance Monitoring Activities/Findings for the month of March, 2013.

This memorandum is for the purpose of providing you a recap of the activities and observations I have encountered during my monitoring visits to the health areas this month.

As March 4, 2013 was the inception of the Corizon / ADC Health Service Contract, and as this required a very short transition from the previous contract vendor, a formal Monitor findings / corrective action plan was deemed not practical for this month. Beginning April, 2013, I will once again commence utilizing the M-GAR, and you and your team will be responsible for providing timely corrective action plans to any negative findings which may be encountered. Please be assured that while the M-GAR is utilized for the purpose of documenting negative findings, which in turn require timely written corrective action plans, my commitment to assisting you and your staff to attain and maintain compliance with ADC policy, the Health Services Contract, and NCCHC standards remains strong.

CONTRACT INCEPTION: in my opinion, was strong and displayed a real commitment by the corporate structure of Corizon to partner with ADC in this large and important undertaking. It was very good to see Corizon Corporate staff at the facility since the middle of February working to ensure as smooth a turnaround as possible and training the local staff in their duties and responsibilities. While there was a great deal of understandable anxiety by you and your staff, it was good to see the professional manner in which ALL reacted to this change.

CHRONIC CARE CLINICS: as you are well aware, chronic care appointments had been pushed to the back burner. While this was a difficult issue to contend with, with only one mid-level providing all the patient care at this facility, I am looking forward to great progress being made. The following charts were reviewed, and Nursing Supervisor was notified. Issues are being addressed.

The following findings need attention:

Rincon IPC:

inmate, HTN, DM, Cardiac, Inmate seen 7/12 for CC. Chronic Care is past due. There is no indication for next CC visit.

inmate , DM, HTN, +PPD, Inmate seen 8/12, due 12/12, CC past due.
inmate , HTN, Chart does not indicate when last seen for CC. Last seen by Dr. Lewis was 3/8/13. Chronic Care form was not utilized. Will 3/8/13 count as the new CC date?
inmate , HTN, Cancer, seen 11/23/12, due 2/13 past due.
inmate , Cardiac, DM, Asthma, No CC form in chart. Seen by Dr. Lewis on 3/18/13. Will is count as new CC visit date? r
inmate , HTN, Cardiac, Cancer, seen 8/12, due 2/13, past due for CC.
inmate , DM, Hep C, There is no CC form in chart. Dr. Lewis seen the patient on 3/6/13. Will this be the new CC visit date? .
inmate , HTN, there is no CC form documented in chart. Dr. Lewis seen patient on 2/21/13. Will this be new CC date?
inmate , DM, HTN, Hep C, There is no CC form in chart. Dr. Lewis seen patient on 3/1/13. Will this count as the new CC date?
inmate , Cardiac, Sz, HTN, There is no CC form in the chart. Provider seen patient on 1/23/13. Will this count as new CC date?.

Are CC/DM inmates being provided coaching and education about their condition / disease and is it documented in the medical record?

inmate , Education is not documented.
inmate , Education is not documented.
inmate , Education is not documented. There is no CC form.
inmate , Education is not documented, CC form is not noted.
inmate , Education is not documented, There is no CC form.
inmate , HTN, Education not documented, there is no CC form in the chart.
inmate , Education not documented, There is no CC form in the chart.
inmate , Education is not documented, there is no CC form in the chart.

Rincon Medical yard:

inmate , HTN, Hep C, seen 12/12, due 3/13,
inmate , Asthma, seen 8/9/11, due 3/12, past due.
inmate , HTN, Asthma, seen 11/12, due 2/13, no provider signature, no peak flow documented.
inmate , Cardiac, seen 2/12, due 8/12, past due. .
inmate , Asthma, seen 10/12 due 11/12, Past due .
inmate , DM seen 11/12, due 2/13, past

ADC POLICY, CONTRACT REQUIREMENTS and NCCHC STANDARDS: these three areas are required to be followed explicitly. If there is ever any question as to how something needs to be accomplished, please refer to these documents. I am available as a resource and it is my duty, responsibility and desire to help ensure the success of Corizon Health to provide Constitutionally Mandated Health Care to the Inmate population.

Sincerely,

Patricia Arroyo

c.c Arthur Gross, AD, HSCMB
Trudy Dumkrieger, RN Nurse Auditor Tucson Complex
Marlena Bedoya, Tucson Compliance Monitor