

July 2013 FLORENCE COMPLEX

Sick Call (Q)						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Is sick call being conducted five days a week Monday through Friday (excluding holidays)? P-E-07, DO 1101, HSTM Chapter 5, Sec. 2.04.2, Chapter 7, Sec. 7.6]		X		<p>7/14/2013 5:44 PM Entered By: Kathy Campbell North No. There was no Nurse line on 7/9/13 per appointment lists and confirmed by RN.</p> <p>East- No. There was no Nurse line on 7/8/13 and 7/10/13 per appointment lists and confirmed by RN Miller.</p> <p>7/19/2013 9:01 AM Entered By: Troy Evans Globe- Sick call is conducted five days a week. Green</p> <p>7/30/2013 2:22 PM Entered By: Jen fontaine CENTRAL as of 7/19 evidence of sick call being done was found for only 4 out of 5 days. (7/12 & 7/16 were excluded)</p> <p>EAST as of 7/26 evidence of sick call being completed 5 days a week was found at East Unit. However, on many of the days 50% or more of the inmates were not seen.</p> <p>KASSON this unit has a nurse dedicated to sick call monday through friday however I was only able to find appointment lists for 7/8, 7/11, and 7/15 and all of those were in complete.</p> <p>NORTH as of 7/26 evidence of sick call being completed 5 days a week was found at North Unit.</p> <p>SOUTH as of 7/19 evidence of sick call being completed 5 days a week was found at South Unit. On several days many of the scheduled inmates were not seen.</p>	1
2	Are sick call inmates being triaged within 24 hours(or immediately if inmate is identified with emergent medical needs)? [P-E-07, DO 1101, HSTM Chapter 5, Sec. 3.1]		X		<p>7/14/2013 5:53 PM Entered By: Kathy Campbell North- 4 out of 10 charts reviewed were not in compliance. inmate [REDACTED] - HNR dated 6/30/13 triaged 7/1/13, not seen by nursing as of 7/11/13. HNR states Infection worsening, was on Antibiotics x 1 month. inmate [REDACTED] - HNR dated 6/27/13, triaged 6/28/13, but not seen as of 7/11/13. inmate [REDACTED] - HNR dated 7/1/13, triaged 7/1, but not seen as of 7/11/13. inmate [REDACTED] - HNR dated 7/1/13, but not seen as of 7/11/13.</p> <p>East- 5 out of 10 charts reviewed not in compliance.</p> <p>inmate [REDACTED] - HNR dated 7/4/13, no date/t me/initials for triage. Section III states NL dated 7/6/13. Not seen no deates of 7/12/13.</p>	1

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inmate [redacted] - HNR dated 7/9/13. Triaged 7/9/13 for NL, but not seen as of 7/12/13.
inmate [redacted] - HNR dated 7/9/13, no date/time/initials for triage. Not seen as of 7/12/13.
inmate [redacted] - HNR dated 7/9/13, no date/time/initials for triage. Section III- 7/10/13 NL, but not seen as of 7/12/13.
inmate [redacted] - HNR dated 7/7/13, no date/time/initials for triage. Sec IV- "Placed on Nurse Line today" dated 7/8/13- Not seen as of 7/12/13.

7/19/2013 9:13 AM Entered By: Troy Evans
Globe- A review of 11 HNR's showed compliance with this measure.
inmate [redacted] Received HNR 07/02/13 Seen 07/03/13
inmate [redacted] Received HNR 07/02/13 Seen 07/03/13
inmate [redacted] Received HNR 07/08/13 Seen 07/09/13
inmate [redacted] Received HNR Refused
inmate [redacted] Received HNR 07/05/13 Seen 07/08/13 Refusal Signed
inmate [redacted] Received HNR 07/10/13 Seen 07/11/13
inmate [redacted] Received HNR 07/11/13 Seen 07/12/13
inmate [redacted] Received HNR 07/15/13 Seen 07/16/13
inmate [redacted] Received HNR 07/14/13 Seen 07/15/13
inmate [redacted] Received HNR 07/03/13 Scheduled for med pick up

7/30/2013 3:31 PM Entered By: Jen fontaine
CENTRAL review of the following 10 inmates seen on sick call in July inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted]. Of these ten, one inmate [redacted] was in compliance. the other nine were seen between 2 and 15 days after placing an HNR.

EAST review of the following 9 inmates seen on sick call in July inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted]. Of these nine, four inmate [redacted] inmate [redacted] inmate [redacted] & inmate [redacted] were in compliance. The other 5 were seen between 2 and 5 days after placing HNR.

KASSON unable to locate inmates seen for HNR using the 3 appointment lists available.

NORTH review of the following 8 inmates seen on sick call in July inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted]. Of these eight, two were in compliance inmate [redacted] & inmate [redacted] the other six were seen between 2 and nine days after placing the HNR.

SOUTH review of the following 10 inmates seen on sick call in July inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted]. Of these ten, five inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] & inmate [redacted] were in compliance. The other five

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				<p>inmate inmate inmate inmate & inmate were all seen between 2 and 5 days after placing the HNR.</p>	
3	<p>Are vitals signs, to include weight, being checked and documented each time an inmate is seen during sick call? [P-E-04, HSTM Chapter 5, Section 1.3]</p>		X	<p>7/14/2013 6:00 PM Entered By: Kathy Campbell North- 3/10 charts not in compliance inmate - No Vital Signs or weight on 7/8/13 encounter. inmate - No weight on 7/9/13 encounter. inmate - No weight on 6/26/13 encounter.</p> <p>East- 3/10 charts not in compliance. inmate - No weight on 6/27/13 NL encounter. inmate - No weight on 7/5/13 NL encounter. inmate - No weight on 6/27/13 encounter.</p> <p>7/19/2013 9:14 AM Entered By: Troy Evans Globe- Green</p> <p>7/30/2013 3:37 PM Entered By: Jen fontaine CENTRAL review of the following 10 inmates seen on sick call in July inmate inmate inmate inmate inmate inmate inmate inmate inmate inmate. Of these ten, five inmate inmate inmate inmate & inmate were in compliance. The other five inmate inmate inmate inmate & inmate did not have a complete set of vitals taken at the time of their encounter.</p> <p>EAST review of the following 9 inmates seen on sick call in July inmate inmate inmate inmate inmate inmate inmate inmate inmate inmate. Of these nine, three were in compliance inmate inmate & inmate. The other six did not have complete vital signs taken at the time of their encounter.</p> <p>KASSON unable to locate inmates seen for HNR using the 3 appointment lists available.</p> <p>NORTH review of the following 8 inmates seen on sick call in July inmate inmate inmate inmate inmate inmate inmate inmate inmate inmate. Of these eight, one was in compliance inmate the other seven did not have complete vital signs taken at the time of the encounter.</p> <p>SOUTH review of the following 10 inmates seen on sick call in July inmate inmate inmate inmate inmate inmate inmate inmate inmate inmate inmate. Of these ten, seven were in compliance. Only three, inmate inmate and inmate were without complete vital signs taken during encounter.</p>	1

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<p>4</p>	<p>Is the SOAPE format being utilized in the inmate medical record for encounters? [DO 1104, HSTM Chapter 5, Section 1.3]</p>	<p style="background-color: green; color: white; text-align: center;">X</p>	<p style="background-color: yellow; text-align: center;">X</p>	<p>7/14/2013 6:04 PM Entered By: Kathy Campbell North-3/10 charts not in compliance inmate [redacted] - No E in SOAP note from 7/8/13 encounter. inmate [redacted] - No E in SOAP note from 7/9/13 encounter. inmate [redacted] - No E in SOAP note from 6/26/13 encounter.</p> <p>East- 2/10 charts not in compliance inmate [redacted] - No E on 7/5/13 NL note. inmate [redacted] - No E on 6/27/13 encounter.</p> <p>7/19/2013 9:14 AM Entered By: Troy Evans Globe- Green</p> <p>7/30/2013 3:52 PM Entered By: Jen fontaine CENTRAL review of the following 10 inmates seen on sick call in July inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] & inmate [redacted]. Of these ten, eight were in compliance. Two inmates inmate [redacted] & inmate [redacted] did not have education documented at the time of their encounter.</p> <p>EAST review of the following 9 inmates seen on sick call in July inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] & inmate [redacted]. Of these nine, one was in compliance inmate [redacted]. The other eight did not have evidence of education documented at the time of their encounter.</p> <p>KASSON unable to locate inmates seen for HNR using the 3 appointment lists available.</p> <p>NORTH review of the following 8 inmates seen on sick call in July inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] & inmate [redacted]. Of these eight, two were in compliance inmate [redacted] & inmate [redacted]. Two were without a note at all inmate [redacted] & inmate [redacted] and the other four inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] did not have any education documented at the time of their encounter.</p> <p>SOUTH review of the following 10 inmates seen on sick call in July inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] inmate [redacted] & inmate [redacted]. Of these ten, seven were in compliance. Only three, inmate [redacted] inmate [redacted] inmate [redacted] did not have education documented at the time of their encounter.</p>	<p style="background-color: cyan; text-align: center;">1</p>
<p>5</p>	<p>Are referrals to providers from sick call being seen within seven (7) days? [P-E-07]</p>	<p style="background-color: green; color: white; text-align: center;">X</p>	<p style="background-color: yellow; text-align: center;">X</p>	<p>7/19/2013 9:21 AM Entered By: Troy Evans Globe- Amber #inmate [redacted] Inmate was referred from nursing Line to Provider Line not seen by provider as of 07/15/13. #inmate [redacted] Inmate was referred to Provider Line 07/09/13 not seen by provider as of 07/15/13. Since there has not been a</p>	<p style="background-color: cyan; text-align: center;">1</p>

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				<p>Provider at Globe since June, any provider referrals would be unable to be seen. There was a provider scheduled for 06/28/13, however he never showed up. A provider was scheduled for July 19th, which is the only day a provider was scheduled for July.</p> <p>7/30/2013 3:58 PM Entered By: Jen fontaine CENTRAL review of the following 10 inmates seen on sick call in July inmate inmate inmate inmate inmate inmate inmate inmate & inmate. Of these ten, six were in compliance. inmate was referred on 7/5 and not seen as of 7/22, inmate was referred on 7/3 and not seen as of 7/22, inmate was referred on 7/2 and not seen as of 7/22, & inmate was referred on 7/1 and not seen as of 7/22.</p> <p>EAST review of the following 9 inmates seen on sick call in July inmate inmate inmate inmate inmate inmate inmate inmate & inmate. Of these nine, all were in compliance with this performance measure.</p> <p>KASSON unable to locate inmates seen for HNR using the 3 appointment lists available.</p> <p>NORTH review of the following 8 inmates seen on sick call in July inmate inmate inmate inmate inmate inmate inmate & inmate. Of these eight, all were in compliance with this performance measure.</p> <p>SOUTH review of the following 10 inmates seen on sick call in July inmate inmate inmate inmate inmate inmate inmate inmate & inmate. Of these ten, nine were in compliance. Only one inmate was referred on 7/10 and not seen as of 7/19.</p>	
6	Are nursing protocols in place and utilized by the nurses for sick call?		X	<p>7/14/2013 6:10 PM Entered By: Kathy Campbell North- 3/10 charts reviewed not in compliance inmate - 7/8/13 no protocol utilized for back pain encounter. inmate - 7/7/13, no protocol utilized. inmate - 6/26/13, no protocol utilized for encounter.</p> <p>East- 2/10 charts reviewed not in compliance inmate - Seen on NL 7/8/13 and no protocol utilized. inmate - Seen 6/27/13 for NL, no protocol utilized.</p> <p>7/19/2013 9:27 AM Entered By: Troy Evans Globe- Green inmate No NETS inmate NETS inmate No NETS</p>	1

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inmate Dental
inmate -Refused
inmate NETS
inmate NETS
inmate NETS
inmate Eye Line
inmate Med Pick up

7/30/2013 4:05 PM Entered By: Jen fontaine

CENTRAL review of the following 10 inmates seen on sick call in July inmate inmate inmate inmate inmate inmate inmate inmate & inmate Of these ten, all ten were in compliance with this performance measure.

EAST review of the following 9 inmates seen on sick call in July inmate inmate inmate inmate inmate inmate inmate & inmate Of these nine, two were in compliance inmate & inmate inmate had a protocol but only one side of the document was completed. The other six inmate inmate inmate inmate inmate & inmate did not have a protocol used at the time of their encounter.

KASSON unable to locate inmates seen for HNR using the 3 appointment lists available.

NORTH review of the following 8 inmates seen on sick call in July inmate inmate inmate inmate inmate inmate inmate & inmate Of these eight, five were in compliance. inmate inmate & inmate did not have protocol used at the time of their encounter.

SOUTH review of the following 10 inmates seen on sick call in July inmate inmate inmate inmate inmate inmate inmate inmate & inmate Of these ten, eight were in compliance. IM inmate did not have protocol in place and inmate had protocol however only the front page was complete.

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Corrective Action Plans for Performance Measure: Sick Call (Q)
<p>1 Is sick call being conducted five days a week Monday through Friday (excluding holidays)? [P-E-07, DO 1101, HSTM Chapter 5, Sec. 2.04.2, Chapter 7, Sec. 7.6] Level 1 Amber User: Jen fontaine Date: 7/30/2013 2:21:40 PM</p>
<p>Corrective Plan: See October action plan as submitted by Corizon.</p>
<p>Corrective Actions: See above.</p>
<p>2 Are sick call inmates being triaged within 24 hours (or immediately if inmate is identified with emergent medical needs)? [P-E-07, DO 1101, HSTM Chapter 5, Sec. 3.1] Level 1 Amber User: Jen fontaine Date: 7/30/2013 3:30:37 PM</p>
<p>Corrective Plan: See October action plan as submitted by Corizon.</p>
<p>Corrective Actions: See above.</p>
<p>3 Are vitals signs, to include weight, being checked and documented each time an inmate is seen during sick call? [P-E-04, HSTM Chapter 5, Section 1.3] Level 1 Amber User: Jen fontaine Date: 7/30/2013 3:36:29 PM</p>
<p>Corrective Plan: See October action plan as submitted by Corizon.</p>
<p>Corrective Actions: See above.</p>
<p>4 Is the SOAPE format being utilized in the inmate medical record for encounters? [DO 1104, HSTM Chapter 5, Section 1.3] Level 1 Amber User: Jen fontaine Date: 7/30/2013 3:52:03 PM</p>
<p>Corrective Plan: See October action plan as submitted by Corizon.</p>
<p>Corrective Actions: See above.</p>
<p>5 Are referrals to providers from sick call being seen within seven (7) days? [P-E-07] Level 1 Amber User: Jen fontaine Date: 7/30/2013 3:57:37 PM</p>
<p>Corrective Plan: See October action plan as submitted by Corizon.</p>
<p>Corrective Actions: See above.</p>
<p>6 Are nursing protocols in place and utilized by the nurses for sick call? Level 1 Amber User: Jen fontaine Date: 7/30/2013 4:04:25 PM</p>
<p>Corrective Plan: See October action plan as submitted by Corizon.</p>
<p>Corrective Actions: See above.</p>

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Medical Specialty Consultations (Q)						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Are urgent consultations being scheduled to be seen within thirty (30) days of the consultation being initiated? [CC 2.20.2.3]		X		<p>7/19/2013 9:50 AM Entered By: Troy Evans Globe-There were no Urgent Consultations as of 07/15/13.</p> <p>7/30/2013 8:46 AM Entered By: Jen fontaine CENTRAL reviewed the charts of the following 9 inmates with outside medical consults, inmate inmate inmate inmate inmate inmate inmate inmate & inmate Of these nine zero had an urgent consult written.</p> <p>EAST reviewed the charts of the following 8 inmates with outside medical consults inmate inmate inmate inmate inmate inmate inmate & inmate Of these eight, one inmate inmate had an urgent consult. His consult was written on 6/19/13 and was completed on 7/5/13.</p> <p>KASSON no inmates had consults to review at this unit.</p> <p>NORTH reviewed the charts of the following 10 inmates with outside medical consults, inmate inmate inmate inmate inmate inmate inmate inmate & inmate Of these ten, two inmates inmate & inmate had urgent consults. IM inmate had urgent consult written on 5/30/13 not completed as of 7/25/13. IM inmate had urgent consult written 7/13/13 for a hand fracture and due to be completed by 8/13/13.</p> <p>SOUTH reviewed the charts of the following 6 inmates with outside medical consults, inmate inmate inmate inmate inmate & inmate Of these six, zero had an urgent consult.</p>	2
2	Are consultation reports being reviewed by the provider within seven (7) days of receipt? [CC 2.20.2.3]		X		<p>7/14/2013 6:20 PM Entered By: Kathy Campbell North- 7/10 charts reviewed not in compliance inmate - Abnormal labs printed 6/21/13 not reviewed as of 7/11/13. inmate - Abnormal labs printed 6/21/13 not reviewed as of 7/11/13. inmate - Abnormal labs printed 6/21/13 not reviewed as of 7/11/13. inmate Abnormal labs printed 6/21/13 not reviewed as of 7/11/13. inmate - Hospital d/c orders dated 5/4/13, not reviewed as of 7/11/13. inmate - Ankle x-ray dated 6/28/13 not reviewed as of 7/11/13. inmate - Saw oral surgeon on 6/21/13 for jaw fx, plan for open reduction in hospital setting never noted by Provider.</p> <p>East-2/8 charts reviewed not in compliance inmate - Received Hospital report on 7/17/13, but not noted by Provider until 7/11/13. inmate - Consult by Dr. Verma</p>	2

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received 6/2013, but not reviewed until 7/4/13. 07/3/13 orders for prednisone, Imuran and F/U for 7/5/13 not taken off as of 7/12/13. Given to Nurse to take off orders and order medications.

7/19/2013 9:54 AM Entered By: Troy Evans
Globe- Amber Only Consultation found was an X-Ray report from 06/19 that had not been signed off. However, there has not been a provider in Globe since 06/13/13. If there was any Consultation reports to be reviewed they would be non-compliant.

7/30/2013 10:19 AM Entered By: Jen fontaine
CENTRAL reviewed the charts of the following 9 inmates with outside medical consults, inmate inmate inmate inmate inmate inmate inmate inmate & inmate. Of these nine, one, inmate was in compliance. the other eight were either without notes from recent appointments available for review or the notes were reviewed greater that 7 days after being received.

EAST reviewed the charts of the following 8 inmates with outside medical consults inmate inmate inmate inmate inmate inmate inmate & inmate. Of these eight, one, inmate was in compliance. The other seven were either without notes from recent appointments available for review or the notes were reviewed greater that 7 days after being received.

KASSON no inmates had consults to review at this unit.

NORTH reviewed the charts of the following 10 inmates with outside medical consults, inmate inmate inmate inmate inmate inmate inmate inmate & inmate. Of these ten, four were in compliance, inmate inmate inmate & inmate. The other six, inmate inmate inmate inmate inmate & inmate were either without notes from recent appointments available for review or the notes were reviewed greater that 7 days after being received.

SOUTH reviewed the charts of the following 6 inmates with outside medical consults, inmate inmate inmate inmate inmate & inmate. Of these six, one inmate was in compliance. The other 5, inmate inmate inmate inmate & inmate were either without notes from recent appointments available for review or the notes were reviewed greater that 7 days after being received.

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3	Is the utilization and availability of off-site services appropriate to meet medical, dental and mental health needs? [CC 2.20.2.3]		X		<p>7/14/2013 6:23 PM Entered By: Kathy Campbell North- inmate - Received 6/13/13 at North Unit with orders for follow up d/t known jaw fracture. Did not go out to Oral Surgeon until 6/21/13 and as of 7/12/13 has not had ORIF of jaw fx that was recommended by oral surgeon on 6/21/13. No surgery date noted as of 7/12/13. Brought to the attention of Nursing Supervisor who will follow up with Clinical Coordinator.</p> <p>East- inmate - Seen by Urology on 4/29/13 with need for TURP. Has not had TURP scheduled as of 7/12/13.</p> <p>7/19/2013 9:54 AM Entered By: Troy Evans Globe- Green</p> <p>7/30/2013 10:28 AM Entered By: Jen fontaine CENTRAL reviewed the charts of the following 9 inmates with outside medical consults, inmate inmate inmate inmate inmate inmate inmate inmate & inmate Of these nine, eight were in compliance. Only one, inmate was not in compliance as the recommended drops for the inmates glaucoma were never ordered by the onsite HCP.</p> <p>EAST reviewed the charts of the following 8 inmates with outside medical consults inmate inmate inmate inmate inmate inmate inmate inmate & inmate Of these eight, six were in compliance and two were not. IM inmate was outside of the 30 day time frame for urgent ortho surgery due to a torn miniscus. IM inmate had a routine consult written in March to see ortho but was not seen until 6/27.</p> <p>KASSON no inmates had consults to review at this unit.</p> <p>NORTH reviewed the charts of the following 10 inmates with outside medical consults, inmate inmate inmate inmate inmate inmate inmate inmate inmate inmate & inmate Of these ten, six were in compliance. IM inmate had an urgent surgery requested on 5/30 and as of 7/25 no record of completion available in the chart. IM inmate had routine consult to ophthalmology written on 4/16/13 not completed as of 7/19. IM inmate had routine consult to ophthalmology written on 4/16 also not completed as of 7/19/13. IM inmate has recent hand fracture on 7/13/13 confirmed by hospital and as of 7/19/13 had not been seen by onsite HCP or ortho.</p> <p>SOUTH reviewed the charts of the following 6 inmates with outside medical consults, inmate inmate inmate inmate inmate inmate inmate inmate Of these six, all were in compliance with this performance measure.</p>	3
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4	Are the emergent medical needs of the inmates appropriate and emergent transports ordered in a timely manner? [P-E-08, CC 2.20.2.3]	X			7/19/2013 9:54 AM Entered By: Troy Evans Globe- Green	2
					7/30/2013 8:32 AM Entered By: Jen fontaine	
5	Do all inpatient admissions have documented utilization review of admission and evidence of discharge planning? [CC 2.20.2.3]	X			7/19/2013 9:55 AM Entered By: Troy Evans Globe- Green No inpatient admissions noted.	2
					7/30/2013 8:33 AM Entered By: Jen fontaine	

Corrective Action Plans for Performance Measure: Medical Specialty Consultations (Q)

1 Are urgent consultations being scheduled to be seen within thirty (30) days of the consultation being initiated? [CC 2.20.2.3]

Level 2 Amber User: Jen fontaine Date: 7/30/2013 8:45:44 AM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: See above.

2 Are consultation reports being reviewed by the provider within seven (7) days of receipt? [CC 2.20.2.3]

Level 2 Amber User: Jen fontaine Date: 7/30/2013 10:18:49 AM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: See above.

3 Is the utilization and availability of off-site services appropriate to meet medical, dental and mental health needs? [CC 2.20.2.3]

Level 3 Amber User: Jen fontaine Date: 7/30/2013 10:28:00 AM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: See above.

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Prescribing Practices and Pharmacy (Q)						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Are recommendations made by the Pharmacy and Therapeutics Committee appropriately enacted? [CC 2.20.2.6]	X			7/24/2013 7:44 AM Entered By: Martin Winland	2
2	Are pharmacy polices, procedures forms, (including non-formulary requests) being followed? [NCCHC Standard P-D-01, CC 2.20.2.6]			X	<p>7/29/2013 3:41 PM Entered By: Martin Winland 152 inmates reviewed, 375 prescriptions reviewed, 139 expired, 51 renewed after the expiration date, 131 renewed prior to the expiration date,</p> <p>7/25/2013 10:41 AM Entered By: Martin Winland</p> <p>Florence This location must maintain the continuity of care by renewing medications in appropriate time frame and be more keenly aware of expiring meds. There has been issue with the lack of a temperature log for east unit. Multiple medications were housed in the refrigerator. I referred this incident to Julie Carter, Pharmacorr, to rectify. There is some concern as to why approximately 150 med cards were found on North unit (photographs to substantiate). These cards were for inmates who were no longer on North unit or for individuals with changed orders. There was some concern that this medication may be used as "stock" for transferred inmates that do not arrive with their meds or MAR. I have emailed the new Facility Health Administrator on a few occasions regarding what seems to be expired medications for inmates at Florence but as of this date (7-18-2013) have not received a response. As with the other facilities, the refilling of existing medication or the renewal of expired medications seems somewhat of a challenge. This must be done to maintain the continuity of care of our population and to reduce morbidity/mortality.</p> <p>7/24/2013 7:46 AM Entered By: Martin Winland</p> <p>HSTM 4.1.6 Non-Formulary Drug Requests & HSTM 4.1.1 Pharmaceutical Dispensing Procedures - Red- will remain red until documentation that such deficiencies are corrected. Medications must be dispensed and administered in a timely fashion to decrease morbidity and mortality and maintain continuity of care. A) HSTM 4.1.6 Non-Formulary drug Requests: Corizon must ensure that requests for necessary non-formulary medications at each Complex Site are received by the inmate in a timely manner. Providers will need to provide formulary medications, if needed, to provide continuity of care while the NFDR is being processed.</p>	2

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					<p>Documentation of approval or denial is required and if denied, an appropriate therapy is instituted so that the patient will not go without medication during the approval/denial process. July 2013 Non formulary Drug Requests – Non-Formulary Reports indicate: 1223 Non-Formulary medications expiring for 1038 patients.</p> <p>B) HSTM4.1.1 Pharmaceutical Dispensing Procedures: Action is required to ensure that all prescriptions are dispensed in a timely manner so as not to contribute to the morbidity or mortality and so that the inmate population receives continuity of care. Medication should be renewed prior to the expiration date to provide continuity of care. July Formulary Report indicates: 8072 formulary medications for 4598 patients expiring in July.</p> <p>C) Total expiring medications for July: 9295 medication for 5636 patients.</p> <p>Florence This location must maintain the continuity of care by renewing medications in appropriate time frame and be more keenly aware of expiring meds. There has been issue with the lack of a temperature log for east unit. Multiple medications were housed in the refrigerator. I referred this incident to Julie Carter, Pharmacorr, to rectify. There is some concern as to why approximately 150 med cards were found on North unit (photographs to substantiate). These cards were for inmates who were no longer on North unit or for individuals with changed orders. There was some concern that this medication may be used as "stock" for transferred inmates that do not arrive with their meds or MAR. I have emailed the new Facility Health Administrator on a few occasions regarding what seems to be expired medications for inmates at Florence but as of this date (7-18-2013) have not received a response. As with the other facilities, the refilling of existing medication or the renewal of expired medications seems somewhat of a challenge. This must be done to maintain the continuity of care of our population and to reduce morbidity/mortality.</p>	
3	Are all medications being prescribed in the therapeutic ranges as determined by the most current editions of the "Drug Facts and Comparisons" or the packet insert?	X			7/24/2013 7:46 AM Entered By: Martin Winland	1

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Corrective Action Plans for Performance Measure: Prescribing Practices and Pharmacy (Q)

2 Are pharmacy policies, procedures forms, (including non-formulary requests) being followed? [NCCHC Standard P-D-01, CC 2.20.2.6]

Level 2 Red User: Martin Winland Date: 7/29/2013 3:41:03 PM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: See above.

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Mental Health (Q)						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Are HNRs for Mental Health services triaged within 24 hours of receipt by a qualified Mental Health Professional, to include nursing staff? [CC 2.20.2.10]	X			<p>7/19/2013 9:56 AM Entered By: Troy Evans Globe- Green</p> <p>7/30/2013 4:06 PM Entered By: Nicole Taylor South: Charts that took longer than 24 hours to be triaged (97184 and 267341) Kasson: No issues East: inmate not triaged within 24 hours North: No issues Central: No issues</p>	2
2	Are inmates referred to a Psychiatrist or Psychiatric Mid-level Provider seen within seven (7) days of referral? [CC 2.20.2.10]		X		<p>7/19/2013 9:57 AM Entered By: Troy Evans Globe- Green</p> <p>7/30/2013 4:06 PM Entered By: Nicole Taylor South: inmate referred on 7/1 – still not seen inmate – took 18 days to be seen Central: inmate – referred on 7/8 – still not seen inmate – referred on 3/28 – still not seen Kasson: inmate – took 10 days to be seen by Psychiatry East: No issues North: No issues</p>	2
3	Are MH treatment plans updated every 90 days for each SMI inmate, and at least every 12 months for all other MH-3 and above inmates? [CC 2.20.2.10]	X			<p>7/19/2013 9 57 AM Entered By Troy Evans N/A there are no SMI Inmates at Globe.</p> <p>7/30/2013 4:07 PM Entered By: Nicole Taylor East: inmate – last update was 12/6/11 – might be MH-2, but no note indicating the decrease in score The following charts had partially filled out tx plans inmate inmate inmate inmate South: inmate – last update was 9/12/12 North: inmate – last update 3/13/13 (SMI inmate) Central: No issues Kasson: No issues</p>	1

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4	<p>Are inmates with a mental score of MH-3 and above seen by MH staff according to policy? [CC 2.20.2.10]</p>		X		<p>7/19/2013 10:01 AM Entered By: Troy Evans There are no MH-3 and above at Globe.</p> <p>7/30/2013 4:07 PM Entered By: Nicole Taylor Most of the charts for CB-1 programming inmates did not indicate MH-4 in the Problem list South: inmate – last seen on 6/12 (MH3As need to be seen every 30 days) inmate – last seen on 6/12 (SMI inmate) Central: inmate – last seen on 5/31 inmate – last seen on 6/20 Kasson: inmate – last seen 5/29 North: inmate – no follow up after watch discharge East: No issues</p>	2
5	<p>Are inmates prescribed psychotropic meds seen by a Psychiatrist or Psychiatric Mid-level Provider at a minimum of every three (3) months (90 days)?[CC 2.20.2.10]</p>			X	<p>7/19/2013 10:01 AM Entered By: Troy Evans There are no Psychotropic meds on Globe Unit.</p> <p>7/30/2013 4:08 PM Entered By: Nicole Taylor The Psychiatry notes at many of the units did not include specific information about the medications that were being prescribed (type, dosage, timing and duration). Central: The following inmates were not seen within time frames – inmate inmate inmate inmate South: The following inmates were not seen within time frames – inmate inmate inmate inmate North: The following inmates were not seen within time frames – inmate inmate inmate inmate East: The following inmates were not seen within time frames – inmate inmate – the note by the Psychiatrist was not dated inmate – The Psychiatry note indicated that the inmate was actively hallucinating, not taking his meds as prescribed, and not able to participate in the session, but the note stated that all meds were to be KOP Kasson: No issues</p>	2
6	<p>Are reentry/discharge plans established no later than 30 days prior release for all inmates with a MH score of MH-3 and above? [CC 2.20.2.10]</p>	X			<p>7/19/2013 10:02 AM Entered By: Troy Evans N/A to Globe Unit.</p>	2

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					7/30/2013 4:09 PM Entered By: Nicole Taylor No findings at any of the Units	
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Corrective Action Plans for Performance Measure: Mental Health (Q)

2 Are inmates referred to a Psychiatrist or Psychiatric Mid-level Provider seen within seven (7) days of referral? [CC 2.20.2.10]

Level 2 Amber User: Nicole Taylor Date: 7/30/2013 4:06:09 PM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: See above.

4 Are inmates with a mental score of MH-3 and above seen by MH staff according to policy? [CC 2.20.2.10]

Level 2 Amber User: Nicole Taylor Date: 7/30/2013 4:07:10 PM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: See above.

5 Are inmates prescribed psychotropic meds seen by a Psychiatrist or Psychiatric Mid-level Provider at a minimum of every three (3) months (90 days)? [CC 2.20.2.10]

Level 2 Red User: Nicole Taylor Date: 7/30/2013 4:07:43 PM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: See above.

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Intake (Reception)						
	Performance Measure (Description)	Grn	Amb	Red	Notification	Level
1	Have Base Line labs been drawn? Alhambra, Perryville, Tucson Minors only. [P-E-04 and HSTM 2.9.2]	X			7/19/2013 9:28 AM Entered By: Troy Evans N/A Globe is not an Intake Facility	1
					7/22/2013 11:03 AM Entered By: Jen fontaine Not applicable at Florence cpmplex.	
2	Has a Pano been completed? Alhambra, Perryville, Tucson Minors only [HSTM 2.9.2.6]	X			7/19/2013 9:28 AM Entered By: Troy Evans N/A Globe is not an Intake facility.	1
					7/22/2013 11:03 AM Entered By: Jen fontaine Not applicable at Florence cpmplex.	
3	Has a PPD been planted and read? Alhambra, Perryville, Tucson Minors only [HSTM 2.9.2.3]	X			7/19/2013 9:29 AM Entered By: Troy Evans N/A Globe is not an Intake Facility	1
					7/22/2013 11:03 AM Entered By: Jen fontaine Not applicable at Florence cpmplex.	
4	Has inmate been given written instructions on how to file a grievance, access health care and health information? Alhambra, Perryville, Tucson Minors only	X			7/19/2013 9:29 AM Entered By: Troy Evans N/A Globe is not an Intake Facility.	1
					7/22/2013 11:03 AM Entered By: Jen fontaine Not applicable at Florence cpmplex.	
5	Has a PAP been completed (Female)Perryville? [HSTM 2.9.3.3]	X			7/19/2013 9:29 AM Entered By: Troy Evans N/A Globe is not an Intake Facility.	1
					7/22/2013 11:03 AM Entered By: Jen fontaine Not applicable at Florence cpmplex.	
6	Are all inmates having their needs communicated from the sending facility to the receiving facility by a Continuity of Care form and verbally at the time of transfer? [HSTM 2.9.6.1]	X			7/19/2013 9:30 AM Entered By: Troy Evans N/A Globe is not an Intake Facility.	1
					7/22/2013 11:03 AM Entered By: Jen fontaine Not applicable at Florence cpmplex.	
7	Are dental emergencies being addressed at the reception center? Alhambra, Perryville, Tucson Minors only	X			7/19/2013 9:30 AM Entered By: Troy Evans N/A Globe is not an Intake Facility.	1

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				7/22/2013 11:03 AM Entered By: Jen fontaine Not applicable at Florence cpmplex.	
8	Are inmate prescribed medications transferred with a 45 day supply? Alhambra, Perryville, Tucson Minors only [HSTM Chapter 5, Section 6.1 and CC 2.12.22]	X		7/19/2013 9:30 AM Entered By: Troy Evans N/A Globe is not an Intake Facility.	1
				7/22/2013 11:04 AM Entered By: Jen fontaine Not applicable at Florence cpmplex.	
9	Are inmates on medications prior to being placed under ADC custody continued on the medication or a therapeutic substitute? Alhambra, Perryville, Tucson Minors only [P-D-02, HSTM Chapter 5, Setion 2.0.4.2]	X		7/19/2013 9:31 AM Entered By: Troy Evans N/A Globe is not an Intake Facility.	1
				7/22/2013 11:04 AM Entered By: Jen fontaine Not applicable at Florence cpmplex.	

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No Shows						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Are No-Shows being brought to health unit to sign a refusal? [DO 1101, HSTM Chapter 5, Section 7.1]		X		<p>7/19/2013 9:33 AM Entered By: Troy Evans Globe- Green. No shows for appointments are broght up to the Health Unit by Security. They are seen, or instructed to place another HNR in to be seen.</p> <p>7/30/2013 1:13 PM Entered By: Jen fontaine CENTRAL Inmates are not technically a "no show" as this is a locked down unit. Inmates not being seen on the day of the appointment is primarily due to time and staffing constraints.</p> <p>EAST Many inmates are noted to be "rescheduled" according to the appointment lists however none were listed as "No show" example on 7/1 7 inmates were scheduled and 2 stated "not seen" in the inmate signature area. 7/2 11 were scheduled and only 6 were seen. The other 5 were just left blank. 7/10 11 were scheudled and 6 were seen. the other 5 say reschedule for 7/11 but they are not showing on the 7/11 schedule. 7/15 16 were scheduled and six were seen the other 10 were all rescheduled for 7/16. None of the rescheduled inmates had a reason for reschedule in their record. In addition multiple inmates are found to have no showed for medication line for several days in a row without proper signed refusals.</p> <p>KASSON no show does not apply, this is a locked down unit.</p> <p>NORTH Unit did not have any "no shows" evident on appointment lists but multiple inmates are found to have no showed for medication line for several days in a row without proper signed refusals.</p> <p>SOUTH four inmates found to have no showed for appointments in July as of 7/19/13. IM [redacted] [redacted] [redacted] & [redacted] None of these had documented refusals on file. One inmate [redacted] had "IM refused" written on the bottom of his HNR but there was no refusal completed..</p> <p>Per Solicitation # ADOC12-00001105 section 2.20.2.9 No Shows</p> <p>When an inamte "no shows" for appointments, clinic visits, misses a medication dose or other medical, dental, or mental health service, must docuemnt per policy, Department Order 1101, and notify the Health Facility Administrator and Shift Commander. Medical record shall contain documentation of "no show" along with forms citing notification of appropriate staff per policy.</p>	1

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2	<p>Are unresolved No-Shows being reported to the unit deputy warden for a written response? [DO 1101]</p>		X		<p>7/19/2013 9:34 AM Entered By: Troy Evans Globe- Green There are no unresolved no shows.</p> <p>7/30/2013 1:15 PM Entered By: Jen fontaine Inmates who are not seen are not being reported to the DW for response on any yard.</p> <p>Per Solicitation # ADOC12-00001105 section 2.20.2.9 No Shows</p> <p>When an inmate "no shows" for appointments, clinic visits, misses a medication dose or other medical, dental, or mental health service, must document per policy, Department Order 1101, and notify the Health Facility Administrator and Shift Commander. Medical record shall contain documentation of "no show" along with forms citing notification of appropriate staff per policy.</p>	1
3	<p>Are providers being notified of medication line No-Shows? [DO 1101, HSTM Chapter 5, Section 7.1]</p>		X		<p>7/19/2013 9:34 AM Entered By: Troy Evans Globe- Green There are no Medication No Shows.</p> <p>7/30/2013 1:39 PM Entered By: Jen fontaine Documentation of provider notification of medication line no shows was not found complex wide.</p>	1
4	<p>Are No-Shows being rescheduled if medically indicated? [DO 1101, HSTM Chapter 5, Section 7.1]</p>	X			<p>7/19/2013 9:35 AM Entered By: Troy Evans Globe- Green No shows are either seen when brought up by security, or they are instructed that they need to put in another HNR.</p> <p>7/30/2013 1:40 PM Entered By: Jen fontaine Evidence of rescheduling inmates that were not seen was evident on every yard.</p>	1

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Corrective Action Plans for Performance Measure: No Shows

1 Are No-Shows being brought to health unit to sign a refusal?

[DO 1101, HSTM Chapter 5, Section 7.1]

Level 1 Amber User: Jen fontaine Date: 7/30/2013 1:12:22 PM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: Reinforce with staff to complete a refusal form to be signed by inmate. Continue to monitor.

Responsible Parties= RN/LPN

Target Date = 11/30/13

2 Are unresolved No-Shows being reported to the unit deputy warden for a written response? [DO 1101]

Level 1 Amber User: Jen fontaine Date: 7/30/2013 1:14:44 PM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: Reinforce that unresolved No-Shows are being reported to the unit deputy warden for a written response. Continue to monitor.

3 Are providers being notified of medication line No-Shows?

[DO 1101, HSTM Chapter 5, Section 7.1]

Level 1 Amber User: Jen fontaine Date: 7/30/2013 1:38:18 PM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: Reinforce that providers need to be notified of medication line No-Shows. Continue to monitor.

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Communications of Patients Health Needs						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Are security staff (Wardens & Shift Commanders) being notified of an inmate's special needs that may affect housing, work, program assignments, disciplinary measures, transfers-communication is documented (Special Needs Form)? [NCCHC Standard P-A-08]	X			<p>7/19/2013 10:09 AM Entered By: Troy Evans Globe- Green</p> <p>7/19/2013 10:08 AM Entered By: Troy Evans Gloge- Green</p> <p>7/19/2013 10:08 AM Entered By: Troy Evans The staff RN does not enter SNO's into the computer. A copy of the SNO goes to WIPP Coordinator, and yard office. There are no limited Duties at Globe. Only Non-Duties. Lower Bunk SNO's are called in to count movement. If there is an inmate with a seizure history, bottom bunk is granted immediately, and the shift commander is notified of the situation.</p> <p>7/22/2013 10:51 AM Entered By: Jen fontaine Special need forms are being used on complex wide with entry into AIMS when necessary.</p>	1
2	Is security given brief written instructions regarding appropriate interventions for medical emergencies that may arise from a chronic condition? [NCCHC Standard P-A-08]	X			<p>7/19/2013 10:10 AM Entered By: Troy Evans Globe- Green</p> <p>7/30/2013 7:40 AM Entered By: Jen fontaine</p>	1

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Medication Administration						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Is there a formal medication administration program? [NCCHC Standard P-C-05]	X			<p>7/22/2013 11:04 AM Entered By: Jen fontaine</p> <p>7/26/2013 3:32 PM Entered By: Troy Evans Globe-Green no new employees. NEO done upon hire.</p>	1
2	Is the documentation of completed training and testing kept on file for staff who administer or deliver medications? [NCCHC Standard P-C-05; HSTM Chapter 3, Section 4.1]	X			<p>7/22/2013 11:15 AM Entered By: Jen fontaine</p> <p>7/26/2013 3:32 PM Entered By: Troy Evans DON office in Florence.</p>	1
3	Is there a tracking system for KOP medications to determine if medications have been received by the inmate? [NCCHC Standard P-D-01]	X			<p>7/22/2013 11:17 AM Entered By: Jen fontaine Every unit on Florence complex is tracking delivery of KOP medication on MARs.</p> <p>7/26/2013 3:34 PM Entered By: Troy Evans Globe- Green The MAR is signed by the inmate when he inmate comes to pick up his KOP meds.</p>	1
4	Are the Medication Administration Records (MAR) being completed in accordance with standard nursing practices? [HSTM Chapter 4, Section 1.1, Chapter 5, Section 6.4]		X		<p>7/14/2013 7:29 PM Entered By: Kathy Campbell North- Multiple MARs without a diagnosis. Multiple MARs w/o initials. inmate - Lithium and Venlafaxine 0700 on 7/2, 7/5 and 7/6 without initials. inmate - Benztropine and Risperidone on 7/2 and 7/9 w/o initials @ 1800. inmate - Meloxicam circled 7/1-7/10 at 0700 no note on back. Clindamycin and Ibuprofen without route. inmate - No diagnosis. Celexa, Vistaril and Risperidone from 7/8-7/11 without initials. inmate - 7/11/13 0700 dose w/o initials. inmate - Divalproex 7/11/13 at 0700 without initials. inmate - Bactrim without start date or order date. No Prescr ber. inmate - Phenergan without route. inmate - Benztropine, Buspar, Thorazine and Depakote without start or order date. 7/8/13 0800 meds w/o initials. inmate - 7/9/13 @ 1800 Vistaril, Mirtazapine and Risperidone w/o initials. inmate - 7/9/13 1800 dose of Benztropine, Risperidone and Venlafaxine without initials. inmate - 7/3-7/10 Vistaril and Buspar @ 1800 circled with no note on back.</p>	1

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inmate [REDACTED] - Buspar and Sertaline
7/2 and 7/9 @ 1800 doses without initials.

East- Multiple MARs without diagnosis and
Multiple MARs are without initials

inmate [REDACTED] - Humulin 70/30 AM w/o
initials on 7/2, 7/4, 7/8 and 7/11. Humulin
70/30 PM w/o initials 7/3, 7/4, 7/8, 7/9 and
7/11.

inmate [REDACTED] - No diagnosis, no
allergies, no Prescriber, no start or order
dates for ASA, Lisinopril and Metformin.
PM accucheck blank on 7/3, 7/4 7/6 and
7/7.

inmate [REDACTED] - Benztropine AM dose on
7/3 and 7/5 without initials. Benztropine PM
dose on 7/11 without initials.

Fluphenazine PM doses on 7/3 and 7/11
w/o initials. Humulin N AM dose w/o
initials on 7/5 and PM w/o initials on 7/10.
Lisinopril w/o initials on 7/3, 7/5, 7/6, 7/7
and 7/11. Expired 7/10/13. Hydroxyzine
AM dose w/o initials on 7/5 and PM 7/11.13.
PM doses of medications on 7/12/13 signed
off at 1330.

inmate [REDACTED] - Baclofen without Prescriber
name. PM dose of Baclofen on 7/7, 7/10
and 7/11 w/o initials. Gabapentin
7/7, 7/10 and 7/11 w/o initials and no
Prescriber.

Insulin 70/30 7/10 without initials.

inmate [REDACTED] - NPH without route, start or
stop date and no Prescriber. NPH AM
dose w/o initials on 7/4 and 7/8. NPH PM
dose w/o initials on 7/4, 7/7, 7/8 and 7/10.

inmate [REDACTED] - No allergies.

inmate [REDACTED] - Amlodipine w/o initials on
7/2 and 7/8 and circled on 7/12 without note
on back. ASA w/o initials on 7/2 and 7/8
Calcium AM w/o initials on 7/2 and 7/8
Noon w/o initials on 7/1-7/3 and 7/5-7/12
PM w/o initials on 7/2, 7/10 and 7/11.

Clonidine w/o initials on 7/2 and 7/8 and
circled 7/12 without note for AM doses w/o
initials for PM doses on 7/2 and 7/11

Famotidine w/o initials on 7/2, 7/5, 7/6, 7/8
and 7/10

Ferrous Sulfate w/o initials AM dose on 7/2
and 7/8 w/o initials 1300 dose 7/1, 7/2, 7/8,
7/9 and 7/11 w/o initials PM on 7/2 and
7/11. Gabapentin w/o initials AM doses on
7/2, 7/3, 7/8 and 7/10

w/o initials PM doses on 7/2, 7/10 and 7/11
APAP w/o initials AM doses on 7/2, 7/3, 7/8
and 7/10 w/o initials 1300 doses 7/1-7/11
w/o initials PM doses on 7/1, 7/2, 7/10 and
7/11.

ALL PM doses signed off for 7/12/13 at
1330.

inmate [REDACTED] - Humulin N PM dose w/o
initials on 7/2 Venlafaxine PM dose w/o
initials 7/1

Vistaril PM dose without start and stop
dates and no prescriber. PM dose w/o
initials on 7/1.

Vistaril PM dose on 7/12/13 signed off at
1330.

inmate [REDACTED] - AM Lantus w/o initials
on 7/9.

inmate [REDACTED] - Lantus without start or
order dates.

inmate [REDACTED] - Novolog 70/30 AM w/o
initials on 7/11

Novolog 70/30 PM w/o initials on

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7/11

7/26/2013 3:34 PM Entered By: Troy Evans
Globe-Green

7/26/2013 3:34 PM Entered By: Troy Evans
Globe-Green

7/30/2013 11:11 AM Entered By: Jen fontaine
CENTRAL on 7/16/13 the MAR books were reviewed and a small sample was taken. this sample included inmate inmate inmate inmate (2 pages) inmate inmate & inmate Of these 10 all were in compliance. This sample was an accurate representation of both cell block med books.

EAST on 7/18/13 the MAR book was reviewed and a small sample was taken. this sample included inmate inmate inmate inmate inmate inmate inmate inmate & inmate Of these ten, one inmate was in compliance. The other nine all had multiple dates missing signatures and many doses marked as refused but were without signed refusals in the records. This sample was an accurate representation of the entire MAR book.

KASSON on 7/15/13 the MAR book was reviewed and a small sample was taken. This sample included inmate (2 pages), inmate inmate inmate inmate inmate inmate inmate inmate (2 pages), & inmate Of these ten, six were in compliance. Three MARs inmate inmate & inmate were found to have either dates left blank or multiple refused doses without the presence of signed refusals in the medical records. This sample was an accurate representation of the entire MAR book.

NORTH on 7/18/13 the MAR books were reviewed and a small sample was taken. This sample included inmate inmate inmate inmate inmate inmate inmate inmate & inmate Of these ten, zero were in compliance. All were found to have multiple dates blank and many doses refused but without signed refusals in the records. this sample was an accurate representation of the entire MAR book.

SOUTH on 7/19/13 the MAR book was reviewed and a small sample was taken. This sample included inmate (2 pages), inmate inmate inmate inmate inmate inmate inmate inmate & inmate (2 pages). Of these eleven, one inmate was in compliance. The other ten all had dates blank indicating the inmate was not offered the medication or multiple doses signed as refused but were without signed refusals in the medical record. This sample was an accurate representation of

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				the entire book.	
5	Are medication errors forwarded to the FHA to review corrective action plan?		X	<p>7/26/2013 3:35 PM Entered By: Troy Evans Globe- Green No medication errors were reported.</p> <p>7/30/2013 12:03 PM Entered By: Jen fontaine The failure to administer the correct drug is part of the definition of a med error therefore all missed doses of medication would be technically defined as a medication error to include dates left blank on MARs indicating medication was not offered to the inmate.</p> <p>An additional example would be IM [redacted] who arrived at Central IPC on 7/3/13 after hospitalization for perforated roux-en-Y repair he had due to stomach CA. He had an order for Primaxin 750 mg IV Q 12 hours x 10 days and TPN. The TPN was started but the antibiotic never arrived. According to the MAR zero doses of antibiotic were given to this post op patient. On 7/12/13 an order was written to D/C the antibiotic and no replacement was written. On 7/13/13 a temp of 102.3 was documented at which time the RN called the on call provider who gave an order for Rocephen 1 gram IV on 7/13 and 7/14. Both these doses were given however the inmate went out to the hospital on 7/15/13 with temp of 100.1. No documentation was found regarding this medication error.</p>	2
6	Are there any unreasonable delays in inmate receiving prescribed medications?	X		<p>7/14/2013 7:32 PM Entered By: Kathy Campbell North- [redacted] - Hydrocodone ordered on 7/5/13 and has not received as of 7/12/13.</p> <p>East- [redacted] - Carvedilol ordered 7/10/13 after consult for history of SVT episodes with V-Fib on 6/1/13. Order for Carvedilol never taken off chart as of 7/12/13. Chart and information given to RN Miller so orders could be taken off and medication ordered.</p> <p>7/26/2013 3:35 PM Entered By: Troy Evans Globe-Green</p> <p>7/30/2013 12:06 PM Entered By: Jen fontaine While there is a significant delay in the renewal of medication, once the medication is prescribed there is not a delay in the receipt by the inmate.</p>	2

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7	Are inmates being required to show ID prior to being administered their medications?	X			<p>7/14/2013 7:32 PM Entered By: Kathy Campbell North- Green East- Green</p> <p>7/26/2013 3:37 PM Entered By: Troy Evans Globe- Green</p> <p>7/30/2013 12:24 PM Entered By: Jen fontaine</p>	2
8	Are chronic condition medication expiration dates being reviewed prior to expiration to ensure continuity of care? [NCCHC Standard P-D-01]			X	<p>7/26/2013 3:38 PM Entered By: Troy Evans Globe-Green</p> <p>7/30/2013 7:39 AM Entered By: Jen fontaine 152 inmates reviewed 375 RXs reviewed 25 D/C'd 139 expired 131 renewed prior to expiration 51 renewed after expiration 28 RX replaced with alternative prior 1 RX replaced after expiration</p> <p>This performance measure is getting worse not better.</p>	2
9	Are non-formulary requests being reviewed for approval or disapproval within 24 to 48 hours?		X		<p>7/14/2013 7:36 PM Entered By: Kathy Campbell North- inmate - Absorbace ordered 7/2/13, fax report states "Please resubmit on proper form". This was found on 7/11/13 and still not addressed. Brought the information to the attention of the RN. inmate - Mirapex and Gabapentin faxed 6/5/13 received response on 6/28 and Mirapex started on 7/11/13. Gabapentin still not ordered. inmate - Tramadol orderd 6/13, denied as of 6/17/13 per MAR and fax (> 48 hours).</p> <p>7/26/2013 3:38 PM Entered By: Troy Evans Globe-Green There have been no non-formulary drug requests this month.</p> <p>7/30/2013 12:43 PM Entered By: Jen fontaine There is currently no tracking system in place for Non-formulary medications. The nursing staff complex wide were unable to tell me if non-formulary's are approved or</p>	2

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					<p>disapproved in 24 to 48 hours. I am told by some staff the documentation is "in the chart" but I was unable to locate any approvals or denials.</p> <p>Per Solicitation #ADOC12-00001105 section 2.12.31 Tracking Non-Formulary Requests. The Contractor shall compile, track and report on the non-formulary requests and make this information available for review by the Department upon request.</p>	
10	Are providers being notified of non-formulary decisions within 24 to 48 hours?		X		<p>7/14/2013 7:37 PM Entered By: Kathy Campbell North- inmate ██████ - Absorbace ordered 7/2/13, fax report states "Please resubmit on proper form". This was found on 7/11/13 and still not addressed. Brought the information to the attention of the RN. inmate ██████ - Mirapex and Gabapentin faxed 6/5/13 received response on 6/28 and Mirapex started on 7/11/13. Gabapentin still not ordered. inmate ██████ - Tramadol orderd 6/13, denied as of 6/17/13 per MAR and fax (> 48 hours). No information stating Provider was never contacted with decision until faxes received.</p> <p>7/26/2013 3:39 PM Entered By: Troy Evans Globe- Green. There have been no non-formulary drug requests this month.</p> <p>7/30/2013 12:45 PM Entered By: Jen fontaine Several units are without a provider for more than 48 hours at a time. Any notes, approvals, denials are stockpiled until a provider returns.</p>	2
11	Are medication error reports being completed and medication errors documented?		X		<p>7/26/2013 3:40 PM Entered By: Troy Evans Globe- Green there have been no medication errors this month.</p> <p>7/30/2013 1:34 PM Entered By: Jen fontaine No evidence of medication errors found to document the numerous missing medications throughout the month complex wide.</p>	2

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Corrective Action Plans for Performance Measure: Medication Administration

4 Are the Medication Administration Records (MAR) being completed in accordance with standard nursing practices? [HSTM Chapter 4, Section 1.1, Chapter 5, Section 6.4]

Level 1 Amber User: Jen fontaine Date: 7/30/2013 11:11:08 AM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: See above.

5 Are medication errors forwarded to the FHA to review corrective action plan?

Level 2 Amber User: Jen fontaine Date: 7/30/2013 12:03:11 PM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: See above.

8 Are chronic condition medication expiration dates being reviewed prior to expiration to ensure continuity of care?

[NCCHC Standard P-D-01]

Level 2 Red User: Jen fontaine Date: 7/30/2013 7:38:41 AM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: See above.

9 Are non-formulary requests being reviewed for approval or disapproval within 24 to 48 hours?

Level 2 Amber User: Jen fontaine Date: 7/30/2013 12:42:57 PM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: See above.

10 Are providers being notified of non-formulary decisions within 24 to 48 hours?

Level 2 Amber User: Jen fontaine Date: 7/30/2013 12:45:09 PM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: See above.

11 Are medication error reports being completed and medication errors documented?

Level 2 Amber User: Jen fontaine Date: 7/30/2013 1:33:44 PM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: See above.

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Staffing						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Is there an approved staffing pattern available to the Site Manager (FHA)? [NCCHC Standard P-C-07; HSTM Chapter 3, Section 2.0]	X			<p>7/19/2013 9:36 AM Entered By: Troy Evans Globe- Amber There is no Site Manager.</p> <p>7/22/2013 11:35 AM Entered By: Jen fontaine</p>	1
2	Are the adequacy and effectiveness of the staffing assessed by the facility's sufficient to meet the needs of the inmate population? [NCCHC Standard P-C-07; HSMT Chapter 3, Section 2.0]		X		<p>7/19/2013 9:39 AM Entered By: Troy Evans Globe- Amber There is only one RN working on assignment at Globe Health Unit. Prior to 07/15, labs had not been drawn in Globe since March. The staff RN was assisted by another staff on 07/15 to get the labs drawn. This is only a temporary arrangement per staff. There was an additional .4 staff available to Globe that was pulled.</p> <p>7/30/2013 2:35 PM Entered By: Jen fontaine Medications are not being re-ordered prior to expiration.</p> <p>Central, and South units were found to have stacks of HNR's waiting to be seen on sick call and by the HCP.</p> <p>Every unit with the exception of Kasson had a 3 tier cart/shelf full (70+) of charts waiting to be reviewed by a HCP for everything from RX renewal, hosp follow up, chronic care, sick call referral, test results, HNR requests.</p> <p>Sick call is not fully completed daily on every unit which requires the unseen inmates to be rescheduled over and over.</p> <p>Medicaitons are being pre-poured in order to be able to complete a med pass.</p> <p>Care plans are not bing completed in the IPC.</p> <p>Orders are not being noted daily.</p> <p>Proper tracking mechanisims are not being set up or maintained for consults, non-formulary meds, etc.</p> <p>Documentation is not being fully completed. Many of the NET's are not being completed on one side or the other and placed in the inmates record.</p> <p>Refusals are not being completed for inmates who do not show up for meds or appointments.</p>	3
3	Are all positions filled per contractor staffing pattern?		X		<p>7/19/2013 9:41 AM Entered By: Troy Evans Currently there is only 1 FTE at Globe Since Globe falls under the Florence Complex, I am not sure what the SCD for</p>	2

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					<p>Florence is pertaining to Globe.</p> <p>7/26/2013 11:34 AM Entered By: Jen fontaine Florence complex currently has 18.25 open FTE's. We are about 80 % staffed.</p>	
4	Is the Site Manager (FHA) kept informed of recruiting efforts being taken to fill vacant positions by the corporate office?	X			<p>7/22/2013 11:36 AM Entered By: Jen fontaine</p> <p>7/26/2013 3:26 PM Entered By: Troy Evans Green-The site manager is in Florence.</p>	2

Corrective Action Plans for Performance Measure: Staffing

2 Are the adequacy and effectiveness of the staffing assessed by the facility's sufficient to meet the needs of the inmate population? [NCCHC Standard P-C-07; HSMT Chapter 3, Section 2.0]

Level 3 Amber User: Jen fontaine Date: 7/30/2013 2:35:08 PM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: Corizon continues to evaluate staffing patterns and assignments and make adjustments as needed.

3 Are all positions filled per contractor staffing pattern?

Level 2 Amber User: Jen fontaine Date: 7/26/2013 11:34:12 AM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: Corizon's recruiting team is working tirelessly at recruiting for the open positions. Locums/Registry and over time being utilized to fill open positions.

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Infirmiry Care						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Does policy or post order define the specific scope of medical, psychiatric, and nursing care provided in the infirmiry setting?	X			<p>7/14/2013 7:57 PM Entered By: Kathy Campbell Infirmiry and sheltered housing management care is outlined in HSTM Chapter 7. Per Nursing Supervisor Mason, Post Orders to be defined.</p> <p>7/22/2013 10:58 AM Entered By: Jen fontaine Infirmiry and sheltered housing management care is outlined in HSTM Chapter 7 section 4.0</p> <p>7/30/2013 8:40 AM Entered By: Troy Evans Globe- Green N/A there is not an infirmiry at this site.</p>	1
2	Are patients always within sight or hearing of a qualified health care professional (do inmates have a method of calling the nurse?)		X		<p>7/14/2013 7:46 PM Entered By: Kathy Campbell Patients are always within sight or hearing of qualified HCP. No call light system in place as of today.</p> <p>7/22/2013 10:59 AM Entered By: Jen fontaine The single man rooms are without a working call light system.</p> <p>7/30/2013 8:40 AM Entered By: Troy Evans Globe- Green N/A there is not an infirmiry at this site.</p>	1
3	Is the number of appropriate and sufficient qualified health professionals in the infirmiry determined by the number of patients, severity of illnesses and level of care required?		X		<p>7/30/2013 8:40 AM Entered By: Troy Evans Globe- Green N/A there is not an infirmiry at this site.</p> <p>7/30/2013 3:46 PM Entered By: Kathy Campbell Frequency of physician and nursing rounds in the infirmiry are not specified based on categories of care provided. Physician is typically seeing Inmate within 24-48 hours of admission and then usually every 3-7 days. Per Nursing Supervisor Mason, the Provider does not have a set schedule for rounding in the IPC. There are no current guidelines for Nursing Rounds in the Infirmiry at this time. Also lack of Care Plans by Nursing for patients shows inappropriate and insufficient qualified health professionals in the infirmiry.</p>	1

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4	Is a supervising registered nurse in the IPC 24 hours a day?	X			<p>7/14/2013 7:57 PM Entered By: Kathy Campbell An RN is assigned to the IPC 24 days/day.</p> <p>7/22/2013 11:00 AM Entered By: Jen fontaine</p> <p>7/30/2013 8:40 AM Entered By: Troy Evans Globe- Green N/A there is not an infirmary at this site.</p>	1
5	Is the manual of nursing care procedures consistent with the state's nurse practice act and licensing requirements?		X		<p>7/14/2013 7:47 PM Entered By: Kathy Campbell Per Nursing Supervisor Mason, there is no manual of nursing care procedures present in the IPC as of 7/11/13.</p> <p>7/22/2013 11:00 AM Entered By: Jen fontaine</p> <p>7/30/2013 8:41 AM Entered By: Troy Evans Globe- Green N/A there is not an infirmary at this site.</p>	1
6	Does admission to or discharge from infirmary care occur only on the order of physician or other provider where permitted by virtue of credentials and scope of practice?	X			<p>7/14/2013 7:58 PM Entered By: Kathy Campbell Inmates being admitted and discharge from the infirmary occur only on the order of a Provider.</p> <p>7/22/2013 11:00 AM Entered By: Jen fontaine</p> <p>7/30/2013 8:41 AM Entered By: Troy Evans Globe- Green N/A there is not an infirmary at this site.</p>	1
7	Is the frequency of physician and nursing rounds in the infirmary specified based on categories of care provided?		X		<p>7/30/2013 8:00 AM Entered By: Kathy Campbell Frequency of physician and nursing rounds in the infirmary are not specified based on categories of care provided. Physician is typically seeing Inmate within 24-48 hours of admission and then usually every 3-7 days. Per Nursing Supervisor Mason, the Provider does not have a set schedule for rounding in the IPC. There are no current guidelines for Nursing Rounds in the Infirmary at this time.</p> <p>7/30/2013 8:41 AM Entered By: Troy Evans Globe- Green N/A there is not an infirmary</p>	1

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				at this site.	
8	<p>Is a complete inmate health record kept and include:</p> <ul style="list-style-type: none"> -Admitted order (admitting diagnosis, medications, diet, activity restrictions, required diagnostic tests, frequency of monitoring and follow-up -Complete document of care and treatment given -Medication administration record -Discharge plan and discharge notes 		X	<p>7/30/2013 8:05 AM Entered By: Kathy Campbell The charts included in not having complete admitting orders include-</p> <p>inmate inmate inmate inmate inmate inmate inmate inmate inmate</p> <p>7/14/2013 7:49 PM Entered By: Kathy Campbell Of the 10 charts reviewed, none of them had complete admitting orders as descr bed above. Nursing Supervisor Mason is working on boiler plate for Provider to follow for admitting orders.</p> <p>7/30/2013 8:41 AM Entered By: Troy Evans Globe- Green N/A there is not an infirmary at this site.</p>	1
9	<p>If inpatient record is different than outpatient record, is a copy of the discharge summary from the infirmary care placed in the patient's outpatient chart?</p>	X		<p>7/22/2013 11:01 AM Entered By: Jen fontaine The same record is used for the inmates while they receive care in the infirmary</p> <p>7/30/2013 8:06 AM Entered By: Kathy Campbell</p> <p>7/30/2013 8:42 AM Entered By: Troy Evans Globe- Green N/A there is not an infirmary at this site.</p>	1
10	<p>If an observation patient is placed by a qualified health care professional for longer than 24 hours, is this order being done only by a physician?</p>	X		<p>7/22/2013 11:01 AM Entered By: Jen fontaine</p> <p>7/30/2013 8:42 AM Entered By: Troy Evans Globe- Green N/A there is not an infirmary at this site.</p>	1
11	<p>Are vital signs done daily when required?</p>	X		<p>7/30/2013 8:06 AM Entered By: Kathy Campbell Vital Signs are done as required, but not always placed in chart from clipboard.</p> <p>7/30/2013 8:42 AM Entered By: Troy Evans Globe- Green N/A there is not an infirmary</p>	1

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					at this site.	
12	Are there nursing care plans that are reviewed weekly and are signed and dated?			X	<p>7/14/2013 7:50 PM Entered By: Kathy Campbell Blank care plans noted in 3 ring binder, but not in any patient charts as of 7/5/13.</p> <p>7/30/2013 8 43 AM Entered By Troy Evans Globe- Green N/A there is not an infirmary at this site.</p>	1
13	Are medications and supplies checked regularly, and who is assigned to do it? [NCCHC Standard P-D-03]			X	<p>7/14/2013 7:53 PM Entered By: Kathy Campbell inmate ██████████ - had ordered for intravenous Primaxin upon discharge from the Hospital. On 7/8/13 no medication still on site after bringing it to the attention of nursing staff on 7/5/13. Elavil was ordered on 7/1/13, but did not receive as of 7/8/13. inmate ██████████ - Citalopram and Risperidone ordered 7/3/13 and not given as of 7/8/13. inmate ██████████ - Pamelor ordered 7/5/13 and not received as of 7/8/13.</p> <p>7/30/2013 8:43 AM Entered By: Troy Evans Globe- Green N/A there is not an infirmary at this site.</p>	1

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Corrective Action Plans for Performance Measure: Infirmiry Care
2 Are patients always within sight or hearing of a qualified health care professional (do inmates have a method of calling the nurse?)
Level 1 Amber User: Jen fontaine Date: 7/22/2013 10:59:11 AM
Corrective Plan: See October action plan as submitted by Corizon.
Corrective Actions: See above.
2 Are patients always within sight or hearing of a qualified health care professional (do inmates have a method of calling the nurse?)
Level 1 Amber User: Kathy Campbell Date: 7/14/2013 7:46:40 PM
Corrective Plan: See October action plan as submitted by Corizon.
Corrective Actions: See above.
3 Is the number of appropriate and sufficient qualified health professionals in the infirmary determined by the number of patients, severity of illnesses and level of care required?
Level 1 Amber User: Kathy Campbell Date: 7/30/2013 3:45:51 PM
Corrective Plan: See October action plan as submitted by Corizon.
Corrective Actions: See above.
5 Is the manual of nursing care procedures consistent with the state's nurse practice act and licensing requirements?
Level 1 Amber User: Kathy Campbell Date: 7/14/2013 7:47:29 PM
Corrective Plan: See October action plan as submitted by Corizon.
Corrective Actions: See above.
7 Is the frequency of physician and nursing rounds in the infirmary specified based on categories of care provided?
Level 1 Amber User: Kathy Campbell Date: 7/30/2013 7:59:51 AM
Corrective Plan: See October action plan as submitted by Corizon.
Corrective Actions: See above.
8 Is a complete inmate health record kept and include:
-Admitted order (admitting diagnosis, medications, diet, activity restrictions, required diagnostic tests, frequency of monitoring and follow-up
-Complete document of care and treatment given
-Medication administration record
-Discharge plan and discharge notes
Level 1 Amber User: Kathy Campbell Date: 7/30/2013 8:05:01 AM
Corrective Plan: See October action plan as submitted by Corizon.
Corrective Actions: See above.
8 Is a complete inmate health record kept and include:
-Admitted order (admitting diagnosis, medications, diet, activity restrictions, required diagnostic tests, frequency of monitoring and follow-up
-Complete document of care and treatment given
-Medication administration record
-Discharge plan and discharge notes
Level 1 Amber User: Kathy Campbell Date: 7/30/2013 8:05:01 AM
Corrective Plan: See October action plan as submitted by Corizon.
Corrective Actions: See above.
12 Are there nursing care plans that are reviewed weekly and are signed and dated?
Level 1 Red User: Kathy Campbell Date: 7/14/2013 7:50:00 PM
Corrective Plan: See October action plan as submitted by Corizon.

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Corrective Actions: See above.

13 Are medications and supplies checked regularly, and who is assigned to do it? [NCCHC Standard P-D-03]

Level 1 Red User: Kathy Campbell Date: 7/14/2013 7:54:00 PM

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: See above.

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Medication Room						
	Performance Measure (Description)	Grn	Amb	Red	Notifications	Level
1	Is the medical room kept locked when not occupied?	X			<p>7/14/2013 7:38 PM Entered By: Kathy Campbell North- Green East- Green</p> <p>7/22/2013 11:24 AM Entered By: Jen fontaine</p> <p>7/30/2013 8:43 AM Entered By: Troy Evans Globe- Green</p>	1
2	Are quarterly audits of the unit (Floor Stock/RDSA)medicaton by a pharmacist being conducted and documented?	X			<p>7/22/2013 11:25 AM Entered By: Jen fontaine</p> <p>7/30/2013 10:23 AM Entered By: Troy Evans Globe- Amber No audit documentation was noted in my review of the medication room.</p>	2
2	Are open medication vials being marked with the date they were opened?	X			<p>7/14/2013 7:39 PM Entered By: Kathy Campbell North- 3/4 bottles of Insulin were dated. East- All bottles were dated.</p> <p>7/22/2013 11:29 AM Entered By: Jen fontaine CENTRAL on 7/15/13 unit was found to have 7 open insulin vials all with date, 1 PPD solution open with date, and 1 open lidocane with date. Unit was in compliance.</p> <p>EAST on 7/18/13 unit was found to have 5 open vials of insulin all with date. Unit was in compliance.</p> <p>KASSON on 7/15/13 unit was found to have 3 open insulin vials all with date. Unit was in compliance</p> <p>NORTH on 7/18/13 unit was found to have 4 open insulin vials all with date present. Unit was in compliance</p> <p>SOUTH on 7/19/13 unit was found with 5 open insulin vials. 2 had the date present and 3 did not. Nursing advised the vials were opened earlier that am and not dated yet. Date was written on vials leaving this unit in compliance.</p> <p>7/30/2013 10:22 AM Entered By: Troy Evans Globe Green</p>	1

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3	Is nursing staff checking for outdated (expiring)medications?		X		1
				<p>7/14/2013 7:42 PM Entered By: Kathy Campbell North- Multiple meds found in med room that were expired. inmate [REDACTED] - Diflucan expired 7/8/13 and still present on 7/11/13. inmate [REDACTED] - Gabapentin expired 7/8/13 and still present on 7/11/13. inmate [REDACTED] - Venlafaxine discontinued on 6/27/13 and still in med room on 7/11/13. inmate [REDACTED] - Naproxen discontinued 4/17/13 and still present in med room on 7/11/13. East- Green</p> <p>7/22/2013 11:33 AM Entered By: Jen fontaine CENTRAL, EAST, KASSON, and NORTH were all without expired medication. SOUTH had last years flu vaccine which had expired and one, unopen vial of sterile water that had expired.</p> <p>7/30/2013 10:22 AM Entered By: Troy Evans Globe- Green</p>	

Corrective Action Plans for Performance Measure: Medication Room

**3 Is nursing staff checking for outdated (expiring)medications?
Level 1 Amber User: Jen fontaine Date: 7/22/2013 11:33:16 AM**

Corrective Plan: See October action plan as submitted by Corizon.

Corrective Actions: See above.