



# **MEDICAL INSPECTION RESULTS**

**SUMMARY AND ANALYSIS OF THE FIRST CYCLE  
OF MEDICAL INSPECTIONS OF CALIFORNIA'S  
33 ADULT PRISONS**

**OFFICE OF THE  
INSPECTOR GENERAL**

STATE OF CALIFORNIA  
MAY 2011



May 4, 2011

J. Clark Kelso, Receiver  
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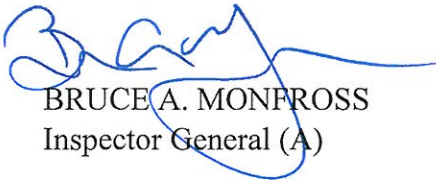
Dear Mr. Kelso:

Enclosed is the Office of the Inspector General's (OIG) final report on the first cycle of medical inspections of the 33 adult prisons operated by the California Department of Corrections and Rehabilitation (CDCR). The report analyzes and summarizes the prisons' overall scores and their scores in up to 20 components of prison medical care. The report also includes analysis of the scores in five general medical categories – medication management, access to medical providers and services, primary care provider responsibilities, continuity of care, and nurse responsibilities.

Results indicate that the Receiver has not yet implemented a system that ensures that CDCR medical policies and procedures are followed across the prison system. However, the higher scores by some prisons in some component areas and medical categories demonstrate that system-wide improvement can be achieved. A copy of the report can also be found on our website at [www.oig.ca.gov](http://www.oig.ca.gov).

Please call Nancy Faszer, Deputy Inspector General, In-Charge, at (916) 830-3600 if you have any questions.

Sincerely,



BRUCE A. MONFROSS  
Inspector General (A)

Enclosures (if applicable)

cc: Kathleen Webb, Director, Policy and Risk Management Services  
Matthew Cate, Secretary, California Department of Corrections and Rehabilitation

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# Executive Summary

This report summarizes and analyzes the results of the Office of the Inspector General's (OIG) medical inspections of the 33 adult prisons operated by the California Department of Corrections and Rehabilitation (CDCR). These 33 medical inspections denote the completion of the Office of the Inspector General's first cycle of prison medical inspections.

## Background

As the result of the federal court class action lawsuit known as *Plata v. Schwarzenegger*, medical care at California's 33 prisons is the responsibility of a federal Receiver appointed by the United States District Court for the Northern District of California (Court). The Court appointed the Receiver in 2006 to raise the quality of medical care in California's prisons to constitutional standards.

At the Court's and the Receiver's request, the OIG developed a comprehensive inspection program to evaluate the quality of medical care at each prison. In September 2008, we began our statewide inspections using teams of physicians, registered nurses, deputy inspectors general, and analysts. For the first cycle of medical inspections, the 166-question inspection program used "yes" and "no" answers to assess the prisons' compliance with CDCR's medical policies and procedures as well as with community standards in 20 key components of prison medical care. The questions are weighted based on their importance to the delivery of medical care to inmates. Compliance is measured in "yes" answers. Our inspections result in weighted component scores and an overall weighted score for each prison.

All parties to the lawsuit agreed that the OIG should primarily measure prisons' compliance with the aforementioned CDCR medical policies and procedures. However, the Court has yet to define what level of compliance with those policies and procedures meets constitutional standards. Therefore, by agreement with the Court and the Receiver, our inspections do not conclude whether a prison has passed or failed an inspection. Instead, we report each prison's percentage of compliance with CDCR medical policies and procedures and, in the absence of such policies and procedures, appropriate medical community standards.

Unlike the individual inspection reports, this 33-prison report puts the prisons' scores into a qualitative context. We do so by comparing the prisons' average and individual scores to the Receiver's scoring criteria for three levels of adherence to policies and procedures. Thus a 75 percent score is the minimum score for moderate adherence. Scores below 75 percent denote low adherence, while those above 85 percent reflect high adherence. In providing a qualitative context to the percentage scores, it is not our intention to determine or imply the percentage score that meets a constitutional standard of medical care. That determination remains with the Court.

This is our second report summarizing and analyzing the results of our prison medical inspections. Using the Receiver's scoring criteria, we issued a report in August 2010 at the halfway point of the first cycle of 33 prison medical inspections. That report, which covered the 17 prisons initially inspected, found that only two of the 17 prisons achieved overall scores

that exceeded the Receiver's minimum score for moderate adherence. The 17 prisons' average overall score was 70 percent, and we found significant problems with how the prisons managed inmates' medications and how they provided inmates access to medical providers and services.

## **Results in Brief**

The results of our first 33 medical inspections demonstrate that the Receiver and CDCR can improve prisons' compliance with CDCR medical policies and procedures and selected medical community standards in a number of areas.

Only nine of the 33 prisons met or exceeded the 75 percent minimum score for moderate adherence, and no prison achieved high adherence. Twenty-four of the 33 prisons performed below the minimum score for moderate adherence, but 12 were close, with scores of 70 percent to 74 percent; the average overall weighted score was 72 percent. Prisons' scores ranged from 83 percent for Folsom State Prison down to 62 percent for High Desert State Prison. Folsom State Prison is the only prison to achieve moderate or high adherence in the six most heavily weighted components of the inspection program.

We also reviewed the 33 prisons' performance in these five general medical categories: medication management; access to medical providers and services; primary care provider responsibilities; continuity of care; and nurse responsibilities. In doing so, we noted two significant recurring problems. First, nearly all prisons were ineffective at ensuring that inmates receive their medications. Thirty of the 33 prisons either failed to timely administer, provide, or deliver medications or failed to document that they had done so. The 33 prisons' average score of 59 percent in medication management was significantly below the minimum score for moderate adherence.

Numerous prisons were significantly noncompliant in the following medication management tasks: delivering sick call medications (new orders) to inmates; providing chronic care medications; providing medications to inmates within one day of arrival at the prison; delivering medications to inmates upon discharge from an outside hospital; and administering tuberculosis medications.

Since failures in compliance with medication management policies can stem from a failure to provide medications or from a failure to document having provided medications, we do not know the extent to which either cause contributed to prisons' poor performance in this area. However, our inspections found numerous instances in which the documentation suggests that inmates did not receive their medications, including Isoniazid, a medication that controls tuberculosis. We conclude, therefore, that the prisons are not merely failing to document that inmates received their medications; they are also failing to provide the medications to the inmates. Both types of failure denote noncompliance and poor performance.

The second recurring problem among the 33 prisons was poor access to medical providers and services. Prisons were generally ineffective at ensuring that inmates are seen or provided

services for routine, urgent, and emergency medical needs according to timelines set by CDCR policy. Effective prison medical care depends on inmates' timely access to providers and services. Only six prisons met the 75 percent minimum score for moderate adherence on access to providers and services, while ten prisons scored 60 percent or less. The average score, at 66 percent, was substantially less than the minimum score for moderate adherence.

More encouragingly, the 80 percent score in nurse responsibilities and the 76 percent score in continuity of care enabled both categories to exceed the minimum score for moderate adherence. However, by averaging 72 percent, primary care provider responsibilities fell below the minimum score for moderate adherence.

Other findings from our first 33 medical inspections follow.

***Prisons scored particularly poorly in two component areas: preventive services and inmate hunger strikes.*** The average score for preventive services was only 44 percent, and we found alarmingly low scores in tuberculosis treatment, which can affect the health of inmates and staff alike. Prisons also performed quite poorly in monitoring inmates on hunger strikes lasting more than three days. Hunger strikes of this length, although few in number, require careful monitoring, yet the prisons scored only 57 percent.

***The prisons' average score exceeded the 75 percent minimum score for moderate adherence in 12 of the 20 component areas.*** However, many of those 12 components are less heavily weighted. Health screening, urgent services, and emergency services were the only components of the six most heavily weighted components in which the prisons' average score exceeded 75 percent. Moreover, 28 of the 33 prisons failed to achieve moderate adherence in both chronic care and clinical services, the two most heavily weighted components. Nevertheless, the 96 percent average score in staffing levels and training reflects positively on the prisons' efforts to provide around-the-clock physician and nursing services and to train nursing staff on face-to-face triage techniques in a prison setting. The 93 percent average score in chemical agent contraindications and the 92 percent average score in clinic operations are also noteworthy.

***The prisons had mixed results on individual questions.*** The prisons achieved average scores of 86 percent or higher on 69 of the 165 scored questions in our medical inspection program. However, the prisons scored consistently poorly on 36 questions, averaging 60 percent or less, and in some cases substantially less. This 60-percent mark, the Receiver's threshold for developing specific corrective action plans, indicates areas of prison medical care that require significant improvement. For example, 25 of the 33 prisons routinely failed to schedule appointments within two weeks for inmates with urgent needs for specialty services. The prisons' average score on this question was 42 percent.

## **Conclusion**

We find that the wide variation among component scores within prisons, and the wide variation among prisons' average component scores, suggest that the Receiver has not yet implemented

a system that ensures that CDCR medical policies and procedures and medical community standards are followed across the prison system. The higher scores in some component areas and medical categories, however, demonstrate that system-wide improvement can be achieved.



## Introduction

At the request of the federal Court and the Court-appointed Receiver, and authorized by California Penal Code section 6126, which assigns oversight of the California Department of Corrections and Rehabilitation (CDCR) to the Office of the Inspector General (OIG), the OIG developed a comprehensive inspection program to evaluate the delivery of medical care at each of CDCR's 33 adult prisons. This report summarizes and analyzes the results of the OIG's initial medical inspections of those 33 prisons. This is our second report summarizing and analyzing the results of our prison medical inspections. In August 2010, we issued a report at the halfway point of the first cycle of 33 prison medical inspections.<sup>1</sup> That report covered the first 17 prisons inspected.

### Background

In April 2001, inmates represented by the Prison Law Office filed a federal court class action lawsuit, now known as *Plata v. Schwarzenegger*. The lawsuit alleged that the state provided inadequate medical care at California adult prisons in violation of inmates' constitutional rights. In June 2002, the parties entered into a Stipulation for Injunctive Relief (stipulation), and the state agreed to implement comprehensive new medical care policies and procedures at all prisons.

More than three years later, the United States District Court for the Northern District of California (Court) declared in October 2005 that California's delivery system for prison medical care still did not meet constitutional standards. Characterizing the prison health care system as "broken beyond repair," the Court ordered a receivership to raise medical care to constitutional standards. On February 14, 2006, the Court appointed a Receiver with orders to manage the state's delivery of medical care and to develop a sustainable system that provides constitutionally adequate medical care to inmates. The Court will remove the Receiver and return control to CDCR once the system is stable and provides constitutionally adequate medical care.

### OIG Medical Inspection Program

To monitor and evaluate the progress of their efforts to improve medical care delivery to inmates, the Court and the Receiver requested that the OIG establish an objective, clinically appropriate and metric-oriented medical inspection program. In response, the OIG developed an inspection program to test prisons' compliance with CDCR medical policies and procedures and medical community standards. Our objective is to conduct consistently applied assessments of inmate medical care at all 33 California state prisons, and to present independent and comparable results. The inspection reports are intended to be used by the Court, the Receiver, CDCR, and the plaintiffs to assess the medical care that inmates receive at each state prison.

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<sup>1</sup> The 17-prison report and all inspection reports can be viewed at the Office of the Inspector General's website at [www.oig.ca.gov](http://www.oig.ca.gov)

In 2007, we developed a medical inspection program to assess the medical care provided at California adult prisons. In devising the program, we obtained and reviewed the following:

- CDCR’s policies and procedures
- Relevant Court orders
- Guidelines developed by CDCR’s Quality Medical Assurance Team
- Guidelines and standards developed by the American Correctional Association and by the National Commission on Correctional Health Care
- Professional literature on correctional medical care and medical community standards of care
- Input from clinical experts, the Court, the Receiver’s office, CDCR, and the plaintiffs’ counsel (Prison Law Office)

Based on this research, we established an on-site inspection program to collect over 1,000 data elements from each prison using up to 166 questions covering 20 essential components of medical care delivery.<sup>2</sup> Our inspection teams consist of physicians, registered nurses, deputy inspectors general, and analysts. The inspection tool they use allows for a broadly scoped and consistent method of examining medical care at correctional institutions.

#### 20 Components of the OIG’s Medical Inspections

(in order of importance):

- Chronic Care
- Clinical Services
- Health Screening
- Specialty Services
- Urgent Services
- Emergency Services
- Prenatal Care/Childbirth/Post-Delivery
- Diagnostic Services
- Access to Health Care Information
- Outpatient Housing Unit
- Internal Reviews
- Inmate Transfers
- Clinic Operations
- Preventive Services
- Pharmacy Services
- Other Services
- Inmate Hunger Strikes
- Chemical Agent Contraindications
- Staffing Levels and Training
- Nursing Policy

For each of the 20 components of prison health care, we created questions with “yes” or “no” answers designed to gauge performance. We worked with clinical experts to create a weighting system that factors in the relative importance of each component as well as considers the relative importance of questions within a component. This weighting ensures that components that pose the greatest medical risk to the inmate-patient (and are thus more important) are given more weight than those that pose less risk.<sup>3</sup> For example, we assigned a high number of possible points to the chronic care component because inadequate care of inmates with chronic conditions poses the most significant risk of all the components. Accordingly, in cycle one, chronic care accounts for 16 percent of the total possible points in the medical inspection program. Clinical services, the second most heavily weighted component, accounts for 11 percent. In total, the six most heavily weighted components account for 56 percent of the medical inspection program. Conversely, we assigned proportionately fewer points to components that pose less risk to the

2 For the second cycle of prison medical inspections currently underway, there are 152 questions. By prior agreement of all parties, we evaluated the medical inspection program following completion of the first cycle of medical inspections. As a result, we made a limited number of changes. These changes include eliminating a medical emergency drill, adding some questions and dropping others, and changing the weighting of certain questions.

3 One question (Question 18.002) in the staffing levels and training component does not factor into the overall inspection score a prison receives.

inmate-patient. For example, pharmacy services accounts for only three percent and chemical agent contraindications account for only two percent. Definitions of components are listed in Appendix A.

The inspections identify instances of noncompliance with CDCR medical policies and procedures, as well as medical community standards of care. However, we neither attempt to identify the causes for noncompliance nor recommend remedies for specific instances of inadequacy. Further, we do not review for efficiency and economy of operations. Our inspection tool is designed to present an objective and consistent assessment of medical care—to mirror back to the prisons the reality of their health care delivery system. Consequently, our inspection scores should be used by the prisons, CDCR, the Receiver, the plaintiffs' counsel, and the Court to determine whether the constitutional level of medical care has been achieved and to identify areas that must be improved to meet the mandated level of care.

All parties to the lawsuit agreed that the OIG should primarily measure prisons' compliance with the aforementioned CDCR medical policies and procedures. However, the Court has yet to define what level of compliance with those policies and procedures meets constitutional standards. Therefore, by agreement with the Court and the Receiver, our inspections do not conclude whether a prison has passed or failed an inspection. Instead, we merely report each prison's percentage of compliance with CDCR medical policies and procedures and, in the absence of such policies and procedures, selected medical community standards.

In performing the inspections, we identify random samples of inmates receiving or requiring specific medical services. We then review the medical file for each inmate in our sample to determine if the medical care provided met established criteria. For these samples our inspection program assumes that if a prison's medical staff does not document an event in an inmate's unit health record, the event in question did not happen. If an inmate's record does not show that the inmate received his medications on a specified date, for example, we assume that the inmate did not receive the medications. While it is possible that the inmate received his medications and the staff neglected to document the event, our program cannot assume that appropriate care was provided.

Our program also reviews staffing level reports, medical appeals summaries, nursing policies and procedures, summaries of medical drills and emergencies, minutes from Quality Management Committee and Emergency Medical Response Review Committee meetings, the contents of inmate transfer envelopes, and assorted manual logs or tracking worksheets related to medical care delivery. Turning from the examination of documents to the examination of people and their actions, we observe the day-to-day medical operations at each prison. For this first cycle of medical inspections, we conducted a live medical emergency drill and evaluated the adequacy of the responding staff's actions. And finally, we interview medical and custody staff about the delivery of medical care to inmates.

For each prison, our published inspection reports present an overall percentage score as well as percentage scores for component areas. Although the Court has yet to determine the percentage

score necessary for an institution to meet the constitutional standard, the Receiver currently applies the following scoring criteria to measure each prison's adherence to medical policies and procedures:

- More than 85 percent: High adherence
- 75 to 85 percent: Moderate adherence
- Less than 75 percent: Low adherence

The Receiver requires that each prison develop a corrective action plan following an inspection. The corrective action plan must describe how the prison intends to remedy conditions that contributed to a score of 60 percent or lower on each question.

Because the *Plata* litigation addresses only medical care, we do not assess the provision of dental care or mental health services in prisons. Nor do we assess the care provided in licensed hospitals or correctional treatment centers, which are subject to inspection and oversight by other regulatory agencies.

Using the Receiver's scoring criteria, we issued a report in August 2010 at the halfway point of the first cycle of 33 prison medical inspections. That report, which covered the 17 prisons initially inspected, found that only two of the 17 prisons achieved overall scores that exceeded the Receiver's minimum score for moderate adherence. The 17 prisons' average overall score was 70 percent, and we found significant problems with how the prisons managed inmates' medications and how they provided inmates access to medical providers and services.

## Objectives, Scope, and Methodology

In September 2008, we began the first of our statewide medical inspections, and in October 2010 we completed the report on our thirty-third prison medical inspection. The thirty-third medical inspection denotes the end of the first cycle of our prison medical inspection program. This report summarizes the results of that first cycle of 33 medical inspections, and it provides additional analysis of the data obtained from those inspections. The report includes data from inspections performed at the state's 30 men's prisons and three women's prisons. The prisons are listed below:

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### First 17 Medical Inspections of Cycle 1

California State Prison, Sacramento (SAC)  
California Medical Facility (CMF)  
R. J. Donovan Correctional Facility (RJD)  
California State Prison, Centinela (CEN)  
Deuel Vocational Institution (DVI)  
Central California Women's Facility (CCWF)  
California Men's Colony (CMC)  
Sierra Conservation Center (SCC)  
California State Prison, Los Angeles County (LAC)  
Pleasant Valley State Prison (PVSP)  
California Correctional Institution (CCI)  
California Rehabilitation Center (CRC)  
California Institution for Women (CIW)  
Avenal State Prison (ASP)  
San Quentin State Prison (SQ)  
High Desert State Prison (HDSP)  
California Correctional Center (CCC)

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### Final 16 Medical Inspections of Cycle 1

North Kern State Prison (NKSP)  
Folsom State Prison (FSP)  
Kern Valley State Prison (KVSP)  
Valley State Prison for Women (VSPW)  
California State Prison, Solano (SOL)  
California Substance Abuse Treatment Facility and State Prison, Corcoran (SATF)  
Ironwood State Prison (ISP)  
Chuckawalla Valley State Prison (CVSP)  
California State Prison, Corcoran (COR)  
Calipatria State Prison (CAL)  
Correctional Training Facility (CTF)  
Mule Creek State Prison (MCSP)  
California Institution for Men (CIM)  
Salinas Valley State Prison (SVSP)  
Pelican Bay State Prison (PBSP)  
Wasco State Prison (WSP)

In analyzing and summarizing the results of our first 33 medical inspections, our objective was to provide a practical interpretation of the data and an assessment of the quality of medical care provided to inmates. In doing so, we looked for significant trends and variations in data, compliance problems common to or unique to prisons, and other data characteristics we believed noteworthy.

Unlike the individual inspection reports, this 33-prison report puts the prisons' scores into a qualitative context. We do so by comparing the prisons' average and individual scores to the Receiver's scoring criteria. Thus a 75 percent score is the minimum score for moderate adherence to relevant policies and procedures.<sup>4</sup> Scores below 75 percent denote low adherence, while those

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<sup>4</sup> All average scores in this report are based on the arithmetic mean. We developed no median or modal averages.

above 85 percent reflect high adherence. As discussed below, we have rounded all percentage scores in this report and the appendices to the nearest whole number. Therefore, when we apply rounding to the Receiver's scoring criteria, this report reflects adherence as follows:

- 86 percent and higher: High adherence
- 75-85 percent: Moderate adherence
- 74 percent and lower: Low adherence

In providing a qualitative context to the percentage scores, it is not our intention to determine or imply the percentage score that meets a constitutional standard of medical care. That determination remains with the Court.

In addition to reviewing our inspection results by prison, we analyzed our data using the following two perspectives, and we cite the results of each perspective in separate sections of this report.

***Results by Medical Component*** – Our first perspective compares the weighted inspection scores of all 33 prisons in each of the 20 component areas. This perspective provides a system-wide context, comparing health care delivery performances among prisons, and provides information about each prison's performance in specific component areas, noting areas in which prisons scored particularly well or particularly poorly.

In this first perspective, we present profiles of each of the 20 components. These profiles summarize the prisons' individual and average scores in each component of prison health care, including the average of the top two prisons' scores and the variation from the highest score to the lowest score, expressed in percentage points. In addition, we identify areas requiring significant improvement consistent with the Receiver's requirement for corrective action plans. We also identify areas in which the prisons' performances reflect high adherence to medical policies and procedures. We define areas requiring significant improvement as any area in which prisons earned an average score of 60 percent or less — the Receiver's threshold for corrective action. We define areas of high adherence as any area in which prisons earned an average score of 86 percent or more.

***Results by General Medical Category*** – For our second perspective, we move from examining disparate components of prison health care to examining how these components function together to deliver health care at California's 33 adult prisons. Working with our lead physician, we identified 100 questions that fit into five general categories of medical care. We sorted these questions into the general health care categories and analyzed the results. The five general medical categories, which offer a broader perspective on the experience of prison medical care, include:

- Medication Management
- Access to Providers and Services
- Primary Care Provider Responsibilities
- Continuity of Care
- Nurse Responsibilities

We analyze the data by prison, as well as by category, in order to help policy makers evaluate medical care delivery in this broader context.

**Appendices** – Because of the technical nature of our medical inspections and the significant volume of information in this report, we have included the following four appendices:

- Appendix A: Contains the definitions of the components we use in our medical inspections program.
- Appendix B: Contains a synopsis of each prison's scores by component.
- Appendix C: Cites the text for each question in the 20 components and contains the 33 prisons' scores for each question.
- Appendix D: Cites the text for each question in the five medical categories and contains the 33 prisons' scores for each question.

**Rounding** – Throughout this report and the appendices, we have rounded all percentage scores to the nearest whole number. As discussed in the preface to the appendices of this report, our rounding has resulted in scores that differ slightly from those in the inspection reports for the 33 prisons. For example, the overall score in the inspection report for DVI is 72.6 percent; however, for this report we have rounded the score to 73 percent. The net effect of our rounding of scores is negligible, as shown by the fact that rounding affected the qualitative assessments of only 13 of the 654 combined overall and component scores from our 33 medical inspections. In all 13 cases, the rounding favored the prisons because in four cases the rounded score moved the prisons from low adherence to moderate adherence, and in nine cases the rounded score moved the prisons from moderate adherence to high adherence. In only one case did the rounding move a prison's overall score. In that case, we rounded MCSP's overall score from 74.5 percent to 75 percent, moving the qualitative score from low adherence to moderate compliance.



## Results of the First Cycle of Medical Inspections

Nine of the 33 prisons' overall scores met or exceeded the 75 percent minimum score for moderate adherence. Whereas our 17-prison summary report found that only two of the first 17 prisons exceeded the 75 percent score for moderate adherence, seven of the last 16 prisons met or exceeded the 75 percent minimum score. Prisons' overall scores ranged from 83 percent for FSP down to 62 percent for HDSP. FSP is the only prison to achieve moderate or high adherence in the six most heavily weighted components. The average score for the first 17 inspections was 70 percent and the average score for the last 16 inspections was 74 percent, resulting in an overall average score of 72 percent for all 33 prisons. These scores reveal that the Receiver and the prisons can improve compliance with CDCR's medical policies and procedures and selected medical community standards.

Nearly all of the prisons failed to achieve moderate adherence in three of the six most heavily weighted components. For example, 28 of them failed to achieve moderate adherence in both chronic care and clinical services, the two most heavily weighted components. While overall scores varied by only 21 percentage points, there were differences of as much as 89 percentage points in the scores among institutions on individual components. Clearly, some prison staff members carried out relevant policies and procedures while others did not.

The highest average component scores were 96 percent in staffing levels and training, 93 percent in chemical agent contraindications, and 92 percent in clinic operations. The prisons achieved high adherence on 69 of the 165 scored questions in our medical inspection program. The 33 prisons' lowest average component scores were 44 percent in preventive services, 57 percent in inmate hunger strikes, 62 percent in chronic care, and 64 percent in access to health care information. The prisons scored 60 percent or less on 36 of the 165 scored questions in our medical inspection program. The Receiver can improve the prisons' compliance with medical policies and procedures by continuing to focus prisons' performance on these 36 questions.

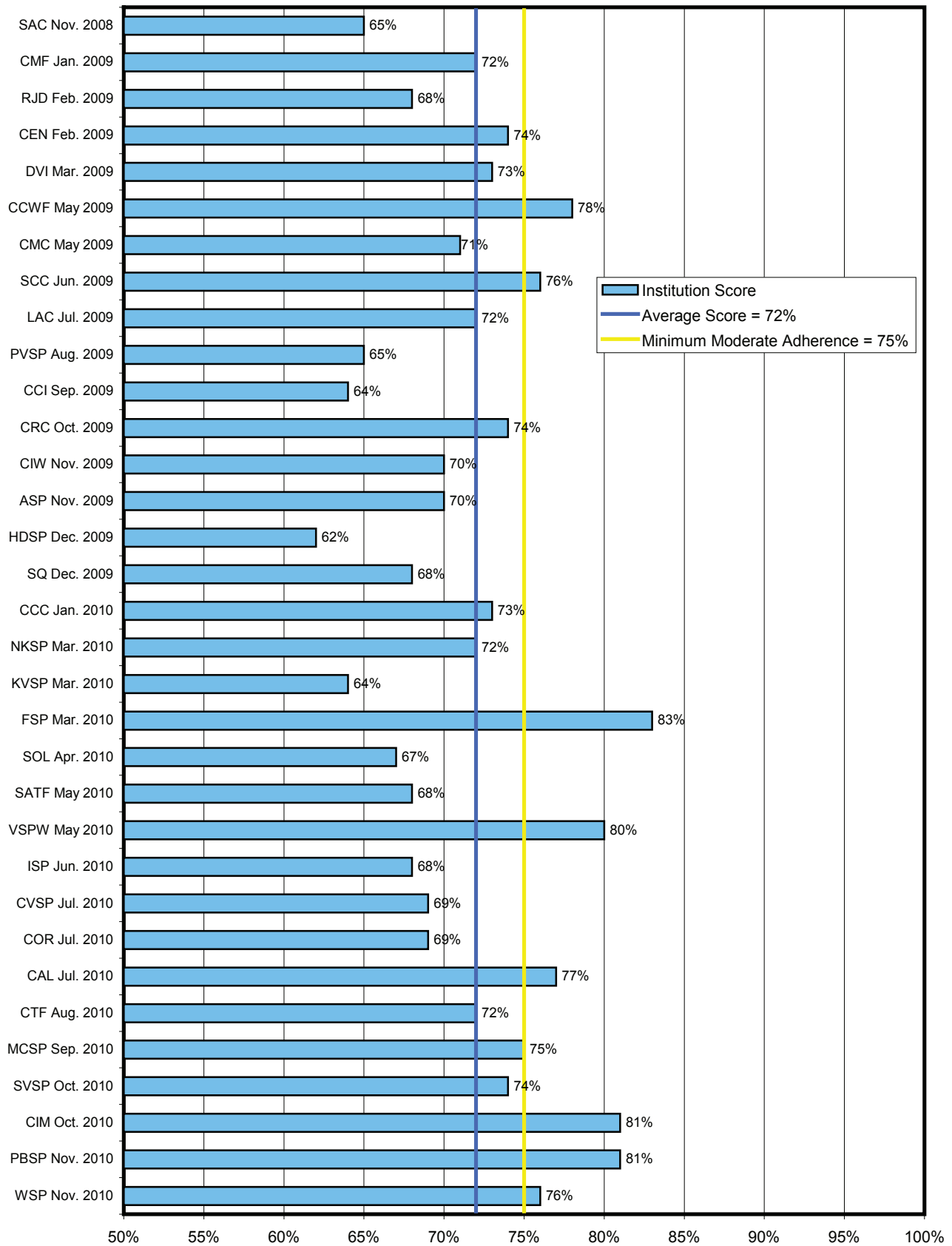
Turning from the in-depth examination of individual health care components, we examined how those components function together to deliver health care. We sorted the data from 100 questions into five general medical categories that were recommended by our lead physician. From this broader perspective, we found significant problems in the categories of medication management and access to providers and services. These are the same two categories we found problematic in our 17-prison summary report. The average score in medication management was only 59 percent, indicating that prisons were ineffective in getting medications to inmates in a timely manner or were failing to document their actions as required by policy. The average score for access to providers and services was only 66 percent. This low score indicates that the prisons were generally ineffective in ensuring that inmates are seen or provided services for routine, urgent, and emergency medical needs according to timelines set by CDCR policy. Access to providers and services scores ranged from 87 percent down to 45 percent. In the remaining three categories, nurse responsibilities and continuity of care, with scores of 80



percent and 76 percent, respectively, exceeded the 75 percent minimum score for moderate adherence. Further, primary care provider responsibilities was close, with an average score of 72 percent.

The following sections of this report summarize and analyze the 33 prisons' overall scores, their scores in each of the 20 components, and their scores in each of the five general medical categories.

Chart 1: Overall Scores for Each Prison, in Chronological Order of Report Date



## Overall Scores and Medical Components

*Nine prisons' overall scores met or exceeded the 75 percent minimum score for moderate adherence.* As shown in Chart 1, the average score for the 33 prisons was 72 percent; this score is two percentage points higher than the 70 percent average score we reported in our 17-prison summary report. The scores varied 21 percentage points from highest to lowest.

Of the nine prisons that met or exceeded the 75 percent minimum score for moderate adherence, FSP's score of 83 percent was the highest, while CIM and PBSP tied for second-highest score with 81 percent. VSPW scored 80 percent. With the exception of a 57 percent score in preventive services, FSP had no component score lower than 70 percent. Further, FSP is the only prison to achieve moderate or high adherence in the six most heavily weighted components.

Another 12 prisons had scores that ranged from 74 percent to 70 percent, which put them close to the 75 percent minimum score for moderate adherence. The remaining 12 prisons had scores that ranged from 69 percent to 62 percent.

## Component Analysis

*Nearly all of the prisons failed to achieve moderate adherence in three of the six most heavily weighted components.* We have summarized all 33 institutions' scores for each of the 20 components on one table in Appendix B. As shown in Appendix B, 28 of the 33 prisons failed to achieve moderate adherence in both chronic care and clinical services, the two most heavily weighted components in the medical inspection program, with a combined 27 percent of the total possible points in cycle one. The average score for chronic care was only 62 percent, and the score for clinical services was only 65 percent. The average score for specialty services, another of the six most heavily weighted components, was only 66 percent. The average of the scores in the six most heavily weighted components was only 71 percent, whereas the average of the scores in the remaining components was 77 percent. The six most heavily weighted components account for 56 percent of the possible points in the medical inspection program in cycle one.

There were wide variations in some prisons' component scores, while in other cases the variations were substantially narrower. For example:

- The largest variation in an individual prison's component scores was 89 percentage points. This characteristic was shared by RJD and SAC. Each prison scored only 11 percent in inmate hunger strikes and yet each received 100 percent scores in other components.
- The smallest variation in component scores was the 34 percentage points achieved by VSPW, which scored only 66 percent in clinical services, yet received 100 percent in six other components. VSPW, which had the fourth highest overall score of 80 percent, could have had an even higher overall score if four of its lowest scores were not in the six most heavily weighted components.

Thirty-two of the 33 prisons scored 100 percent in at least one component, with CAL's seven 100 percent scores the most by any prison. CCI, with an overall score of 64, was the only prison not to achieve a 100 percent score in any component. However, even CCI did well in certain components. Notably, it scored 91 percent in clinic operations.

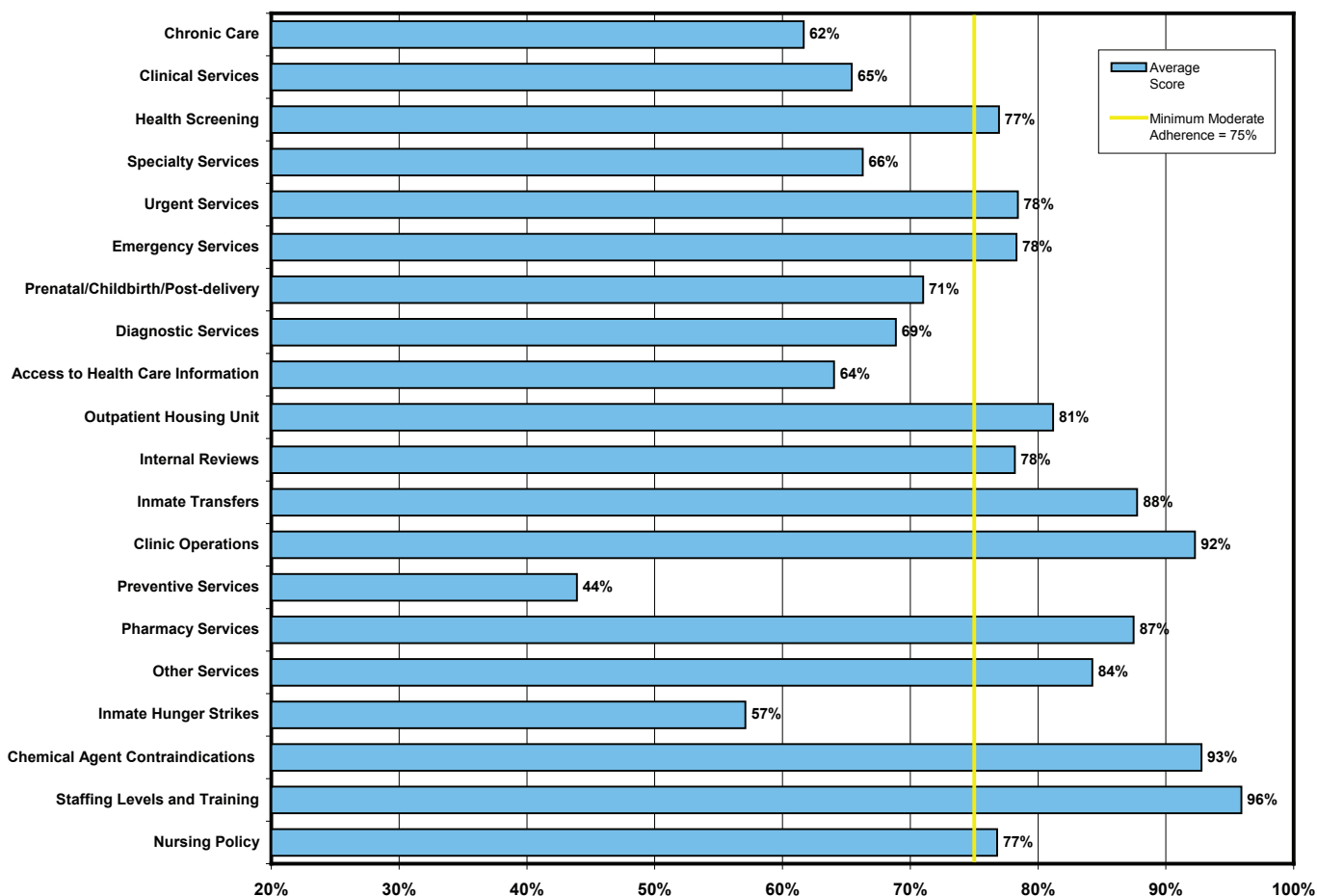
*There were wide variations in average scores by component.* As a group, the prisons performed well in several components, marginally in other components, and poorly in several components. Chart 2 compares the average scores for medical components across all prisons. These scores ranged from a high of 96 percent in staffing levels and training down to 44 percent in preventive services, presenting a range of 52 percentage points.

In five components, the average scores met the 86 percent minimum score for high adherence to medical policies and procedures. In addition to the 96 percent in staffing levels and training, the prisons achieved average scores of 93 percent in chemical agent contraindications, 92 percent in clinic operations, 88 percent in inmate transfers, and 87 percent in pharmacy services. However, none of these components accounts for more than four percent of the total points possible in the medical inspection program in cycle one.

The 96 percent average score in staffing levels and training reflects positively on the prisons' effort to ensure around-the-clock physician and nursing services, and to orient and train nursing staff on face-to-face triage techniques in a prison setting.

Another seven components had average scores of 77 percent to 84 percent. The seven components were other services, outpatient housing unit, internal reviews, emergency services, urgent services, health screening, and nursing policy. Thus, a total of 12 of the 20 component average scores exceeded the 75 percent minimum score for moderate adherence. However, many of these 12 components are less heavily weighted components in the medical inspection program.

Chart 2: Average Score by Medical Component, Sorted by Order of Importance



The average scores in the following two component areas indicate low adherence to medical policies and procedures and the need for improvement:

- Preventive services (44 percent). The low average score in preventive services reflects CDCR’s systematic failure to effectively identify and schedule inmates who need cancer screenings and tuberculosis treatment.
- Inmate hunger strikes (57 percent). This low score shows that most of the prisons failed to effectively carry out CDCR’s policies and procedures for dealing with inmates on hunger strikes for more than three days.

The wide variation in component scores among institutions indicates that the 33 prisons were not consistently executing CDCR’s medical policies and procedures, or complying with community medical standards. This inconsistency is further illustrated by Table 1, which shows the high and low scores that contributed to each component’s average score. Clearly, some prisons carried out relevant medical policies and procedures while others did not.

Table 1: Summary of High and Low Scores by Medical Component, Sorted by Order of Importance

Medical Component	High Percentage	Low Percentage	Average Percentage	Variation Between High/Low Percentage Points
Chronic Care	84	45	64	39
Clinical Services	87	47	66	40
Health Screening	87	61	75	26
Specialty Services	74	43	60	31
Urgent Services	89	63	79	26
Emergency Services	90	48	77	42
Prenatal Care/ Childbirth/Post-Delivery	61	61	61	N/A
Diagnostic Services	87	43	69	44
Access to Health Care Information	82	20	59	62
Outpatient Housing Unit	86	63	77	23
Internal Reviews	100	60	76	40
Inmate Transfers	100	43	86	57
Clinic Operations	100	82	90	18
Preventive Services	82	7	37	75
Pharmacy Services	100	58	85	42
Other Services	100	55	86	45
Inmate Hunger Strikes	100	11	46	89
Chemical Agent Contraindications	100	65	91	35
Staffing Levels and Training	100	80	94	20
Nursing Policy	100	36	74	64

Beginning in the next section, we present profiles of each of the 20 components. In these profiles, we summarize the prisons’ individual and average scores, including the average of the top two prisons’ scores and the variation from the top score to the lowest score, expressed in percentage points. The average of the top two scores is important because it shows that a higher level of performance by other prisons is possible. We also identify areas requiring significant improvement as well as areas with scores that indicated high adherence to medical policies and procedures. We defined “areas requiring significant improvement” as areas of prison medical care in which prisons scored 60 percent or less. This is the Receiver’s threshold score for

requiring formal corrective action plans. We defined “areas achieving high adherence” as areas of prison medical care that met or exceeded the 86 percent minimum score for high adherence to medical policies and procedures.

## Medical Component: Chronic Care Profile

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Page 1 of 2

**Component Definition:** *The Chronic Care component examines how well the prison provided care and medications to inmates with specific chronic care conditions, which are those that affect (or have the potential to affect) an inmate's functioning and long-term prognosis for more than six months. Our inspection tests anticoagulation therapy and the following chronic care conditions: asthma, diabetes, HIV (Human Immunodeficiency Virus), and hypertension.*

**Results in Brief:** Only five prisons scored at or above the 75 percent minimum score for moderate adherence. KVSP, ISP, and SOL performed the worst. Documentation at most of the 33 prisons indicated that inmates were not receiving their prescribed chronic care medications. Further, at nearly all prisons there was inadequate documentation of inmates' clinical histories.

<b>Key Statistics</b>	
<b>Component Average:</b> .....	<b>62%</b>
<b>Top Two Average:</b> .....	<b>83%</b>
<b>Range of Scores:</b> .....	<b>84%-38%</b>
<b>Variation:</b> .....	<b>46%</b>
 <i>Number of Prisons with:</i>	
High Adherence .....	0
Moderate Adherence .....	5
Low Adherence .....	28

This component includes nine questions.

### **Areas Requiring Significant Improvement Due to Scores of 60 Percent or Less**

- Question 03.175      Either the inmates' medical files did not indicate that they had received their prescribed chronic care medications during the most recent three-month period, or the prison did not follow department policy when the inmate refused to pick up or show up for his or her prescribed medications. The average score for this question was only 34 percent. Twenty-four of the 33 prisons had scores of 50 percent or less, and seven prisons received eight percent or less.
- Question 03.077      Prisons were not completing key components of two chronic care forms (Forms 7419 and 7392) that document vital signs and other important information about the inmate's two most recent visits. The average score for this question was only 46 percent, and 22 prisons scored 54 percent or lower. SOL received zero percent.
- Question 03.235      The clinical histories in inmates' medical files were consistently inadequate. The average score was only 54 percent. Only three of the 33 prisons had a score that met the 75 percent minimum score for moderate adherence, and 20 prisons scored 60 percent or below on this question.
- Question 03.076      The inmates' most recent chronic care visits were not within the time frames required by the degree of control of the inmates' conditions based on their prior visits. The average score for this question was only 58 percent.

### **Areas Achieving High Adherence with Scores of 86 Percent or More**

None.

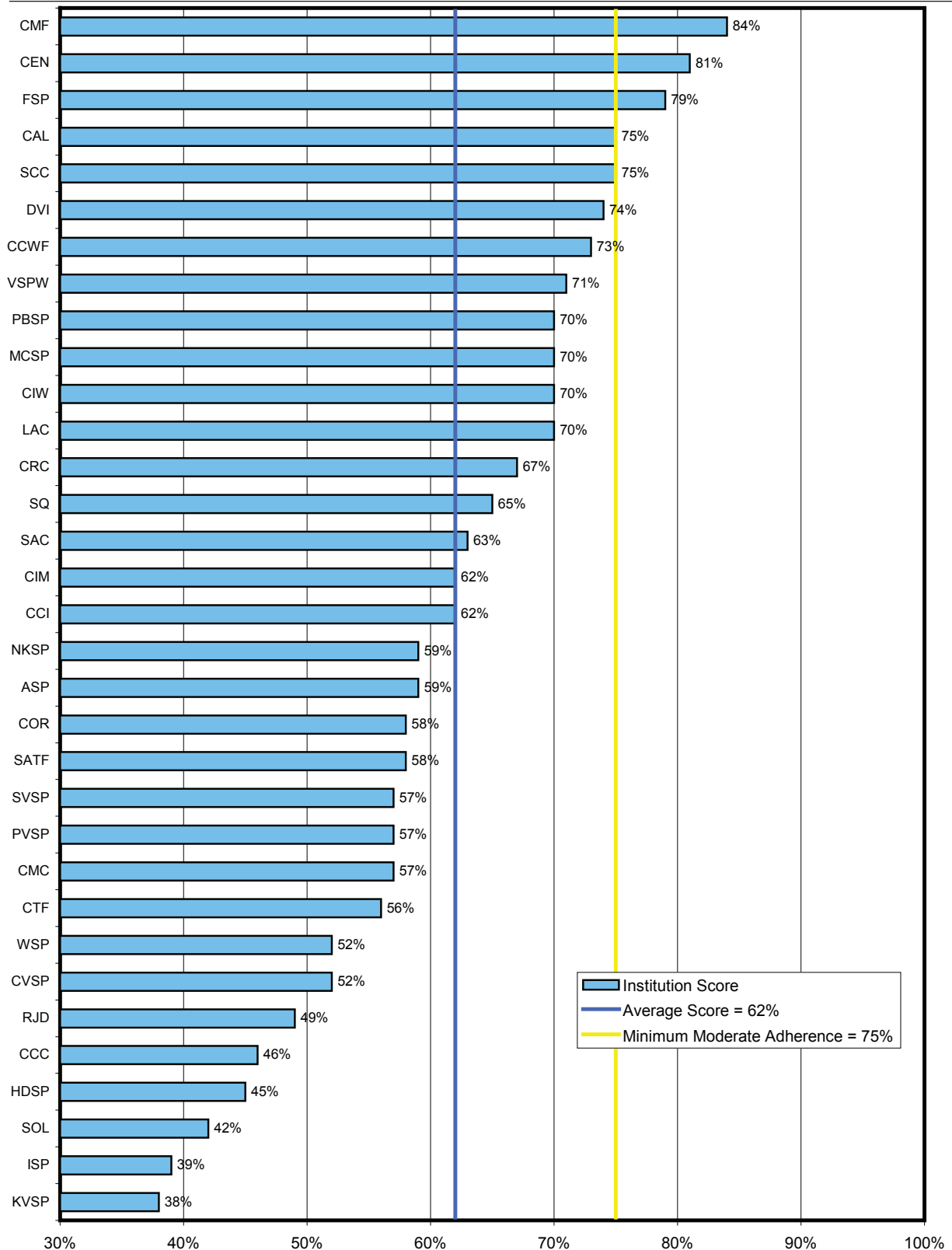
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See Appendix C-1 for detailed information on questions and scores for this component.



# Medical Component: Chronic Care Profile

Chart 3: Chronic Care Scores by Prison, Sorted Highest to Lowest Score



# Medical Component: Clinical Services Profile

Page 1 of 2

**Component Definition:** *The Clinical Services component evaluates the inmate's access to primary health care services and focuses on inmates who recently received services from any of the prison's facilities or administrative segregation unit clinics. This component evaluates sick call processes (doctor or nurse line), medication management, and nursing.*

**Results in Brief:** Thirty-one of the 33 prisons failed to ensure that inmates received their prescribed medications in a timely manner. Twenty-seven prisons failed to meet the appointment dates set by the triage nurse for inmates' visits with a primary care provider. As evidenced by their overall clinical services scores, PVSP and SQ fared the worst in this component.

This component includes 14 questions.

<b>Key Statistics</b>	
<b>Component Average:</b> .....	<b>65%</b>
<b>Top Two Average:</b> .....	<b>84%</b>
<b>Range of Scores:</b> .....	<b>87%-47%</b>
<b>Variation:</b> .....	<b>40%</b>
<i>Number of Prisons with:</i>	
High Adherence .....	1
Moderate Adherence .....	2
Low Adherence .....	30

## **Areas Requiring Significant Improvement Due to Scores of 60 Percent or Less**

- Question 01.124 Most prisons were not timely in the delivery of medications prescribed from inmates' sick call visits. Twenty-five of the 33 prisons scored less than 50 percent, and the average score for this question was only 36 percent. CRC received ten percent and SATF scored just seven percent.
- Question 01.244 Registered nurses' objective notes at most prisons did not always include inmates' allergies, weight, current medication, and medication compliance. The average score for this question was only 47 percent. CRC and HDSP scored just five and seven percent, respectively.
- Question 01.027 Most of the prisons routinely failed to meet the appointment dates established by the triage nurse for inmates' visits with a primary care provider. The average score for this question was only 52 percent. RJD received 13 percent.

## **Areas Achieving High Adherence with Scores of 86 Percent or More**

- Question 01.246 At most of the prisons, the registered nurses did well in reviewing all of the inmate's complaints on the Health Care Services Request Form. Twenty-six of the 33 prisons achieved scores of 86 percent or higher on this question, and the average score was 89 percent.
- Question 01.162 Nearly all of the prisons did well in developing strategies to address the problems identified in the registered nurse's face-to-face triage. The average score for this question was 88 percent.

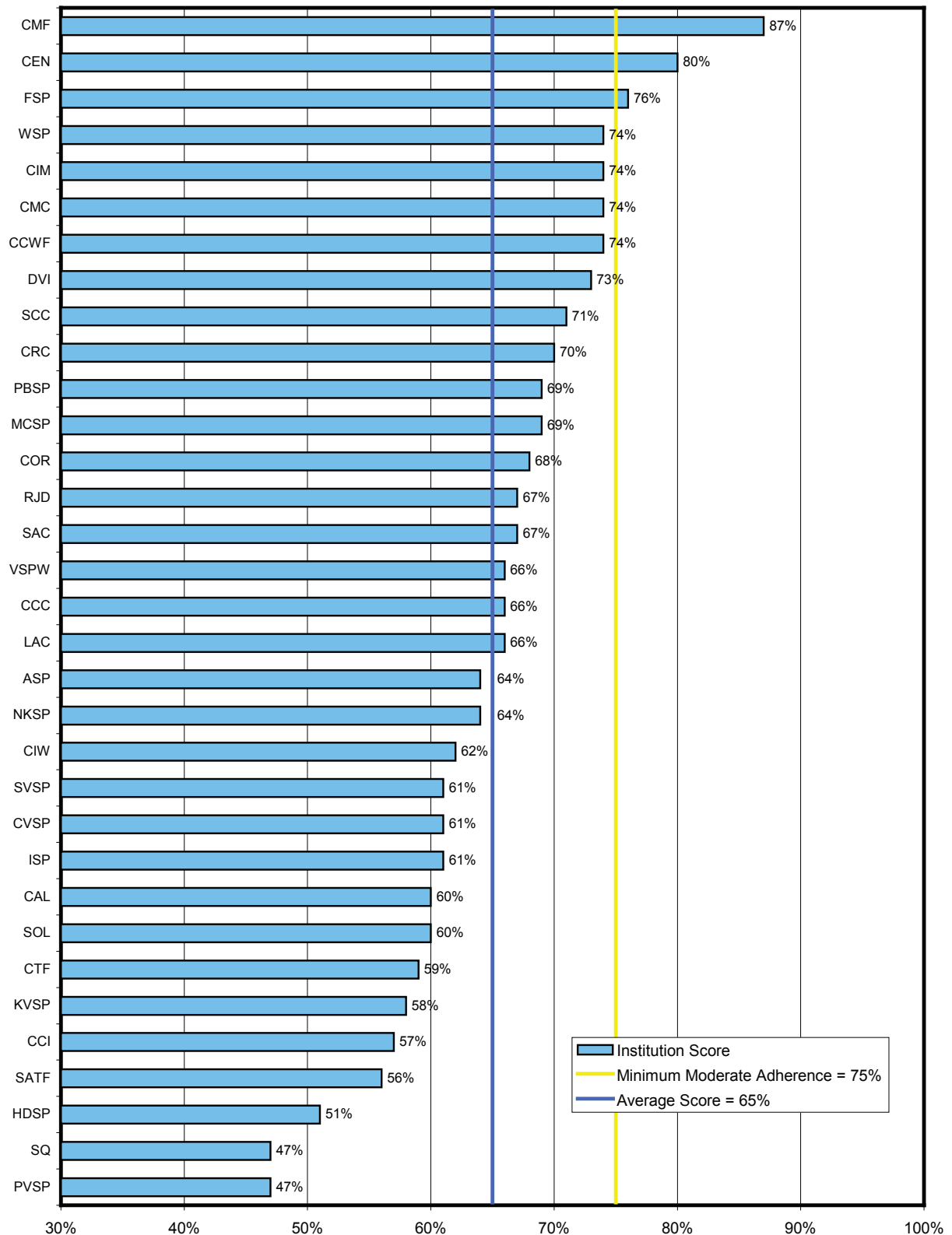
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*See Appendix C-2 for detailed information on questions and scores for this component.*

# Medical Component: Clinical Services Profile

Page 2 of 2

Chart 4: Clinical Services Scores by Prison, Sorted Highest to Lowest Score



# Medical Component: Health Screening Profile

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**Component Definition:** *The Health Screening component focuses on the prison's process for screening new inmates upon arrival to the prison for health care conditions that require treatment and monitoring, as well as ensuring inmates' continuity of care.*

**Results in Brief:** Twenty of the prisons inspected scored at or above the 75 percent minimum score for moderate adherence. Even though prisons were regularly performing initial health screenings, we found that they were not following up to ensure that inmates received required medications or treatment for medical conditions identified during those health screenings.

This component includes 19 questions. Some of these questions apply only to prisons with a reception center; other questions apply to prisons with general population inmates; still others apply to both.

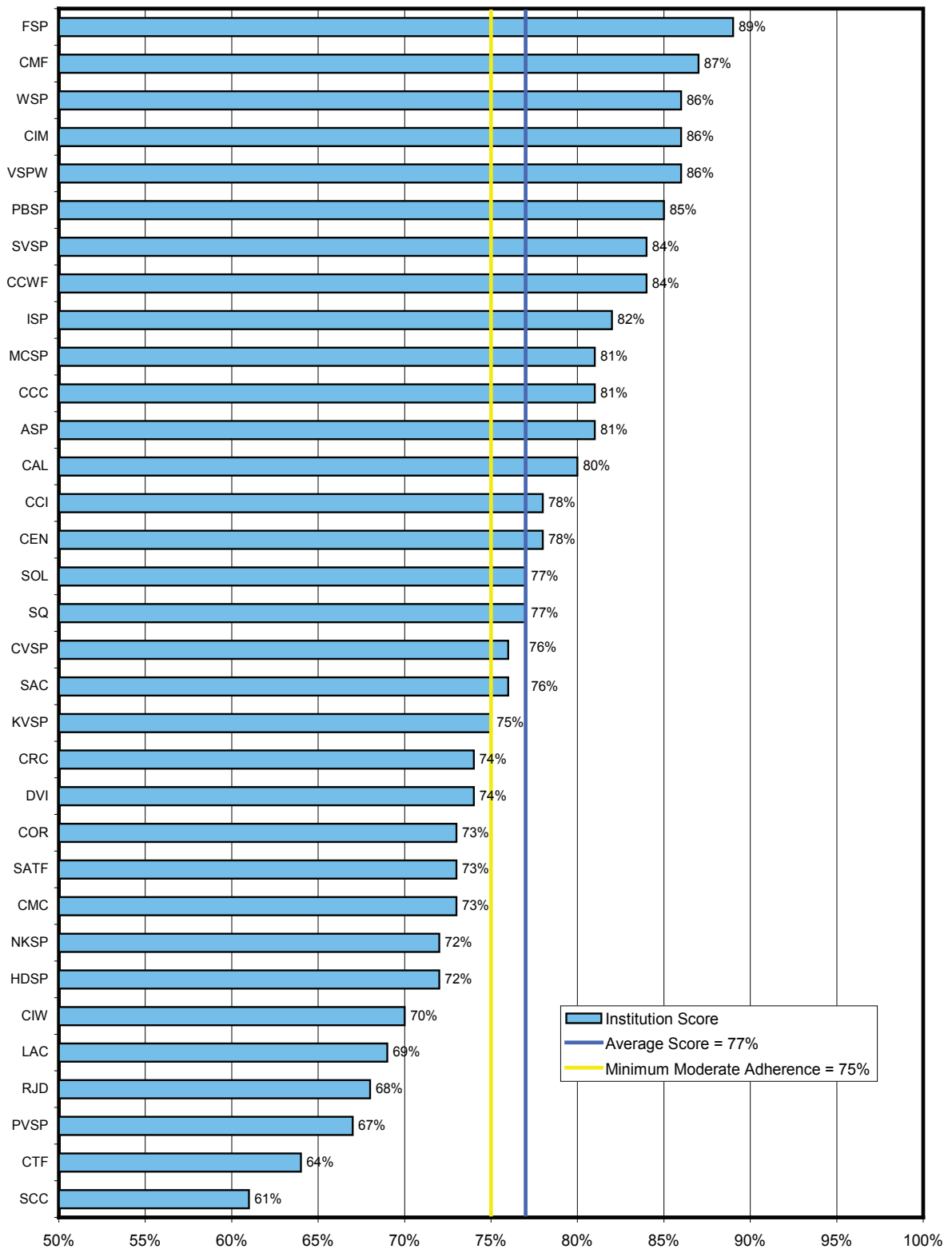
<b>Key Statistics</b>	
<b>Component Average:</b> .....	77%
<b>Top Two Average:</b> .....	88%
<b>Range of Scores:</b> .....	89%-61%
<b>Variation:</b> .....	28%
<i>Number of Prisons with:</i>	
High Adherence .....	5
Moderate Adherence .....	15
Low Adherence .....	13

## **Areas Requiring Significant Improvement Due to Scores of 60 Percent or Less**

- Question 02.128 The medical files contained no indication that the inmates who transferred from other prisons or jails were receiving existing medication orders by the calendar day following their arrival. The average score for this question was only 33 percent. Twenty-eight of the 33 prisons had scores of 50 percent or less, and six prisons received zero percent.
- Question 02.018 If, during an assessment, a registered nurse referred the inmate to a clinician, the inmate was not seen within the specified time frame. The average score for this question was only 53 percent. Twenty-three of the 32 prisons to which this question applied had scores of 74 percent or less, and 14 prisons scored below 50 percent. LAC and CTF received zero percent for the question.
- Question 02.215 This question applies only to prisons with reception centers. Half of the reception centers were not completing a portion of the History and Physical Examination form. The average score for this question was only 54 percent. VSPW scored only five percent, and RJD and HDSP received zero percent.

# Medical Component: Health Screening Profile

Chart 5: Health Screening Scores by Prison, Sorted Highest to Lowest Score



## Medical Component: Health Screening Profile

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### *Areas Achieving High Adherence with Scores of 86 Percent or More*

- Question 02.016 Nearly all of the prisons were completing the initial health screening on the same day the inmate arrived at the prison. The prisons achieved an average score of 96 percent on this question. Twenty prisons scored 100 percent.
- Question 02.020 Nursing staff adequately documented either the tuberculin test or a review of signs and symptoms for inmates with a previous positive tuberculin test. The average score for this question was 93 percent. Fourteen prisons scored 100 percent.
- Question 02.017 If “yes” was answered to any of the questions on the initial health screening forms, most prisons’ registered nurses performed an assessment and disposition on the date of the inmate’s arrival. The average score for this question was 92 percent. Twenty-three prisons scored 100 percent.
- Question 02.007 Within one calendar day of the inmate’s arrival, nearly all of the prisons’ licensed health care staff reviewed and signed the health care transfer information form. The average score for this question was 91 percent. Eight prisons scored 100 percent.
- Questions 02.212 02.213 02.216 02.217 02.218 These questions apply only to the prisons with reception centers. These prisons did well in completing many sections of the History and Physical Examination Form (Form 7206) upon the inmate’s arrival. These prisons received average scores ranging from 87 percent to 90 percent on each of these questions.
- Question 02.111 Inmates needing medical accommodations received them upon arrival. The average score for this question was 86 percent. Sixteen prisons scored 100 percent.

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*See Appendix C-3 for detailed information on questions and scores for this component.*



## Medical Component: Specialty Services Profile

Page 1 of 2

**Component Definition:** *The Specialty Services component focuses on the prison's process for approving, denying, and scheduling services that are outside the specialties of the prison's medical staff. Common examples of these services include cardiology services, physical therapy, oncology services, podiatry consultations, and neurology services.*

**Results in Brief:** Most prisons performed poorly in providing inmates timely access to specialty services and prompt follow-up related to those services. The low scores associated with three specialty services questions were so significant that they reduced the 33 prisons' average score in specialty services by 16 percentage points. Without the three questions, the 33 prisons' average score would have been 82 percent instead of the 66 percent average score they received.

This component includes nine questions.

<b>Key Statistics</b>	
<b>Component Average:</b> .....	66%
<b>Top Two Average:</b> .....	91%
<b>Range of Scores:</b> .....	96%-43%
<b>Variation:</b> .....	53%
<b>Number of Prisons with:</b>	
High Adherence .....	2
Moderate Adherence .....	5
Low Adherence .....	26

### **Areas Requiring Significant Improvement Due to Scores of 60 Percent or Less**

- Question 07.038 Primary care providers were not seeing inmates between the date the physician ordered the specialty service and the date the inmate received it, in accordance with specified time frames. The average score for this question was only 32 percent. While CAL and PBSP scored 100 percent, two prisons scored zero percent.
- Question 07.043 Primary care providers were not reviewing the consultant's report and seeing the inmate for a follow-up appointment within specified time frames following the specialty services consultation. The average score for this question was only 39 percent. HDSP's score of zero percent was the lowest.
- Question 07.261 Twenty-five prisons were not scheduling high-priority (urgent) specialty services within 14 days as required. For this question, the 33 prisons had an average score of only 42 percent. Thirteen prisons received zero percent.

### **Areas Achieving High Adherence with Scores of 86 Percent or More**

- Question 07.090 Thirty-two of the 33 prisons' physical therapists properly assessed inmates, documented their treatment plans, and documented the treatment provided. The average score for this question was 99 percent.
- Question 07.270 Either the prisons' specialty service providers provided timely findings and recommendations, or the prison's registered nurse conducted timely follow-up with the provider to ascertain the findings and recommendations. The average score for this question was 95 percent. Thirty of the 33 prisons scored at least 88 percent.

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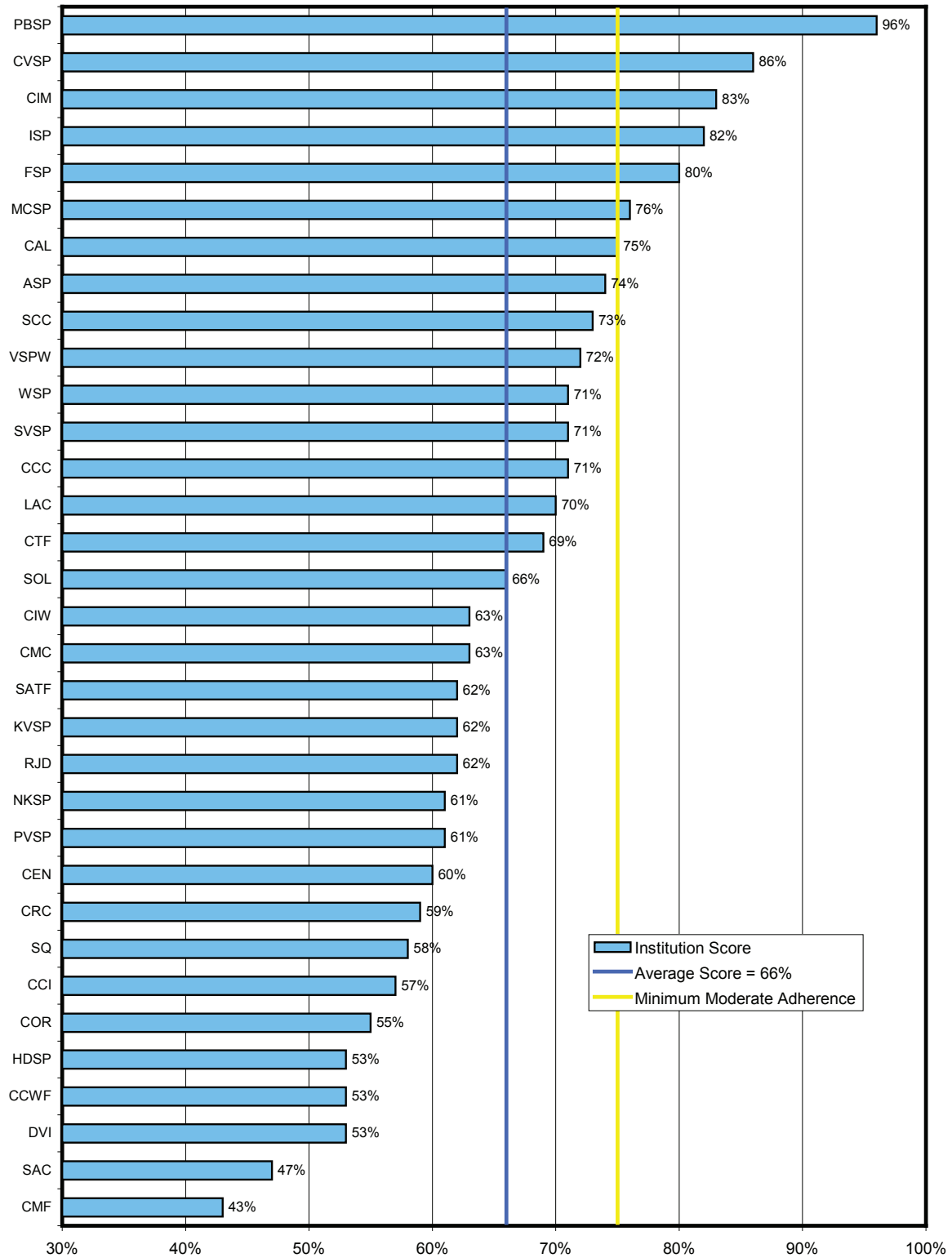
*See Appendix C-4 for detailed information on questions and scores for this component.*



# Medical Component: Specialty Services Profile

Page 2 of 2

Chart 6: Specialty Services Scores by Prison, Sorted Highest to Lowest Score



## Medical Component: Urgent Services Profile

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Page 1 of 2

**Component Definition:** *The Urgent Services component addresses the care provided by the prison to inmates before and after they were sent to a community hospital.*

**Results in Brief:** On average, the 33 prisons performed relatively well in providing urgent services. Only eight prisons did not meet the 75 percent minimum score for moderate adherence to policies and procedures. However, upon inmates' discharge from a community hospital, few of the prisons administered or delivered all prescribed medications to the inmates within specified time frames.

### **Key Statistics**

**Component Average:**..... 78%  
**Top Two Average:**..... 91%  
**Range of Scores:** .....92%-61%  
**Variation:** ..... 31%

### *Number of Prisons with:*

High Adherence ..... 5  
Moderate Adherence ..... 20  
Low Adherence ..... 8

This component includes eight questions.

### **Areas Requiring Significant Improvement Due to Scores of 60 Percent or Less**

Question 21.281 Most prisons failed to administer or deliver all prescribed medications to inmates in an appropriate time frame upon their discharge from a community hospital. The average score for this question was only 48 percent. Six prisons scored 13 percent or lower.

### **Areas Achieving High Adherence with Scores of 86 Percent or More**

Question 21.279 For patients sent to the triage and treatment area, if the primary care provider managed the patient by telephone consultation alone, the provider's decision not to come to the triage and treatment area was appropriate. The average score for this question was 99 percent. Twenty-eight prisons scored 100 percent.

Question 21.250 Upon the inmate's discharge from the community hospital, the inmate's primary care provider gave orders for appropriate housing for the inmate. The average score for this question was 93 percent. Although RJD scored only 50 percent, fourteen prisons scored 100 percent.

Question 21.248 Upon the inmate's discharge from the community hospital, the treatment and triage area (TTA) registered nurse documented that he or she reviewed the inmate's discharge plan and completed a face-to-face assessment of the inmate. The average score for this question was 87 percent, and five prisons scored 100 percent.

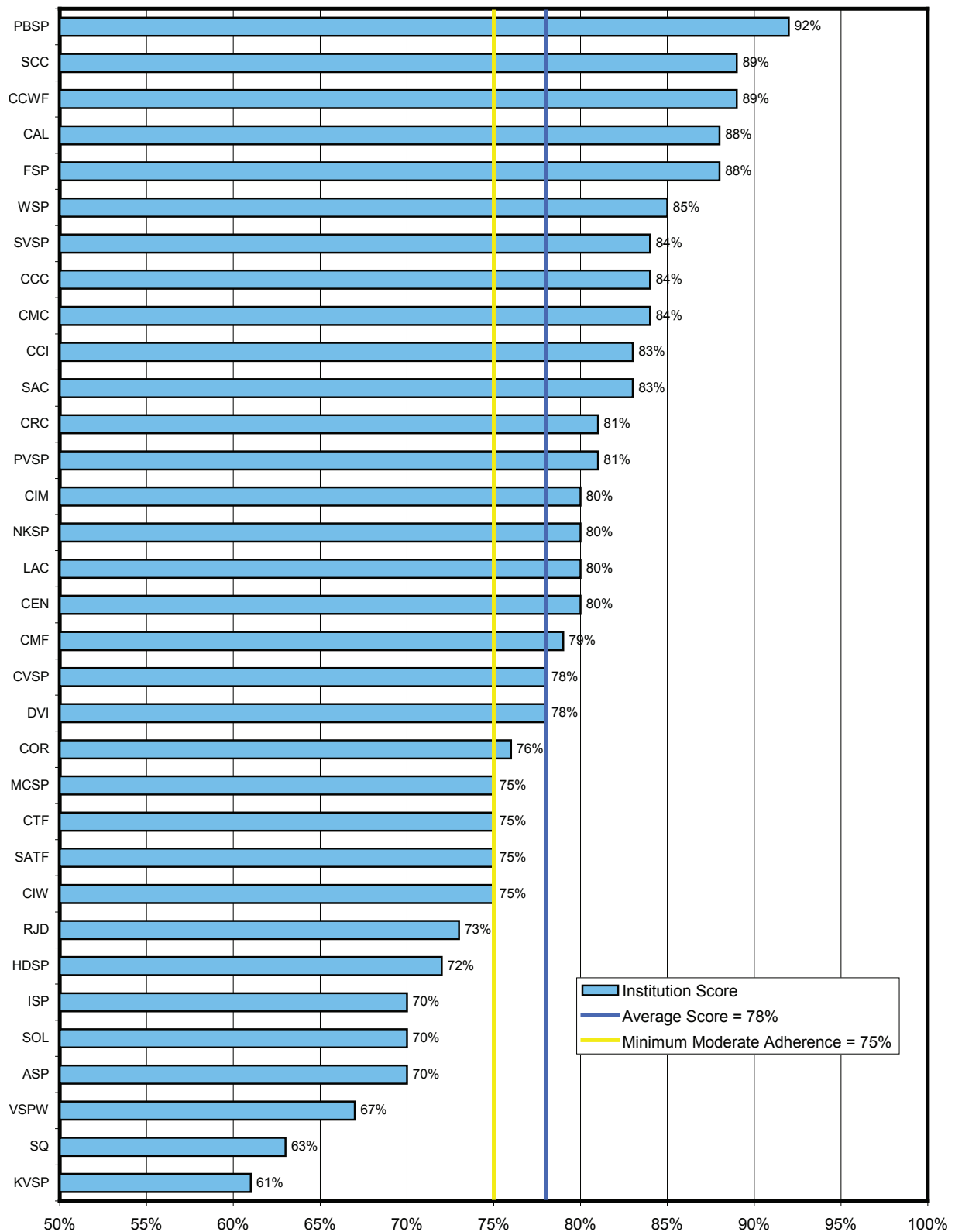
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*See Appendix C-5 for detailed information on questions and scores for this component.*

# Medical Component: Urgent Services Profile

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Chart 7: Urgent Services Scores by Prison, Sorted Highest to Lowest Score



# Medical Component: Emergency Services Profile

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**Component Definition:** *The Emergency Services component examines how well the prison responded to medical emergencies. Specifically, we focused on “man down” or “woman down” situations. Further, questions determine the adequacy of medical and staff response to a “man down” or “woman down” emergency drill.*

**Results in Brief:** Most prisons performed relatively well in providing emergency services, with 22 exceeding the 75 percent minimum score for moderate adherence to policies and procedures and nine coming close. However, SAC performed very poorly with a score of 48 percent. Further, half of the first responders in our emergency response drill failed to carry and use proper equipment and to properly perform cardiopulmonary resuscitation. In addition, most prisons’ Emergency Medical Response Review Committees were slow in performing their duties.

<b>Key Statistics</b>	
<b>Component Average:</b> .....	<b>78%</b>
<b>Top Two Average:</b> .....	<b>90%</b>
<b>Range of Scores:</b> .....	<b>90%-48%</b>
<b>Variation:</b> .....	<b>42%</b>
<i>Number of Prisons with:</i>	
High Adherence .....	6
Moderate Adherence .....	16
Low Adherence .....	11

This component includes 19 total questions, eight of which focus on actual “man down” or “woman down” occurrences and 11 of which focus on an emergency response drill.

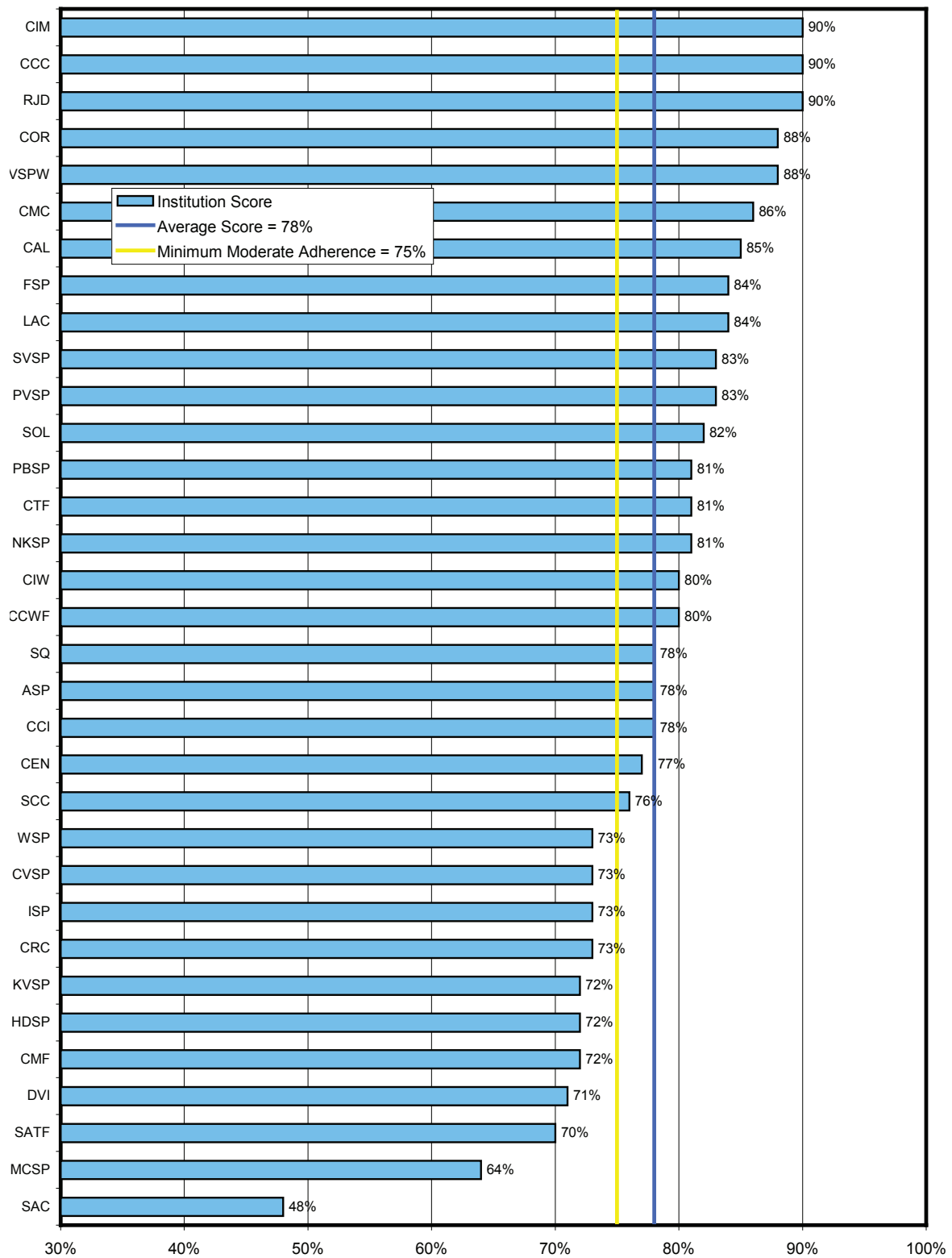
## **Areas Requiring Significant Improvement Due to Scores of 60 Percent or Less**

- |                    |  |
|--------------------|--|
| Question<br>08.222 | The findings of the prisons’ Emergency Medical Response Review Committee were not always adequately documented and completed within 30 days of the emergency situation. The average score for this question was only 21 percent, with 16 prisons receiving zero percent. |
| Question<br>15.257 | This question pertains to our emergency medical response drill. Thirteen responding officers failed to properly perform cardiopulmonary resuscitation. The average score for this question was only 52 percent.  |
| Question<br>15.255 | During the emergency medical response drill at 14 prisons, the responding officers failed to carry and use the proper equipment, such as a protective shield, a micro-mask, and protective gloves. The average score for this question was only 56 percent.              |

# Medical Component: Emergency Services Profile

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Chart 8: Emergency Services Scores by Prison, Sorted Highest to Lowest Score



## Medical Component: Emergency Services Profile

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### *Areas Achieving High Adherence with Scores of 86 Percent or More*

- Question 15.240 In the emergency medical response drill, all responding officers activated the emergency response system. Every participating prison scored 100 percent on this question.
- Question 08.183 For actual medical emergencies reviewed, the medical emergency responder was notified without delay at each prison. The average score for this question was 99 percent.
- Question 08.186 For actual medical emergencies reviewed, the first responder and the medical emergency responder at nearly all prisons were certified in basic life support. The average score for this question was 95 percent.
- Question 15.282 In the emergency medical response drill, most prisons' medical staff arrived on the scene in five minutes or less. The average score for this question was 94 percent.
- Question 08.184 For actual medical emergencies reviewed, the medical emergency responder at nearly all prisons arrived at the location of the medical emergency within five minutes of initial notification. The average score for this question was 92 percent.
- Question 15.284 In the emergency medical response drill, the responding officer at nearly all prisons provided accurate information to responding medical staff. The average score for this question was 90 percent.
- Question 15.283 In the emergency medical response drill, the emergency medical responders at nearly all prisons arrived with the proper equipment. The average score for this question was 87 percent.
- Question 15.285 In the emergency medical response drill, emergency medical responders at nearly all prisons continued basic life support activities. The average score for this question was 87 percent.
- Question 8.187 For actual medical emergencies reviewed, nearly all prisons provided adequate preparation for the ambulance's arrival, access to the inmate, and departure. The average score for this question was 87 percent.
- Question 8.185 For actual medical emergencies reviewed, the medical emergency responder at nearly all prisons used proper equipment and provided adequate medical care within the scope of his or her license. The average score for this question was 86 percent.

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*See Appendix C-6 for detailed information on questions and scores for this component.*



## Medical Component: Prenatal Care/Child Birth/Post-Delivery Profile

Page 1 of 2

*Component Definition: The Prenatal Care/Childbirth/Post-Delivery component focuses on the prenatal and post-delivery medical care provided to pregnant inmates. This component is not applicable at men's prisons.*

**Results in Brief:** CIW and VSPW were the only prisons with female inmates who met our screening criteria for this component. CIW's score of 61 percent was far below that of VSPW, which scored 81 percent and exceeded the 75 percent minimum score for moderate adherence to policies and procedures. However, at both prisons there were inconsistencies in reported problems and risks when compared to prenatal tests and physical examinations, and neither prison administered timely pregnancy tests to newly arrived inmates.

**Key Statistics**  
**Component Average:**..... 71%  
**Top Two Average:**..... 71%  
**Range of Scores:** ..... 81%-61%  
**Variation:** ..... 20%

*Number of Prisons with:*  
High Adherence ..... 0  
Moderate Adherence ..... 1  
Low Adherence ..... 1

This component includes nine questions.

### **Areas Requiring Significant Improvement Due to Scores of 60 Percent or Less**

Question 09.072 The "Problems/Risks Identified" section of the Briggs Form 5703N (Prenatal Flow Record) did not corroborate the "Prenatal Screens" and the "Maternal Physical" examination sections of the form. Both prisons scored zero percent on this question.

Question 09.066 For newly arrived inmates, neither prison routinely administered a pregnancy test within three business days to positively identify the inmate's pregnancy. The average score for this question was 25 percent, and CIW scored zero percent.

### **Areas Achieving High Adherence with Scores of 86 Percent or More**

Question 09.067 An obstetrician or an obstetric nurse practitioner examined newly arrived inmates within seven business days of their arrival. Both prisons scored 100 percent on this question.

Question 09.069 In nearly all cases, medical staff promptly ordered extra daily nutritional supplements and food for pregnant inmates. The prisons averaged 93 percent on this question.

Question 09.071 An obstetrician generally met with pregnant inmates according to applicable time frames. The prisons averaged 93 percent on this question.

Question 09.074 In nearly all cases, inmates received their six-week, post-delivery check-up on time. The prisons averaged 90 percent on this question.

Question 09.223 Medical staff documented on Form 5703N the results of the inmate's specified prenatal screening tests. The prisons averaged 86 percent on this question.

Question 09.224 In most cases, the inmate's weight and blood pressure were documented at each clinic visit. The prisons averaged 86 percent on this question.

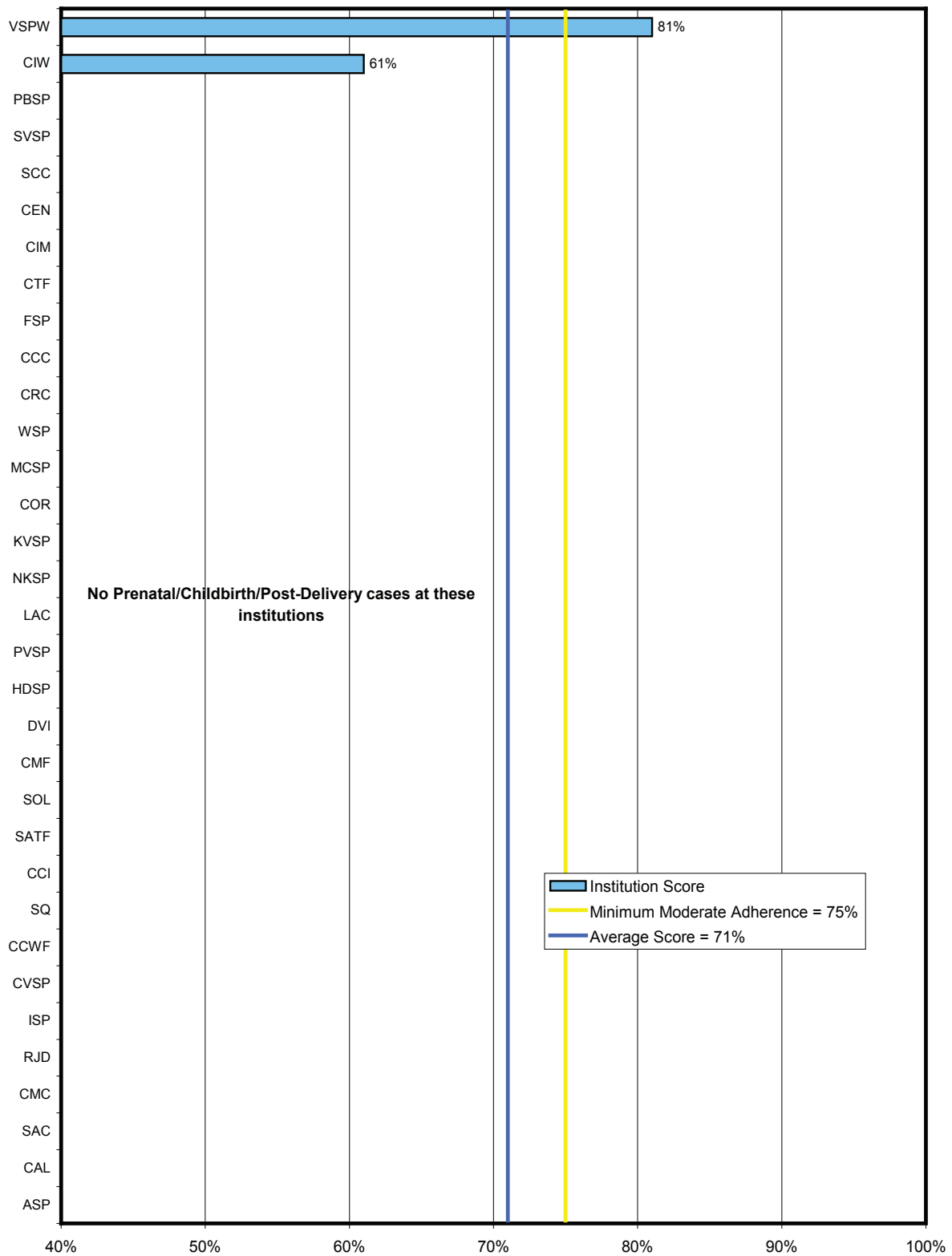
*See Appendix C-7 for detailed information on questions and scores for this component.*



# Medical Component: Prenatal Care/Child Birth/Post-Delivery Profile

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Chart 9: Prenatal Care/Childbirth/Post Delivery Scores by Prison, Sorted Highest to Lowest Score



## Medical Component: Diagnostic Services Profile

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Page 1 of 2

**Component Definition:** *The Diagnostic Services component addresses the timeliness of radiology (x-ray) and laboratory services and whether the prison followed up on clinically significant results.*

**Results in Brief:** Only eight prisons scored above the 75 percent minimum score for moderate adherence to policies and procedures. HDSP performed the worst with a score of 43 percent. Of particular concern is that the primary care providers at most prisons failed to give inmates timely notice of radiological results. Further, nearly all prisons' primary care providers failed to give inmates timely notice of laboratory results.

This component includes seven questions.

<b>Key Statistics</b>	
<b>Component Average:</b> .....	<b>69%</b>
<b>Top Two Average:</b> .....	<b>88%</b>
<b>Range of Scores:</b> .....	<b>89%-43%</b>
<b>Variation:</b> .....	<b>46%</b>
<i>Number of Prisons with:</i>	
High Adherence .....	4
Moderate Adherence .....	4
Low Adherence .....	25

### ***Areas Requiring Significant Improvement Due to Scores of 60 Percent or Less***

Question 06.200 Most prisons scored poorly on this question, which asks if the primary care provider reviewed the inmate's diagnostic report for radiological services and completed the inmate notification form within two business days of the prison's receiving the diagnostic report. The average score for this question was only 39 percent. Twenty of the 33 prisons had scores of 20 percent or less, and ten of those 20 received zero percent.

Question 06.202 Thirty of the 33 prisons scored poorly on primary care providers reviewing the inmate's diagnostic report for laboratory services and completing the inmate notification form within two business days of the prison's receiving the report. The average score for this question was only 42 percent. Twenty-one of the 33 prisons had scores of 50 percent or less. Four prisons received zero percent.

### ***Areas Achieving High Adherence with Scores of 86 Percent or More***

Question 06.245 For radiology orders, most prisons received the diagnostic report within 14 days of the radiological service provided. The average score for this question was 89 percent. However, five prisons, with scores ranging from 20 percent to 60 percent, did not achieve the 75 percent minimum score for moderate adherence.

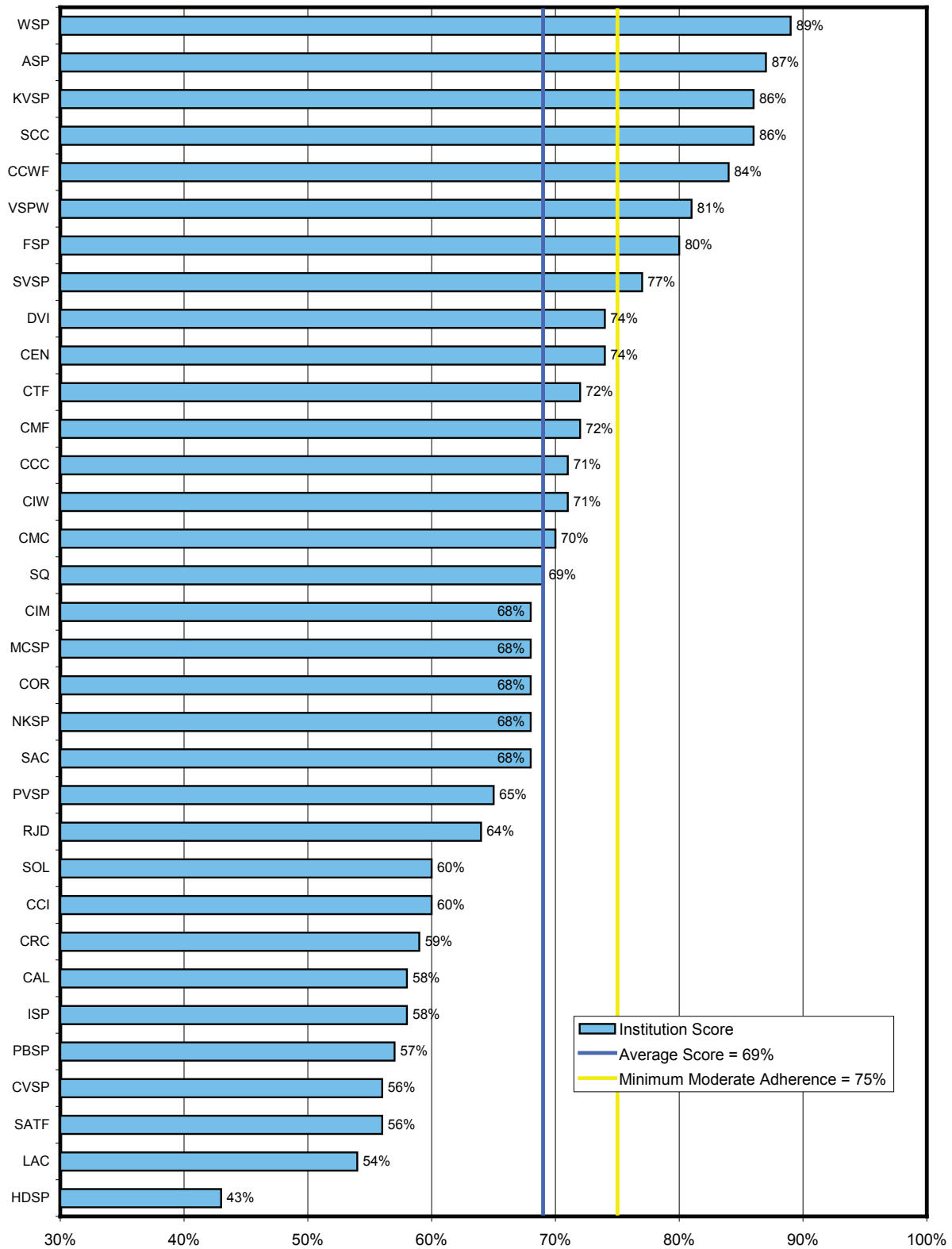
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*See Appendix C-8 for detailed information on questions and scores for this component.*

# Medical Component: Diagnostic Services Profile

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Chart 10: Diagnostic Services Scores by Prison, Sorted Highest to Lowest Score



# Medical Component: Access to Health Care Information Profile

Page 1 of 2

**Component Definition:** *The Access to Health Care Information component addresses the prison's effectiveness in filing, storing, and retrieving medical records and medical-related information.*

**Results in Brief:** Only eleven prisons scored above the 75 percent minimum score for moderate adherence to policies and procedures. ASP's score of 20 percent was the lowest, 17 percentage points below any other prison. Only two prisons kept inmates' medical records up to date by promptly filing loose documents, and most did not promptly file blood pressure logs in inmates' unit health records. Further, many prisons failed to explain why certain requested medical records were not available for our inspection.

<b>Key Statistics</b>	
<b>Component Average:</b> .....	<b>64%</b>
<b>Top Two Average:</b> .....	<b>94%</b>
<b>Range of Scores:</b> ....	<b>100%-20%</b>
<b>Variation:</b> .....	<b>80%</b>
<i>Number of Prisons with:</i>	
High Adherence .....	2
Moderate Adherence .....	9
Low Adherence .....	22

This component includes six questions.

## **Areas Requiring Significant Improvement Due to Scores of 60 Percent or Less**

- Question 19.150 Prisons' medical records offices routinely failed to file all loose documents into inmates' unit health records within the specified time frame following medical services to the inmate. (CDCR policy requires the filing of all loose documents no later than the close of business each day. However, given the difficulty of complying with this requirement, we used a four-day criterion for this question.) Thirty-one of the 33 prisons failed the question and received zero percent. The average score for this question was only six percent.
- Question 19.272 Twenty-two of the 33 prisons did not promptly file blood pressure logs in inmates' unit health records. The average score for this question was only 48 percent.
- Question 19.243 Many prisons were unable to account for all requested medical files. In requesting such files, we stress to medical records personnel that if they cannot provide a requested file, they must explain why. However, 15 of the 33 prisons' medical records staff failed to explain why files were missing. For this question, the 33 prisons had an average score of only 55 percent.

## **Areas Achieving High Adherence with Scores of 86 Percent or More**

- Question 19.169 Medical records staff performed very well in making unit health records available to clinic staff for inmates educated for medical appointments the next day. With the exception of ASP and SOL, all prisons received 100 percent on this question. The average score was 95 percent.
- Question 19.266 Notwithstanding the slowness with which they did so, nearly all prisons properly filed inmates' medical information. The average score for this question was 88 percent.
- Question 19.271 At all but four prisons, the OIG's registered nurse and physician inspectors were able to locate all relevant documentation of health care provided to inmates. The average score for this question was 87 percent.

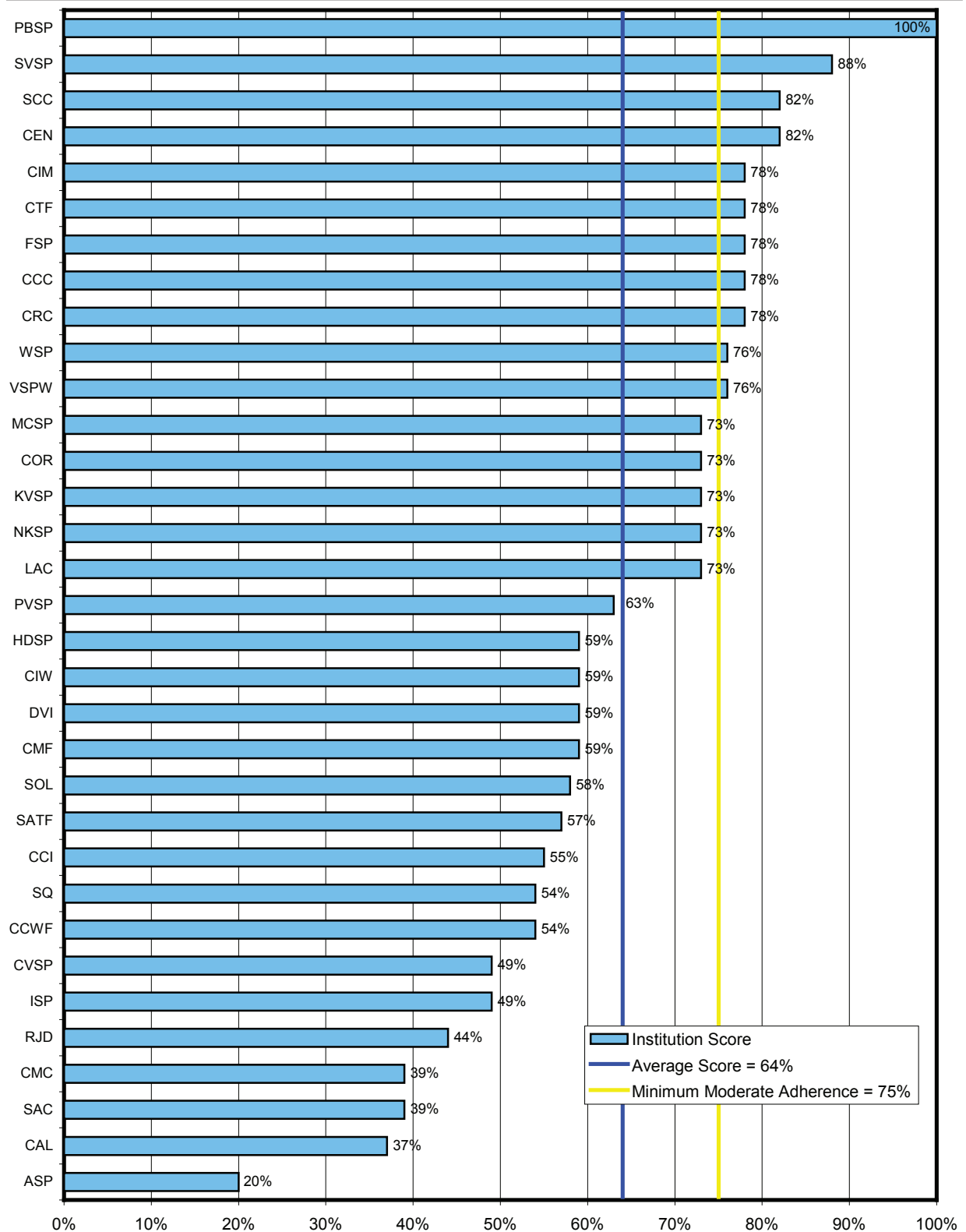
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*See Appendix C-9 for detailed information on questions and scores for this component.*

# Medical Component: Access to Health Care Information Profile

Page 2 of 2

Chart 11: Access to Healthcare Information Scores by Prison, Sorted Highest to Lowest Score



# Medical Component: Outpatient Housing Unit Profile

Page 1 of 2

**Component Definition:** *The Outpatient Housing Unit component determines whether the prison followed CDCR policies and procedures when placing inmates in the outpatient housing unit, a facility that provides outpatient health services to inmates and assists them with the activities of daily living. This component also evaluates whether the outpatient housing unit placement provided the inmate with adequate care and whether the physician's plan addressed the placement diagnosis.*

**Results in Brief:** Only 17 prisons had outpatient housing units. Thirteen of them scored at or above the 75 percent minimum score for moderate adherence to policies and procedures. However, timeliness of services was frequently a problem. For example, utilization management nurses did not assess inmates in a timely manner, and medical staff members did not make their rounds with the required frequency when call buttons were not operational.

<b>Key Statistics</b>	
<b>Component Average:</b> .....	<b>81%</b>
<b>Top Two Average:</b> .....	<b>96%</b>
<b>Range of Scores:</b> .....	<b>99%-62%</b>
<b>Variation:</b> .....	<b>37%</b>
<i>Number of Prisons with:</i>	
High Adherence .....	7
Moderate Adherence .....	6
Low Adherence .....	4

This component includes ten questions.

## **Areas Requiring Significant Improvement Due to Scores of 60 Percent or Less**

- Question 04.054 Utilization management nurses at nearly all of the 17 prisons did not assess inmates within one week of the inmate's placement in the outpatient housing unit and every 30 days thereafter. The average score for this question was only 21 percent. Ten of the 17 prisons received zero percent.
- Question 15.103 In the absence of operational call buttons for inmate-patients, medical staff members at many prisons were not making their rounds every 30 minutes. The average score was only 59 percent. Seven of the 17 prisons had scores of zero percent.

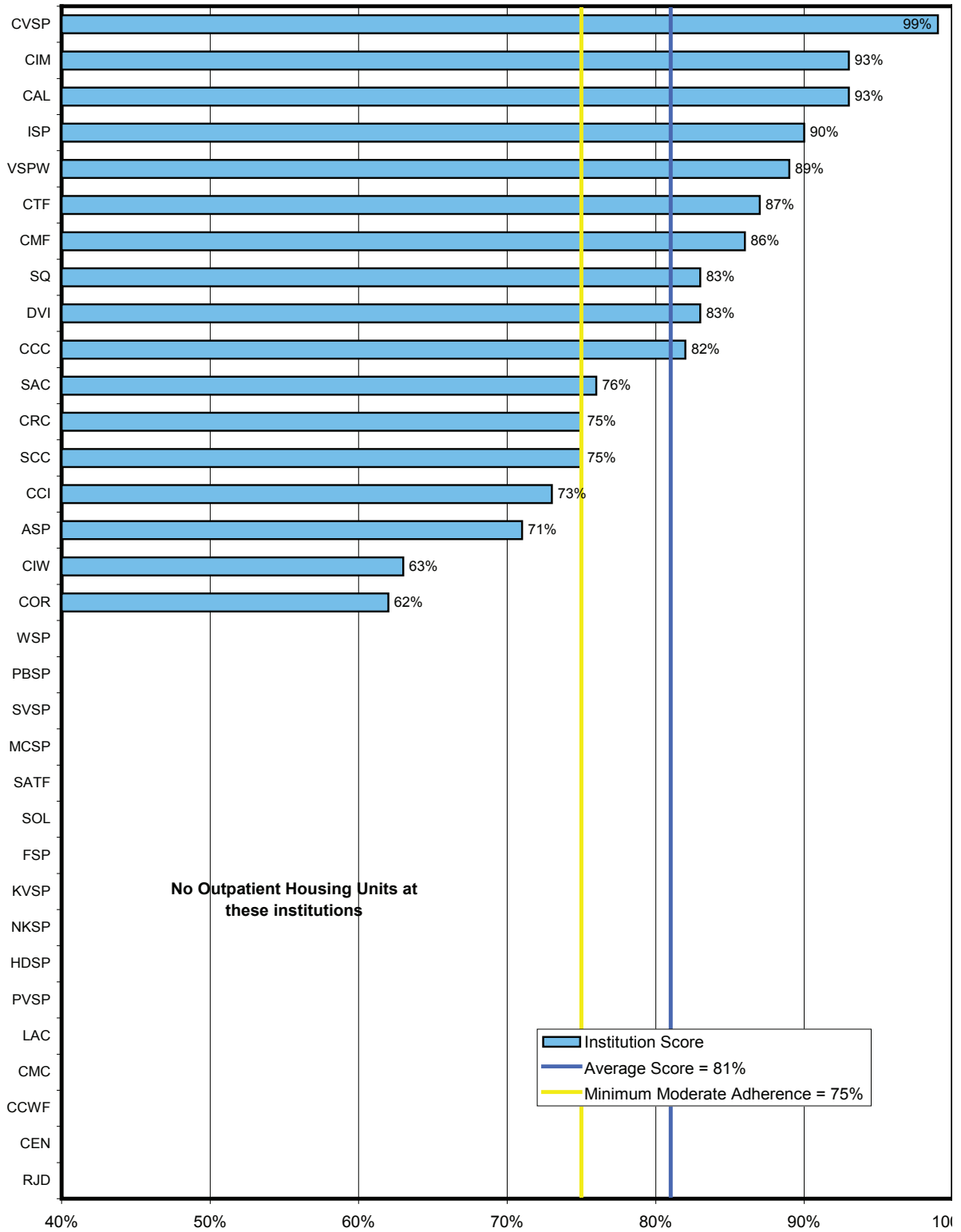
## **Areas Achieving High Adherence with Scores of 86 Percent or More**

- Question 04.208 The level of care available in the outpatient housing unit was appropriate to the patient's clinical presentation. The average score for this question was 98 percent. Fifteen of the 17 prisons scored 100 percent on this question.
- Question 04.230 The primary care provider's initial assessment (or diagnosis) was appropriate for the findings in the initial evaluation. The average score for this question was 96 percent.
- Question 04.052 The registered nurse completed an initial assessment of the inmate on the day of placement. The average score for this question was 94 percent.
- Question 15.225 With the exception of CRC and COR, all prisons' outpatient housing units used disinfectant daily in common patient areas. The average score was 88 percent.
- Question 04.051 At all prisons but CIW, the primary care provider evaluated the inmate within one calendar day of placement. The average score for this question was 88 percent.
- Question 04.056 At each prison, the primary care provider's treatment plan adequately addressed the initial assessment. The average score for this question was 87 percent.

*See Appendix C-10 for detailed information on questions and scores for this component.*

# Medical Component: Outpatient Housing Unit Profile

Chart 12: Outpatient Housing Unit Scores by Prison, Sorted Highest to Lowest Score



# Medical Component: Internal Reviews Profile

Page 1 of 2

**Component Definition:** *The Internal Reviews component focuses on the activities of the prison's Quality Management Committee (QMC) and its Emergency Medical Response Review Committee (EMRRC). The component also evaluates the timeliness of inmates' medical appeals and the prison's use of inmate death reviews.*

**Results in Brief:** Twelve prisons performed very well. However, 17 failed to score at or above the 75 percent minimum score for moderate adherence to policies and procedures. We found that most prisons were not conducting timely medical emergency response drills as required and that most prisons were not promptly processing inmates' medical appeals.

This component includes eight questions.

<b>Key Statistics</b>	
<b>Component Average:</b> .....	78%
<b>Top Two Average:</b> .....	99%
<b>Range of Scores:</b> ...	100%-60%
<b>Variation:</b> .....	40%
<i>Number of Prisons with:</i>	
High Adherence .....	12
Moderate Adherence .....	4
Low Adherence .....	17

## **Areas Requiring Significant Improvement Due to Scores of 60 Percent or Less**

- Question 17.221 Most prisons' medical facilities did not complete a medical emergency response drill for each watch during the most recent quarter. The average score for this question was only 27 percent. Twenty-four of the 33 prisons had scores of zero percent.
- Question 17.174 Most of the prisons did not promptly process inmates' medical appeals during the most recent 12 months. The average score for this question was only 48 percent. Seventeen of the 33 prisons scored zero percent.

## **Areas Achieving High Adherence with Scores of 86 Percent or More**

- Question 17.119 The Quality Management Committee reported its findings to the health care manager or to the chief medical officer following each of the last six meetings. The average score for this question was 98 percent, and 31 prisons had scores of 100 percent.
- Question 17.135 Thirty-two of the 33 prisons received 100 percent on this question, which asks whether the last three Quality Management Committee meeting minutes reflect findings and strategies for improvement. The average score for this question was 97 percent. However, HDSP received zero percent.
- Question 17.118 Most prisons' Quality Management Committee meeting minutes documented monthly meetings for the last six months. The average score was 94 percent.
- Question 17.132 Most prisons' Emergency Medical Response Review Committee meeting minutes documented monthly meetings for the last six months. The average score for this question was 89 percent.

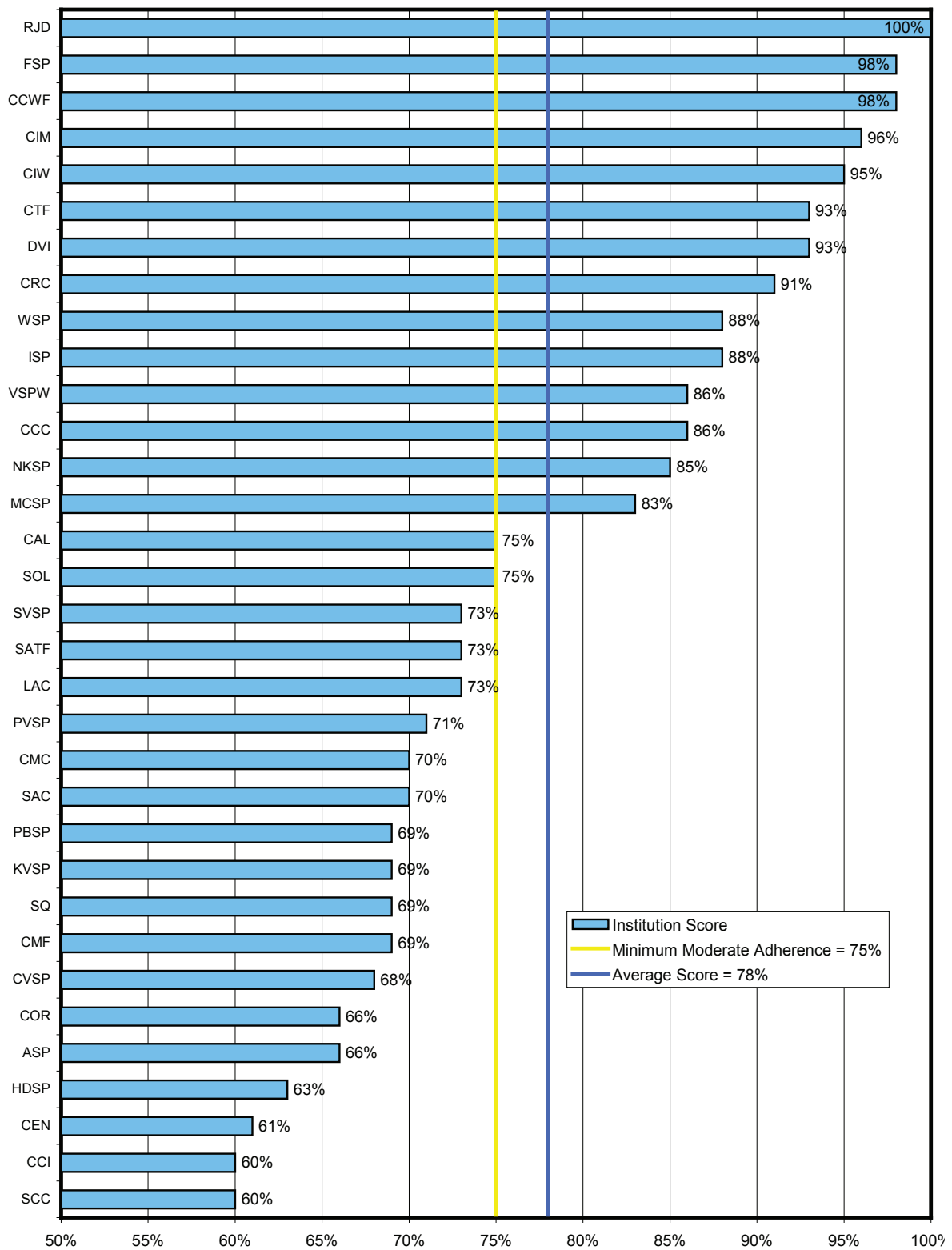
*See Appendix C-11 for detailed information on questions and scores for this component.*



# Medical Component: Internal Reviews Profile

Page 2 of 2

Chart 13: Internal Reviews Scores by Prison, Sorted Highest to Lowest Score



## Medical Component: Inmate Transfers Profile

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Page 1 of 2

**Component Definition:** *The Inmate Transfers component focuses on inmates pending transfer to determine whether the sending prison documented medication and medical conditions to assist the receiving prison in providing continuity of care.*

**Results in Brief:** Most prisons performed well in transferring inmates to other prisons. Twenty-eight prisons met or exceeded the 75 percent minimum score for moderate adherence to policies and procedures. Twenty-two of these 28 prisons scored above the 86 percent minimum score for high adherence. However, CMF and CCI performed very poorly.

This component includes five questions.

<b>Key Statistics</b>	
<b>Component Average:</b> .....	<b>88%</b>
<b>Top Two Average:</b> .....	<b>100%</b>
<b>Range of Scores:</b> ...	<b>100%-43%</b>
<b>Variation:</b> .....	<b>57%</b>
<i>Number of Prisons with:</i>	
High Adherence .....	22
Moderate Adherence .....	6
Low Adherence .....	5

### ***Areas Requiring Significant Improvement Due to Scores of 60 Percent or Less***

None.

### ***Areas Achieving High Adherence with Scores of 86 Percent or More***

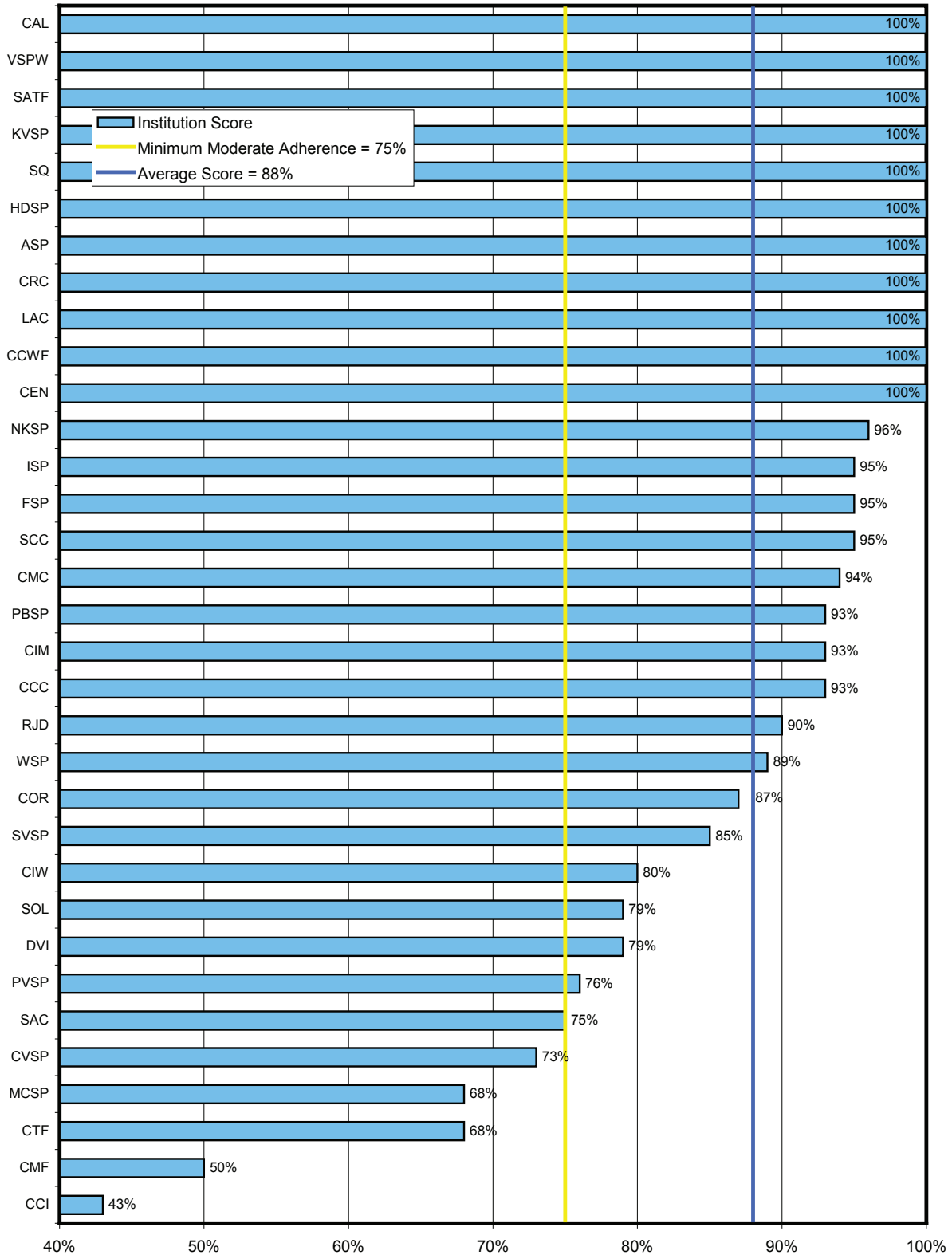
- |                    |   |
|--------------------|---|
| Question<br>05.108 | All 33 prisons received 100 percent on this question, which asks whether the Receiving and Release office had the inmate's unit health record and transfer envelope.  |
| Question<br>05.172 | Thirty prisons' Health Records Departments maintained a copy of the inmate's Form 7371 (Health Care Transfer Information) and Form 7231A (Outpatient Medication Administration Record) when the inmate transferred. SAC, CCI, and CVSP failed to do so. The average score for this question was 91 percent. |
| Question<br>05.110 | Twenty-three prisons received 100 percent on this question, which asks whether the inmate's transfer envelope included all appropriate forms, identified all medications ordered by the physician, and contained the medications. The average score for this question was 90 percent.                       |

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*See Appendix C-12 for detailed information on questions and scores for this component*

# Medical Component: Inmate Transfers Profile

Chart 14: Inmate Transfers Scores by Prison, Sorted Highest to Lowest Score



## Medical Component: Clinic Operations Profile

Page 1 of 2

**Component Definition:** *The Clinic Operations component addresses the general operational aspects of the prison's clinics. Generally, the questions in this component relate to the cleanliness of the clinics, privacy afforded to inmates during non-emergency visits, use of priority ducats (slip of paper the inmate carries for scheduled medical appointments), and availability of health care request forms.*

**Results in Brief:** Prisons performed very well in clinic operations. The 92 percent average score for this component is the third highest in the 20 component areas. All 33 prisons scored above the 75 percent minimum score for moderate adherence to policies and procedures, with 29 meeting or exceeding the 86 percent minimum score for high adherence.

This component includes ten questions.

<b>Key Statistics</b>	
<b>Component Average:</b> .....	<b>92%</b>
<b>Top Two Average:</b> .....	<b>100%</b>
<b>Range of Scores:</b> ...	<b>100%-82%</b>
<b>Variation:</b> .....	<b>18%</b>
<i>Number of Prisons with:</i>	
High Adherence .....	29
Moderate Adherence .....	4
Low Adherence .....	0

### **Areas Requiring Significant Improvement Due to Scores of 60 Percent or Less**

None.

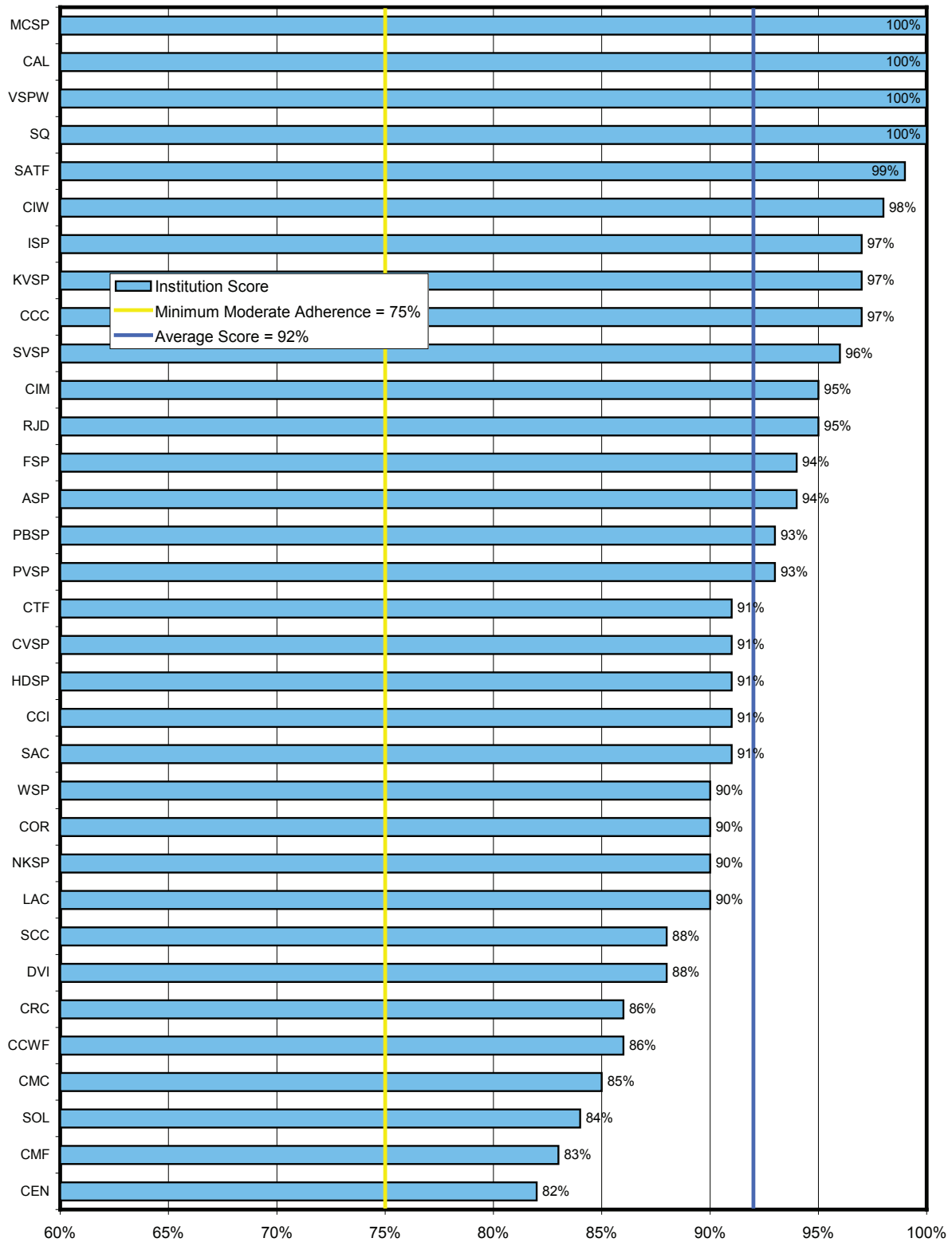
### **Areas Achieving High Adherence with Scores of 86 Percent or More**

- Questions 14.029, 14.131, and 14.166: These questions pertain to medication distribution policy and administration, and to medication storage. Medical staff in the prisons' clinics was aware of those inmates on modified programs or confined to quarters and had an adequate process for ensuring that those inmates received their medications. Medication nurses understood that medications were to be administered by the same licensed staff member who prepared it and on the same day. Medications stored in the clinic refrigerator were stored in a sealed container if food was present in the refrigerator. The average scores for these three questions ranged from 95 percent to 100 percent.
- Questions 14.032 and 14.033: These questions pertain to the inmate ducating (medical appointment) process. Most prisons' medical personnel understood their prison's priority ducating process, and they scored an average of 97 percent on the question (Question 14.032). Further, the prisons had adequate processes to ensure that inmates moved to new cells still received their medical ducats; the average score for this question (Question 14.033) was 98 percent.
- Question 14.023: The prisons were generally making the Form 7362 (Health Care Services Request Form) available to inmates. The average score for this question was 94 percent. Twenty-seven prisons scored 100 percent on this question.
- Question 14.164: The prisons generally made areas available to ensure inmates' privacy during the registered nurses' face-to-face assessments and doctors' examinations for non-emergencies. Only CMF, CRC, and SOL consistently failed to do so. The average score for this question was 91 percent.
- Question 14.160: The prisons generally had processes to identify, review, and address urgent appointments if a doctor's line was canceled. The average score for this question was 86 percent.

*See Appendix C-13 for detailed information on questions and scores for this component.*

# Medical Component: Clinic Operations Profile

Chart 15: Clinic Operations Scores by Prison, Sorted Highest to Lowest Score



# Medical Component: Preventive Services Profile

Page 1 of 2

**Component Definition:** *The Preventive Services component focuses on inmate cancer screening, tuberculosis evaluation, and influenza immunizations.*

**Results in Brief:** The 33 prisons had the lowest performance in this component, with the average score only 44 percent. Only three prisons scored above the 75 percent benchmark for moderate adherence to policies and procedures. CCI had a score of seven percent. We found very low scores in tuberculosis treatment. Tuberculosis is infectious and it jeopardizes the health of staff members and inmates alike. Three tuberculosis-related questions and one cancer screening question disclosed consistently poor performance by prisons.

<b>Key Statistics</b>	
<b>Component Average:</b> .....	44%
<b>Top Two Average:</b> .....	82%
<b>Range of Scores:</b> .....	82%-7%
<b>Variation:</b> .....	75%
<i>Number of Prisons with:</i>	
High Adherence .....	0
Moderate Adherence .....	3
Low Adherence .....	30

This component includes seven questions. However, two questions apply only to female prisons, and one question applies only to male prisons.

## **Areas Requiring Significant Improvement Due to Scores of 60 Percent or Less**

Questions 10.228 and 10.232 Nearly all prisons failed to properly administer the Isoniazid (INH) medication prescribed to inmates. Inmates prescribed INH are being treated for active or latent tuberculosis infection. The average score for this question (Question 10.228) was only 29 percent. Eight prisons scored zero percent. The second question (Question 10.232) asks whether the prison monitored inmates monthly while they were on the medication. For this question, the average score was only 19 percent, and 20 prisons received zero percent.

Question 10.085 Most of the 30 adult male prisons failed to administer a fecal occult blood test (FOBT) to their inmates aged 51 or older within the past 12 months. This is an uncomplicated test that can be the first indicator of cancer. However, the prisons' average score was only 41 percent. Fifteen of the prisons had scores of 30 percent or less. LAC, CCC, and PVSP scored zero percent.<sup>5</sup>

Question 10.229 Most prisons did not evaluate inmates with latent tuberculosis infection for signs and symptoms of tuberculosis within the previous 12 months. The average score for this question was only 50 percent. Although eleven prisons scored 100 percent, ten prisons received zero percent.

## **Areas Achieving High Adherence with Scores of 86 Percent or More**

None.

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See Appendix C-14 for detailed information on questions and scores for this component.

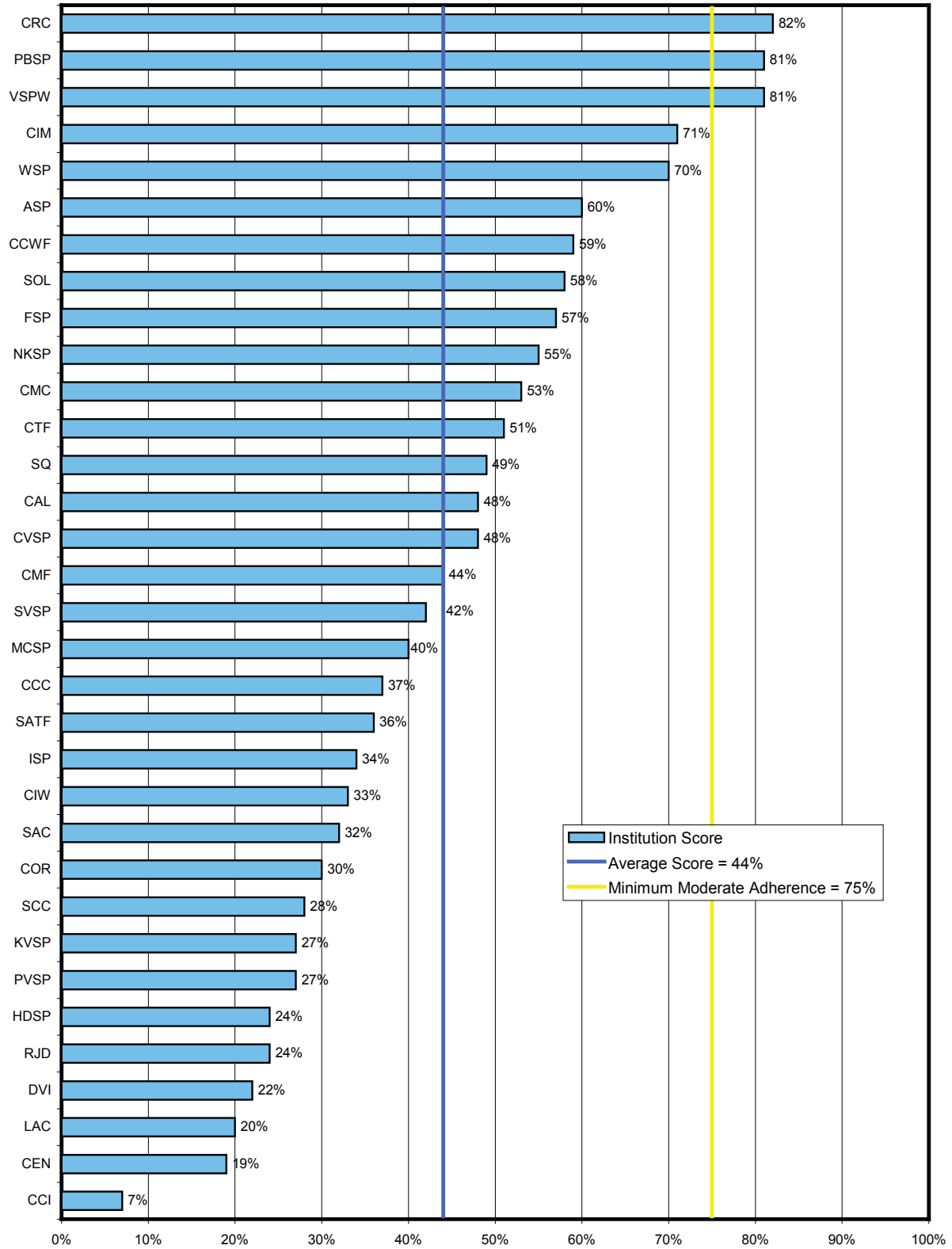
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<sup>5</sup> We did not test CCWF, CIW, or VSPW because CDCR policy at the time required the FOBT for male inmates only.

# Medical Component: Preventive Services Profile

Page 2 of 2

Chart 16: Preventive Services Scores by Prison, Sorted Highest to Lowest Score



# Medical Component: Pharmacy Services Profile

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Page 1 of 2

**Component Definition:** *The Pharmacy Services component addresses whether the prison's pharmacy complies with various operational policies, such as conducting periodic inventory counts, maintaining the currency of medications in its crash carts and after-hours medication supplies, and having valid permits. This component also addresses whether the pharmacy has an effective process for screening medication orders for potential adverse reactions/interactions.*

**Results in Brief:** Thirty of the 33 prisons scored at or above the 75 percent minimum score for moderate adherence to policies and procedures, and 23 of those prisons scored at or exceeded the 86 percent minimum score for high adherence. CEN, however, lagged far behind the other prisons. Despite some good overall scores in pharmacy services, most prisons failed to properly maintain medications in their after-hours medication supplies.

<b>Key Statistics</b>	
<b>Component Average:</b> .....	<b>87%</b>
<b>Top Two Average:</b> .....	<b>100%</b>
<b>Range of Scores:</b> ...	<b>100%-58%</b>
<b>Variation:</b> .....	<b>42%</b>
<i>Number of Prisons with:</i>	
High Adherence .....	23
Moderate Adherence .....	7
Low Adherence .....	3

This component includes eight questions.

## **Areas Requiring Significant Improvement Due to Scores of 60 Percent or Less**

Question 13.252 Most prisons did not properly maintain medications in their after-hours medication supplies. The average score for this question was only 39 percent. Seventeen of the 33 prisons scored zero percent.

## **Areas Achieving High Adherence with Scores of 86 Percent or More**

Questions 13.139 and 13.142 These are certification questions. All prisons conspicuously posted a valid permit in their pharmacies, and the license of the pharmacist in charge was current. All 33 prisons scored 100 percent on each of these questions.

Question 13.145 The prisons' pharmacists in charge had an effective process for screening new medication orders for potential adverse reactions. All 33 prisons had scores of 100 percent on this question.

Question 13.148 Nearly all of the pharmacists in charge monitored the quantity of medications on hand, and their pharmacies conducted an annual inventory. The average score for this question was 94 percent. However, CEN and WSP had zero percent.

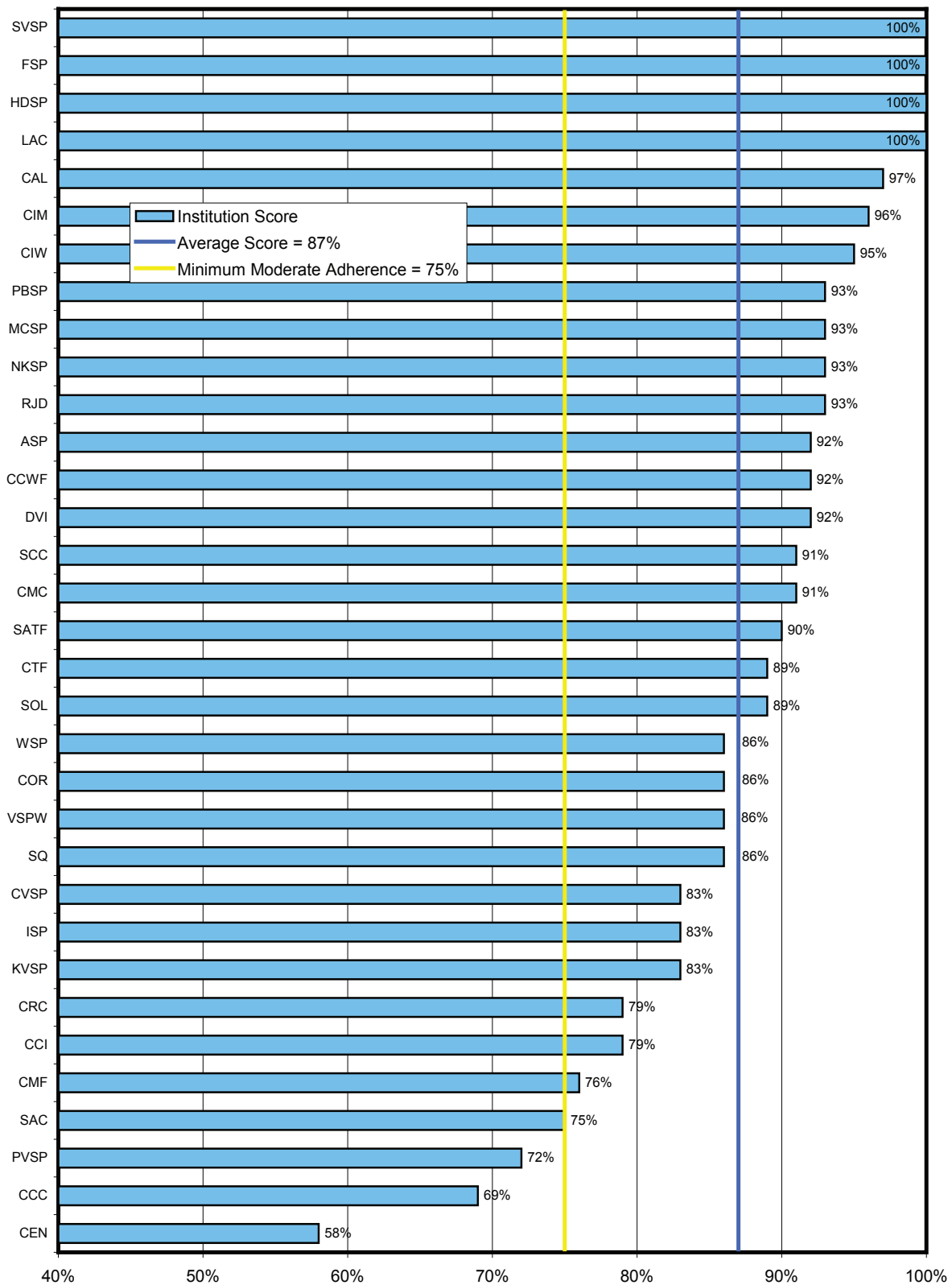
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*See Appendix C-15 for detailed information on questions and scores for this component.*



# Medical Component: Pharmacy Services Profile

Chart 17: Pharmacy Services Scores by Prison, Sorted Highest to Lowest Score



## Medical Component: Other Services Profile

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Page 1 of 2

**Component Definition:** *The Other Services component examines additional areas that are not captured in the other components. The areas evaluated in this component include the prison's provision of therapeutic diets, its handling of inmates who display poor hygiene, and the availability of the current version of CDCR's Inmate Medical Services Policies and Procedures.*

**Results in Brief:** Twenty-two of the 33 prisons scored at or above the 75 percent minimum score for moderate adherence to policies and procedures and another five prisons came close. Seventeen of the 22 exceeded the 86 percent minimum score for high adherence. However, the performance of four prisons was far below that of the others.

This component includes five questions.

<b>Key Statistics</b>	
<b>Component Average:</b> .....	<b>84%</b>
<b>Top Two Average:</b> .....	<b>100%</b>
<b>Range of Scores:</b> .....	<b>100%-50%</b>
<b>Variation:</b> .....	<b>50%</b>
<i>Number of Prisons with:</i>	
High Adherence .....	17
Moderate Adherence .....	5
Low Adherence .....	11

### ***Areas Requiring Significant Improvement Due to Scores of 60 Percent or Less***

Question 15.134 Two of the three prisons that had active cases of tuberculosis (TB) in the last six months failed to follow all required procedures for responding upon discovering the case. CTF and WSP received zero percent, while SAC scored 100 percent. The average score for this question was only 33 percent.

### ***Areas Achieving High Adherence with Scores of 86 Percent or More***

Question 20.092 Custody staff understood CDCR's policies and procedures for identifying and evaluating inmates displaying inappropriate hygiene management. The average score for this question was 98 percent.

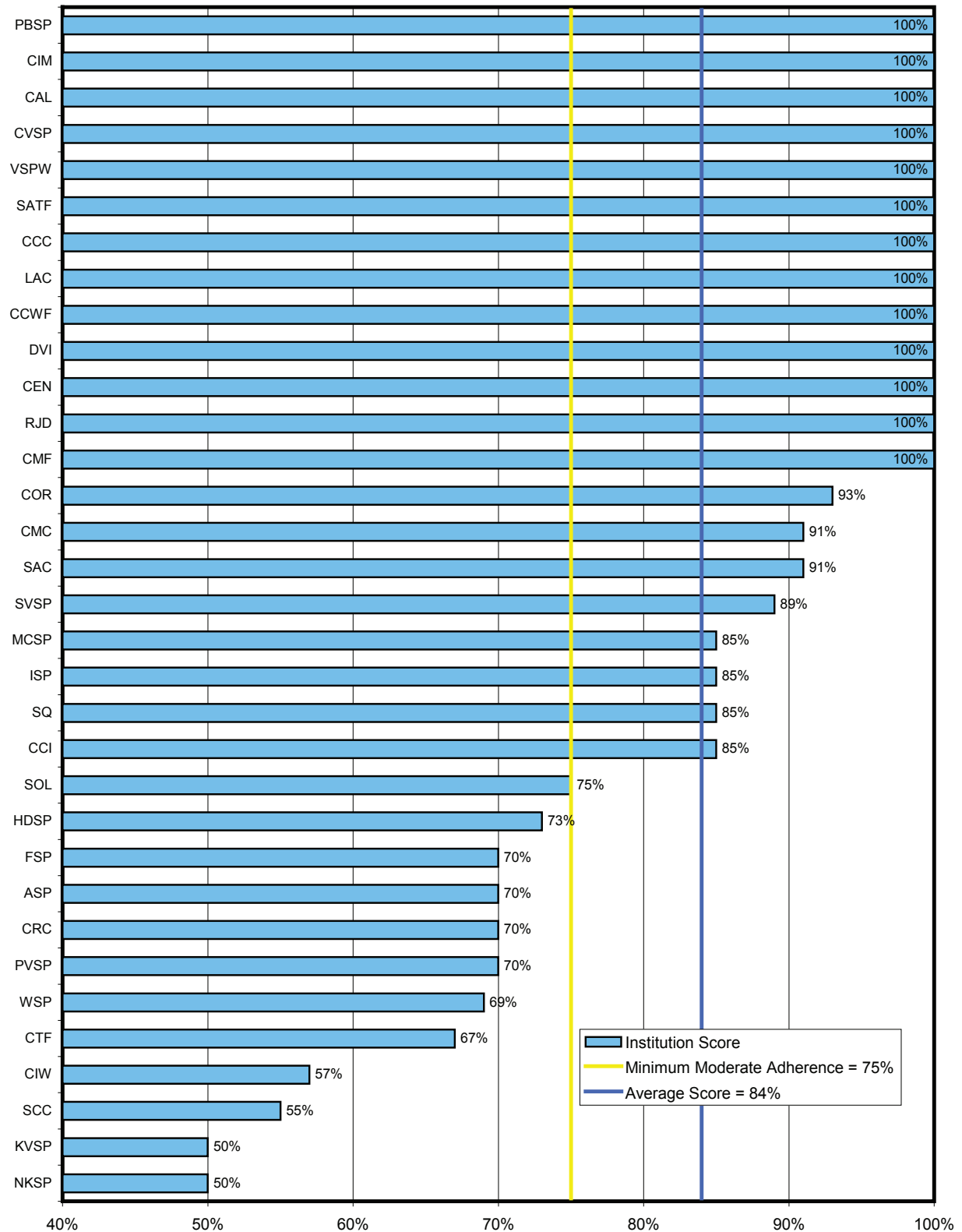
Question 15.059 Fourteen of the 16 prisons that offered therapeutic diets properly provided them to inmates. Thirteen of the 14 prisons scored 100 percent on this question.

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*See Appendix C-16 for detailed information on questions and scores for this component.*

# Medical Component: Other Services Profile

Chart 18: Other Services Scores by Prison, Sorted Highest to Lowest Score



# Medical Component: Inmate Hunger Strikes Profile

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Page 1 of 2

**Component Definition:** *The Inmate Hunger Strikes component examines medical staff members' monitoring of inmates participating in hunger strikes lasting more than three days.*

**Results in Brief:** The prisons performed especially poorly in monitoring inmates on hunger strikes lasting more than three days. Hunger strikes of this length, although few in number, require careful monitoring, yet the prisons' average score of 57 percent was the second lowest of all 20 component areas we inspected. Fourteen of the 21 prisons that met our inspection criteria failed to score at or above the 75 percent minimum score for moderate adherence to policies and procedures. SAC's and RJD's scores of 11 percent were the worst, 15 percentage points lower than that of any other prison.

<b>Key Statistics</b>	
<b>Component Average:</b> .....	<b>57%</b>
<b>Top Two Average:</b> .....	<b>100%</b>
<b>Range of Scores:</b> ...	<b>100%-11%</b>
<b>Variation:</b> .....	<b>89%</b>
<i>Number of Prisons with:</i>	
High Adherence .....	5
Moderate Adherence .....	2
Low Adherence .....	14

This component includes three questions.

## **Areas Requiring Significant Improvement Due to Scores of 60 Percent or Less**

- Question 11.100 After the first 72 hours, physicians did not always perform a physical examination and order a metabolic panel and a urinalysis of the inmate. The average score for this question was only 48 percent. Six prisons scored zero percent.
- Question 11.099 After the first 48 hours, the nurses or the primary care providers did not always complete daily assessments documenting the inmates' weight, physical condition, emotional condition, vital signs and hydration status. The average score for this question was only 50 percent. Six prisons received zero percent.

## **Areas Achieving High Adherence with Scores of 86 Percent or More**

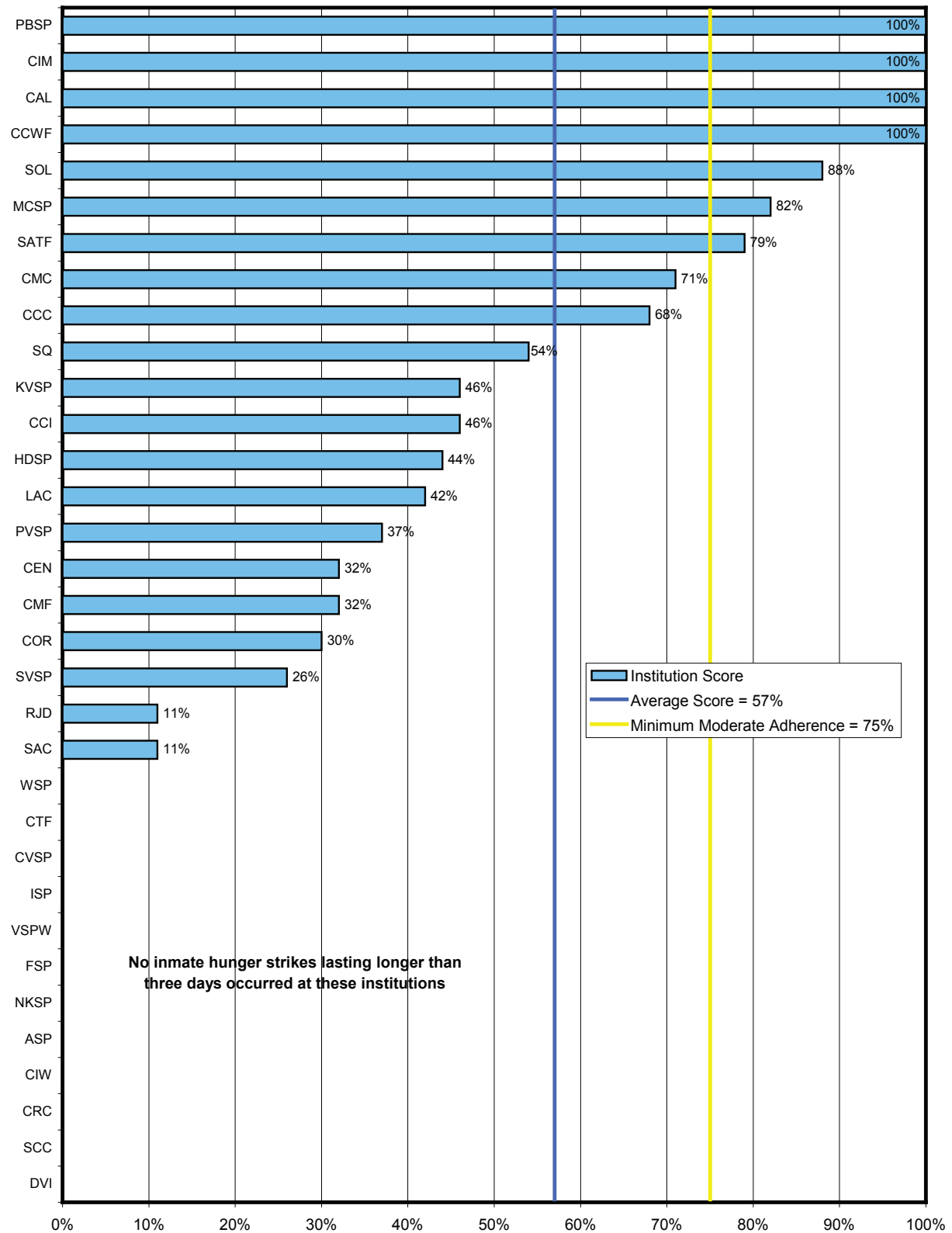
None.

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*See Appendix C-17 for detailed information on questions and scores for this component.*

# Medical Component: Inmate Hunger Strikes Profile

Chart 19: Inmate Hunger Strikes Scores by Prison, Sorted Highest to Lowest Score



## Medical Component: Chemical Agent Contraindications Profile

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Page 1 of 2

**Component Definition:** *The Chemical Agent Contraindications component addresses the prison's process for handling inmates who may be predisposed to an adverse outcome from calculated uses of force (cell extractions) involving Oleoresin Capsicum (OC), commonly referred to as "pepper spray." For example, an adverse outcome from OC exposure might occur if the inmate has asthma.*

**Results in Brief:** Prisons generally performed well in this component. The 93 percent average score is the second highest achieved in the 20 component areas. Twenty-seven prisons exceeded the 86 percent minimum score for high adherence. However, four prisons scored far below the other prisons, largely because they routinely failed to document important procedures.

<b>Key Statistics</b>	
<b>Component Average:</b> .....	<b>93%</b>
<b>Top Two Average:</b> .....	<b>100%</b>
<b>Range of Scores:</b> ...	<b>100%-60%</b>
<b>Variation:</b> .....	<b>40%</b>
<i>Number of Prisons with:</i>	
High Adherence .....	27
Moderate Adherence .....	1
Low Adherence .....	4

This component includes two questions.

### ***Areas Requiring Significant Improvement Due to Scores of 60 Percent or Less***

None.

### ***Areas Achieving High Adherence with Scores of 86 Percent or More***

Question 12.064 Prisons nearly always recorded how they decontaminated inmates and followed decontamination policy. The average score for this question was 96 percent.

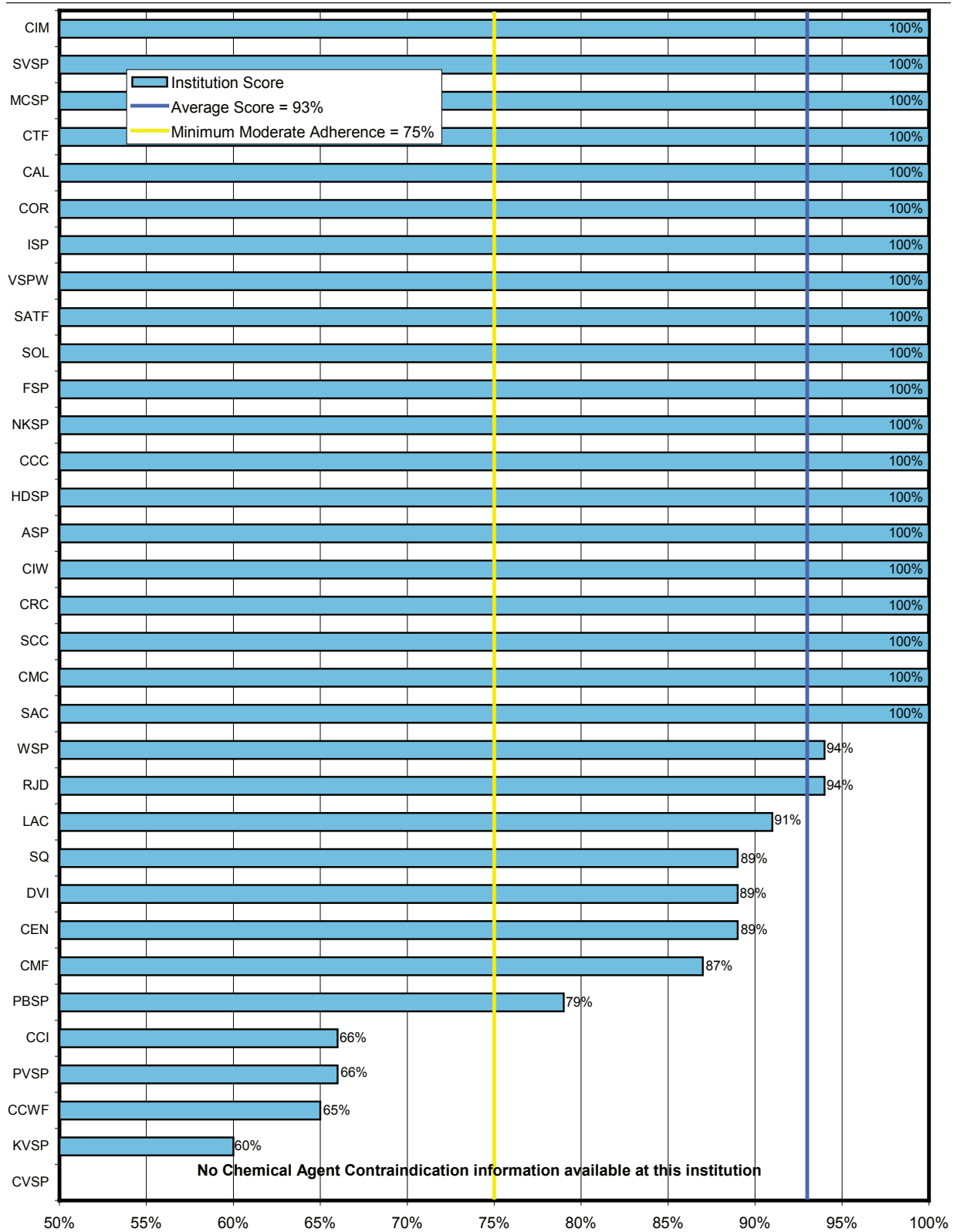
Question 12.062 The prisons routinely consulted with a registered nurse or a primary care provider before a calculated, non-emergency use of OC spray. The average score for this question was 91 percent.

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*See Appendix C-18 for detailed information on questions and scores for this component.*

# Medical Component: Chemical Agent Contraindications Profile

Chart 20: Chemical Agent Contraindication Scores by Prison, Sorted Highest to Lowest Score



## Medical Component: Staffing Levels and Training Profile

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Page 1 of 4

**Component Definition:** *The Staffing Levels and Training component examines the prison's medical staffing levels and training provided.*

**Results in Brief:** The 96 percent average score for this component was the highest of all 20 component areas. All 33 prisons' scores exceeded the 75 percent minimum score for moderate adherence to policies and procedures, and the scores of 28 prisons exceeded the 86 percent minimum score for high adherence. Registered nurses and physicians were either on-site or available 24 hours per day, seven days a week.

<b>Key Statistics</b>	
<b>Component Average:</b> .....	<b>96%</b>
<b>Top Two Average:</b> .....	<b>100%</b>
<b>Range of Scores:</b> ...	<b>100%-80%</b>
<b>Variation:</b> .....	<b>20%</b>
<i>Number of Prisons with:</i>	
High Adherence .....	28
Moderate Adherence .....	5
Low Adherence .....	0

This component includes five questions. However, one is for information only and is not scored.

### ***Areas Requiring Significant Improvement Due to Scores of 60 Percent or Less***

None.

### ***Areas Achieving High Adherence with Scores of 86 Percent or More***

- |                    |  |
|--------------------|--|
| Question<br>18.004 | All prisons had a registered nurse available on site 24 hours per day, seven days a week, for emergency care. All 33 prisons scored 100 percent on this question.  |
| Question<br>18.005 | Every prison had a physician on site, a physician on call, or a medical officer of the day available 24 hours a day, seven days a week, for the last 30 days. All 33 prisons received 100 percent for this question. |
| Question<br>18.006 | Each prison's orientation program for all newly hired nursing staff included a module for sick call protocols that require face-to-face triage. All 33 prisons scored 100 percent on this question.                  |

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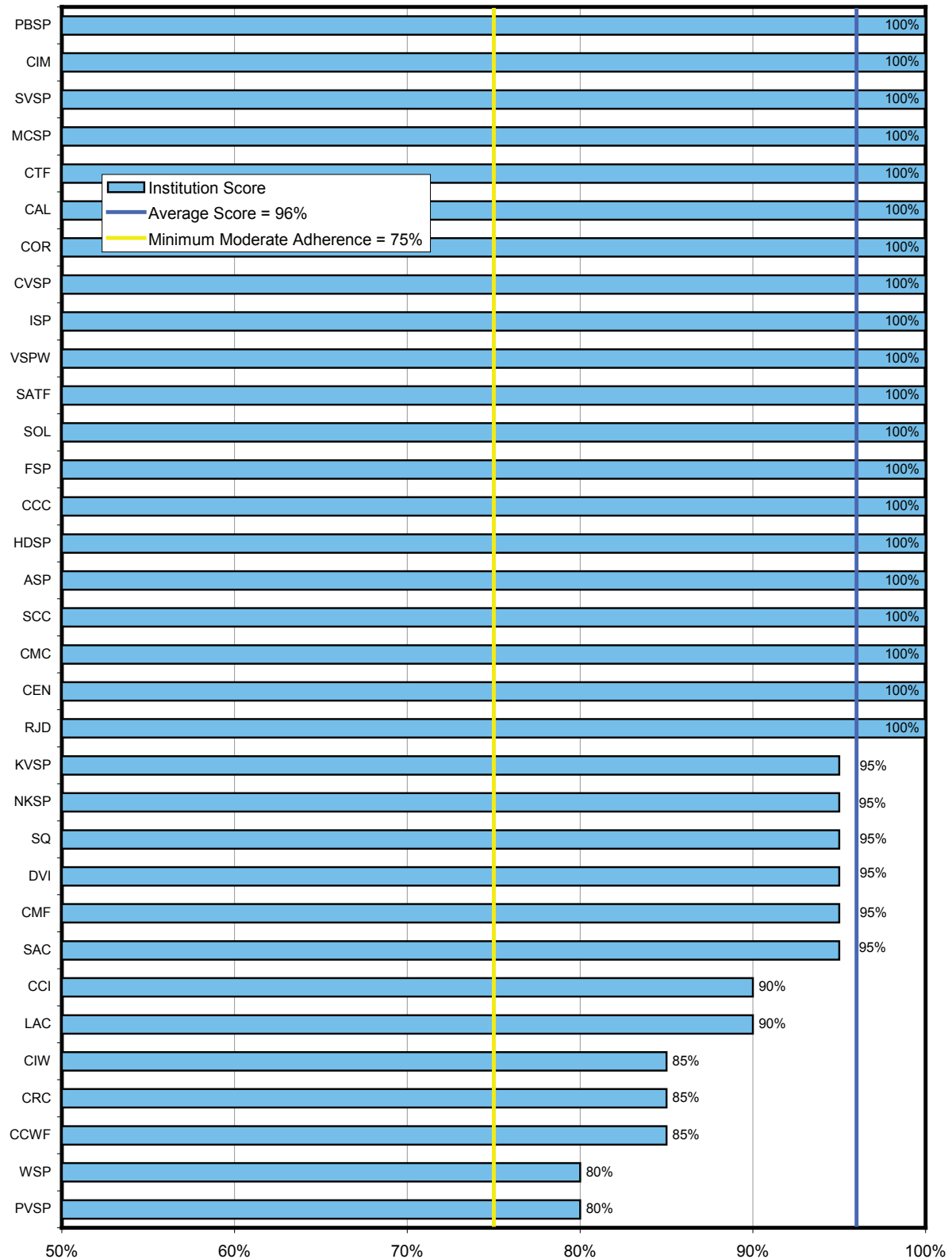
*See Appendix C-19 for detailed information on questions and scores for this component.*

*Note: In evaluating staffing levels and training, we collect information on staffing levels and vacancy rates at each prison. We collect this data for informational purposes only. We have summarized this information for all 33 prisons on the following pages.*



# Medical Component: Staffing Levels and Training Profile

Chart 21: Staffing Levels and Training Scores by Prison, Sorted Highest to Lowest Score



### **Data Not Included in Scoring: Results of Staffing and Vacancy Rate Analysis**

The 33 prisons' vacancy rates for authorized positions ranged from a low of zero percent at SAC to a high of 29 percent at PVSP. The average vacancy rate was eight percent, and 16 prisons had double-digit vacancy rates. We could not directly correlate vacancy rates with medical inspection scores. Some prisons relied extensively on private registries to address their vacancy problems. PVSP, with its 29 percent vacancy rate, had the most registry staff members: 67. Vacancies may partially be the result of prison location. Prison medical staff members frequently commented on the difficulty of filling vacancies in rural, isolated prisons.

### ***Background***

During our prison medical inspections, the prisons provide us with data regarding their staffing levels and authorized position vacancy rates in the following four medical classifications: management, primary care providers, nursing supervisors, and nursing staff. We gather this information for the benefit of all interested parties; we do not, however, score prisons on their staffing levels and vacancy rates because we do not have objective criteria by which to evaluate compliance.

Table 2 combines the data from the four medical classifications and summarizes each of the 33 prisons' reported staffing levels and vacancy rates. The table shows that the vacancy rates ranged from a low of zero percent at SAC to a high of 29 percent at PVSP. Twelve prisons had vacancy rates of five percent or less, and the other 21 had vacancy rates of six percent or more. Of this latter group, 16 had double-digit vacancy rates. (While not shown on Table 2, the average vacancy rate for authorized positions at the 33 prisons was eight percent.)

PVSP and CVSP, the prisons with the two highest vacancy rates, had overall inspection scores of 65 percent and 69 percent respectively, placing them in the bottom third of all prisons. While these facts imply a correlation between vacancy rates and inspection scores, we cannot make such a correlation. This is because SAC had a zero percent vacancy rate, but its inspection score of 65 percent tied that of PVSP. On the other hand, SCC and WSP, with their 11 percent vacancy rates, were among only nine prisons to achieve overall scores that met the 75 percent benchmark for moderate adherence to medical policies and procedures.

When staff vacancies occur, prisons may have to pay overtime, work salaried staff members for longer hours, or hire temporary staff from private registries. As shown in Table 2, some prisons relied extensively on private registries. Six prisons had 47 or more registry staff members. PVSP, with its 29 percent vacancy rate, had the most registry staff.

## Medical Component: Staffing Levels and Training Profile

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Table 2: Staffing Levels and Vacancy Rates\*

Institution	Total number of filled positions:	Total number of vacancies:	Total number of positions:	Vacancy percentage:	Number of staff hired within last six months:	Total number of registry staff:
PVSP	67.0	26.7	93.7	29%	14.0	67.0
CVSP	54.0	12.5	66.5	19%	10.0	9.0
CCI	87.0	17.7	104.7	17%	12.0	48.0
NKSP	93.0	15.5	108.5	14%	6.0	0.0
CTF	96.0	14.8	110.8	13%	19.0	50.0
HDSP	80.3	10.7	91.0	12%	10.0	4.0
CEN	68.0	9.0	77.0	12%	5.0	9.0
CMC	183.0	23.8	206.8	12%	30.0	30.0
VSPW	83.0	10.8	93.8	12%	5.0	0.0
WSP	101.5	13.1	114.6	11%	18.0	45.0
SCC	52.6	6.8	59.4	11%	1.0	18.0
CCC	58.8	7.5	66.3	11%	8.0	3.0
SQ	115.0	13.8	128.8	11%	12.0	38.0
KVSP	77.0	8.7	85.7	10%	4.0	27.0
CRC	68.6	8.0	76.6	10%	0.0	26.0
SATF	101.8	10.8	112.6	10%	10.0	3.0
ISP	69.0	7.2	76.2	9%	12.0	16.0
COR	182.4	17.7	200.2	9%	17.0	51.0
RJD	128.6	11.1	139.7	8%	39.0	2.0
SOL	83.8	6.1	89.9	7%	9.0	14.0
ASP	109.0	7.0	116.0	6%	13.0	31.0
SVSP	88.4	5.0	93.3	5%	9.0	37.0
LAC	106.9	5.6	112.4	5%	12.0	20.0
CAL	72.9	3.5	76.4	5%	10.2	10.0
MCSP	82.0	3.6	85.6	4%	4.0	4.0
PBSP	93.6	4.0	97.6	4%	4.0	1.4
DVI	109.5	5.0	114.5	4%	5.0	12.0
CIW	79.5	3.6	83.1	4%	5.5	32.0
CIM	208.9	6.0	214.9	3%	24.0	44.0
CCWF	107.1	2.5	109.6	2%	9.0	47.0
CMF	229.0	5.0	234.0	2%	27.0	25.0
FSP	59.8	1.0	60.8	2%	5.0	0.6
SAC	84.5	0.0	84.5	0%	11.0	49.0

\* This table summarizes numbers previously published in the medical inspection reports for individual prisons. The numbers have been rounded and may differ slightly from prior reported numbers. Further, totals and percentages may not calculate due to rounding. The data previously published in the inspection reports were provided by the prisons and have not been audited.

Vacancies may be partially the result of prison location. PVSP, for example, is located in a rural, remote setting. CVSP and CCI, with vacancy rates that were second and third highest behind PVSP, are similarly situated. By way of contrast, SAC, with its zero percent vacancy rate, is located near a larger urban area. FSP, which tied CMF for the second lowest vacancy rate, is next door to SAC. CMF is adjacent to both the Bay Area and the Sacramento urban area.

## Medical Component: Nursing Policy Profile

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**Component Definition:** *The Nursing Policy component determines whether the prison maintains written policies and procedures for the safe and effective provision of quality nursing care. The questions in this component also determine whether nursing staff members review their duty statements and whether supervisors periodically review the work of nurses to ensure they properly follow established nursing protocols.*

**Results in Brief:** There was wide variation in the prisons' scores, with 14 prisons exceeding the 85 percent minimum score for high adherence to policies and procedures. Seven prisons scored 100 percent. On the other hand, 16 prisons failed to meet the 75 percent minimum score for moderate adherence. DVI and CMF performed the worst, scoring only 36 percent.

This component includes three questions.

<b>Key Statistics</b>	
<b>Component Average:</b> .....	77%
<b>Top Two Average:</b> .....	100%
<b>Range of Scores:</b> ...	100%-36%
<b>Variation:</b> .....	64%

<i>Number of Prisons with:</i>	
High Adherence .....	14
Moderate Adherence .....	3
Low Adherence .....	16

### **Areas Requiring Significant Improvement Due to Scores of 60 Percent or Less**

Question	Many of the prisons' supervising registered nurses did not conduct periodic reviews of nursing staff performance. The average score for this question was only 58 percent.
16.254	Ten prisons scored zero percent.

### **Areas Achieving High Adherence with Scores of 86 Percent or More**

Question	With the exception of certain ISP policies and procedures, all prisons had written nursing policies and procedures that adhere to CDCR's guidelines. The average score for this question was 99 percent.
16.154	

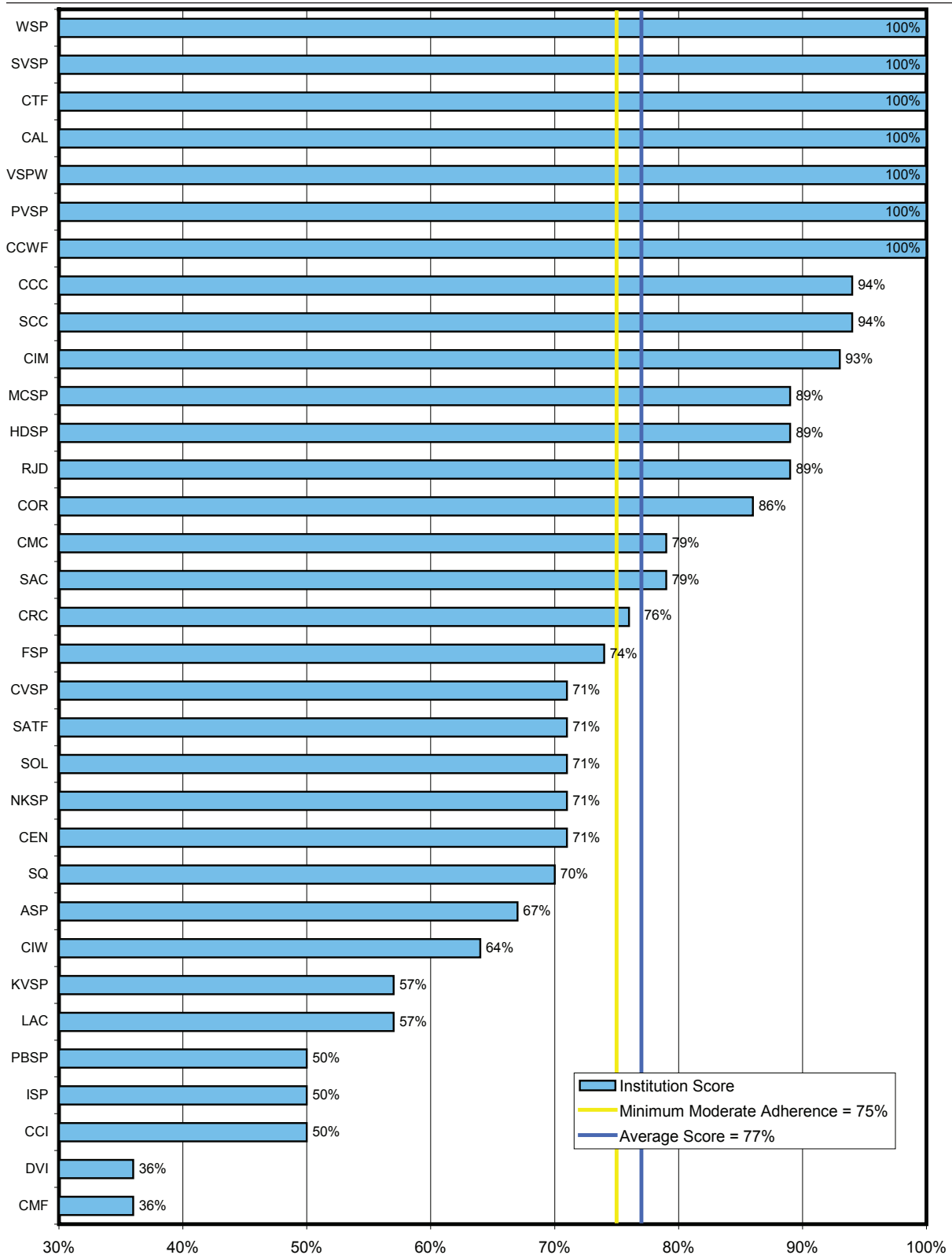
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*See Appendix C-20 for detailed information on questions and scores for this component.*

# Medical Component: Nursing Policy Profile

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Chart 22: Nursing Policy Scores by Prison, Sorted Highest to Lowest Score



## General Medical Categories

As we did in our 17-prison summary report, we sorted the data from 100 key questions into five general medical categories recommended by our lead physician. In this 33-prison summary report, we found the same significant problems in the categories of medication management and access to providers and services. The average score in medication management was only 59 percent, an increase of one percentage point over the 17-prison score. The medication management score was low because prisons were ineffective in delivering medications to inmates in a timely manner or were failing to document inmates' receipt of medications as required by policy. This problem occurred in the distribution or administration of medications to newly arrived inmates, to inmates returning from outside hospitalization, to resident inmates requiring routine care, and to resident inmates in need of chronic care medications and tuberculosis medications. Only three prisons had scores that exceeded the 75 percent minimum score for moderate adherence to medical policies and procedures. The average score for access to providers and services was only 66 percent, an increase of six percentage points over the 17-prison score. This low score indicates that the prisons were generally ineffective in ensuring that inmates are seen by primary care providers or provided services for routine, urgent, and emergency medical needs according to timelines set by CDCR policy. Access to providers and services scores ranged from 87 percent down to 45 percent. In the remaining three categories, nurse responsibilities and continuity of care exceeded the 75 percent minimum score for moderate adherence to policies and procedures. Nurse responsibilities had the same 80 percent score achieved in the 17-prison summary report. Continuity of care's score of 76 percent was two percentage points higher than the score from the 17-prison review. However, in primary care provider responsibilities the score fell from 74 percent to 72 percent.

### Background

While our inspections and their resultant reports show prisons' scores in 20 components of medical care delivery, the inspection instrument's questions can be sorted and viewed from various perspectives. One perspective recommended by our lead physician was to sort our inspection questions into the following five general categories of medical care: medication management, access to providers and services, continuity of care, primary care provider responsibilities, and nurse responsibilities. Of the inspection instrument's 165 questions, we identified 100 that fit into the five categories.

Table 3 describes each category, discloses the number of questions in that category, and provides an example question from the category. The five categories include 100 questions. In identifying the questions for the five categories, we determined that some questions were appropriate to more than one category. Therefore, we included such questions in all of the categories to which they applied. An example is the following question:

*If the inmate had an existing medication order upon arrival at the institution, did the inmate receive the medications by the next calendar day, or did a physician explain why the medications were not to be continued?(Question 02.128)*

The above question applies to the medication management category because it involves the prisons' delivery of medication to inmates. However, the question also applies to the continuity of care category since it determines whether inmates continued to receive their medications at their new prisons. Accordingly, while each of the five categories has a specific set of questions, individual questions like the one above sometimes appear in multiple categories. See Appendix D for the questions we assigned to each category.

Table 3: Description of Five General Medical Categories

Medical Category	Description	Example Question
<i>Medication Management</i>	Consists of 14 questions that determine if medications were properly administered and delivered to inmates as required by CDCR's policies.	Sick Call medication: Did the institution administer or deliver prescription medications (new orders) to the inmate within specified time frames? (Question 01.124)
<i>Access to Providers and Services</i>	Consists of 35 questions that evaluate whether inmates were seen or provided services for routine, urgent, and emergency medical needs within the time frames specified by CDCR's policies.	RN FTF Documentation: Did the RN complete the face-to-face triage within one business day after the Form 7362 (Health Care Services Request Form) was reviewed? (Question 01.025)
<i>Primary Care Provider Responsibilities and Processes</i>	Consists of 29 questions that determine whether primary care providers (physicians, nurse practitioners, and physician assistants) properly provided care to inmates and whether processes related to providing clinical care are consistent with policy.	All Diagnostic Services: Did the PCP adequately manage clinically significant test results? (Question 06.263)
<i>Continuity of Care</i>	Consists of 19 questions that determine whether inmates received care when moved within a prison or from one prison to another, or were received from an outside care provider after specialty services or hospitalization.	Upon the inmate's discharge from the community hospital, did the triage and treatment area registered nurse document that he or she reviewed the inmate's discharge plan and completed a face-to-face assessment of the inmate? (Question 21.248)
<i>Nurse Responsibilities</i>	Consists of 23 questions that evaluate whether nurses properly provided care to inmates and whether processes related to providing nursing care are consistent with policy.	Did documentation indicate that the RN reviewed all of the inmate's complaints listed on Form 7362 (Health Care Services Request Form)? (Question 01.246)

We excluded other questions from categories because we determined that including them could inappropriately impact scores. For example, Question 14.106 asks:

*“Does clinical staff wash their hands (either with soap or hand sanitizer) or change gloves between patients?”*

This question pertains to the hygienic practices of all staff and does not differentiate primary care providers from nurses. Therefore, we cannot fairly score primary care providers’

performance on this question when the hygienic practices of nurses cannot be separated, and vice versa. Accordingly, we excluded this question and others with similar predicaments from categories for which the questions skew the categories' scores.

As shown by the checked boxes in Table 4 below, we extract questions from 14 of the 20 component areas to allow the reader to evaluate performance from this additional perspective. Access to health care information, internal reviews, other services, chemical agent contraindications, staffing levels and training, and nursing policy are the only components without at least one question that fits into the five general categories.

Table 4: Distribution of Medical Component Questions within the Medical Categories

Medical Component	Medication Management	Access to Providers and Services	Primary Care Provider Responsibilities	Continuity of Care	Nurse Responsibilities
Chronic Care	√	√	√		
Clinical Services	√	√			√
Health Screening	√	√	√	√	√
Specialty Services		√		√	
Urgent Services	√	√	√	√	√
Emergency Services		√			√
Prenatal Care/Childbirth/Post-delivery		√	√		√
Diagnostic Services		√	√		
Outpatient Housing Unit		√	√	√	
Inmate Transfers	√			√	√
Clinic Operations	√			√	√
Preventive Services	√	√			
Pharmacy Services	√				
Inmate Hunger Strikes		√	√		√

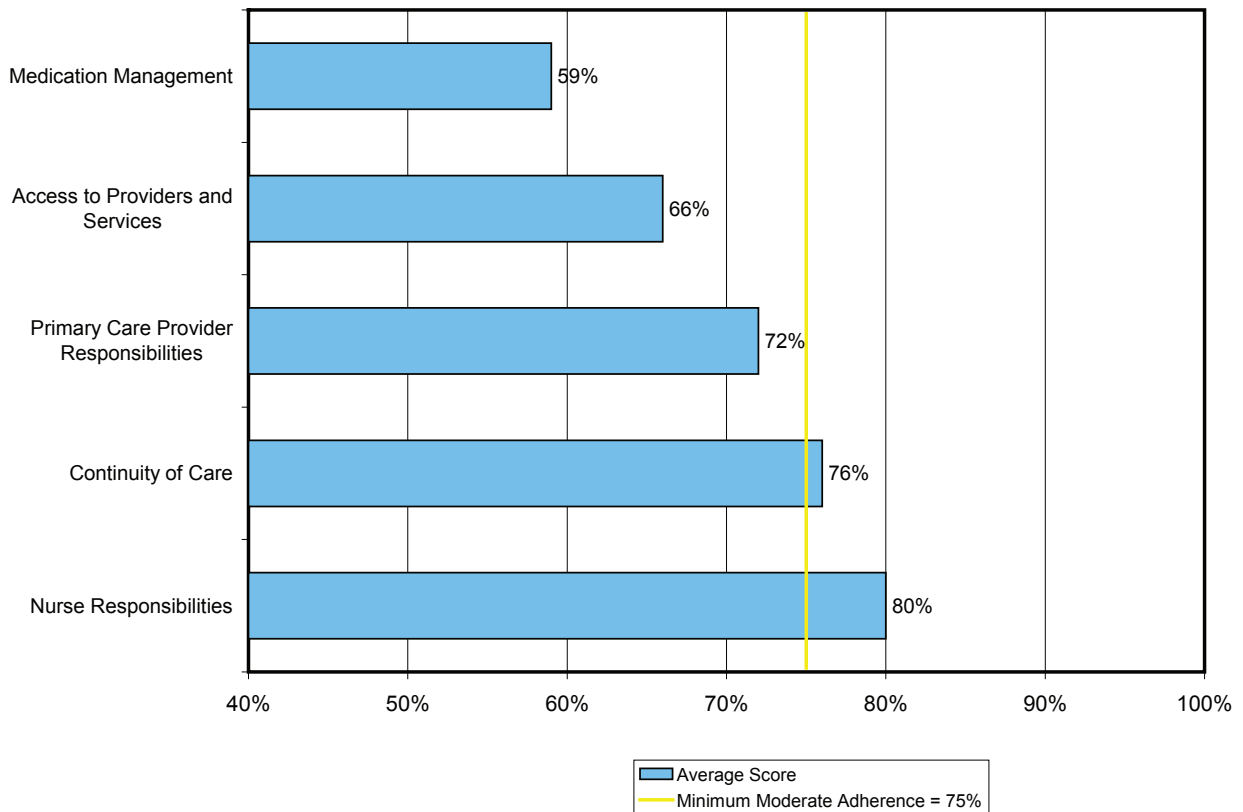


## Category Analysis

*There is low adherence to policies and procedures in the medication management and access to providers and services categories.* Chart 23 summarizes the results of our sorting the questions from the 20 component areas into the five general medical categories. The average scores for these categories range from a low of 59 percent in medication management to a high of 80 percent in nurse responsibilities. This range of scores is consistent with the range of scores from the 17-prison summary report. In that report, medication management also scored lowest at 58 percent, while nurse responsibilities were highest with the same 80 percent score. Our analysis clearly demonstrates that prisons' performances in medication management and access to providers and services merit the Receiver's continuing attention, as the 33 prisons' average scores of 59 percent and 66 percent, respectively, are far below the 75 percent minimum score for moderate adherence to policies and procedures. More encouragingly, in addition to nurse responsibilities' 80 percent score, continuity of care's 76 percent score enabled both categories to exceed the minimum score for moderate adherence. However, by averaging 72 percent, primary care provider responsibilities fell below the minimum score for moderate adherence.

In the following sections, we provide a more in-depth analysis of the 33 prisons' performances in each of the five medical categories.

Chart 23: Scores by Category, Sorted Lowest to Highest Score



## Medical Category: Medication Management

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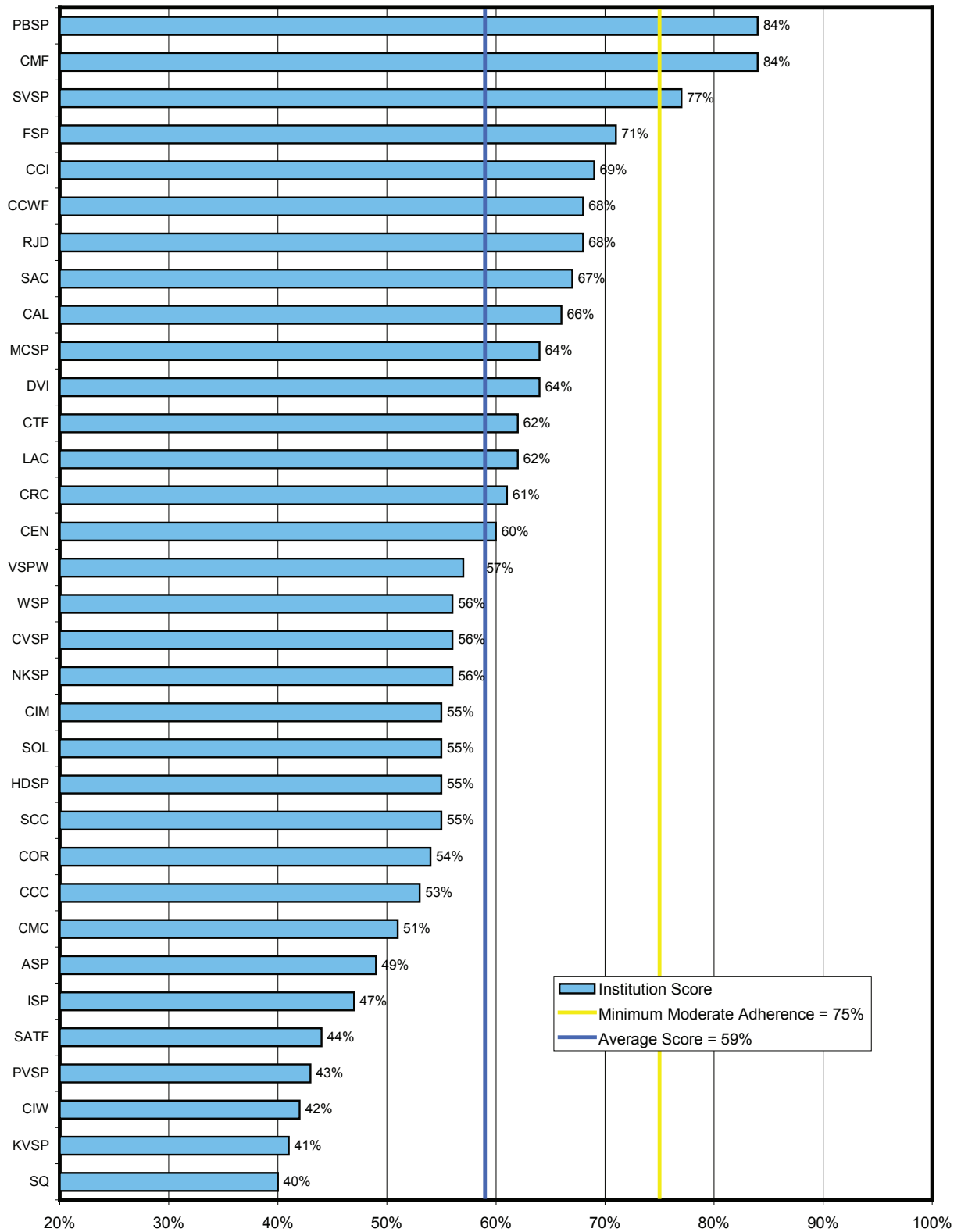
The medication management category evaluates the timely delivery of medications to inmates and certain elements of medication administration. These elements include the availability of medications, maintenance of medications, and the screening of new medications for potential adverse reactions. To develop our analysis, we used 14 questions from the following medical care components: chronic care, clinical services, health screening, urgent services, inmate transfers, clinic operations, preventive services, and pharmacy services. Of the 14 questions, five pertain to medication delivery and nine pertain to medication administration. However, the medication delivery questions are more important, and therefore they are more heavily weighted.

***Prisons are ineffective at ensuring that inmates receive their medications.*** As shown in Charts 23 and 24, the 33 prisons' average score for medication management was only 59 percent, one percentage point higher than that reported in our 17-prison summary report. This is the lowest average score within any of the five general medical categories, and it clearly indicates that medication management is weak. Only three prisons had scores that exceeded the 75 percent score for moderate adherence to medical policies and procedures. Particularly troubling is that 18 of the prisons scored 57 percent or less.

The prisons performed especially poorly in medication delivery. They had an average score of only 35 percent, which is one percentage point higher than the score reported for medication delivery in our 17-prison summary report. Thirty of the 33 prisons scored 53 percent or less, and 17 of them scored from 32 percent down to eight percent. CMF and PBSP, with scores of 83 percent, were the only prisons to exceed the 75 percent minimum score for moderate adherence. The prisons' very low scores in delivering medications to inmates offset the 90 percent average score they achieved on the other nine, less heavily weighted questions in medication management.

# Medical Category: Medication Management

Chart 24: Medication Management Scores by Prison, Sorted Highest to Lowest



## Medical Category: Medication Management

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Compliance problems with medication delivery stem from one of two causes. The first is failure to administer, provide, or deliver medications in a timely manner. The second is the medical staff's failure to document their actions after they provided or delivered medications. We do not know the extent to which either cause contributed to the low score in medication delivery. However, records we inspected indicate that this noncompliance is not simply a documentation problem, but rather a problem of inmates not receiving their medications. For example, in reviewing the 33 prisons' administering of Isoniazid, a drug prescribed to treat latent or active tuberculosis, we found that in 71 percent of the cases, the institutions did not properly administer the medication. We reviewed the underlying documentation to determine if this was a documentation problem or if the inmates in fact did not receive the Isoniazid. We found that in many cases, the medication administration record was either completely missing from the file or completely blank, leaving the possibility that this was a documentation problem. However, for at least 51 percent of the cases, we found medication administration forms in the medical file that indicated some medications had been given to the inmate, but sections of the same forms were blank where ordered doses of Isoniazid should have been recorded as administered. This documentation suggests that the missing dose was not given to the inmate. We conclude, therefore, that the prisons are not merely failing to document that inmates received their medications; they are also failing to get the medications to the inmates. Regardless, both types of failure denote noncompliance and poor performance.

Numerous prisons performed inadequately in the following areas:

- Delivering tuberculosis medications to inmates and ensuring they take them
- Delivering medications to inmates within one day of arrival at the prison
- Providing chronic care medications and following policies when inmates refuse their medications
- Delivering sick call medications (new orders) to inmates
- Providing medications to inmates upon discharge from an outside hospital

These five areas pertain to the basic delivery of medications to inmates. As suggested by the poor 35 percent average score achieved by the 33 prisons, medication delivery is a significant health issue.

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*See Appendix D-1 for detailed information on questions and scores for this category.*



## Medical Category: Access to Providers and Services

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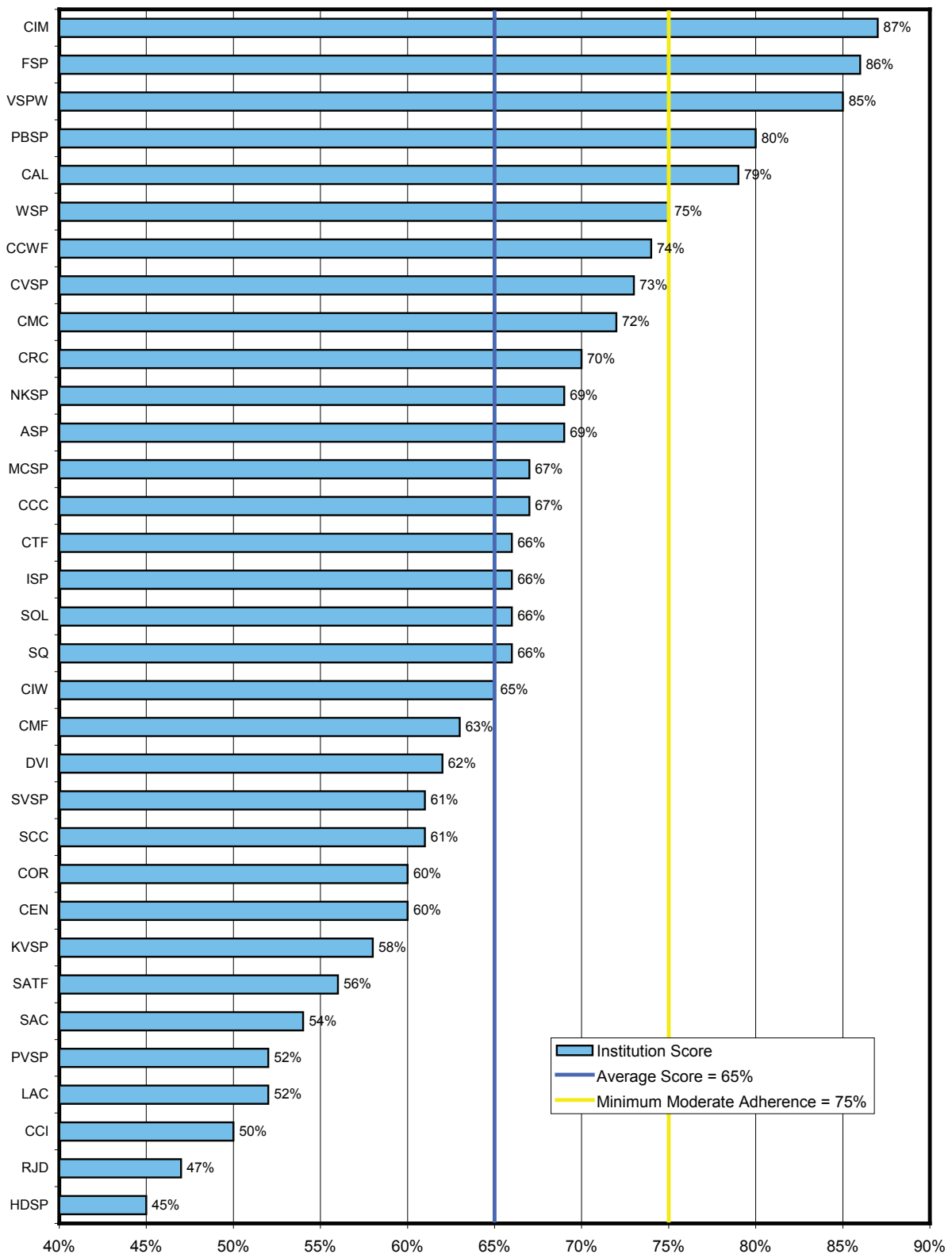
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The access to providers and services category assesses the prisons' effectiveness in ensuring that inmates are seen by primary care providers or provided services for routine, urgent, and emergency medical needs according to timelines set by CDCR policy. Effective prison medical care depends on inmates' access to providers and services; a key indicator of access is timeliness. To develop our analysis, we used 35 access to providers and services-related questions from the following medical care components: chronic care, clinical services, health screening, specialty services, urgent services, emergency services, prenatal care/childbirth/post-delivery, diagnostic services, outpatient housing unit, preventive services, and inmate hunger strikes.

***Access to providers and services is poor.*** As shown in Chart 25, the 33 prisons' average score for access to providers and services was only 66 percent. While this score is six percentage points higher than the access to providers and services score reported in our 17-prison summary report, it is still the second lowest average score within the five general medical categories. With scores ranging from a high of 87 percent down to 45 percent, prisons are generally deficient in providing inmates timely access to the primary care providers and medical services they need. Only six prisons met or exceeded the 75 percent minimum score for moderate adherence to medical policies and procedures. HDSP, with a score of 45 percent, was the worst performer.

# Medical Category: Access to Providers and Services

Chart 25: Access to Providers and Services Scores by Prison, Sorted Highest to Lowest



## Medical Category: Access to Providers and Services

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Given the low scores shown in Chart 25, we further sorted and analyzed the access to providers and services data. Specifically, we categorized the questions into two types: those that related or applied to a specific medical problem identified for an inmate, and those that related or applied to various screening and preventive health processes.

The following are examples of each type of question:

Medical problem-related	Was the inmate's most recent chronic care visit within the time frame required by the degree of control of the inmate's condition based on his or her prior visit? (Question 03.076)
Screening and preventive-related	Did the prison complete the initial health screening on the same day the inmate arrived at the prison? (Question 02.016)

The results of this analysis identified a significant weakness in the prisons' administration of correctional health care. The average access to providers and services score for questions related to inmates with specific medical problems was only 62 percent. In contrast, the average access to providers and services score for screening and preventive-related procedures was 75 percent. (We noted a similar gap in the scores for the first 17 prisons we inspected: 57 percent for questions related to inmates with specific medical problems, and 71 percent for questions related to screening and preventive-related procedures.) In short, inmates with identified health problems had greater difficulty gaining access to the providers and services for which they had a demonstrable need. Chart 26 shows each prison's comparative scores for the two types of access to providers and services.

With scores ranging from 87 percent down to 38 percent, only four prisons exceeded the 75 percent minimum score for moderate adherence in providing timely access to providers and services when inmates had identified medical problems. These identified medical problems included chronic diseases as well as other conditions that require specialty care or medical treatment at outside hospitals. Moreover, inmates often did not have timely access to a physician or a specialist for the health care management or follow-up required by CDCR policy.

The lowest-scoring prisons in problem-related access to providers and services had particular difficulty in getting inmates with medical issues seen by a primary care provider in an appropriate time frame for both interim and follow-up appointments for specialty services.

Overall, the prisons are relatively proficient at processing inmates for routine screening and preventive-related appointments, but they are less proficient in getting inmates who have identified medical problems seen by appropriate medical care providers. The failure to provide timely access to care for inmates with identified medical problems clearly increases risks to the inmates' health.

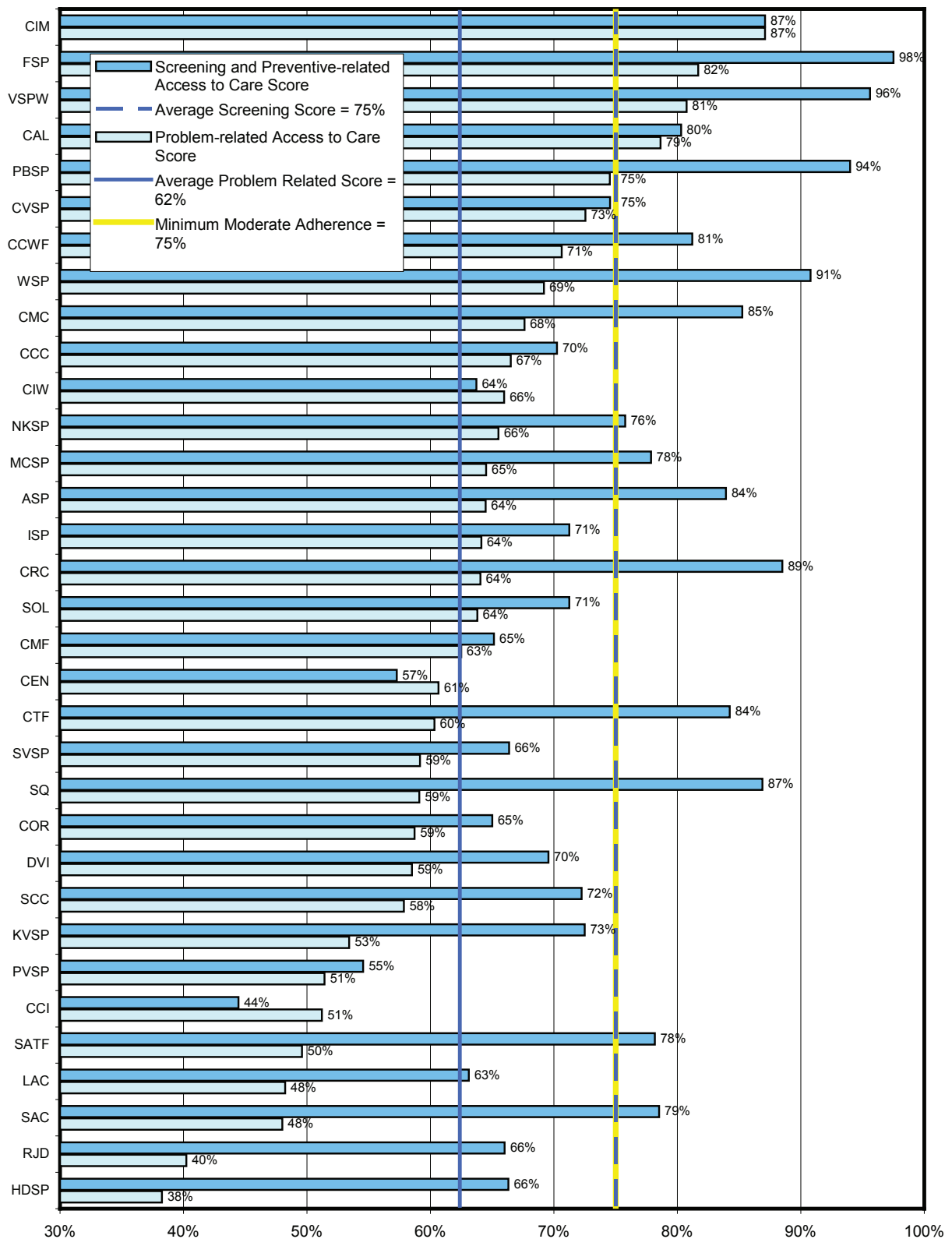
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*See Appendix D-2 for detailed information on questions and scores for this category.*



# Medical Category: Access to Providers and Services

Chart 26: Access to Providers and Services Scores by Prison, Sorted Highest to Lowest



## Medical Category: Primary Care Provider Responsibilities

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The primary care provider responsibilities category assesses how well the prisons' physicians, nurse practitioners, and physician assistants perform their duties and whether processes related to providing clinical care are consistent with policy. To develop our analysis, we used 29 questions from the following medical care components: chronic care, health screening, urgent services, prenatal care/childbirth/post-delivery, diagnostic services, outpatient housing unit, and inmate hunger strikes.

The 29 questions are of two types: judgment questions and process questions. Judgment questions evaluate how well the primary care provider applied his or her medical knowledge, skills, and abilities in providing medical care.<sup>6</sup> Process questions assess the primary care provider's compliance with established protocols for providing services and maintaining records. Of the 29 questions, 21 are judgment questions, and eight are process questions.

***Some prisons' primary care providers must improve their performance to achieve moderate adherence.*** As shown in Chart 27, the 33 prisons' average score for primary care provider responsibilities was 72 percent, which is two percentage points lower than the 74 percent score we reported in our 17-prison summary report . The 72 percent score is the third lowest average score in the five general medical categories, and it does not meet the 75 percent minimum score for moderate adherence to policies and procedures. Only 15 prisons' scores met or exceeded the 75 percent minimum score for moderate adherence, with SCC and CAL tying for the highest score at 85 percent. KVSP's score of 51 percent stands out as exceptionally low.

The lower-performing prisons' scores are driven largely by poor performance in response to questions in the chronic care component, which represents 61 percent of the total point value for primary care provider responsibilities.

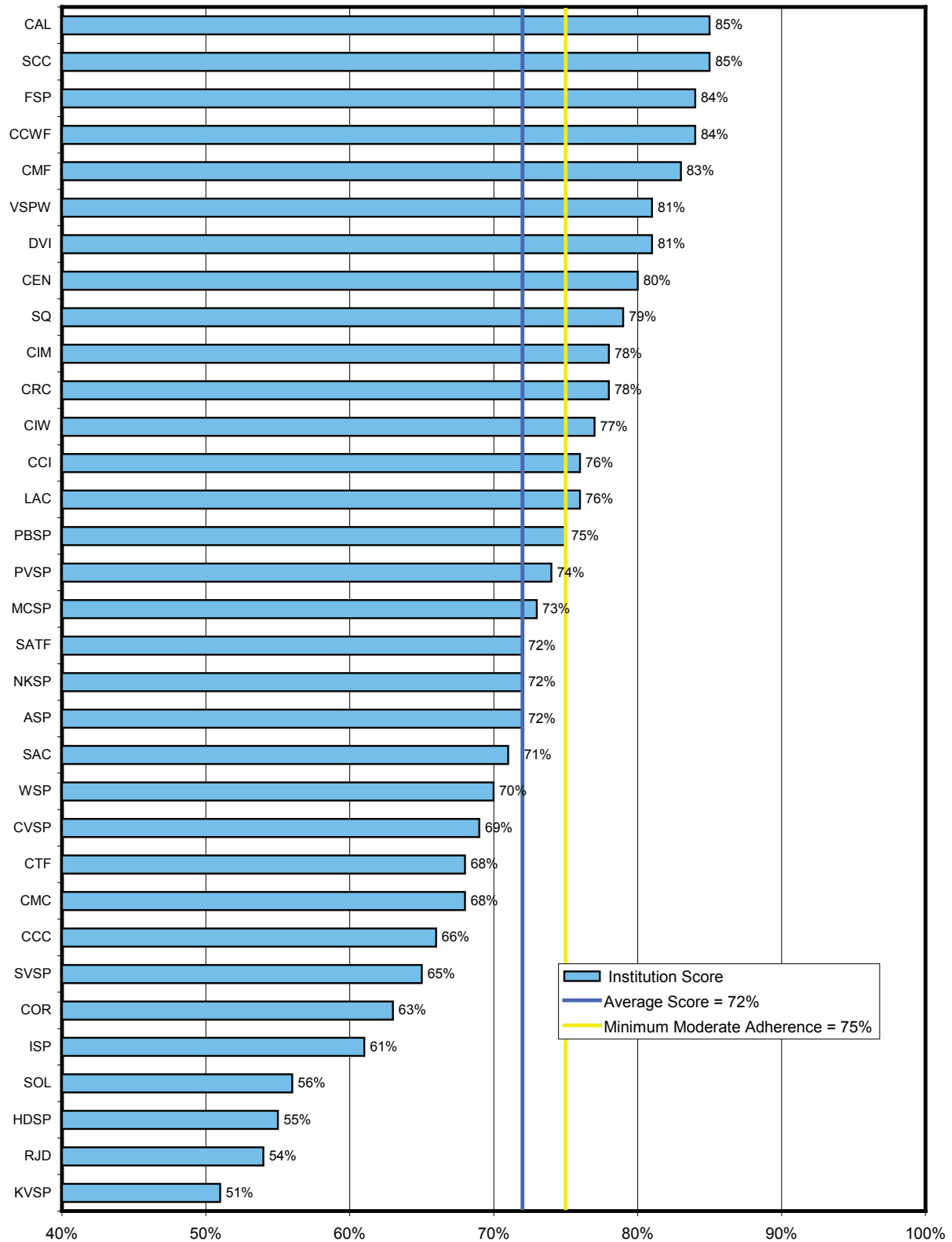
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<sup>6</sup> In performing our inspections, judgement questions are answered by physician inspectors. When a physician inspector takes exception to the judgement of a primary care provider, the physician inspector consults with our lead physician before confirming the exception.

# Medical Category: Primary Care Provider Responsibilities

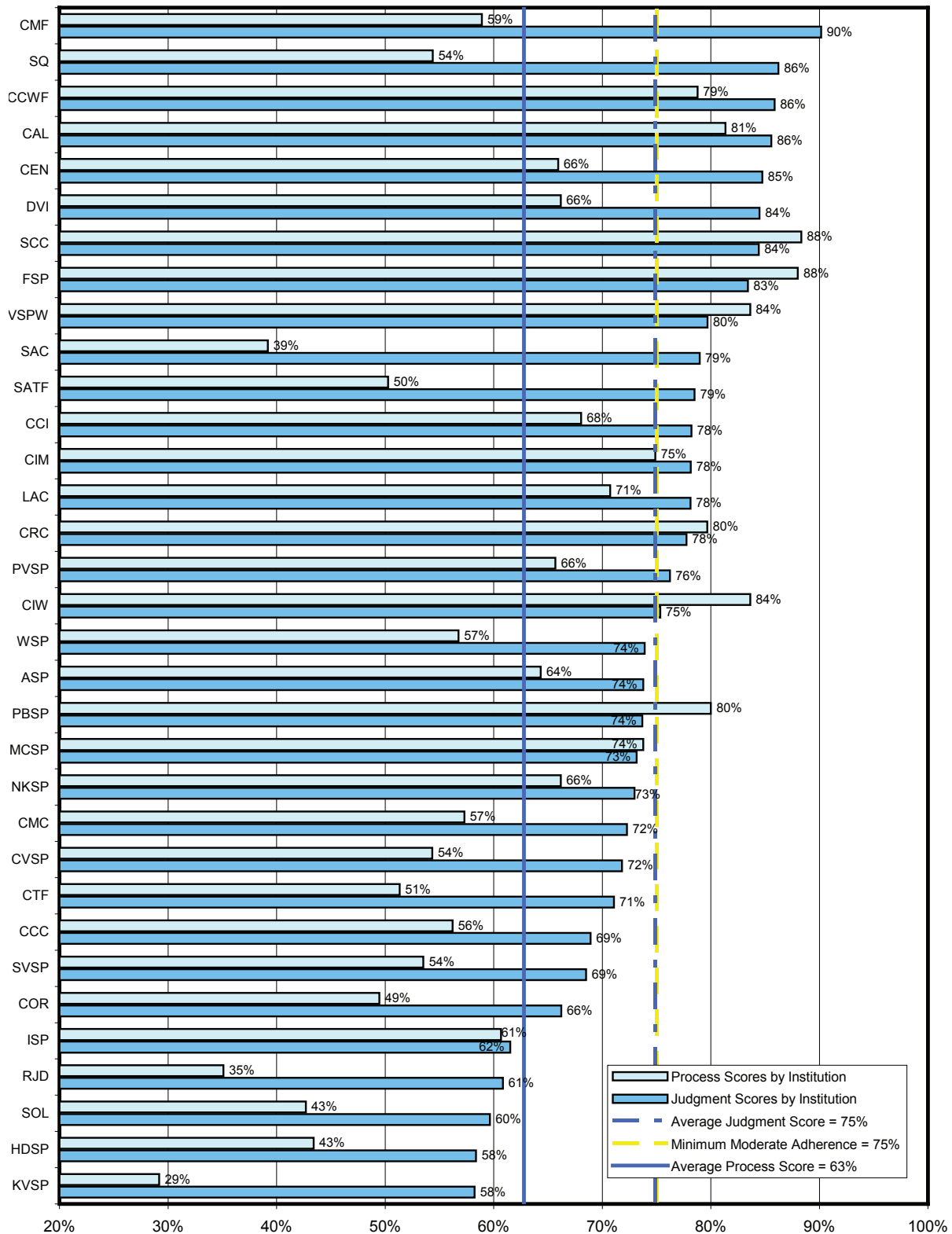
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Chart 27: Primary Care Provider Responsibilities Scores by Prison, Sorted Highest to Lowest



# Medical Category: Primary Care Provider Responsibilities

Chart 28: Primary Care Provider Responsibilities Scores by Prison, Sorted Highest to Lowest



### **Impact of Primary Care Provider Judgment**

To determine if the primary care provider judgment questions were more problematic for the prisons than the process questions, we eliminated the process questions for the data sort shown in Chart 28 and analyzed the results of the judgment questions exclusively.

***Judgment functioned far better than process.*** As shown in Chart 28, the 33 prisons' average score on judgment questions was 75 percent, a score that by itself meets the minimum score for moderate adherence. However, the prisons' performance on the process questions reduced the category score three percentage points to the 72 percent score achieved using both types of questions. The average score on the process questions was only 63 percent, or 12 percentage points less. (These scores are consistent with the trend we first noted in our 17-prison summary report. In that report, the average score on judgment questions was 77 percent, and the average score on the process questions was 63 percent, or 14 percentage points less.) The larger number and heavier weight of the judgment questions kept the category score from falling more than it did. On judgment questions, 17 prisons had scores that met or exceeded the 75 percent minimum score for moderate adherence.

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*See Appendix D-3 for detailed information on questions and scores for this category.*

## Medical Category: Continuity of Care

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The continuity of care category evaluates whether or not inmates continue to receive prescribed medical care when they move within a prison, move between prisons, or return to prison from receiving specialty services or from being hospitalized. To develop our analysis, we used 19 questions from the following medical care components: health screening, specialty services, urgent services, outpatient housing unit, inmate transfers, and clinic operations.

***Some prisons must improve the continuity of care they provide inmates to achieve moderate adherence to policies and procedures.*** As shown in Chart 29, the 33 prisons' average score for continuity of care was 76 percent. This score exceeds the 75 percent minimum score for moderate adherence, and it is the second highest average score in the five general medical categories. The 76 percent average score indicates that the prisons generally provided continuity of medical services to the inmate-patients in their care. However, while 20 prisons met or exceeded the 75 percent minimum score for moderate adherence, the remaining 13 did not.

Those prisons that failed to achieve moderate adherence in the continuity of care category did so partly as the result of these problems:

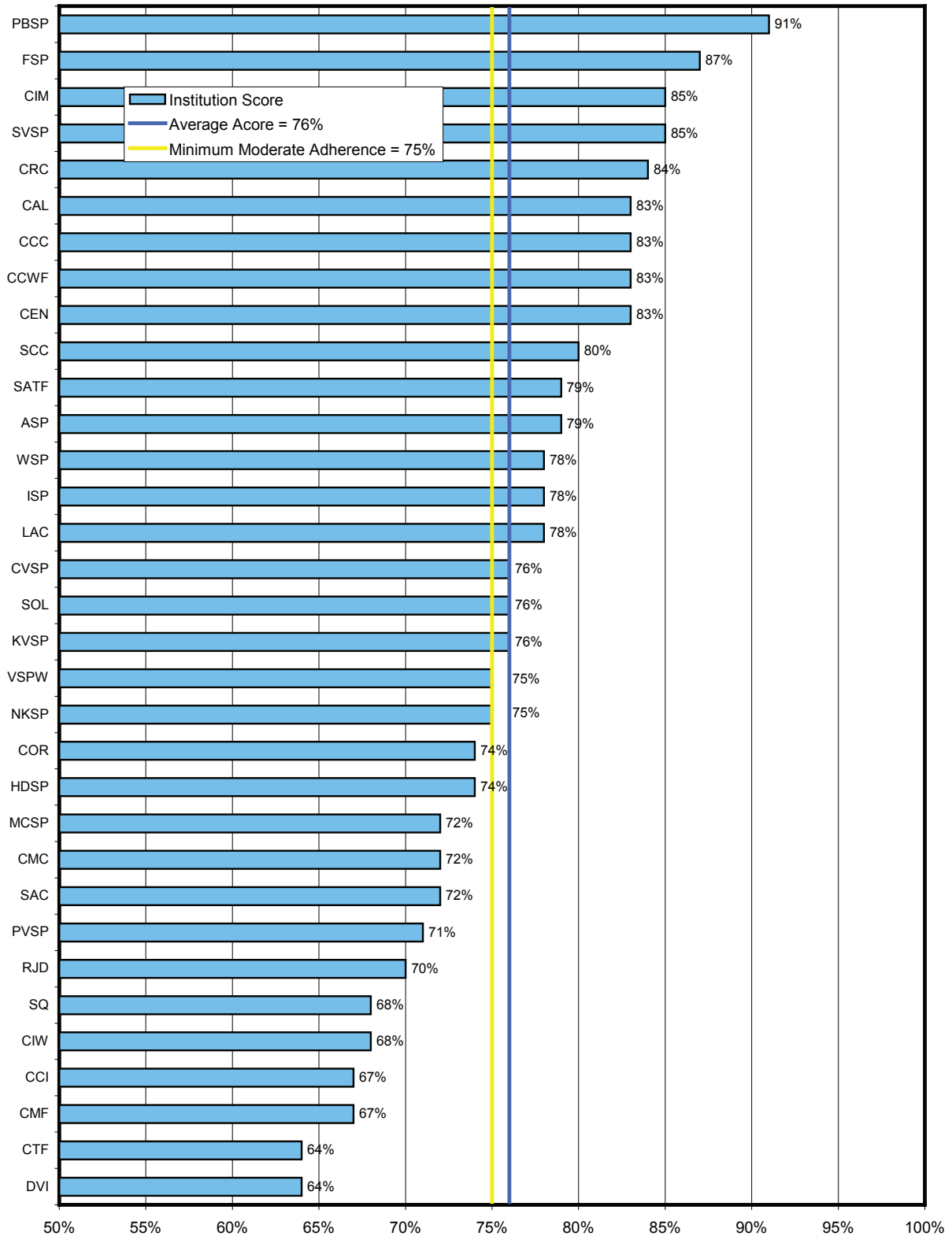
- Failing to transmit accurate health care information on transferring inmates who need specialty services.
- Failing to document the delivery of medications to arriving inmates or document within one calendar day the reasons that arriving inmates' medications were discontinued.
- Failing to meet specified time frames for following up on specialty service consultations.

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*See Appendix D-4 for detailed information on questions and scores for this category.*

# Medical Category: Continuity of Care

Chart 29: Continuity of Care Scores by Prison, Sorted Lowest to Highest



## Medical Category: Nurse Responsibilities

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The nurse responsibilities category evaluates how well the prisons' registered nurses and licensed vocational nurses perform their duties and whether processes related to providing nursing care are consistent with policy. To develop our analysis, we used 23 questions from the following medical care components: clinical services, health screening, urgent services, emergency services, prenatal care/childbirth/post-delivery, inmate transfers, clinic operations, and inmate hunger strikes.

The 23 questions are of two types: judgment questions and process questions. Judgment questions evaluate how well the nurse applied his or her medical knowledge, skills, and abilities in providing nursing care.<sup>7</sup> Process questions assess the nurse's compliance with established guidelines for providing services and maintaining records. Seven of the 23 questions are judgment questions, and 16 are process questions.

***Prisons' nurses performed relatively well.*** As shown in Chart 30, the 33 prisons' average score for nurse responsibilities was 80 percent. This is the same score the nurse responsibilities category earned in our 17-prison summary report. The 80 percent average score is the highest average score within the five general medical categories, and it exceeds the 75 percent minimum score for moderate adherence. Twenty-three of the 33 prisons exceeded the 75 percent minimum score for moderate adherence, with seven of them achieving high adherence scores of 86 percent or more. CCWF's score of 94 percent was the highest.

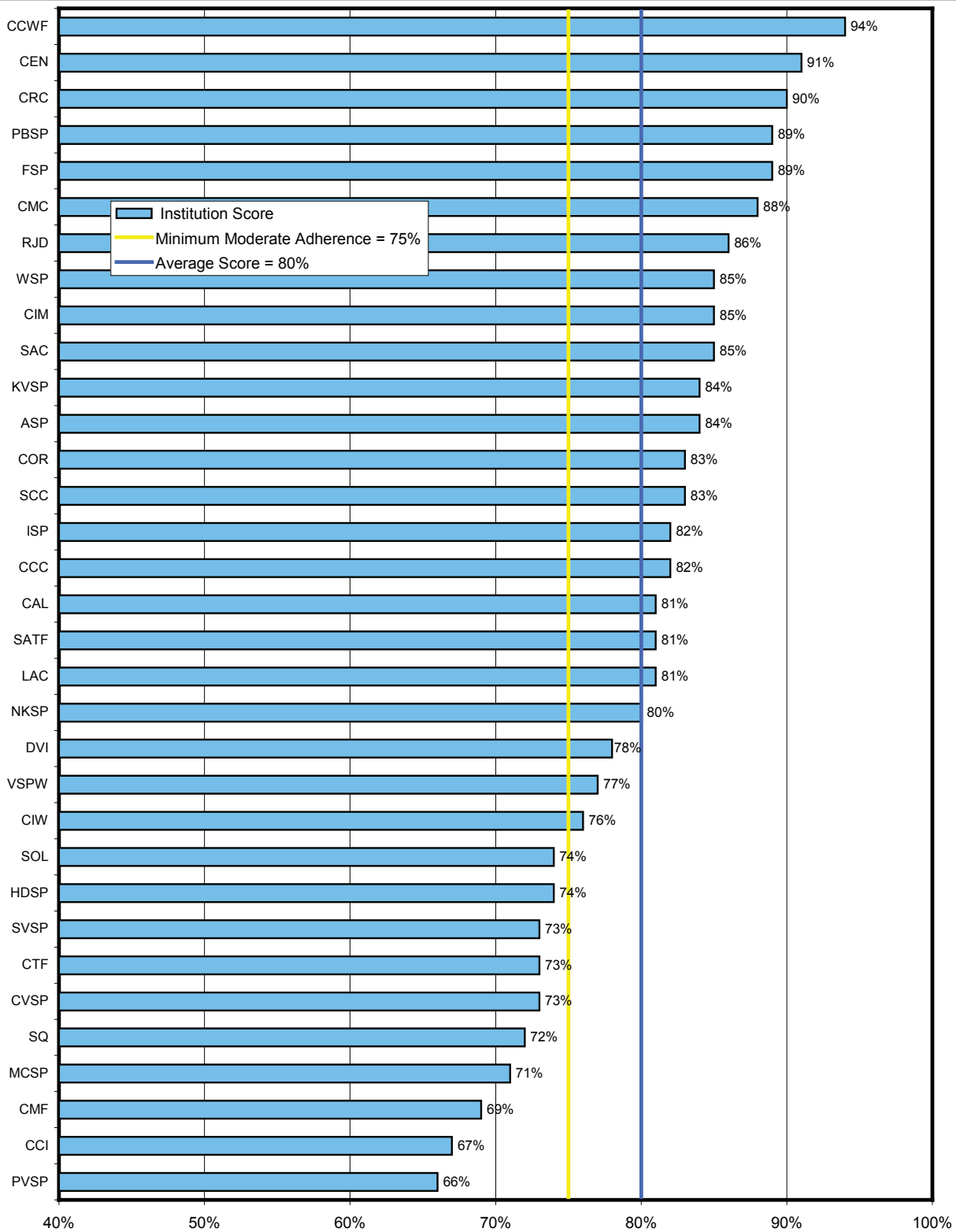
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<sup>7</sup> In performing our inspections, judgement questions are answered by registered nurse inspectors. When a registered nurse inspector takes exception to the judgement of a prison's registered nurse, the nurse inspector consults with another registered nurse inspector or a physician inspector before confirming the exception.



# Medical Category: Nurse Responsibilities

Chart 30: Nurse Responsibilities Scores by Prison, Sorted Highest to Lowest



### **Impact of Nurse Judgment**

To determine if the nurse judgment questions were more problematic for the prisons than the process questions, we analyzed the results of the judgment questions exclusively.

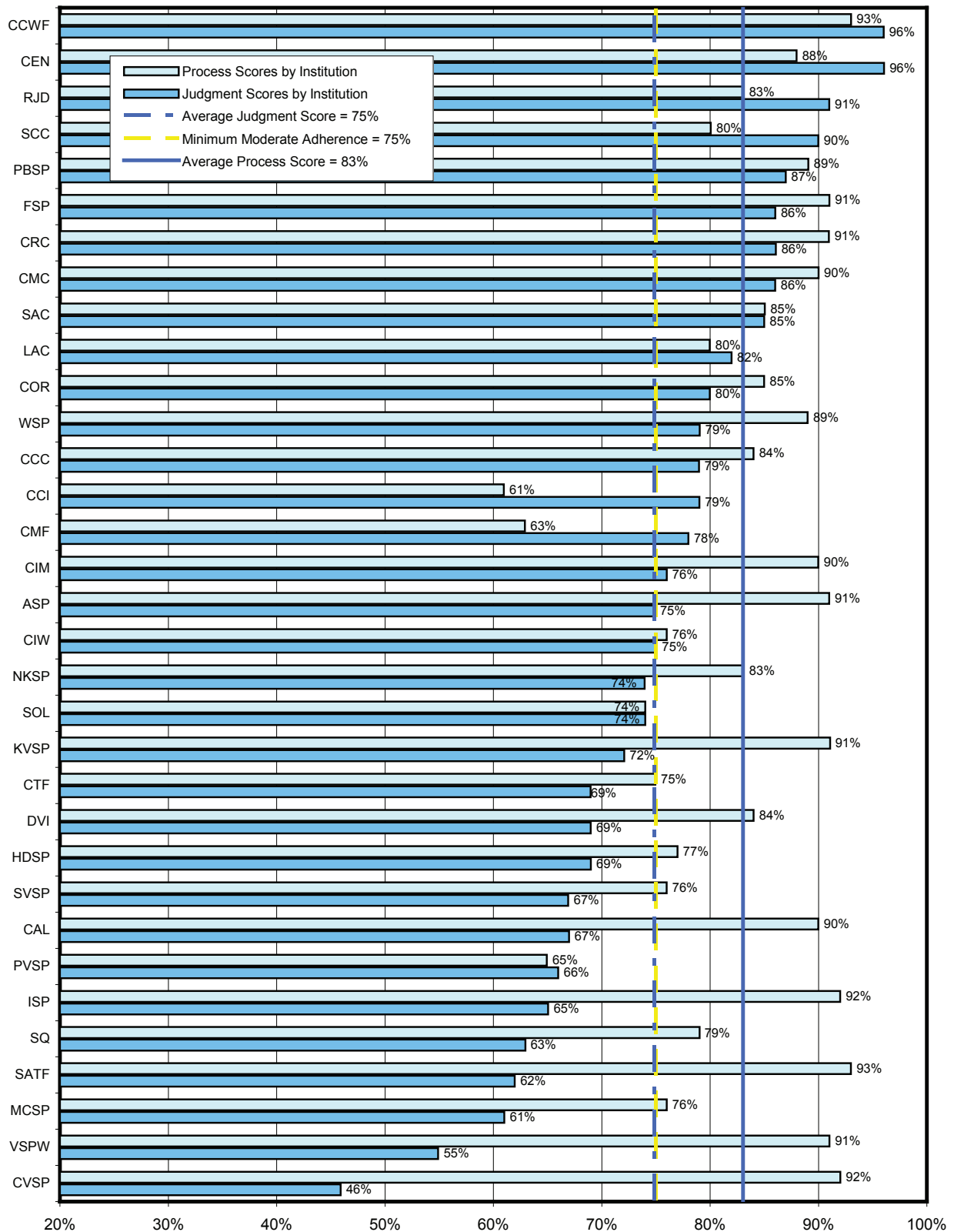
*The impact of judgment questions was substantial.* As shown in Chart 31, the 33 prisons' average score on the judgment questions was 75 percent, which is five percentage points lower than the average score achieved using both types of questions. The average score for process questions was 83 percent, meaning that there was an eight percentage point gap between the average scores for the two types of questions. While all three scores fall in the moderate adherence range, it is apparent that the 33 prisons' nurses performed better on process questions than on judgment questions. This observation contrasts with the one we made in our 17-prison summary report. In that report, we concluded that one type of question had no more impact than the other. Our conclusion was based on the fact that for the first 17 prisons inspected, the nurse judgment average score of 80 percent was the same as the overall nurse responsibilities score, and that the process question average score of 81 percent was nearly the same. However, for the last 16 prisons inspected there was a significant drop in the scores on judgment questions and an increase in the scores on process questions. The average judgment score for the last 16 prisons was 70 percent, far below the 86 percent the same prisons achieved on the process questions. Therefore, for all 33 prisons we conclude that the impact of the nurse judgment questions was substantial.

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*See Appendix D-5 for detailed information on questions and scores for this category.*

# Medical Category: Nurse Responsibilities

Chart 31: Impact of Nurse Judgement Scores by Prison, Sorted Highest to Lowest



## Conclusion

The results of our first 33 medical inspections demonstrate that the Receiver and CDCR can improve prisons' compliance with CDCR medical policies and procedures and medical community standards in a number of areas. In particular, we note the following results:

- Only nine of the 33 prisons' overall weighted scores met or exceeded 75 percent, the Receiver's minimum score for moderate adherence to medical policies and procedures. The highest score was FSP's 83 percent, and FSP is the only prison to achieve moderate or high adherence in all six of the most heavily weighted components of the medical inspection program.
- Nearly all of the prisons failed to achieve moderate adherence in three of the six most heavily weighted components. The average score for chronic care, the most heavily weighted component, was only 62 percent. Failure to ensure inmates received their chronic care medications and inadequate documentation of inmates' clinical histories were recurring problems. Clinical services, the second most heavily weighted component, had an average score of only 65 percent. Within this component, we found consistent problems with getting inmates their prescribed medications and in primary care providers' seeing inmates by the appointment dates set by triage nurses. The average score for specialty services, another heavily weighted component, was only 66 percent. We found poor performance in providing inmates timely access to specialty services and prompt follow-up related to those services.
- In other component areas of our inspection program, prisons scored particularly poorly in preventive services. The average score was only 44 percent, and we found very low scores in tuberculosis treatment, which can affect the health of inmates and staff alike. Further, as evidenced by the average score of 57 percent, the prisons performed quite poorly in monitoring inmates on hunger strikes lasting longer than three days. In access to health care information the average score was only 64 percent, and only two of the prisons kept inmates' medical records updated with recently filed documents.
- Notwithstanding the problems cited above, the prisons performed well in several components. Their average scores were more than 86 percent in five components, indicating high adherence with medical policies and procedures. The 96 percent score in staffing levels and training reflects positively on the prisons' efforts to provide around-the-clock physician and nursing services, and to orient and train nurses on face-to-face triage techniques in a prison setting. The 93 percent score in chemical agent contraindications and the 92 percent score in clinic operations are also noteworthy.
- In the 20 components of health care that we examined, prisons achieved an average score of 86 percent or higher on 69 of the 165 scored questions. However, the prisons scored consistently poorly on 36 questions, averaging 60 percent or less, and in some cases substantially less. This 60 percent mark, the Receiver's threshold for a formal corrective action plan, indicates areas of prison medical care that require significant improvement.
- When sorting 100 of the questions into five general medical categories, we found recurring problems in how the prisons managed inmates' medication. The average score in

medication management was only 59 percent because the prisons scored only 35 percent on questions related to medication delivery. Inmates' access to providers and services was also of concern, with timeliness of access the main problem. The average score for this category was only 66 percent. In contrast, nurse responsibilities had an average score of 80 percent and continuity of care had an average score of 76 percent, making them the only general medical categories to exceed the 75 percent minimum score for moderate adherence. Primary care provider responsibilities, with an average score of 72 percent, came close to the 75 percent minimum score for moderate adherence. However, the 63 percent score on process questions offset the 75 percent score on judgement questions, which by itself met the Receiver's minimum score for moderate adherence.

We find that the wide variation among component scores within prisons, and the wide variation among prisons' average component scores, suggest that the Receiver has not yet implemented a system that ensures that CDCR policies and procedures and selected medical community standards are consistently followed throughout the prison system. The higher scores in some component areas and medical categories, however, demonstrate that system-wide improvement can be achieved.

## Appendix Preface

This report contains the following four appendices:

**APPENDIX A:** This appendix contains the definitions of the 20 components we use in our medical inspection program.

**APPENDIX B:** This appendix is a synopsis of each prison's scores on the 20 components in our medical inspection program.

**APPENDIX C:** This appendix contains the 33 prisons' scores for each question in the 20 components and cites the text of each question. In addition, for each question the appendix discloses the possible points for the question and the points received for the question. It also shows the 33-prison average score for each question and each prison's total score for each component.

**APPENDIX D:** This appendix contains the 33 prisons' scores for each question in the five medical categories and cites the text of each question. In addition, for each question the appendix discloses the possible points for the question and the points received for the question. It also shows the 33-prison average score for each question and each prison's total score for each medical category.

### Blank scores in Appendices C and D:

The reader may occasionally encounter blank spaces in Appendix C and Appendix D. The spaces are blank for two possible reasons. The first reason is that the question does not apply to the institution. For example, 16 of the 33 prisons did not have outpatient housing units. Therefore, the ten questions in the outpatient housing unit component would not apply to these 16 prisons. The second reason is that the question does not apply to any sample items selected for inspection. For example, Question 15.134 asks, "Did the institution properly respond to all active cases of TB discovered in the last six months?" Because only three of the 33 prisons had discovered an active case of tuberculosis in the six months preceding the inspection, only those prisons received a score for Question 15.134. When questions do not apply to a prison, we exclude them from our scoring calculations.

### Rounding in Appendices B, C, and D:

We have rounded the percentage scores in Appendices B, C, and D to the nearest whole number. In Appendices C and D, the points received for each question are displayed to the nearest tenth of a point. However, our computer-based scoring system carries the points received calculation to multiple decimal points before calculating the percentage score. Accordingly, we have included the percentage score each prison earned on each of the applicable questions from its inspection report. As a result, the reader may notice slightly different percentage scores among prisons for questions with the same possible points and the same points received. In addition, totals may not sum due to this rounding.

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## Appendix A: Component Definitions

**Chronic Care:** Examines how well the prison provided care and medication to inmates with specific chronic care conditions, which are those that affect (or have the potential to affect) an inmate's functioning and long-term prognosis for more than six months. Our inspection tests the following chronic care conditions: asthma, anti-coagulation therapy, diabetes, HIV (Human Immunodeficiency Virus), and hypertension.

**Clinical Services:** Evaluates the inmate's access to primary health care services and focuses on inmates who recently received services from any of the prison's facilities or administrative segregation unit clinics. This component evaluates sick call processes (doctor or nurse line), medication management, and nursing.

**Health Screening:** Focuses on the prison's process for screening new inmates upon arrival to the institution for health care conditions that require treatment and monitoring, as well as ensuring inmates' continuity of care.

**Specialty Services:** Focuses on the prison's process for approving, denying, and scheduling services that are outside the specialties of the prison's medical staff. Common examples of these services include cardiology services, physical therapy, oncology services, podiatry consultations, and neurology services.

**Urgent Services:** Addresses the care provided by the institution to inmates before and after they were sent to a community hospital.

**Emergency Services:** Examines how well the prison responded to medical emergencies. Specifically, we focused on "man down" or "woman down" situations. Further, questions determine the adequacy of medical and staff response to a "man down" or "woman down" emergency drill.

**Prenatal Care/Childbirth/Post-delivery:** Focuses on the prenatal and post-delivery medical care provided to pregnant inmates. Not applicable at men's institutions.

**Diagnostic Services:** Addresses the timeliness of radiology (x-ray) and laboratory services and whether the prison followed up on clinically significant results.

**Access to Health Care Information:** Addresses the prison's effectiveness in filing, storing, and retrieving medical records and medical-related information.

**Outpatient Housing Unit:** Determines whether the prison followed department policies and procedures when placing inmates in the outpatient housing unit.<sup>8</sup> This component also evaluates whether the placement provided the inmate with adequate care and whether the physician's plan addressed the placement diagnosis.

**Internal Reviews:** Focuses on the frequency of meetings held by the prison's Quality Management Committee and Emergency Medical Response Review Committee and whether key staff attended the meetings. This component also evaluates the timeliness of the prison's responses to inmates' medical appeals filed, and the prison's death review process.

**Inmate Transfers:** Focuses on inmates pending transfer to determine whether the sending institution documented medication and medical conditions to assist the receiving institution in providing continuity of care.

**Clinic Operations:** Addresses the general operational aspects of the prison's facility clinics. Generally, the questions in this component relate to the cleanliness of the clinics, privacy afforded to inmates during non-emergency visits, use of priority ducats (slips of paper the inmates carries for scheduled medical appointments), and availability of health care request forms.

**Preventive Services:** Focuses on inmate cancer screening,

tuberculosis evaluation, and influenza immunizations.

**Pharmacy Services:** Addresses whether the prison's pharmacy complies with various operational policies, such as conducting periodic inventory counts, maintaining the currency of medications in its crash carts and after-hours medication supplies, and having valid permits. In addition, this component also addresses whether the pharmacy has an effective process for screening medication orders for potential adverse reactions/interactions.

**Other Services:** Examines additional areas that are not captured in the other components. The areas evaluated in this component include the prison's provision of therapeutic diets, its handling of inmates who display poor hygiene, and the availability of the current version of the department's Inmate Medical Services Policies and Procedures.

**Inmate Hunger Strikes:** Examines medical staff's monitoring of inmates participating in hunger strikes lasting more than three days.

**Chemical Agent Contraindications:** Addresses the prison's process for handling inmates who may be predisposed to an adverse outcome from calculated uses of force (cell extractions) involving Oleoresin Capsicum (OC), which is commonly referred to as "pepper spray." For example, this might occur if the inmate has asthma.

**Staffing Levels and Training:** Examines the prison's medical staffing levels and training provided.

**Nursing Policy:** Determines whether the prison maintains written policies and procedures for the safe and effective provision of quality nursing care. The questions in this component also determine whether nursing staff review their duty statements and whether supervisors periodically review the work of nurses to ensure they properly follow established nursing protocols.

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<sup>8</sup> An outpatient housing unit (OHU) is a facility that provides outpatient health services to inmates and assists them with the activities of daily living.



## APPENDIX B: Prisons' Scores By Component

Reporting Component	FSP	CIM	PBSP/SPW	COMF	CAL	SCC	WSP	MOSP	CEN	CRC	SVSP	CCC	DVI	CMF	NKSP	CTF	LAC	CMC	ASP	CW	CVSP	COR	ISP	SQ	SATF	RJD	SOL	SAC	PVSP	CCI	KVSP	HDSP	Average Score	Range
Chronic Care	79%	62%	70%	71%	73%	75%	52%	70%	81%	67%	57%	46%	74%	84%	59%	56%	70%	57%	59%	70%	52%	58%	39%	65%	49%	42%	63%	57%	62%	38%	45%	62%	46%	
Clinical Services	76%	74%	69%	74%	60%	71%	74%	69%	80%	70%	61%	66%	73%	87%	64%	59%	66%	74%	64%	62%	61%	68%	47%	56%	67%	60%	67%	47%	57%	58%	51%	65%	40%	
Health Screening	89%	86%	85%	86%	80%	61%	86%	81%	78%	74%	84%	81%	74%	87%	72%	64%	69%	73%	81%	70%	76%	73%	77%	73%	68%	77%	76%	67%	78%	75%	72%	77%	28%	
Specialty Services	80%	83%	96%	72%	53%	73%	71%	76%	60%	59%	71%	71%	53%	43%	61%	69%	70%	63%	74%	63%	86%	82%	58%	62%	62%	66%	47%	61%	57%	62%	53%	66%	53%	
Urgent Services	88%	80%	92%	67%	89%	89%	85%	75%	80%	81%	84%	84%	78%	79%	80%	75%	80%	84%	70%	75%	78%	76%	63%	75%	73%	70%	83%	81%	83%	61%	72%	78%	31%	
Emergency Services	84%	90%	81%	88%	80%	76%	73%	64%	77%	73%	83%	90%	71%	72%	81%	81%	84%	86%	78%	80%	73%	88%	78%	70%	90%	82%	48%	83%	78%	72%	78%	42%		
Prenatal/Childbirth/Post-delivery Care	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	61%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	71%	20%	
Diagnostic Services	80%	68%	57%	81%	58%	86%	89%	68%	74%	59%	77%	71%	74%	72%	68%	72%	54%	70%	87%	71%	56%	68%	69%	56%	64%	60%	68%	65%	60%	86%	43%	69%	46%	
Access to Health Care Information	78%	78%	100%	76%	37%	82%	76%	73%	82%	78%	88%	78%	59%	59%	73%	78%	73%	39%	20%	59%	49%	73%	54%	57%	44%	58%	39%	63%	55%	73%	59%	64%	80%	
Outpatient Housing Unit	N/A	93%	N/A	89%	N/A	75%	N/A	N/A	N/A	N/A	N/A	82%	83%	86%	N/A	87%	N/A	N/A	71%	63%	99%	62%	90%	83%	N/A	N/A	76%	N/A	73%	N/A	81%	37%		
Internal Reviews	98%	96%	69%	86%	98%	60%	88%	83%	61%	91%	73%	86%	93%	69%	85%	93%	73%	70%	66%	95%	68%	88%	69%	73%	100%	75%	70%	71%	60%	69%	63%	78%	40%	
Inmate Transfers	95%	93%	100%	100%	100%	95%	89%	68%	100%	100%	85%	93%	79%	50%	96%	68%	100%	94%	100%	80%	73%	87%	100%	100%	90%	79%	75%	76%	43%	100%	88%	57%		
Clinic Operations	94%	95%	93%	100%	86%	100%	90%	100%	82%	86%	96%	97%	88%	83%	90%	91%	90%	85%	94%	98%	91%	90%	100%	99%	95%	84%	91%	93%	91%	97%	91%	92%	18%	
Preventive Services	57%	71%	81%	81%	58%	28%	70%	40%	19%	82%	42%	37%	22%	44%	55%	51%	20%	53%	60%	33%	48%	30%	34%	49%	24%	58%	32%	27%	7%	27%	24%	44%	75%	
Pharmacy Services	100%	96%	93%	86%	97%	91%	86%	93%	58%	79%	100%	69%	92%	76%	93%	89%	100%	91%	92%	95%	83%	86%	86%	90%	93%	89%	75%	72%	79%	83%	100%	87%	42%	
Other Services	70%	100%	100%	100%	100%	55%	69%	85%	100%	70%	89%	100%	100%	100%	50%	67%	100%	91%	70%	57%	100%	93%	85%	100%	100%	75%	91%	70%	85%	50%	73%	84%	50%	
Inmate Hunger Strikes	N/A	100%	100%	N/A	100%	N/A	N/A	82%	32%	N/A	26%	68%	N/A	32%	N/A	N/A	42%	71%	N/A	N/A	N/A	30%	54%	79%	11%	88%	11%	37%	46%	44%	57%	89%		
Chemical Agent Contraintications	100%	100%	79%	100%	100%	94%	100%	100%	89%	100%	100%	100%	89%	87%	100%	100%	91%	100%	100%	100%	N/A	100%	89%	100%	94%	100%	100%	66%	66%	100%	93%	40%		
Staffing Levels and Training	100%	100%	100%	100%	85%	100%	80%	100%	100%	85%	100%	100%	95%	95%	100%	100%	90%	100%	100%	85%	100%	100%	95%	100%	100%	100%	95%	80%	90%	95%	100%	96%	20%	
Nursing Policy	74%	93%	50%	100%	100%	94%	100%	89%	71%	76%	100%	94%	36%	36%	71%	100%	57%	79%	67%	64%	71%	86%	70%	71%	89%	71%	79%	100%	50%	89%	77%	64%		
Overall Score	83%	81%	81%	80%	77%	76%	76%	75%	74%	74%	74%	73%	73%	72%	72%	72%	72%	71%	70%	70%	69%	69%	68%	68%	68%	67%	65%	65%	64%	64%	62%	72%	21%	
Institutional Range	43%	38%	50%	34%	47%	72%	48%	60%	81%	41%	74%	63%	78%	68%	50%	49%	80%	61%	80%	67%	52%	70%	66%	53%	64%	89%	89%	73%	84%	76%	52%	52%		

Low Adherence Moderate Adherence High Adherence

APPENDIX C-1:Chronic Care

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**Component Definition:** Examines how well the prison provided care and medication to inmates with specific chronic care conditions, which are those that affect (or have the potential to affect) an inmate's functioning and long-term prognosis for more than six months. Our inspection tests anticoagulation therapy and the following chronic care conditions: asthma, diabetes, HIV (Human Immunodeficiency Virus), and hypertension.

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	
03.076	<b>Was the inmate's most recent chronic care visit within the time frame required by the degree of control of the inmate's condition based on his or her prior visit? (10 points possible)</b>																
	Score	88%	87%	48%	95%	56%	90%	76%	60%	64%	72%	68%	96%	75%	72%	44%	
	Points Received	8.8	8.7	4.8	9.5	5.6	9	7.6	6	6.4	7.2	6.8	9.6	7.5	7.2	4.4	
03.077	<b>Were key elements on Forms 7419 (Chronic Care Follow-Up Visit) and 7392 (Primary Care Flow Sheet) filled out completely for the inmate's two most recent visits? (10 points possible)</b>																
	Score	4%	91%	46%	74%	78%	85%	52%	85%	76%	24%	52%	60%	72%	60%	28%	
	Points Received	0.4	9.1	4.6	7.4	7.8	8.5	5.2	8.5	7.6	2.4	5.2	6	7.2	6	2.8	
03.082	<b>Did the institution document that it provided the inmate with health care education? (12 points possible)</b>																
	Score	64%	74%	52%	75%	50%	100%	48%	90%	96%	60%	80%	96%	88%	44%	76%	
	Points Received	7.7	8.9	6.2	9	6	12	5.8	10.8	11.5	7.2	9.6	11.5	10.6	5.3	9.1	
03.175	<b>Did the inmate receive his or her prescribed chronic care medications during the most recent three-month period or did the institution follow departmental policy if the inmate refused to pick up or show up for his or her medications? (18 points possible)</b>																
	Score	46%	77%	50%	55%	65%	40%	4%	31%	29%	4%	48%	20%	4%	18%	8%	
	Points Received	8.3	13.9	9	9.9	11.6	7.2	0.8	5.6	5.3	0.8	8.6	3.6	0.8	3.3	1.4	
03.235	<b>Is the clinical history adequate? (18 points possible)</b>																
	Score	60%	74%	36%	70%	67%	70%	48%	65%	64%	44%	60%	32%	68%	48%	32%	
	Points Received	10.8	13.3	6.5	12.6	12	12.6	8.6	11.7	11.5	7.9	10.8	5.8	12.2	8.6	5.8	
03.236	<b>Is the focused clinical examination adequate? (19 points possible)</b>																
	Score	85%	96%	76%	80%	72%	70%	64%	90%	83%	72%	76%	72%	80%	68%	48%	
	Points Received	16.2	18.2	14.4	15.2	13.7	13.3	12.2	17.1	15.8	13.7	14.4	13.7	15.2	12.9	9.1	
03.237	<b>Is the assessment adequate? (19 points possible)</b>																
	Score	73%	91%	40%	100%	88%	84%	72%	84%	75%	63%	44%	86%	86%	71%	59%	
	Points Received	13.9	17.2	7.6	19	16.6	16	13.7	16	14.3	12	8.4	16.4	16.4	13.5	11.2	
03.238	<b>Is the plan adequate and consistent with the degree of control based on the chronic care program intervention and follow up requirements? (19 points possible)</b>																
	Score	58%	95%	50%	90%	93%	94%	82%	89%	96%	88%	71%	85%	86%	74%	57%	
	Points Received	11	18.1	9.5	17	17.7	17.9	15.6	16.9	18.2	16.8	13.6	16.2	16.3	14	10.9	
03.262	<b>Is the inmate's Problem List complete and filed accurately in the inmate's unit health record (UHR)? (8 points possible)</b>																
	Score	80%	48%	28%	100%	83%	10%	84%	90%	32%	96%	60%	80%	80%	100%	64%	
	Points Received	6.4	3.8	2.2	8	6.7	0.8	6.7	7.2	2.6	7.7	4.8	6.4	6.4	8	5.1	
	Total Points Received	83.4	111.1	64.9	107.6	97.7	97.3	76.2	99.8	93.2	75.7	82.2	89.2	92.6	78.8	59.8	
	Total Points Possible	133	133	133	133	133	133	133	133	133	133	133	133	133	133	133	
	Total Score	63%	84%	49%	81%	74%	73%	57%	75%	70%	57%	62%	67%	70%	59%	45%	

APPENDIX C-1:Chronic Care

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score
	84%	56%	60%	52%	76%	24%	24%	72%	15%	48%	42%	46%	32%	28%	48%	70%	13%	35%	58%
	8.4	5.6	6	5.2	7.6	2.4	2.4	7.2	1.5	4.8	4.2	4.6	3.2	2.8	4.8	7	1.3	3.5	191.6
	72%	28%	32%	8%	84%	0%	40%	52%	10%	40%	24%	54%	16%	52%	28%	25%	50%	16%	46%
	7.2	2.8	3.2	0.8	8.4	0	4	5.2	1	4	2.4	5.4	1.6	5.2	2.8	2.5	5	1.6	151.8
	12%	52%	68%	28%	88%	28%	68%	88%	86%	84%	68%	83%	48%	88%	72%	88%	92%	68%	70%
	1.4	6.2	8.2	3.4	10.6	3.4	8.2	10.6	10.3	10.1	8.2	10	5.8	10.6	8.6	10.5	11	8.2	276.5
	8%	17%	24%	16%	57%	21%	5%	32%	0%	20%	52%	63%	72%	72%	42%	25%	75%	22%	34%
	1.4	3.1	4.3	2.9	10.2	3.8	0.8	5.8	0	3.6	9.4	11.3	13	13	7.5	4.5	13.5	3.9	202.1
	68%	44%	58%	13%	80%	32%	72%	84%	29%	39%	48%	71%	48%	52%	32%	58%	83%	36%	54%
	12.2	7.9	10.5	2.3	14.4	5.8	13	15.1	5.1	7	8.6	12.8	8.6	9.4	5.8	10.5	15	6.5	321.2
	76%	60%	68%	71%	92%	64%	76%	80%	62%	80%	60%	78%	56%	84%	64%	64%	88%	62%	73%
	14.4	11.4	13	13.5	17.5	12.2	14.4	15.2	11.8	15.2	11.4	14.9	10.6	16	12.1	12.1	16.6	11.8	459.2
	92%	47%	68%	42%	84%	55%	96%	78%	21%	57%	58%	80%	48%	76%	74%	74%	71%	77%	70%
	17.4	9	13	8	16	10.5	18.2	14.9	4	10.9	11.1	15.2	9	14.4	14	14	13.5	14.5	439.8
	92%	53%	65%	53%	67%	55%	72%	64%	57%	57%	71%	94%	79%	71%	70%	68%	50%	67%	73%
	17.4	10	12.4	10.1	12.7	10.4	13.7	12.1	10.9	10.7	13.5	17.9	15	13.5	13.3	13	9.5	12.7	458.5
	76%	60%	96%	48%	92%	96%	28%	96%	86%	28%	96%	96%	100%	100%	88%	96%	100%	76%	76%
	6.1	4.8	7.7	3.8	7.4	7.7	2.2	7.7	6.9	2.2	7.7	7.7	8	8	7	7.7	8	6.1	199.5
	85.9	60.8	78.3	50	104.8	56.2	76.9	93.8	51.5	68.5	76.5	99.8	74.8	92.9	75.9	81.8	93.4	68.8	2700.1
	133	133	133	133	133	133	133	133	133	133	133	133	133	133	133	133	133	133	4389
	65%	46%	59%	38%	79%	42%	58%	71%	39%	52%	58%	75%	56%	70%	57%	62%	70%	52%	62%

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**Component Definition:** Evaluates the inmate's access to primary health care services and focuses on inmates who recently received services from any of the prison's facilities or administrative segregation unit clinics. This component evaluates sick call processes (doctor or nurse line), medication management, and nursing.

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP
01.024	<b>RN FTF Documentation: Did the inmate's request for health care get reviewed the same day it was received? (4 points possible)</b>															
	Score	96%	96%	93%	87%	76%	52%	90%	30%	77%	87%	92%	45%	80%	89%	40%
	Points Received	3.8	3.8	3.7	3.5	3	2.1	3.6	1.2	3.1	3.5	3.7	1.8	3.2	3.5	1.6
01.025	<b>RN FTF Documentation: Did the RN complete the face-to-face (FTF) triage within one (1) business day after the Form 7362 was reviewed? (6 points possible)</b>															
	Score	76%	84%	80%	76%	88%	88%	78%	65%	83%	33%	60%	80%	68%	26%	40%
	Points Received	4.6	5	4.8	4.6	5.3	5.3	4.7	3.9	5	2	3.6	4.8	4.1	1.5	2.4
01.027	<b>If the RN determined a referral to a primary care provider (PCP) was necessary, was the inmate seen within the timelines specified by the RN during the FTF triage? (8 points possible)</b>															
	Score	29%	82%	13%	50%	79%	56%	75%	75%	35%	47%	25%	54%	71%	52%	27%
	Points Received	2.4	6.6	1	4	6.3	4.5	6	6	2.8	3.8	2	4.3	5.6	4.2	2.1
01.124	<b>Sick Call Medication: Did the institution administer or deliver prescription medications (new orders) to the inmate within specified time frames? (6 points possible)</b>															
	Score	22%	80%	55%	77%	33%	52%	28%	13%	33%	11%	41%	10%	28%	30%	44%
	Points Received	1.3	4.8	3.3	4.6	2	3.1	1.7	0.8	2	0.7	2.5	0.6	1.7	1.8	2.6
01.157	<b>RN FTF Documentation: Did the RN's subjective note address the nature and history of the inmate's primary complaint? (7 points possible)</b>															
	Score	92%	96%	83%	100%	83%	92%	93%	80%	59%	50%	64%	45%	54%	65%	57%
	Points Received	6.4	6.7	5.8	7	5.8	6.4	6.5	5.6	4.1	3.5	4.5	3.2	3.8	4.5	4
01.158	<b>RN FTF Documentation: Did the RN's assessment provide conclusions based on subjective and objective data, were the conclusions formulated as patient problems, and did it contain applicable nursing diagnoses? (6 points possible)</b>															
	Score	96%	88%	79%	89%	91%	96%	83%	95%	90%	33%	68%	90%	79%	74%	61%
	Points Received	5.7	5.3	4.8	5.4	5.5	5.8	5	5.7	5.4	2	4.1	5.4	4.8	4.4	3.6
01.159	<b>RN FTF Documentation: Did the RN's objective note include vital signs and a focused physical examination, and did it adequately address the problems noted in the subjective note? (6 points possible)</b>															
	Score	91%	77%	80%	90%	67%	88%	73%	80%	55%	53%	68%	90%	76%	59%	50%
	Points Received	5.5	4.6	4.8	5.4	4	5.3	4.4	4.8	3.3	3.2	4.1	5.4	4.6	3.5	3
01.162	<b>RN FTF Documentation: Did the RN's plan include an adequate strategy to address the problems identified during the FTF triage? (7 points possible)</b>															
	Score	92%	94%	100%	97%	96%	96%	98%	95%	100%	63%	92%	100%	96%	94%	100%
	Points Received	6.4	6.6	7	6.8	6.7	6.7	6.8	6.6	7	4.4	6.4	7	6.7	6.6	7
01.163	<b>RN FTF Documentation: Did the RN's education/instruction adequately address the problems identified during the FTF triage? (5 points possible)</b>															
	Score	77%	94%	90%	93%	70%	96%	85%	90%	86%	57%	80%	95%	71%	82%	64%
	Points Received	3.9	4.7	4.5	4.7	3.5	4.8	4.3	4.5	4.3	2.8	4	4.8	3.5	4.1	3.2
01.244	<b>RN FTF Documentation: Did the RN's objective note include allergies, weight, current medication, and where appropriate, medication compliance? (3 points possible)</b>															
	Score	92%	94%	80%	93%	79%	80%	80%	50%	35%	33%	28%	5%	12%	65%	7%
	Points Received	2.8	2.8	2.4	2.8	2.4	2.4	2.4	1.5	1	1	0.8	0.2	0.4	1.9	0.2
01.246	<b>Did documentation indicate that the RN reviewed all of the inmate's complaints listed on Form 7362 (Health Care Services Request Form)? (5 points possible)</b>															
	Score	92%	92%	87%	90%	96%	96%	88%	100%	86%	67%	64%	95%	80%	77%	93%
	Points Received	4.6	4.6	4.3	4.5	4.8	4.8	4.4	5	4.3	3.3	3.2	4.8	4	3.8	4.6

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score
	11%	80%	48%	29%	63%	60%	56%	44%	97%	93%	46%	53%	71%	82%	50%	83%	58%	80%	68%
	0.5	3.2	1.9	1.1	2.5	2.4	2.2	1.8	3.9	3.7	1.8	2.1	2.9	3.3	2	3.3	2.3	3.2	89.2
	34%	84%	44%	57%	80%	64%	40%	60%	70%	97%	71%	70%	71%	68%	70%	79%	98%	71%	68%
	2.1	5	2.6	3.4	4.8	3.8	2.4	3.6	4.2	5.8	4.3	4.2	4.3	4.1	4.2	4.8	5.9	4.3	135.4
	56%	46%	40%	25%	61%	48%	46%	77%	64%	57%	52%	53%	63%	55%	46%	57%	75%	38%	52%
	4.4	3.6	3.2	2	4.9	3.8	3.7	6.2	5.1	4.6	4.2	4.2	5.1	4.4	3.7	4.6	6	3	138.3
	22%	14%	65%	18%	57%	48%	7%	48%	17%	27%	27%	46%	20%	30%	73%	12%	68%	37%	36%
	1.3	0.9	3.9	1.1	3.4	2.9	0.4	2.9	1	1.6	1.6	2.8	1.2	1.8	4.4	0.7	4.1	2.2	71.7
	32%	79%	40%	46%	57%	54%	55%	40%	37%	50%	60%	46%	56%	39%	44%	62%	76%	68%	62%
	2.2	5.5	2.8	3.2	4	3.8	3.9	2.8	2.6	3.5	4.2	3.2	3.9	2.7	3.1	4.3	5.3	4.7	143.5
	27%	58%	72%	80%	93%	75%	58%	58%	73%	62%	80%	76%	56%	78%	52%	76%	64%	97%	74%
	1.6	3.5	4.3	4.8	5.6	4.5	3.5	3.5	4.4	3.7	4.8	4.6	3.4	4.7	3.1	4.6	3.9	5.8	147.2
	50%	79%	84%	63%	53%	63%	53%	56%	44%	47%	71%	35%	68%	39%	56%	62%	87%	65%	66%
	3	4.7	5	3.8	3.2	3.8	3.2	3.4	2.7	2.8	4.2	2.1	4.1	2.3	3.3	3.7	5.2	3.9	130.3
	100%	90%	92%	97%	100%	87%	73%	77%	60%	77%	80%	77%	68%	96%	71%	73%	96%	81%	88%
	7	6.3	6.4	6.8	7	6.1	5.1	5.4	4.2	5.4	5.6	5.4	4.7	6.7	5	5.1	6.7	5.6	203.2
	64%	63%	96%	89%	97%	57%	69%	83%	76%	43%	91%	60%	64%	83%	78%	81%	98%	90%	79%
	3.2	3.2	4.8	4.4	4.8	2.8	3.5	4.1	3.8	2.2	4.6	3	3.2	4.1	3.9	4	4.9	4.5	130.6
	18%	47%	80%	23%	40%	33%	43%	24%	56%	27%	44%	12%	44%	30%	48%	29%	53%	71%	47%
	0.5	1.4	2.4	0.7	1.2	1	1.3	0.7	1.7	0.8	1.3	0.3	1.3	0.9	1.4	0.9	1.6	2.1	46.5
	91%	90%	80%	100%	97%	88%	90%	88%	86%	80%	91%	89%	85%	100%	87%	91%	98%	94%	89%
	4.5	4.5	4	5	4.8	4.4	4.5	4.4	4.3	4	4.6	4.4	4.3	5	4.3	4.5	4.9	4.7	146.1

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Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	
01.247	<b>Sick Call Follow-up: If the provider ordered a follow-up sick call appointment, did it take place within the time frame specified? (7 points possible)</b>																
	Score	25%	78%	22%	100%	60%	67%	67%	0%	20%	36%	57%	88%	56%	63%	50%	
	Points Received	1.8	5.4	1.6	7	4.2	4.7	4.7	0	1.4	2.5	4	6.1	3.9	4.4	3.5	
15.234	<b>Are clinic response bags audited daily and do they contain essential items? (5 points possible)</b>																
	Score	0%	100%	50%	0%	0%	50%	0%	100%	50%	100%	50%	100%	100%	100%	50%	
	Points Received	0	5	2.5	0	0	2.5	0	5	2.5	5	2.5	5	5	5	2.5	
21.278	<b>For inmates seen in the TTA, was there adequate prior management of pre-existing medical conditions related to the reason for the TTA visit? (20 points possible)</b>																
	Score	73%	83%	67%	80%	79%	60%	81%	85%	80%	33%	46%	67%	36%	60%	41%	
	Points Received	14.5	16.7	13.3	16	15.7	12	16.3	16.9	16	6.7	9.1	13.3	7.3	12	8.2	
	Total Points Received	63.6	82.7	63.9	76.1	69.2	70.4	70.4	67.5	62.2	44.4	54.5	66.7	58.6	61.2	48.5	
	Total Points Possible	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95	
	Total Score	67%	87%	67%	80%	73%	74%	74%	71%	66%	47%	57%	70%	62%	64%	51%	

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score	
	50%	67%	100%	50%	100%	38%	55%	75%	83%	100%	67%	100%	40%	100%	50%	100%		60%	63%	
	3.5	4.7	7	3.5	7	2.6	3.8	5.3	5.8	7	4.7	7	2.8	7	3.5	7		4.2	141.6	
	50%	100%	50%	33%	100%	100%	100%	100%	100%	50%	100%	0%	100%	100%	100%	100%	0%	100%	68%	
	2.5	5	2.5	1.7	5	5	5	5	5	2.5	5	0	5	5	5	5	0	5	111.7	
	40%	56%	50%	67%	69%	50%	54%	67%	46%	50%	68%	69%	50%	67%	56%	89%	50%	86%	62%	
	8	11.1	10	13.3	13.8	10	10.8	13.3	9.1	10	13.7	13.8	10	13.3	11.1	17.8	10	17.1	410.2	
	44.3	62.6	60.8	54.8	72	56.9	53.3	62.4	57.8	57.6	64.6	57.1	56.2	65.3	58	70.3	60.8	70.3	2045	
	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95	88	95	3128	
	47%	66%	64%	58%	76%	60%	56%	66%	61%	61%	68%	60%	59%	69%	61%	74%	69%	74%	65%	

APPENDIX C-3: Health Screening

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**Component Definition:** Focuses on the prison's process for screening new inmates upon arrival to the institution for health care conditions that require treatment and monitoring, as well as ensuring inmates' continuity of care.

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP
02.007	<b>Non-reception center: Does the health care transfer information form indicate that it was reviewed and signed by licensed health care staff within one calendar day of the inmate's arrival at the institution? (7 points possible)</b>															
	Score	100%	93%	64%	90%			85%	75%	88%	95%	95%	100%		95%	85%
	Points Received	7	6.5	4.5	6.3			6	5.3	6.1	6.6	6.6	7		6.6	6
02.014	<b>Non-reception center: If the inmate was scheduled for a specialty appointment at the sending institution, did the receiving institution schedule the appointment within 30 days of the original appointment date? (7 points possible)</b>															
	Score				100%			0%				100%			100%	100%
	Points Received				7			0				7			7	7
02.015	<b>Was a review of symptoms completed if the inmate's tuberculin test was positive, and were the results reviewed by the infection control nurse? (7 points possible)</b>															
	Score	100%		100%		100%	67%	75%	83%	100%		33%	100%			
	Points Received	7		7		7	4.7	5.3	5.8	7		2.3	7			
02.016	<b>Did the institution complete the initial health screening on the same day the inmate arrived at the institution? (9 points possible)</b>															
	Score	100%	100%	97%	100%	100%	100%	100%	100%	90%	65%	77%	95%	95%	90%	93%
	Points Received	9	9	8.7	9	9	9	9	9	8.1	5.9	6.9	8.6	8.6	8.1	8.4
02.017	<b>If yes was answered to any of the questions on the initial health screening form(s), did the RN provide an assessment and disposition on the date of arrival? (8 points possible)</b>															
	Score	100%	56%	94%	93%	100%	100%	100%	29%	46%	70%	100%	100%	87%	100%	100%
	Points Received	8	4.4	7.6	7.5	8	8	8	2.3	3.7	5.6	8	8	6.9	8	8
02.018	<b>If, during the assessment, the RN referred the inmate to a clinician, was the inmate seen within the time frame? (8 points possible)</b>															
	Score	25%	100%	13%	60%	50%	86%	100%	29%	0%	71%	33%	11%		55%	17%
	Points Received	2	8	1	4.8	4	6.9	8	2.3	0	5.7	2.7	0.9		4.4	1.3
02.020	<b>Did the LVN/RN adequately document the tuberculin test or a review of signs and symptoms if the inmate had a previous positive tuberculin test? (6 points possible)</b>															
	Score	90%	70%	87%	90%	100%	100%	85%	95%	100%	85%	80%	100%	90%	85%	97%
	Points Received	5.4	4.2	5.2	5.4	6	6	5.1	5.7	6	5.1	4.8	6	5.4	5.1	5.8
02.021	<b>Reception center: Did the inmate receive a complete history and physical by a Nurse Practitioner, Physician Assistant, or a Physician and Surgeon within 14 calendar days of arrival? (5 points possible)</b>															
	Score			56%		55%	55%			50%		100%		40%		100%
	Points Received			2.8		2.8	2.8			2.5		5		2		5
02.022	<b>Reception center: If the primary care provider (PCP) indicated the inmate required a special diet, did the PCP refer the inmate to a registered dietician? (4 points possible)</b>															
	Score			0%												
	Points Received			0												
02.111	<b>Non-reception center: Did the inmate receive medical accommodations upon arrival, if applicable? (6 points possible)</b>															
	Score	67%	100%	75%	33%			100%		75%	100%	100%	75%		100%	100%
	Points Received	4	6	4.5	2			6		4.5	6	6	4.5		6	6
02.128	<b>If the inmate had an existing medication order upon arrival at the institution, did the inmate receive the medications by the next calendar day, or did a physician explain why the medications were not to be continued? (8 points possible)</b>															
	Score	33%	88%	50%	50%	0%	43%	13%	25%	42%	0%	43%	23%	0%	30%	35%
	Points Received	2.7	7	4	4	0	3.4	1	2	3.3	0	3.4	1.8	0	2.4	2.8
02.211	<b>Reception center history and physical: Is the "History of Present Illness" section of Form 7206 (History and Physical Examination) complete and appropriate to the chief complaint(s), if any? (2 points possible)</b>															
	Score			75%		92%	100%			40%		89%		82%		60%
	Points Received			1.5		1.8	2			0.8		1.8		1.6		1.2



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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score		
	100%	100%		100%	94%	100%	95%		100%	95%	90%	100%	75%	84%	95%	90%	85%			91%	
	7	7		7	6.6	7	6.7		7	6.7	6.3	7	5.3	5.9	6.6	6.3	6			172.9	
		100%							50%	0%			0%	100%		100%				68%	
		7							3.5	0			0	7		7				52.5	
	100%	100%	0%	100%	100%	0%		100%	100%		100%		100%			100%	100%			84%	
	7	7	0	7	7	0		7	7		7		7			7	7			123.1	
	90%	85%	100%	100%	100%	100%	100%	100%	100%	95%	100%	100%	100%	95%	100%	100%	95%	100%		96%	
	8.1	7.7	9	9	9	9	9	9	9	8.6	9	9	9	8.6	9	9	8.6	9		284.9	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	96%	75%	100%		92%	
		8	8	8	8	8	8	8	8	8	8	8	8	8	8	7.6	6	8		235.6	
	61%	40%	100%	18%	100%	85%	6%	100%	57%	55%	38%	78%	0%	40%	36%	74%	60%	100%		53%	
	4.9	3.2	8	1.5	8	6.8	0.5	8	4.6	4.4	3	6.2	0	3.2	2.9	5.9	4.8	8		135.9	
	96%	100%	100%	100%	100%	95%	100%	100%	100%	85%	95%	90%	100%	85%	85%	90%	100%	100%		93%	
	5.8	6	6	6	6	5.7	6	6	6	5.1	5.7	5.4	6	5.1	5.1	5.4	6	6		184.5	
	95%		100%						65%							75%		90%		74%	
	4.8		5						3.3							3.8		4.5		44.3	
																					0%
																					0
	50%	100%		100%	50%	100%	100%		100%	100%	50%	100%	100%	100%		100%				86%	
	3	6		6	3	6	6		6	6	3	6	6	6		6				124.5	
	24%	17%	0%	0%	60%	36%	20%	33%	40%	75%	11%	0%	14%	50%	86%	46%	83%	25%		33%	
	1.9	1.3	0	0	4.8	2.9	1.6	2.7	3.2	6	0.9	0	1.1	4	6.9	3.6	6.7	2		87.4	
			43%						85%							60%		86%		74%	
			0.9						1.7							1.2		1.7		16.2	

APPENDIX C-3: Health Screening

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP
02.212	Reception center history and physical: Are the "Past History" and "Past Medical History" sections of Form 7206 (History and Physical Examination) complete? (2 points possible)															
	Score			88%		60%	100%			85%		100%		90%		90%
	Points Received			1.8		1.2	2			1.7		2		1.8		1.8
02.213	Reception center history and physical: Is the "Family and Social History" section of Form 7206 (History and Physical Examination) complete? (2 points possible)															
	Score			100%		100%	100%			75%		100%		75%		80%
	Points Received			2		2	2			1.5		2		1.5		1.6
02.215	Reception center history and physical: Is the "Review Systems" section of Form 7206 (History and Physical Examination) complete? (2 points possible)															
	Score			0%		100%				70%		80%		20%		0%
	Points Received			0		2				1.4		1.6		0.4		0
02.216	Reception center history and physical: Is the "Physical Examination" section of Form 7206 (History and Physical Examination) complete and appropriate to the history and review of systems? (2 points possible)															
	Score			75%		95%	100%			100%		100%		85%		60%
	Points Received			1.5		1.9	2			2		2		1.7		1.2
02.217	Reception center history and physical: Is the "Diagnosis/Impression" section of Form 7206 (History and Physical Examination) appropriate to the history and physical examination? (2 points possible)															
	Score			88%		95%	90%			100%		100%		89%		56%
	Points Received			1.8		1.9	1.8			2		2		1.8		1.1
02.218	Reception center history and physical: Is the "Plan of Action" section of Form 7206 (History and Physical Examination) appropriate to the "Diagnosis/Impression" section of the form? (2 points possible)															
	Score			100%		85%	100%			100%		100%		100%		67%
	Points Received			2		1.7	2			2		2		2		1.3
02.219	Reception center history and physical: Has required intake testing been ordered? (4 points possible)															
	Score			70%		50%	100%			95%		90%		100%		20%
	Points Received			2.8		2	4			3.8		3.6		4		0.8
Total Points Received		45.1	45.1	58.5	45.9	51.3	56.5	48.3	32.4	56.4	34.9	69.7	43.8	37.7	47.6	59.3
Total Points Possible		59	52	86	59	69	67	66	53	82	52	89	59	54	59	82
Total Score		76%	87%	68%	78%	74%	84%	73%	61%	69%	67%	78%	74%	70%	81%	72%

APPENDIX C-3: Health Screening

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score
			80%					90%								100%		95%	89%
			1.6					1.8								2		1.9	19.6
			65%					90%								75%		100%	87%
			1.3					1.8								1.5		2	19.2
			80%					5%								90%		95%	54%
			1.6					0.1								1.8		1.9	10.8
			90%					95%								95%		80%	89%
			1.8					1.9								1.9		1.6	19.5
			68%					100%								94%		95%	89%
			1.4					2								1.9		1.9	19.6
			78%					95%								85%		80%	90%
			1.6					1.9								1.7		1.6	19.8
	85%		85%					100%								75%		84%	80%
	3.4		3.4					4								3		3.4	38.2
	45.9	53.2	49.6	44.5	52.4	45.4	37.8	59.2	54.3	44.8	42.9	41.6	42.4	47.8	38.5	76.6	45.1	53.5	1608
	60	66	69	59	59	59	52	69	66	59	59	52	66	59	46	89	53	62	2092
	77%	81%	72%	75%	89%	77%	73%	86%	82%	76%	73%	80%	64%	81%	84%	86%	85%	86%	77%

APPENDIX C-4: Specialty Services

**Component Definition:** Focuses on the prison's process for approving, denying, and scheduling services that are outside the specialties of the prison's medical staff. Common examples of these services include cardiology services, physical therapy, oncology services, podiatry consultations, and neurology services.

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP
07.035	<b>Did the inmate receive the specialty service within specified time frames? (9 points possible)</b>															
	Score	47%	35%	59%	59%	59%	94%	59%	77%	65%	69%	41%	29%	88%	77%	47%
	Points Received	4.2	3.2	5.3	5.3	5.3	8.5	5.3	6.9	5.8	6.2	3.7	2.6	7.9	6.9	4.2
07.037	<b>Did the institution approve or deny the PCP's request for specialty services within the specified time frames? (8 points possible)</b>															
	Score	46%	46%	100%	64%	55%	70%	91%	64%	91%	86%	77%	50%	79%	73%	96%
	Points Received	3.6	3.6	8	5.1	4.4	5.6	7.3	5.1	7.3	6.9	6.2	4	6.3	5.8	7.6
07.038	<b>Did the PCP see the inmate between the date the PCP ordered the service and the date the inmate received it, in accordance with specified time frames? (8 points possible)</b>															
	Score	8%	31%	25%	15%	9%	0%	23%	36%	29%	8%	29%	7%	38%	33%	7%
	Points Received	0.6	2.5	2	1.2	0.7	0	1.8	2.9	2.3	0.7	2.4	0.5	3	2.7	0.5
07.043	<b>Did the PCP review the consultant's report and see the inmate for a follow-up appointment after the specialty services consultation within specified time frames? (9 points possible)</b>															
	Score	22%	29%	19%	41%	8%	18%	13%	25%	36%	36%	47%	38%	23%	73%	0%
	Points Received	2	2.6	1.7	3.7	0.7	1.6	1.1	2.3	3.2	3.2	4.2	3.4	2.1	6.5	0
07.090	<b>Physical therapy services: Did the physical therapist assess the inmate and document the treatment plan and treatment provided to the inmate? (8 points possible)</b>															
	Score	100%	67%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Points Received	8	5.3	8	8	8	8	8	8	8	8	8	8	8	8	8
07.259	<b>Was there adequate documentation of the reason for the denial of specialty services? (5 points possible)</b>															
	Score	60%	80%	100%	80%	60%	33%	40%	100%	75%	60%	60%	80%	50%	100%	40%
	Points Received	3	4	5	4	3	1.7	2	5	3.8	3	3	4	2.5	5	2
07.260	<b>Was the institution's denial of the PCP's request for specialty services consistent with the "medical necessity" requirement? (9 points possible)</b>															
	Score	100%	60%	100%	100%	75%	67%	100%	80%	100%	100%	80%	100%	100%	80%	60%
	Points Received	9	5.4	9	9	6.8	6	9	7.2	9	9	7.2	9	9	7.2	5.4
07.261	<b>Is the institution scheduling high-priority (urgent) specialty services within 14 days? (9 points possible)</b>															
	Score	0%	0%	0%	0%	50%	0%	50%	100%	50%	0%	0%	50%	0%	50%	50%
	Points Received	0	0	0	0	4.5	0	4.5	9	4.5	0	0	4.5	0	4.5	4.5
07.270	<b>Did the specialty provider provide timely findings and recommendations or did an RN document that he or she called the specialty provider to ascertain the findings and recommendations? (6 points possible)</b>															
	Score	53%	59%	88%	100%	77%	100%	100%	94%	100%	100%	100%	100%	100%	100%	94%
	Points Received	3.2	3.5	5.3	6	4.6	6	6	5.6	6	6	6	6	6	6	5.6
	Total Points Received	33.7	30.2	44.2	42.3	37.9	37.4	45	51.9	49.9	43	40.7	42	44.8	52.6	37.8
	Total Points Possible	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71
	Total Score	47%	43%	62%	60%	53%	53%	63%	73%	70%	61%	57%	59%	63%	74%	53%

APPENDIX C-4: Specialty Services

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score
	65%	88%	65%	82%	100%	41%	56%	100%	94%	88%	71%	88%	59%	93%	77%	94%	94%	77%	71%
	5.8	7.9	5.8	7.4	9	3.7	5.1	9	8.5	7.9	6.4	7.9	5.3	8.4	6.9	8.5	8.5	6.9	210.2
	91%	82%	77%	82%	96%	86%	95%	59%	73%	77%	41%	43%	46%	68%	65%	96%	96%	68%	73%
	7.3	6.5	6.2	6.5	7.6	6.9	7.6	4.7	5.8	6.2	3.3	3.4	3.6	5.5	5.2	7.6	7.6	5.5	193.8
	0%	56%	17%	20%	67%	22%	17%	25%	33%	75%	25%	100%	50%	67%			100%		32%
	0	4.4	1.3	1.6	5.3	1.8	1.3	2	2.7	6	2	8	4	5.3			8		77.5
	23%	42%	31%	25%	73%	80%	60%	25%	62%	64%	27%	43%	14%	27%	54%	64%	80%	50%	39%
	2.1	3.8	2.8	2.3	6.6	7.2	5.4	2.3	5.5	5.8	2.5	3.9	1.3	2.5	4.8	5.7	7.2	4.5	114.5
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%
	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	261.3
	60%	20%	80%	60%	0%	80%	33%	60%	80%	100%	20%	80%	100%	100%	67%	100%	100%	60%	67%
	3	1	4	3	0	4	1.7	3	4	5	1	4	5	5	3.3	5	5	3	111
	100%	40%	100%	100%	60%	100%	100%	75%	100%	80%	60%	80%	80%	100%	67%	80%	100%	67%	85%
	9	3.6	9	9	5.4	9	9	6.8	9	7.2	5.4	7.2	7.2	9	6	7.2	9	6	251.2
	0%	100%	0%	0%	100%	0%	0%	100%	100%	100%	50%	50%	100%	50%	50%	50%	100%	50%	42%
	0	9	0	0	9	0	0	9	9	9	4.5	4.5	9	4.5	4.5	4.5	9	4.5	126
	100%	100%	100%	100%	100%	100%	94%	100%	100%	100%	100%	100%	93%	94%	100%	100%	100%	100%	95%
	6	6	6	6	6	6	5.6	6	6	6	6	6	5.6	5.6	6	6	6	6	188.6
	41.2	50.2	43.1	43.8	56.9	46.6	43.7	50.8	58.5	61.1	39.1	52.9	49	53.8	44.7	52.5	68.3	44.4	1534
	71	71	71	71	71	71	71	71	71	71	71	71	71	71	63	63	71	63	2319
	58%	71%	61%	62%	80%	66%	62%	72%	82%	86%	55%	75%	69%	76%	71%	83%	96%	71%	66%

APPENDIX C-5: Urgent Services

**Component Definition:** Addresses the care provided by the institution to inmates before and after they were sent to a community hospital.

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP
21.248	<b>Upon the inmate's discharge from the community hospital, did the triage and treatment area (TTA) registered nurse document that he or she reviewed the inmate's discharge plan and completed a face-to-face assessment of the inmate? (7 points possible)</b>															
	Score	79%	90%	65%	75%	88%	92%	84%	100%	96%	88%	92%	100%	84%	92%	32%
	Points Received	5.5	6.3	4.6	5.3	6.2	6.4	5.9	7	6.7	6.2	6.4	7	5.9	6.4	2.2
21.249	<b>Upon the inmate's discharge from the community hospital, did the inmate receive a follow-up appointment with his or her primary care provider (PCP) within five calendar days of discharge? (7 points possible)</b>															
	Score	60%	85%	24%	65%	64%	52%	88%	92%	40%	58%	48%	84%	56%	52%	48%
	Points Received	4.2	6	1.7	4.6	4.5	3.6	6.1	6.4	2.8	4.1	3.3	5.9	3.9	3.6	3.4
21.250	<b>Upon the inmate's discharge from the community hospital, did the inmate's Primary Care Provider (PCP) provide orders for appropriate housing for the inmate? (7 points possible)</b>															
	Score	73%	80%	50%	100%	96%	100%	100%	100%	100%	96%	100%	96%	96%	100%	100%
	Points Received	5.1	5.6	3.5	7	6.7	7	7	7	7	6.7	7	6.7	6.7	7	7
21.251	<b>Upon the inmate's discharge from the community hospital, did the Registered Nurse intervene if the inmate was housed in an area that was inappropriate for nursing care based on the primary care provider's (PCP) housing orders? (7 points possible)</b>															
	Score	100%	0%	100%		0%	100%				100%					
	Points Received	7	0	7		0	7				7					
21.275	<b>Was the documentation of the clinical care provided in the TTA adequate? (10 points possible)</b>															
	Score	65%	95%	83%	72%	92%	84%	76%	80%	88%	80%	76%	60%	64%	64%	96%
	Points Received	6.5	9.5	8.3	7.2	9.2	8.4	7.6	8	8.8	8	7.6	6	6.4	6.4	9.6
21.276	<b>While the patient was in the TTA, was the clinical care rendered by the attending provider adequate and timely? (7 points possible)</b>															
	Score	91%	100%	95%	91%	92%	100%	91%	100%	87%	96%	95%	83%	81%	64%	63%
	Points Received	6.4	7	6.7	6.3	6.4	7	6.4	7	6.1	6.7	6.7	5.8	5.7	4.5	4.4
21.279	<b>For patients managed by telephone consultation alone, was the provider's decision not to come to the TTA appropriate? (8 points possible)</b>															
	Score	100%		100%	83%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%
	Points Received	8		8	6.7	8	8		8	8	8	8	8	8	8	8
21.281	<b>Upon the inmate's discharge from a community hospital, did the institution administer or deliver all prescribed medications to the inmate within specified time frames? (6 points possible)</b>															
	Score	100%	100%	58%	79%	79%	88%	64%	48%	38%	13%	67%	47%	44%	10%	47%
	Points Received	6	6	3.5	4.7	4.7	5.3	3.8	2.9	2.3	0.8	4	2.8	2.6	0.6	2.8
	Total Points Received	48.7	40.4	43.2	41.7	45.7	52.8	36.8	46.3	41.7	47.5	43	42.2	39.2	36.5	37.4
	Total Points Possible	59	51	59	52	59	59	44	52	52	59	52	52	52	52	52
Total Score	83%	79%	73%	80%	78%	89%	84%	89%	80%	81%	83%	81%	75%	70%	72%	

APPENDIX C-5: Urgent Services

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score	
	52%	88%	100%	72%	92%	88%	92%	100%	92%	96%	96%	96%	88%	96%	100%	96%	96%	88%	87%	
	3.6	6.2	7	5	6.4	6.2	6.4	7	6.4	6.7	6.7	6.7	6.2	6.7	7	6.7	6.7	6.2	201.8	
	48%	82%	63%	57%	100%	40%	56%	68%	24%	72%	72%	80%	71%	42%	80%	76%	84%	78%	64%	
	3.4	5.8	4.4	4	7	2.8	3.9	4.8	1.7	5	5	5.6	5	2.9	5.6	5.3	5.9	5.5	147.7	
	72%	100%	88%	100%	100%	92%	91%	92%	92%	92%	100%	100%	92%	96%	100%	96%	96%	96%	93%	
	5	7	6.1	7	7	6.4	6.4	6.4	6.4	6.4	7	7	6.4	6.7	7	6.7	6.7	6.7	215.3	
					100%				0%											63%
					7				0											35
	68%	88%	76%	40%	80%	75%	79%	60%	80%	64%	68%	88%	68%	68%	68%	75%	92%	80%	76%	
	6.8	8.8	7.6	4	8	7.5	7.9	6	8	6.4	6.8	8.8	6.8	6.8	6.8	7.5	9.2	8	249.2	
	79%	67%	87%	62%	76%	67%	82%	62%	75%	86%	68%	92%	77%	67%	77%	74%	79%	92%	82%	
	5.5	4.7	6.1	4.3	5.3	4.7	5.7	4.3	5.3	6	4.8	6.4	5.4	4.7	5.4	5.2	5.5	6.4	188.8	
	100%	100%	100%	92%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	99%	
	8	8	8	7.4	8	8	8	8	8	8		8	8	8	8	8	8	8	238.1	
	7%	50%	39%	0%	50%	17%	13%	50%	11%	33%	50%	57%	18%	50%	64%	33%	100%	59%	48%	
	0.4	3	2.3	0	3	1	0.8	3	0.7	2	3	3.4	1.1	3	3.8	2	6	3.5	94.8	
	32.7	43.5	41.5	31.7	51.7	36.6	39.1	39.5	36.5	40.5	33.3	45.9	38.9	38.8	43.6	41.4	48	44.3	1370.6	
	52	52	52	52	59	52	52	59	52	52	44	52	52	52	52	52	52	52	1748	
	63%	84%	80%	61%	88%	70%	75%	67%	70%	78%	76%	88%	75%	75%	84%	80%	92%	85%	78%	

APPENDIX C-6: Emergency Services

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*Component Definition: Examines how well the prison responded to medical emergencies. Specifically, we focused on “man down” or “woman down” situations. Further, questions determine the adequacy of medical and staff response to a “man down” or “woman down” emergency drill.*

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP
08.183	Was the medical emergency responder notified of the medical emergency without delay? (5 points possible)															
	Score	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	80%		100%	100%
	Points Received	5	5	5	5	5	5	5	5	5	5	5	4		5	5
08.184	Did the medical emergency responder arrive at the location of the medical emergency within five (5) minutes of initial notification? (4 points possible)															
	Score	100%	100%	80%	100%	100%	67%	100%	100%	100%	75%	50%	100%		100%	100%
	Points Received	4	4	3.2	4	4	2.7	4	4	4	3	2	4		4	4
08.185	Did the medical emergency responder use proper equipment to address the emergency and was adequate medical care provided within the scope of his or her license? (7 points possible)															
	Score	50%	100%	100%	100%	80%	100%	80%	100%	100%	100%	100%	100%		75%	75%
	Points Received	3.5	7	7	7	5.6	7	5.6	7	7	7	7	7		5.3	5.3
08.186	Were both the first responder (if peace officer or licensed health care staff) and the medical emergency responder basic life support (BLS) certified at the time of the incident? (4 points possible)															
	Score	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%
	Points Received	4	4	4	4	4	4	4	4	4	4	4	4		4	4
08.187	Did the institution provide adequate preparation for the ambulance's arrival, access to the inmate, and departure? (4 points possible)															
	Score	50%	100%	100%	100%	100%	80%	100%	100%	100%	100%	67%	60%		0%	67%
	Points Received	2	4	4	4	4	3.2	4	4	4	4	2.7	2.4		0	2.7
08.222	Were the findings of the institution's Emergency Medical Response Review Committee (EMRRC) supported by the documentation and completed within 30 days? (7 points possible)															
	Score	50%	0%	100%	0%	0%	40%	0%	0%	0%	0%	0%	25%		50%	25%
	Points Received	3.5	0	7	0	0	2.8	0	0	0	0	0	1.8		3.5	1.8
08.241	Did the first responder provide adequate basic life support (BLS) prior to medical staff arriving? (6 points possible)															
	Score	0%	40%	80%	50%	100%	100%	100%	50%	100%	100%	100%	67%		100%	100%
	Points Received	0	2.4	4.8	3	6	6	6	3	6	6	6	4		6	6
08.242	Did licensed health care staff call 911 without unnecessary delay after a life-threatening condition was identified by a licensed health care provider or peace officer? (6 points possible)															
	Score	50%	100%	100%	100%	60%	80%	100%	100%	75%	100%	75%	60%		75%	100%
	Points Received	3	6	6	6	3.6	4.8	6	6	4.5	6	4.5	3.6		4.5	6
15.240	Emergency Medical Response Drill: Did the responding officer activate the emergency response system by providing the pertinent information to the relevant parties, immediately and without delay? (2 points possible)															
	Score	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Points Received	2	2	2		2	2	2	2	2	2	2	2	2	2	2
15.255	Emergency Medical Response Drill: Did the responding officer carry and use the proper equipment (protective shield or micro-mask, gloves) required by the department? (1 point possible)															
	Score	0%	0%	100%		0%	0%	100%	0%	100%	100%	0%	100%	0%	100%	0%
	Points Received	0	0	1		0	0	1	0	1	1	0	1	0	1	0
15.256	Emergency Medical Response Drill: Did the responding officer properly perform an assessment on the patient for responsiveness? (1 point possible)															
	Score	0%	0%	100%		100%	0%	100%	0%	100%	100%	100%	100%	100%	100%	100%
	Points Received	0	0	1		1	0	1	0	1	1	1	1	1	1	1
15.257	Emergency Medical Response Drill: Did the responding officer properly perform CPR? (2 points possible)															
	Score	0%	100%	0%		0%	0%	100%	100%	100%	100%	100%		0%	0%	0%
	Points Received	0	2	0		0	0	2	2	2	2	2		0	0	0



APPENDIX C-6: Emergency Services

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score	
	100%	100%	100%	80%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%
	5	5	5	4	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	158
	80%	100%	100%	80%	100%	100%	100%	100%	75%	100%	100%	75%	100%	67%	100%	100%	100%	100%	80%	92%
	3.2	4	4	3.2	4	4	4	4	3	4	4	3	4	2.7	4	4	4	4	3.2	117.2
	100%	100%	67%	60%	100%	100%	60%	80%	100%	0%	100%	100%	100%	40%	100%	100%	100%	100%	80%	86%
	7	7	4.7	4.2	7	7	4.2	5.6	7	0	7	7	7	2.8	7	7	7	7	5.6	192.4
	100%	0%	100%	100%	100%	100%	80%	100%	100%	100%	75%	100%	100%	100%	100%	100%	100%	100%	100%	95%
	4	0	4	4	4	4	3.2	4	4	4	3	4	4	4	4	4	4	4	4	122.2
	100%	100%	50%	100%	50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	75%	100%	100%	100%	80%	87%
	4	4	2	4	2	4	4	4	4	4	4	4	4	4	3	4	4	4	3.2	111.2
	0%	100%	33%	0%	50%	40%	20%	40%	0%	0%	20%	25%	0%	0%	0%	25%	0%	20%	20%	21%
	0	7	2.3	0	3.5	2.8	1.4	2.8	0	0	1.4	1.8	0	0	0	1.8	0	1.4	1.4	46.6
	60%	100%	100%	80%	50%	100%	50%	100%	100%	100%	100%		100%	80%	100%	100%	100%	100%	100%	84%
	3.6	6	6	4.8	3	6	3	6	6	6	6		6	4.8	6	6	6	6	6	156.4
	60%	100%	67%	80%	100%	100%	80%	100%	0%		100%	75%	100%	60%	100%	100%	67%	80%	80%	82%
	3.6	6	4	4.8	6	6	4.8	6	0		6	4.5	6	3.6	6	6	4	4.8	4.8	152.6
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	64
	100%	100%	100%	100%	0%	0%	0%	100%	100%	100%	100%	100%	0%	100%	0%	100%	100%	0%	0%	56%
	1	1	1	1	0	0	0	1	1	1	1	1	0	1	0	1	1	0	0	18
	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	0%	0%	81%
	1	1	1	1	1	0	1	1	1	1	1	1	1		1	1	1	0	0	25
	100%	0%	100%	0%	100%	0%			100%	100%	100%	100%	0%		100%		0%	0%	0%	52%
	2	0	2	0	2	0			2	2	2	2	0		2		0	0	0	28

APPENDIX C-6: Emergency Services

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP
15.258	<b>Emergency Medical Response Drill: Did the responding officer begin CPR without unnecessary delay? (2 points possible)</b>															
	Score	0%	0%	100%		100%	100%	100%	0%	100%	100%	100%	0%	100%	100%	0%
	Points Received	0	0	2		2	2	2	0	2	2	2	0	2	2	0
15.282	<b>Emergency Medical Response Drill: Did medical staff arrive on scene in five minutes or less? (2 points possible)</b>															
	Score	0%	100%	100%		100%	100%	100%	100%		100%	100%	100%	100%	100%	0%
	Points Received	0	2	2		2	2	2	2		2	2	2	2	2	0
15.283	<b>Emergency Medical Response Drill: Did the emergency medical responders arrive with proper equipment (ER bag, bag-valve-mask, AED)? (1 point possible)</b>															
	Score	0%	100%	100%		0%	100%	100%	100%		100%	100%	0%	100%	100%	100%
	Points Received	0	1	1		0	1	1	1		1	1	0	1	1	1
15.284	<b>Emergency Medical Response Drill: Did the responding officer provide accurate information to responding medical staff? (1 point possible)</b>															
	Score	0%	0%	100%		100%	100%	100%	100%		100%	100%	100%	100%	100%	0%
	Points Received	0	0	1		1	1	1	1		1	1	1	1	1	0
15.285	<b>Emergency Medical Response Drill: Did emergency medical responders continue basic life support? (1 point possible)</b>															
	Score	100%	100%	100%		100%	100%	100%	100%		100%	100%	100%	100%	100%	100%
	Points Received	1	1	1		1	1	1	1		1	1	1	1	1	1
15.286	<b>Emergency Medical Response Drill: Did medical staff continue with CPR without transporting the patient until the arrival of ambulance personnel? If the patient was transported, was this decision justified? (1 point possible)</b>															
	Score	0%														
	Points Received	0														
15.287	<b>Emergency Medical Response Drill: Was 911 called without unnecessary delay? (2 points possible)</b>															
	Score	0%		0%		0%	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%
	Points Received	0		0		0	2	2	2	2	0	2	2	2	2	2
	Total Points Received	28	40.4	52	33	41.2	46.5	49.6	44	44.5	48	45.2	40.8	12	45.3	41.8
	Total Points Possible	59	56	58	43	58	58	58	58	53	58	58	56	15	58	58
	Total Score	48%	72%	90%	77%	71%	80%	86%	76%	84%	83%	78%	73%	80%	78%	72%

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score	
	100%	100%	100%	100%	100%	0%		100%	100%	100%	100%	100%	100%		100%		100%	0%		76%
	2	2	2	2	2	0		2	2	2	2	2	2		2		2	0		44
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	94%
	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	58
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	87%
	1	1	1	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	27
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	90%
	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	28
	100%	100%	100%		100%	100%	100%	0%	0%	100%	100%	100%	100%	0%	0%	100%	100%	100%	87%	
	1	1	1		1	1	1	0	0	1	1	1	1	0	0	1	1	1	26	
																				0%
																				0
	100%	100%	100%	100%	100%	100%	0%	100%		100%		100%	100%	0%	100%	100%	100%	100%	79%	
	2	2	2	2	2	2	0	2		2		2	2	0	2	2	2	2	46	
	45.4	52	47	41	48.5	47.8	37.6	49.4	41	38	49.4	44.3	47	33.9	48	48.8	47	42.2	1420.6	
	58	58	58	57	58	58	54	56	56	52	56	52	58	53	58	54	58	58	1816	
	78%	90%	81%	72%	84%	82%	70%	88%	73%	73%	88%	85%	81%	64%	83%	90%	81%	73%	78%	

APPENDIX C-7: Prenatal Care/Childbirth/Post-Delivery

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**Component Definition:** Focuses on the prenatal and post-delivery medical care provided to pregnant inmates. This component is not applicable at men's institutions.

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	
09.066	New arrival only: Did the inmate receive a pregnancy test within three (3) business days of arrival at the institution to positively identify her pregnancy? (5 points possible)																
	Score													0%			
	Points Received													0			
09.067	New arrival only: Was the inmate seen by an OB physician or OB nurse practitioner within seven (7) business days of her arrival at the institution? (5 points possible)																
	Score													100%			
	Points Received													5			
09.068	Was the pregnant inmate issued a Form 7410 (Comprehensive Accommodation Chrono) for a lower bunk and lower-tier housing if housed in a multi-tiered housing unit? (5 points possible)																
	Score													43%			
	Points Received													2.1			
09.069	Did medical staff promptly order extra daily nutritional supplements and food for the inmate? (5 points possible)																
	Score													86%			
	Points Received													4.3			
09.071	Did the inmate visit with an OB physician according to the applicable time frames? (8 points possible)																
	Score													86%			
	Points Received													6.9			
09.072	Did the "Problems/Risks Identified" section of the Briggs Form 5703N (Prenatal Flow Record) corroborate the "Prenatal Screens" and the "Maternal Physical" examination sections? (7 points possible)																
	Score													0%			
	Points Received													0			
09.074	Did the inmate receive her six-week check-up (post-delivery)? (7 points possible)																
	Score													80%			
	Points Received													5.6			
09.223	Were the results of the inmate's specified prenatal screening tests documented on Form 5703N? (5 points possible)																
	Score													86%			
	Points Received													4.3			
09.224	Was the inmate's weight and blood pressure documented at each clinic visit? (6 points possible)																
	Score													71%			
	Points Received													4.3			
	Total Points Received													32.5			
	Total Points Possible													53			
	Total Score													61%			

APPENDIX C-7: Prenatal Care/Childbirth/Post-Delivery

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score	
								50%												25%
								2.5												2.5
								100%												100%
								5												10
								100%												71%
								5												7.1
								100%												93%
								5												9.3
								100%												93%
								8												14.9
								0%												0%
								0												0
								100%												90%
								7												12.6
								86%												86%
								4.3												8.6
								100%												86%
								6												10.3
								42.8												75.3
								53												106
								81%												71%

APPENDIX C-8: Diagnostic Services

**Component Definition:** Addresses the timeliness of radiology (x-ray) and laboratory services and whether the prison followed up on clinically significant results.

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	
06.049	<b>Radiology order: Was the radiology service provided within the time frame specified in the physician's order? (7 points possible)</b>																
	Score	100%	80%	100%	100%	20%	100%	80%	100%	100%	80%	80%	0%	100%	60%	60%	
	Points Received	7	5.6	7	7	1.4	7	5.6	7	7	5.6	5.6	0	7	4.2	4.2	
06.188	<b>All laboratory orders: Was the specimen collected within the applicable time frames of the physician's order? (6 points possible)</b>																
	Score	90%	90%	50%	60%	80%	70%	80%	100%	90%	70%	40%	90%	50%	70%	30%	
	Points Received	5.4	5.4	3	3.6	4.8	4.2	4.8	6	5.4	4.2	2.4	5.4	3	4.2	1.8	
06.191	<b>All diagnostic services: Did the PCP document the clinically significant diagnostic test results on Form 7230 (Interdisciplinary Progress Notes)? (7 points possible)</b>																
	Score	78%	87%	58%	88%	75%	80%	70%	56%	14%	73%	67%	64%	69%	87%	62%	
	Points Received	5.4	6.1	4.1	6.1	5.3	5.6	4.9	3.9	1	5.1	4.7	4.5	4.8	6.1	4.3	
06.200	<b>Radiology order: Did the primary care provider (PCP) review the diagnostic report and initiate written notice to the inmate within two (2) business days of the date the institution received the diagnostic reports? (7 points possible)</b>																
	Score	0%	20%	0%	100%	100%	100%	20%	100%	0%	0%	0%	20%	20%	80%	20%	
	Points Received	0	1.4	0	7	7	7	1.4	7	0	0	0	1.4	1.4	5.6	1.4	
06.202	<b>All laboratory orders: Did the PCP review the diagnostic reports and initiate written notice to the inmate within two (2) business days of the date the institution received the diagnostic reports? (7 points possible)</b>																
	Score	30%	50%	60%	50%	60%	40%	50%	70%	0%	10%	10%	40%	60%	100%	0%	
	Points Received	2.1	3.5	4.2	3.5	4.2	2.8	3.5	4.9	0	0.7	0.7	2.8	4.2	7	0	
06.245	<b>Radiology order: Was the diagnostic report received by the institution within 14 days? (8 points possible)</b>																
	Score	80%	80%	100%	60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	60%	
	Points Received	6.4	6.4	8	4.8	8	8	8	8	8	8	8	8	8	8	4.8	
06.263	<b>All diagnostic services: Did the PCP adequately manage clinically significant test results? (10 points possible)</b>																
	Score	91%	92%	70%	67%	77%	90%	82%	78%	67%	100%	100%	83%	83%	100%	58%	
	Points Received	9.1	9.2	7	6.7	7.7	9	8.2	7.8	6.7	10	10	8.3	8.3	10	5.8	
	Total Points Received	35.4	37.5	33.3	38.7	38.3	43.6	36.4	44.6	28.1	33.6	31.4	30.4	36.7	45.1	22.3	
	Total Points Possible	52	52	52	52	52	52	52	52	52	52	52	52	52	52	52	
	Total Score	68%	72%	64%	74%	74%	84%	70%	86%	54%	65%	60%	59%	71%	87%	43%	

APPENDIX C-8: Diagnostic Services

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score
	100%	60%	100%	100%	100%	100%	40%	80%	60%	40%	100%	80%	100%	100%	100%	100%	60%	100%	81%
	7	4.2	7	7	7	7	2.8	5.6	4.2	2.8	7	5.6	7	7	7	7	4.2	7	187.6
	100%	70%	100%	90%	70%	90%	20%	90%	60%	70%	80%	70%	83%	70%	70%	70%	80%	80%	73%
	6	4.2	6	5.4	4.2	5.4	1.2	5.4	3.6	4.2	4.8	4.2	5	4.2	4.2	4.2	4.8	4.8	145.4
	89%	73%	73%	90%	92%	64%	43%	100%	39%	64%	42%	71%	23%	46%	60%	67%	60%	78%	67%
	6.2	5.1	5.1	6.3	6.5	4.5	3	7	2.7	4.5	2.9	5	1.6	3.2	4.2	4.7	4.2	5.4	154
	0%	60%	0%	100%	20%	0%	100%	60%	0%	0%	20%	20%	60%	100%	60%	20%	20%	80%	39%
	0	4.2	0	7	1.4	0	7	4.2	0	0	1.4	1.4	4.2	7	4.2	1.4	1.4	5.6	91
	0%	30%	60%	70%	100%	10%	0%	30%	40%	70%	30%	30%	20%	70%	60%	10%	30%	80%	42%
	0	2.1	4.2	4.9	7	0.7	0	2.1	2.8	4.9	2.1	2.1	1.4	4.9	4.2	0.7	2.1	5.6	95.9
	100%	100%	50%	80%	100%	100%	100%	100%	100%	80%	100%	20%	100%	20%	100%	100%	100%	100%	89%
	8	8	4	6.4	8	8	8	8	8	6.4	8	1.6	8	1.6	8	8	8	8	234.4
	89%	90%	90%	75%	77%	55%	71%	100%	86%	64%	90%	100%	100%	75%	83%	92%	50%	100%	83%
	8.9	9	9	7.5	7.7	5.5	7.1	10	8.6	6.4	9	10	10	7.5	8.3	9.2	5	10	272.5
	36.1	36.8	35.3	44.5	41.8	31.1	29.1	42.3	29.9	29.2	35.2	29.9	37.2	35.4	40.1	35.2	29.7	46.4	1180.6
	52	52	52	52	52	52	52	52	52	52	52	52	52	52	52	52	52	52	1716
	69%	71%	68%	86%	80%	60%	56%	81%	58%	56%	68%	58%	72%	68%	77%	68%	57%	89%	69%

APPENDIX C-9: Access to Health Care Information

**Component Definition:** Addresses the prison's effectiveness in filing, storing, and retrieving medical records and medical-related information.

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	
19.150	<b>Is the medical records office current with its loose filing? (9 points possible)</b>																
	Score	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Points Received	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
19.169	<b>Did medical records staff make unit health records (UHR) available to clinic staff for the inmates ducated for medical appointments the next day? (15 points possible)</b>																
	Score	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	
	Points Received	15	15	15	15	15	15	15	15	15	15	15	15	15	0	15	
19.243	<b>Was the institution able to account for the OIG's requested UHR files? (12 points possible)</b>																
	Score	0%	0%	0%	100%	0%	0%	0%	100%	100%	100%	0%	100%	0%	0%	0%	
	Points Received	0	0	0	12	0	0	0	12	12	12	0	12	0	0	0	
19.266	<b>Does the institution properly file inmates' medical information? (5 points possible)</b>																
	Score	0%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	0%	100%	
	Points Received	0	5	5	5	5	5	5	5	5	0	5	5	5	0	5	
19.271	<b>While reviewing unit health records (UHR) as part of the OIG's inspection, were the OIGs RN and MD inspectors able to locate all relevant documentation of health care provided to inmates? (5 points possible)</b>																
	Score	0%	100%	0%	100%	100%	100%	0%	100%	100%	100%	60%	100%	100%	100%	100%	
	Points Received	0	5	0	5	5	5	0	5	5	5	3	5	5	5	5	
19.272	<b>Does the institution promptly file blood pressure logs in unit health records (UHR)? (5 points possible)</b>																
	Score	100%	100%	50%	100%	100%	50%	0%	100%	0%	0%	100%	50%	100%	100%	100%	
	Points Received	5	5	2.5	5	5	2.5	0	5	0	0	5	2.5	5	5	5	
	Total Points Received	20	30	22.5	42	30	27.5	20	42	37	32	28	39.5	30	10	30	
	Total Points Possible	51	51	51	51	51	51	51	51	51	51	51	51	51	51	51	
	Total Score	39%	59%	44%	82%	59%	54%	39%	82%	73%	63%	55%	78%	59%	20%	59%	



APPENDIX C-9: Access to Health Care Information

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	100%	0%	6%
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9	0	9	0	18
	100%	100%	100%	100%	100%	50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	95%
	15	15	15	15	15	7.5	15	15	15	15	15	15	15	15	15	15	15	15	472.5
	0%	100%	100%	100%	100%	100%	0%	100%	0%	0%	100%	0%	100%	100%	100%	100%	100%	100%	55%
	0	12	12	12	12	12	0	12	0	0	12	0	12	12	12	12	12	12	216
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	88%
	5	5	5	5	5	5	5	5	5	5	5	0	5	5	5	5	5	5	145
	100%	100%	100%	100%	100%	100%	80%	80%	100%	100%	100%	80%	100%	100%	80%	100%	100%	80%	87%
	5	5	5	5	5	5	4	4	5	5	5	4	5	5	4	5	5	4	143
	50%	50%	0%	0%	50%	0%	100%	50%	0%	0%	0%	0%	50%	0%	0%	50%	100%	50%	48%
	2.5	2.5	0	0	2.5	0	5	2.5	0	0	0	0	2.5	0	0	2.5	5	2.5	80
	27.5	39.5	37	37	39.5	29.5	29	38.5	25	25	37	19	39.5	37	45	39.5	51	38.5	1074.5
	51	51	51	51	51	51	51	51	51	51	51	51	51	51	51	51	51	51	1683
	54%	78%	73%	73%	78%	58%	57%	76%	49%	49%	73%	37%	78%	73%	88%	78%	100%	76%	64%

## APPENDIX C-10: Outpatient Housing Unit

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**Component Definition:** Determines whether the prison followed department policies and procedures when placing inmates in the outpatient housing unit. This component also evaluates whether the placement provided the inmate with adequate care and whether the physician's plan addressed the placement diagnosis.

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP
04.051	Did the primary care provider (PCP) evaluate the inmate within one calendar day after placement? (5 points possible)															
	Score	90%	80%			80%			100%			80%	100%	70%	80%	
	Points Received	4.5	4			4			5			4	5	3.5	4	
04.052	Did the RN complete an initial assessment of the inmate on the day of placement? (5 points possible)															
	Score	90%	100%			80%			100%			60%	100%	90%	80%	
	Points Received	4.5	5			4			5			3	5	4.5	4	
04.053	While the inmate was placed in the OHU, did the PCP complete the Subjective, Objective, Assessment, Plan and Education (SOAPE) at a minimum of every 14 days? (4 points possible)															
	Score	30%	78%			100%			50%			33%	100%	100%	75%	
	Points Received	1.2	3.1			4			2			1.3	4	4	3	
04.054	Did the utilization management (UM) nurse assess the inmate within one week of the inmate's placement and every 30 days thereafter? (4 points possible)															
	Score	0%	11%			0%			0%			50%	0%	0%	0%	
	Points Received	0	0.4			0			0			2	0	0	0	
04.056	Did the PCP's plan adequately address the initial assessment? (5 points possible)															
	Score	100%	90%			75%			75%			88%	89%	38%	63%	
	Points Received	5	4.5			3.8			3.8			4.4	4.4	1.9	3.1	
04.112	Was the PCP's initial evaluation adequate for the problem(s) requiring OHU placement? (5 points possible)															
	Score	82%	90%			80%			78%			70%	70%	30%	40%	
	Points Received	4.1	4.5			4			3.9			3.5	3.5	1.5	2	
04.208	Was the level of care available in the OHU appropriate to the patient's clinical presentation? (9 points possible)															
	Score	100%	100%			100%			100%			100%	100%	78%	100%	
	Points Received	9	9			9			9			9	9	7	9	
04.230	Was the PCP's initial assessment (or diagnoses) appropriate for the findings in the initial evaluation? (5 points possible)															
	Score	100%	90%			100%			89%			100%	100%	100%	63%	
	Points Received	5	4.5			5			4.4			5	5	5	3.1	
15.103	In the outpatient housing unit (OHU), are patient call buttons operational or does medical staff make rounds every 30 minutes? (3 points possible)															
	Score	0%	100%			100%			0%			0%	0%	0%	100%	
	Points Received	0	3			3			0			0	0	0	3	
15.225	Does the OHU use disinfectant daily in common patient areas? (3 points possible)															
	Score	100%	100%			100%			100%			100%	0%	100%	100%	
	Points Received	3	3			3			3			3	0	3	3	
	Total Points Received	36.3	41.1			39.8			36.1			35.2	35.9	30.4	34.2	
	Total Points Possible	48	48			48			48			48	48	48	48	
	Total Score	76%	86%			83%			75%			73%	75%	63%	71%	

APPENDIX C-10: Outpatient Housing Unit

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score
	80%	80%						100%	100%	90%	75%	90%	100%			100%			88%
	4	4						5	5	4.5	3.8	4.5	5			5			74.8
	100%	90%						100%	100%	100%	100%	100%	100%			100%			94%
	5	4.5						5	5	5	5	5	5			5			79.5
	100%	50%						100%	100%	100%	0%	100%	100%			100%			77%
	4	2						4	4	4	0	4	4			4			52.6
	0%	0%						0%	25%	100%	0%	100%	33%			33%			21%
	0	0						0	1	4	0	4	1.3			1.3			14
	100%	100%						100%	100%	100%	75%	89%	90%			100%			87%
	5	5						5	5	5	3.8	4.4	4.5			5			73.6
	100%	80%						70%	63%	100%	0%	80%	100%			89%			72%
	5	4						3.5	3.1	5	0	4	5			4.4			61
	100%	100%						100%	100%	100%	100%	90%	100%			100%			98%
	9	9						9	9	9	9	8.1	9			9			150.1
	100%	100%						100%	100%	100%	100%	89%	100%			100%			96%
	5	5						5	5	5	5	4.4	5			5			81.4
	0%	100%						100%	100%	100%	100%	100%	0%			100%			59%
	0	3						3	3	3	3	3	0			3			30
	100%	100%						100%	100%	100%	0%	100%	100%			100%			88%
	3	3						3	3	3	0	3	3			3			45
	40	39.5						42.5	43.1	47.5	29.6	44.4	41.8			44.7			662.1
	48	48						48	48	48	48	48	48			48			816
	83%	82%						89%	90%	99%	62%	93%	87%			93%			81%

APPENDIX C-11: Internal Reviews

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**Component Definition:** Focuses on the activities of the prison's Quality Management Committee (QMC) and its Emergency Medical Response Review Committee (EMRRC). The component also evaluates the timelines of inmates' medical appeals and the prison's use of inmate death reviews.

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	
17.118	<b>Do the Quality Management Committee (QMC) meeting minutes document monthly meetings for the last six (6) months? (5 points possible)</b>																
	Score	100%	83%	100%	33%	83%	100%	100%	33%	100%	100%	83%	100%	100%	100%	100%	
	Points Received	5	4.2	5	1.7	4.2	5	5	1.7	5	5	4.2	5	5	5	5	
17.119	<b>Did the Quality Management Committee (QMC) report its findings to the HCM/CMO each of the last six (6) meetings? (5 points possible)</b>																
	Score	100%	83%	100%	50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Points Received	5	4.2	5	2.5	5	5	5	5	5	5	5	5	5	5	5	
17.132	<b>Do the Emergency Medical Response Review Committee (EMRRC) meeting minutes document monthly meetings for the last six (6) months? (5 points possible)</b>																
	Score	83%	83%	100%	83%	83%	83%	83%	50%	83%	100%	50%	83%	67%	83%	100%	
	Points Received	4.2	4.2	5	4.2	4.2	4.2	4.2	2.5	4.2	5	2.5	4.2	3.3	4.2	5	
17.135	<b>Did the last three Quality Management Committee (QMC) meeting minutes reflect findings and strategies for improvement? (5 points possible)</b>																
	Score	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%
	Points Received	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	0
17.136	<b>For each death sampled, did the institution complete the death review process? (5 points possible)</b>																
	Score	80%	100%	100%	60%	100%	100%	80%	0%	100%	80%	80%	80%		60%	100%	
	Points Received	4	5	5	3	5	5	4	0	5	4	4	4		3	5	
17.138	<b>Do the Emergency Medical Response Review Committee (EMRRC) meeting minutes document the warden's (or his or her designee's) attendance? (5 points possible)</b>																
	Score	100%	0%	100%	60%	80%	100%	100%	100%	100%	83%	67%	60%	100%	80%	100%	
	Points Received	5	0	5	3	4	5	5	5	5	4.2	3.3	3	5	4	5	
17.174	<b>Did the institution promptly process inmate medical appeals during the most recent 12 months? (5 points possible)</b>																
	Score	0%	100%	100%	0%	100%	100%	0%	100%	0%	0%	0%	100%	100%	0%	0%	
	Points Received	0	5	5	0	5	5	0	5	0	0	0	5	5	0	0	
17.221	<b>Did the institution complete a medical emergency response drill for each watch and include participation from each medical facility during the most recent full quarter? (5 points possible)</b>																
	Score	0%	0%	100%	100%	100%	100%	0%	0%	0%	0%	0%	100%	100%	0%	0%	
	Points Received	0	0	5	5	5	5	0	0	0	0	0	5	5	0	0	
	Total Points Received	28.2	27.5	40	24.3	37.3	39.2	28.2	24.2	29.2	28.2	24	36.2	33.3	26.2	25	
	Total Points Possible	40	40	40	40	40	40	40	40	40	40	40	40	35	40	40	
	Total Score	70%	69%	100%	61%	93%	98%	70%	60%	73%	71%	60%	91%	95%	66%	63%	

APPENDIX C-11: Internal Reviews

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score		
	100%	100%	100%	83%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	94%	
	5	5	5	4.2	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	155.2	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%
	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	161.7
	100%	100%	100%	67%	100%	100%	100%	100%	100%	83%	67%	100%	100%	100%	100%	100%	100%	100%	100%	100%	89%
	5	5	5	3.3	5	5	5	5	5	4.2	3.3	5	5	5	5	5	5	5	5	5	146.9
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97%
	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	160
	100%	100%	80%	100%	100%	100%	80%	100%	100%	75%	60%	100%	60%	60%	80%	100%	100%	100%	100%	100%	85%
	5	5	4	5	5	5	4	5	5	3.8	3	5	3	3	4	5	5	5	5	5	135.8
	50%	83%	100%	100%	83%	100%	100%	83%	100%	80%	100%	100%	83%	100%	100%	67%	50%	100%	100%	100%	85%
	2.5	4.2	5	5	4.2	5	5	4.2	5	4	5	5	4.2	5	5	3.3	2.5	5	5	5	140.6
	0%	100%	100%	0%	100%	0%	0%	100%	100%	0%	0%	0%	100%	100%	0%	100%	0%	100%	100%	100%	48%
	0	5	5	0	5	0	0	5	5	0	0	0	5	5	0	5	0	5	0	5	80
	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	100%	0%	0%	0%	0%	27%
	0	0	0	0	5	0	0	0	0	0	0	0	5	0	0	5	0	0	0	0	45
	27.5	34.2	34	27.5	39.2	30	29	34.2	35	27	26.3	30	37.2	33	29	38.3	27.5	35	35	35	1024.9
	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	40	1315
	69%	86%	85%	69%	98%	75%	73%	86%	88%	68%	66%	75%	93%	83%	73%	96%	69%	88%	88%	88%	78%

APPENDIX C-12: Inmate Transfers

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**Component Definition:** Focuses on inmates pending transfer to determine whether the sending institution documented medication and medical conditions to assist the receiving institution in providing continuity of care.

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	
05.108	<b>Did Receiving and Release have the inmate's UHR and transfer envelope? (7 points possible)</b>																
	Score	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Points Received	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7
05.109	<b>If the inmate was scheduled for any upcoming specialty services, were the services noted on Form 7371 (Health Care Transfer Information)? (8 points possible)</b>																
	Score	100%	0%	50%	100%	0%	100%					0%	100%	100%			
	Points Received	8	0	4	8	0	8					0	8	8			
05.110	<b>Do all appropriate forms in the transfer envelope identify all medications ordered by the physician, and are the medications in the transfer envelope? (8 points possible)</b>																
	Score	100%	50%	100%	100%	100%	100%	100%	100%	100%	80%	100%	100%	40%			100%
	Points Received	8	4	8	8	8	8	8	8	8	6.4	8	8	3.2			8
05.171	<b>Did an RN accurately complete all applicable sections of Form 7371 (Health Care Transfer Information) based on the inmate's UHR? (7 points possible)</b>																
	Score	80%	0%	100%	100%	100%	100%	75%	80%	100%	20%	20%	100%	60%	100%	100%	
	Points Received	5.6	0	7	7	7	7	5.3	5.6	7	1.4	1.4	7	4.2	7	7	
05.172	<b>Did the Health Records Department maintain a copy of the inmate's Form 7371 (Health Care Transfer Information) and Form 7231A (Outpatient Medication Administration Record) when the inmate transferred? (8 points possible)</b>																
	Score	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%
	Points Received	0	8	8	8	8	8	8	8	8	8	0	8	8	8	8	8
	Total Points Received	28.6	19	34	38	30	38	28.3	28.6	30	22.8	16.4	38	30.4	22	30	
	Total Points Possible	38	38	38	38	38	38	30	30	30	30	38	38	38	22	30	
	Total Score	75%	50%	90%	100%	79%	100%	94%	95%	100%	76%	43%	100%	80%	100%	100%	

APPENDIX C-12: Inmate Transfers

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	231
		100%	100%	100%		0%							0%	0%	100%		100%	100%		64%
		8	8	8		0							0	0	8		8	8		92
		100%	80%	100%	100%	100%	100%	100%	100%	100%	50%	100%	100%	50%	100%	75%	67%	100%		90%
		8	6.4	8	8	8	8	8	8	8	4	8	8	4	8	6	5.3	8		223.3
	100%	60%	100%	100%	80%	100%	100%	100%	80%	100%	100%	100%	40%	100%	20%	100%	100%	40%		80%
	7	4.2	7	7	5.6	7	7	7	5.6	7	7	7	2.8	7	1.4	7	7	2.8		185.9
	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%	100%		91%
	8	8	8	8	8	8	8	8	8	0	8	8	8	8	8	8	8	8		240
	22	35.2	36.4	38	28.6	30	30	30	28.6	22	26	30	25.8	26	32.4	28	35.3	33.8		972.2
	22	38	38	38	30	38	30	30	30	30	30	30	38	38	38	30	38	38		1118
	100%	93%	96%	100%	95%	79%	100%	100%	95%	73%	87%	100%	68%	68%	85%	93%	93%	89%		88%

APPENDIX C-13: Clinic Operations

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**Component Definition:** Addresses the general operational aspects of the prison’s facility clinics. Generally, the questions in this component relate to the cleanliness of the clinics, privacy afforded to inmates during non-emergency visits, use of priority ducats (slips of paper the inmate carries for scheduled medical appointments), and availability of health care request forms.

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	
14.023	<b>Does the institution make the Form 7362 (Health Care Services Request Form) available to inmates? (4 points possible)</b>																
	Score	100%	100%	100%	100%	100%	100%	100%	100%	100%	83%	89%	100%	100%	100%	100%	
	Points Received	4	4	4	4	4	4	4	4	4	3.3	3.6	4	4	4	4	
14.029	<b>Does medical staff in the facility clinic know which inmates are on modified program or confined to quarters (CTQ) and does staff have an adequate process to ensure those inmates receive their medication? (4 points possible)</b>																
	Score		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%
	Points Received		4	4	4	4	4	4	4	4	4	4	4	4	4	4	2
14.032	<b>Does medical staff understand the institution’s priority ducat process? (2 points possible)</b>																
	Score	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Points Received	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
14.033	<b>Does the institution have an adequate process to ensure inmates who are moved to a new cell still receive their medical ducats? (4 points possible)</b>																
	Score	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	100%	
	Points Received	4	4	4	4	4	4	4	4	4	4	4	4	4	2	4	
14.106	<b>Does clinical staff wash their hands (either with soap or hand sanitizer) or change gloves between patients? (4 points possible)</b>																
	Score	50%	100%	75%	50%	100%	100%	75%	100%	100%	75%	100%	75%	100%	100%	75%	
	Points Received	2	4	3	2	4	4	3	4	4	3	4	3	4	4	3	
14.131	<b>Do medication nurses understand that medication is to be administered by the same licensed staff member who prepares it and on the same day? (4 points possible)</b>																
	Score	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Points Received	4	4	4	0	4	4	4	4	4	4	4	4	4	4	4	4
14.160	<b>Does the institution have a process to identify, review, and address urgent appointments if a doctor’s line is canceled? (4 points possible)</b>																
	Score	100%	50%	100%	100%	50%	0%	0%	0%	50%	100%	100%	100%	100%	100%	100%	100%
	Points Received	4	2	4	4	2	0	0	0	2	4	4	4	4	4	4	4
14.164	<b>Are areas available to ensure privacy during RN face-to-face assessments and doctors’ examinations for non-emergencies? (3 points possible)</b>																
	Score	80%	0%	100%	100%	100%	100%	100%	100%	100%	100%	75%	50%	100%	100%	100%	
	Points Received	2.4	0	3	3	3	3	3	3	3	3	2.3	1.5	3	3	3	
14.165	<b>Are the clinic floors, waiting room chairs, and equipment cleaned with a disinfectant daily? (2 points possible)</b>																
	Score	100%	67%	67%	100%	0%	67%	100%	100%	33%	67%	0%	0%	67%	100%	100%	
	Points Received	2	1.3	1.3	2	0	1.3	2	2	0.7	1.3	0	0	1.3	2	2	
14.166	<b>Was the medication stored in a sealed container if food was present in the clinic refrigerator? (2 points possible)</b>																
	Score	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Points Received	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
	Total Points Received	26.4	27.3	31.3	27	29	28.3	28	29	29.7	30.6	29.9	28.5	32.3	31	30	
	Total Points Possible	29	33	33	33	33	33	33	33	33	33	33	33	33	33	33	
	Total Score	91%	83%	95%	82%	88%	86%	85%	88%	90%	93%	91%	86%	98%	94%	91%	



APPENDIX C-13: Clinic Operations

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score
	100%	100%	100%	100%	100%	67%	100%	100%	100%	100%	67%	100%	100%	100%	63%	100%	100%	40%	94%
	4	4	4	4	4	2.7	4	4	4	4	2.7	4	4	4	2.5	4	4	1.6	124.4
	100%	100%	100%		100%	100%	100%	100%	100%	50%	100%	100%	50%	100%	100%	100%	100%	100%	95%
	4	4	4		4	4	4	4	4	2	4	4	2	4	4	4	4	4	118
	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%		100%	100%	100%	100%	50%		100%	97%
	2	2	2	2	2	2	2	2	2	1		2	2	2	2	1		2	60
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%
	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	130
	100%	75%	75%	100%	50%	50%	100%	100%	75%	100%	75%	100%	75%	100%	100%	100%	75%	75%	85%
	4	3	3	4	2	2	4	4	3	4	3	4	3	4	4	4	3	3	112
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97%
	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	128
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	86%
	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	114
	100%	100%	67%	100%	100%	33%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	91%
	3	3	2	3	3	1	3	3	3	3	3	3	3	3	3	3	3	3	90.2
	100%	100%	33%	50%	100%	100%	75%	100%	100%	100%	67%	100%	100%	100%	100%	67%	33%	100%	75%
	2	2	0.7	1	2	2	1.5	2	2	2	1.3	2	2	2	2	1.3	0.7	2	49.7
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	66
	33	32	29.7	28	31	27.7	32.5	33	32	30	28	33	30	33	31.5	31.3	28.7	29.6	992.3
	33	33	33	29	33	33	33	33	33	33	31	33	33	33	33	33	31	33	1077
	100%	97%	90%	97%	94%	84%	99%	100%	97%	91%	90%	100%	91%	100%	96%	95%	93%	90%	92%

APPENDIX C-14: Preventive Services

**Component Definition:** Focuses on inmate cancer screening, tuberculosis evaluation, and influenza immunizations.

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	
10.085	<b>Male inmates age 51 or older: Did the inmate receive a fecal occult blood test (FOBT) within the previous 12 months or was the inmate's refusal documented? (5 points possible)</b>																
	Score	50%	70%	30%	30%	10%		90%	20%	0%	0%	20%	70%		30%	20%	
	Points Received	2.5	3.5	1.5	1.5	0.5		4.5	1	0	0	1	3.5		1.5	1	
10.086	<b>All inmates age 66 or older: Did the inmate receive an influenza vaccination within the previous 12 months or was the inmate's refusal documented? (6 points possible)</b>																
	Score		80%	75%	50%	100%	86%	100%	100%	80%	0%	0%	56%	90%	100%	60%	
	Points Received		4.8	4.5	3	6	5.1	6	6	4.8	0	0	3.3	5.4	6	3.6	
10.087	<b>Female inmates age 41 or older: Did the inmate receive a mammogram within the previous 24 months? (5 points possible)</b>																
	Score						60%							70%			
	Points Received						3							3.5			
10.228	<b>Inmates prescribed INH: Did the institution properly administer the medication to the inmate? (6 points possible)</b>																
	Score	40%	80%	20%	0%	0%	40%	20%	0%	20%	20%	20%	80%	0%	40%	20%	
	Points Received	2.4	4.8	1.2	0	0	2.4	1.2	0	1.2	1.2	1.2	4.8	0	2.4	1.2	
10.229	<b>Inmates with TB code 34: Was the inmate evaluated for signs and symptoms of TB within the previous 12 months? (7 points possible)</b>																
	Score	40%	0%	0%	0%	0%	100%	60%	20%	0%	100%	0%	100%	0%	100%	20%	
	Points Received	2.8	0	0	0	0	7	4.2	1.4	0	7	0	7	0	7	1.4	
10.232	<b>Inmates prescribed INH: Did the institution monitor the inmate monthly for the most recent three months he or she was on the medication? (6 points possible)</b>																
	Score	0%	0%	0%	20%	0%	0%	0%	0%	0%	0%	0%	100%	0%	20%	0%	
	Points Received	0	0	0	1.2	0	0	0	0	0	0	0	6	0	1.2	0	
10.274	<b>Female inmates age 41 to 64: Did the inmate receive a Pap smear in compliance with policy? (5 points possible)</b>																
	Score						60%							50%			
	Points Received						3							2.5			
	Total Points Received	7.7	13.1	7.2	5.7	6.5	20.5	15.9	8.4	6	8.2	2.2	24.6	11.4	18.1	7.2	
	Total Points Possible	24	30	30	30	30	35	30	30	30	30	30	30	35	30	30	
	Total Score	32%	44%	24%	19%	22%	59%	53%	28%	20%	27%	7%	82%	33%	60%	24%	

APPENDIX C-14: Preventive Services

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score	
	20%	0%	50%	60%	80%	40%	40%		10%	70%	50%	10%	30%	40%	60%	20%	100%	100%	41%	
	1	0	2.5	3	4	2	2		0.5	3.5	2.5	0.5	1.5	2	3	1	5	5	61	
	90%	100%	100%	20%	100%	80%	100%	100%	100%	100%	30%	100%	100%	50%	80%	100%	90%	50%	77%	
	5.4	6	6	1.2	6	4.8	6	6	6	6	1.8	6	6	3	4.8	6	5.4	3	147.9	
								90%												73%
								4.5												11
	20%	40%	40%	20%	0%	20%	0%	0%	40%	60%	20%	20%	60%	0%	60%	20%	100%	40%	29%	
	1.2	2.4	2.4	1.2	0	1.2	0	0	2.4	3.6	1.2	1.2	3.6	0	3.6	1.2	6	2.4	57.6	
	100%	20%	80%	40%	100%	100%	40%	100%	0%	20%	0%	80%	60%	100%	0%	100%	80%	100%	50%	
	7	1.4	5.6	2.8	7	7	2.8	7	0	1.4	0	5.6	4.2	7	0	7	5.6	7	116.2	
	0%	20%	0%	0%	0%	40%	0%	100%	20%	0%	60%	20%	0%	0%	20%	100%	40%	60%	19%	
	0	1.2	0	0	0	2.4	0	6	1.2	0	3.6	1.2	0	0	1.2	6	2.4	3.6	37.2	
								100%												70%
								5												10.5
	14.6	11	16.5	8.2	17	17.4	10.8	28.5	10.1	14.5	9.1	14.5	15.3	12	12.6	21.2	24.4	21	441.4	
	30	30	30	30	30	30	30	35	30	30	30	30	30	30	30	30	30	30	999	
	49%	37%	55%	27%	57%	58%	36%	81%	34%	48%	30%	48%	51%	40%	42%	71%	81%	70%	44%	

APPENDIX C-15: Pharmacy Services

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**Component Definition:** Addresses whether the prison's pharmacy complies with various operational policies, such as conducting periodic inventory counts, maintaining the currency of medications in its crash carts and after-hours medication supplies, and having valid permits. In addition, this component addresses whether the pharmacy has an effective process for screening medication orders for potential adverse reactions/interactions.

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	
13.139	<b>Does the institution conspicuously post a valid permit in its pharmacies? (2 points possible)</b>																
	Score	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Points Received	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
13.141	<b>Does the institution properly maintain its emergency crash cart medications? (2 points possible)</b>																
	Score	80%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	
	Points Received	1.6	2	2	2	2	2	2	2	2	2	2	2	2	0	2	
13.142	<b>Is the Pharmacist in Charge's license current? (5 points possible)</b>																
	Score	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Points Received	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5
13.144	<b>Does the institution have information to ensure that medications are prescribed by licensed health-care providers lawfully authorized to do so? (6 points possible)</b>																
	Score	0%	0%	100%	0%	100%	100%	100%	100%	100%	0%	0%	0%	100%	100%	100%	
	Points Received	0	0	6	0	6	6	6	6	6	0	0	0	6	6	6	
13.145	<b>Does the pharmacist in charge have an effective process for screening new medication orders for potential adverse reactions? (7 points possible)</b>																
	Score	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Points Received	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7
13.148	<b>Does the pharmacist in charge monitor the quantity of medications on hand, and does the pharmacy conduct an annual inventory to ensure that the quantity of medications in the system matches the quantity of medications on hand? (4 points possible)</b>																
	Score	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Points Received	4	4	4	0	4	4	4	4	4	4	4	4	4	4	4	4
13.252	<b>Does the institution properly maintain medications in its after-hours medication supply(ies)? (2 points possible)</b>																
	Score	100%	50%	33%	0%	0%	0%	0%	0%	100%	0%	100%	100%	67%	100%	100%	
	Points Received	2	1	0.7	0	0	0	0	0	2	0	2	2	1.3	2	2	
13.253	<b>Does the institution conduct monthly inspections of its emergency cart and after-hours medication supply(ies)? (1 point possible)</b>																
	Score	0%	100%	40%	75%	67%	67%	33%	33%	100%	100%	100%	100%	25%	67%	100%	
	Points Received	0	1	0.4	0.8	0.7	0.7	0.3	0.3	1	1	1	1	0.3	0.7	1	
	Total Points Received	21.6	22	27.1	16.8	26.7	26.7	26.3	26.3	29	21	23	23	27.6	26.7	29	
	Total Points Possible	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	
	Total Score	75%	76%	93%	58%	92%	92%	91%	91%	100%	72%	79%	79%	95%	92%	100%	

APPENDIX C-15: Pharmacy Services

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	66
	0%	50%	100%	0%	100%	38%	67%	0%	0%	0%	0%	100%	33%	0%	100%	100%	54%	100%	67%	
	0	1	2	0	2	0.8	1.3	0	0	0	0	2	0.7	0	2	2	1.1	2	44.5	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	165
	100%	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	79%
	6	0	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	156
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	231
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	94%
	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	0	124
	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	50%	0%	100%	100%	40%	50%	100%	39%	
	0	0	0	0	2	0	0	0	0	0	0	1	0	2	2	0.8	1	2	25.8	
	100%	100%	100%	0%	100%	100%	75%	100%	0%	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	76%
	1	1	1	0	1	1	0.8	1	0	0	1	1	1	1	1	1	1	1	1	25
	25	20	27	24	29	25.8	26.1	25	24	24	25	28	25.7	27	29	27.8	27.1	25	837.3	
	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	957
	86%	69%	93%	83%	100%	89%	90%	86%	83%	83%	86%	97%	89%	93%	100%	96%	93%	86%	87%	

APPENDIX C-16: Other Services

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**Component Definition:** Examines additional areas that are not captured in the other components. The areas evaluated in this component include the prison's provision of therapeutic diets, its handling of inmates who display poor hygiene, and the availability of the current version of the department's Inmate Medical Services Policies and Procedures.

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP
15.058	If the institution does not offer therapeutic diets, does staff know the department's procedures for transferring inmates who are determined to require a therapeutic diet? (3 points possible)															
	Score				100%				0%		0%	100%	0%		100%	
	Points Received				3				0		0	3	0		3	
15.059	Did the institution properly provide therapeutic diets to inmates? (4 points possible)															
	Score	100%	100%	100%		100%	100%	100%		100%						100%
	Points Received	4	4	4		4	4	4		4						4
15.134	Did the institution properly respond to all active cases of TB discovered in the last six months? (5 points possible)															
	Score	100%														
	Points Received	5														
15.265	Is the most current version of the CDCR Health Services Policies and Procedures available in the institution's law library? (3 points possible)															
	Score	50%	100%	100%	100%	100%	100%	100%	50%	100%	100%	50%	100%	0%	0%	0%
	Points Received	1.5	3	3	3	3	3	3	1.5	3	3	1.5	3	0	0	0
20.092	Hygiene Intervention: Did custody staff understand the department's policies and procedures for identifying and evaluating inmates displaying inappropriate hygiene management? (4 points possible)															
	Score	100%	100%	100%	100%	100%	100%	75%	100%	100%	100%	100%	100%	100%	100%	100%
	Points Received	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4
	Total Points Received	14.5	11	11	10	11	11	10	5.5	11	7	8.5	7	4	7	8
	Total Points Possible	16	11	11	10	11	11	11	10	11	10	10	10	7	10	11
	Total Score	91%	100%	100%	100%	100%	100%	91%	55%	100%	70%	85%	70%	57%	70%	73%

APPENDIX C-16: Other Services

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score	
	100%	100%			100%	100%		100%	100%	100%		100%	100%	100%	100%					82%
	3	3			3	3		3	3	3		3	3	3	3					42
			0%	0%			100%				80%				100%	100%	100%	100%		86%
			0	0			4				3.2				4	4	4	4		55.2
													0%						0%	33%
													0						0	5
	50%	100%	50%	50%	0%	50%	100%	100%	50%	100%	100%	100%	100%	50%	50%	100%	100%	100%		73%
	1.5	3	1.5	1.5	0	1.5	3	3	1.5	3	3	3	3	1.5	1.5	3	3	3		72
	100%	100%	100%	100%	100%	75%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		98%
	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	4	4		130
	8.5	10	5.5	5.5	7	7.5	11	10	8.5	10	10.2	10	10	8.5	12.5	11	11	11		304.2
	10	10	11	11	10	10	11	10	10	10	11	10	15	10	14	11	11	16		361
	85%	100%	50%	50%	70%	75%	100%	100%	85%	100%	93%	100%	67%	85%	89%	100%	100%	69%		84%

APPENDIX C-17: Inmate Hunger Strikes

**Component Definition:** Examines medical staff's monitoring of inmates participating in hunger strikes lasting more than three days.

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP
11.097	<b>Did the RN conduct a face-to-face triage of the inmate within two (2) business days of receipt of the Form 128-B and document the inmate's reasons for the hunger strike, most recent recorded weight, current weight, vital signs, and physical condition? (6 points possible)</b>															
	Score	33%	100%	33%	100%		100%	100%		25%	0%	0%				80%
	Points Received	2	6	2	6		6	6		1.5	0	0				4.8
11.099	<b>After the first 48 hours, did an RN or PCP complete daily assessments documenting the inmate's weight, physical condition, emotional condition, vital signs, and hydration status? (6 points possible)</b>															
	Score	0%	0%	0%	0%		100%	67%		50%	0%	67%				60%
	Points Received	0	0	0	0		6	4		3	0	4				3.6
11.100	<b>After the first 72 hours, did a physician perform a physical examination and order a metabolic panel and a urinalysis of the inmate? (7 points possible)</b>															
	Score	0%	0%	0%	0%		100%	50%		50%	100%	67%				0%
	Points Received	0	0	0	0		7	3.5		3.5	7	4.7				0
	Total Points Received	2	6	2	6		19	13.5		8	7	8.7				8.4
	Total Points Possible	19	19	19	19		19	19		19	19	19				19
	Total Score	11%	32%	11%	32%		100%	71%		42%	37%	46%				44%



APPENDIX C-17: Inmate Hunger Strikes

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score	
	80%	0%		100%		100%	100%				75%	100%		100%	20%	100%	100%			69%
	4.8	0		6		6	6				4.5	6		6	1.2	6	6			86.8
	20%	100%		0%		100%	80%				20%	100%		100%	40%	100%				50%
	1.2	6		0		6	4.8				1.2	6		6	2.4	6				60.2
	60%	100%		40%		67%	60%				0%	100%		50%	20%	100%				48%
	4.2	7		2.8		4.7	4.2				0	7		3.5	1.4	7				67.5
	10.2	13		8.8		16.7	15				5.7	19		15.5	5	19	6			214.5
	19	19		19		19	19				19	19		19	19	19	6			386
	54%	68%		46%		88%	79%				30%	100%		82%	26%	100%	100%			57%

APPENDIX C-18: Chemical Agent Contraindications

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**Component Definition:** Addresses the prison's process for handling inmates who may be predisposed to an adverse outcome from calculated uses of force (cell extractions) involving Oleoresin Capsicum (OC), which is commonly referred to as "pepper spray." For

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	
12.062	<b>Did the institution document that it consulted with an RN or primary care provider (PCP) before a calculated use of OC? (9 points possible)</b>																
	Score	100%	75%	100%	80%	80%	33%	100%	100%	100%					100%	100%	
	Points Received	9	6.8	9	7.2	7.2	3	9	9	9					9	9	
12.064	<b>Did the institution record how it decontaminated the inmate and did it follow the decontamination policy? (8 points possible)</b>																
	Score	100%	100%	88%	100%	100%	100%	100%	100%	80%	67%	67%	100%	100%	100%	100%	
	Points Received	8	8	7	8	8	8	8	8	6.4	5.3	5.3	8	8	8	8	
	Total Points Received	17	14.8	16	15.2	15.2	11	17	17	15.4	5.3	5.3	8	8	17	17	
	Total Points Possible	17	17	17	17	17	17	17	17	17	8	8	8	8	17	17	
	Total Score	100%	87%	94%	89%	89%	65%	100%	100%	91%	66%	66%	100%	100%	100%	100%	

APPENDIX C-18: Chemical Agent Contraindications

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score
	80%	100%	100%	50%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	60%	100%	91%
	7.2	9	9	4.5	9	9	9	9	9		9	9	9	9	9	9	5.4	9	230.3
	100%	100%	100%	71%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	88%	96%
	8	8	8	5.7	8	8	8	8	8		8	8	8	8	8	8	8	7	244.7
	15.2	17	17	10.2	17	17	17	17	17		17	17	17	17	17	17	13.4	16	475
	17	17	17	17	17	17	17	17	17		17	17	17	17	17	17	17	17	508
	89%	100%	100%	60%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	79%	94%	93%

APPENDIX C-19: Staffing Levels and Training

**Component Definition:** Examines the prison's medical staffing levels and training provided.

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	
18.001	<b>Are licensed health care staff current with their certifications and did they attend required training? (4 points possible)</b>																
	Score	80%	80%	100%	100%	80%	40%	100%	100%	60%	20%	60%	40%	40%	100%	100%	
	Points Received	3.2	3.2	4	4	3.2	1.6	4	4	2.4	0.8	2.4	1.6	1.6	4	4	
18.004	<b>Did the institution have a registered nurse (RN) available on site 24 hours a day, seven days a week, for emergency care? (4 points possible)</b>																
	Score	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Points Received	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
18.005	<b>Did the institution have a physician on site, a physician on call, or an MOD available 24 hours a day, seven days a week, for the last 30 days? (4 points possible)</b>																
	Score	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Points Received	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
18.006	<b>Does the institution's orientation program for all newly hired nursing staff include a module for sick call protocols that require face-to-face triage? (4 points possible)</b>																
	Score	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Points Received	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	
	Total Points Received	15.2	15.2	16	16	15.2	13.6	16	16	14.4	12.8	14.4	13.6	13.6	16	16	
	Total Points Possible	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	
	Total Score	95%	95%	100%	100%	95%	85%	100%	100%	90%	80%	90%	85%	85%	100%	100%	

APPENDIX C-19: Staffing Levels and Training

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score	
	80%	100%	80%	80%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	20%	84%
	3.2	4	3.2	3.2	4	4	4	4	4	4	4	4	4	4	4	4	4	4	0.8	110.4
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	132
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	132
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	132
	15.2	16	15.2	15.2	16	16	16	16	16	16	16	16	16	16	16	16	16	16	12.8	506.4
	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	528
	95%	100%	95%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	80%	96%

APPENDIX C-20: Nursing Policy

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**Component Definition:** Determines whether the prison maintains written policies and procedures for the safe and effective provision of quality nursing care. The questions in this component also determine whether nursing staff review their duty statements and whether supervisors periodically review the work of nurses to ensure they properly follow established nursing protocols.

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	
16.154	<b>Does the institution have written nursing policies and procedures that adhere to the department's guidelines? (5 points possible)</b>																
	Score	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Points Received	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	
16.231	<b>Does the institution ensure that nursing staff review their duty statements? (5 points possible)</b>																
	Score	40%	0%	100%	20%	0%	100%	40%	100%	60%	100%	40%	80%	80%	40%	100%	
	Points Received	2	0	5	1	0	5	2	5	3	5	2	4	4	2	5	
16.254	<b>Does the institution's supervising registered nurse (SRN) conduct periodic reviews of nursing staff? (4 points possible)</b>																
	Score	100%	0%	60%	100%	0%	100%	100%	80%	0%	100%	0%	40%	0%	60%	60%	
	Points Received	4	0	2.4	4	0	4	4	3.2	0	4	0	1.6	0	2.4	2.4	
	Total Points Received	11	5	12.4	10	5	14	11	13.2	8	14	7	10.6	9	9.4	12.4	
	Total Points Possible	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	
	Total Score	79%	36%	89%	71%	36%	100%	79%	94%	57%	100%	50%	76%	64%	67%	89%	

APPENDIX C-20: Nursing Policy

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score
	100%	100%	100%	100%	100%	100%	100%	100%	60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%
	5	5	5	5	5	5	5	5	3	5	5	5	5	5	5	5	5	5	163
	80%	100%	100%	60%	60%	100%	20%	100%	0%	100%	60%	100%	100%	100%	100%	80%	40%	100%	70%
	4	5	5	3	3	5	1	5	0	5	3	5	5	5	5	4	2	5	115
	20%	80%	0%	0%	60%	0%	100%	100%	100%	0%	100%	100%	100%	60%	100%	100%	0%	100%	58%
	0.8	3.2	0	0	2.4	0	4	4	4	0	4	4	4	2.4	4	4	0	4	76.8
	9.8	13.2	10	8	10.4	10	10	14	7	10	12	14	14	12.4	14	13	7	14	354.8
	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	462
	70%	94%	71%	57%	74%	71%	71%	100%	50%	71%	86%	100%	100%	89%	100%	93%	50%	100%	77%

## APPENDIX D-1: Medication Management

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**Category Definition:** Evaluates the timely delivery of medications to inmates and certain elements of medication administration.

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP
01.124	<b>Sick Call Medication: Did the institution administer or deliver prescription medications (new orders) to the inmate within specified time frames? (6 points possible)</b>															
	Score	22%	80%	55%	77%	33%	52%	28%	13%	33%	11%	41%	10%	28%	30%	44%
	Points Received	1.3	4.8	3.3	4.6	2	3.1	1.7	0.8	2	0.7	2.5	0.6	1.7	1.8	2.6
02.128	<b>If the inmate had an existing medication order upon arrival at the institution, did the inmate receive the medications by the next calendar day, or did a physician explain why the medications were not to be continued? (8 points possible)</b>															
	Score	33%	88%	50%	50%	0%	43%	13%	25%	42%	0%	43%	23%	0%	30%	35%
	Points Received	2.7	7	4	4	0	3.4	1	2	3.3	0	3.4	1.8	0	2.4	2.8
03.175	<b>Did the inmate receive his or her prescribed chronic care medications during the most recent three-month period or did the institution follow departmental policy if the inmate refused to pick up or show up for his or her medications? (18 points possible)</b>															
	Score	46%	77%	50%	55%	65%	40%	4%	31%	29%	4%	48%	20%	4%	18%	8%
	Points Received	8.3	13.9	9	9.9	11.6	7.2	0.8	5.6	5.3	0.8	8.6	3.6	0.8	3.3	1.4
05.110	<b>Do all appropriate forms in the transfer envelope identify all medications ordered by the physician, and are the medications in the transfer envelope? (9 points possible)</b>															
	Score	100%	50%	100%	100%	100%	100%	100%	100%	100%	80%	100%	100%	40%		100%
	Points Received	8	4	8	8	8	8	8	8	8	6.4	8	8	3.2		8
10.228	<b>Inmates prescribed INH: Did the institution properly administer the medication to the inmate? (8 points possible)</b>															
	Score	40%	80%	20%	0%	0%	40%	20%	0%	20%	20%	20%	80%	0%	40%	20%
	Points Received	2.4	4.8	1.2	0	0	2.4	1.2	0	1.2	1.2	1.2	4.8	0	2.4	1.2
13.141	<b>Does the institution properly maintain its emergency crash cart medications? (2 points possible)</b>															
	Score	80%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%
	Points Received	1.6	2	2	2	2	2	2	2	2	2	2	2	2	0	2
13.145	<b>Does the pharmacist in charge have an effective process for screening new medication orders for potential adverse reactions? (7 points possible)</b>															
	Score	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Points Received	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7
13.148	<b>Does the pharmacist in charge monitor the quantity of medications on hand, and does the pharmacy conduct an annual inventory to ensure that the quantity of medications in the system matches the quantity of medications on hand? (4 points possible)</b>															
	Score	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Points Received	4	4	4	0	4	4	4	4	4	4	4	4	4	4	4
13.252	<b>Does the institution properly maintain medications in its after-hours medication supply(ies)? (2 points possible)</b>															
	Score	100%	50%	33%	0%	0%	0%	0%	0%	100%	0%	100%	100%	67%	100%	100%
	Points Received	2	1	0.7	0	0	0	0	0	2	0	2	2	1.3	2	2
13.253	<b>Does the institution conduct monthly inspections of its emergency cart and after-hours medication supply(ies)? (9 points possible)</b>															
	Score	0%	100%	40%	75%	67%	67%	33%	33%	100%	100%	100%	100%	25%	67%	100%
	Points Received	0	1	0.4	0.8	0.7	0.7	0.3	0.3	1	1	1	1	0.3	0.7	1
14.029	<b>Does medical staff in the facility clinic know which inmates are on modified program or confined to quarters (CTQ) and does staff have an adequate process to ensure those inmates receive their medication? (4 points possible)</b>															
	Score		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%
	Points Received		4	4	4	4	4	4	4	4	4	4	4	4	4	2
14.131	<b>Do medication nurses understand that medication is to be administered by the same licensed staff member who prepares it and on the same day? (4 points possible)</b>															
	Score	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Points Received	4	4	4	0	4	4	4	4	4	4	4	4	4	4	4



APPENDIX D-1: Medication Management

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score	
	22%	14%	65%	18%	57%	48%	7%	48%	17%	27%	27%	46%	20%	30%	73%	12%	68%	37%	36%	
	1.3	0.9	3.9	1.1	3.4	2.9	0.4	2.9	1	1.6	1.6	2.8	1.2	1.8	4.4	0.7	4.1	2.2	71.7	
	24%	17%	0%	0%	60%	36%	20%	33%	40%	75%	11%	0%	14%	50%	86%	46%	83%	25%	33%	
	1.9	1.3	0	0	4.8	2.9	1.6	2.7	3.2	6	0.9	0	1.1	4	6.9	3.6	6.7	2	87.4	
	8%	17%	24%	16%	57%	21%	5%	32%	0%	20%	52%	63%	72%	72%	42%	25%	75%	22%	34%	
	1.4	3.1	4.3	2.9	10.2	3.8	0.8	5.8	0	3.6	9.4	11.3	13	13	7.5	4.5	13.5	3.9	202.1	
		100%	80%	100%	100%	100%	100%	100%	100%	100%	50%	100%	100%	50%	100%	75%	67%	100%	90%	
		8	6.4	8	8	8	8	8	8	8	4	8	8	4	8	6	5.3	8	223.3	
	20%	40%	40%	20%	0%	20%	0%	0%	40%	60%	20%	20%	60%	0%	60%	20%	100%	40%	29%	
	1.2	2.4	2.4	1.2	0	1.2	0	0	2.4	3.6	1.2	1.2	3.6	0	3.6	1.2	6	2.4	57.6	
	0%	50%	100%	0%	100%	38%	67%	0%	0%	0%	0%	100%	33%	0%	100%	100%	54%	100%	67%	
	0	1	2	0	2	0.8	1.3	0	0	0	0	2	0.7	0	2	2	1.1	2	44.5	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	231
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	94%
	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	0	124
	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	50%	0%	100%	100%	40%	50%	100%	39%	
	0	0	0	0	2	0	0	0	0	0	0	1	0	2	2	0.8	1	2	25.8	
	100%	100%	100%	0%	100%	100%	75%	100%	0%	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	76%
	1	1	1	0	1	1	0.8	1	0	0	1	1	1	1	1	1	1	1	1	25
	100%	100%	100%		100%	100%	100%	100%	100%	50%	100%	100%	50%	100%	100%	100%	100%	100%	100%	95%
	4	4	4		4	4	4	4	4	2	4	4	2	4	4	4	4	4	4	118
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97%
	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	128

APPENDIX D-1: Medication Management

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Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	
14.166	Was the medication stored in a sealed container if food was present in the clinic refrigerator? (2 points possible)																
	Score	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
	Points Received	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
21.281	Upon the inmate's discharge from a community hospital, did the institution administer or deliver all prescribed medications to the inmate within specified time frames? (6 points possible)																
	Score	100%	100%	58%	79%	79%	88%	64%	48%	38%	13%	67%	47%	44%	10%	47%	
	Points Received	6	6	3.5	4.7	4.7	5.3	3.8	2.9	2.3	0.8	4	2.8	2.6	0.6	2.8	
	Total Points Received	49.3	65.5	53.1	47	50	53.1	39.8	42.6	48.1	33.9	53.7	47.6	32.9	34.2	42.8	
	Total Points Possible	74	78	78	78	78	78	78	78	78	78	78	78	78	70	78	
	Total Score	67%	84%	68%	60%	64%	68%	51%	55%	62%	43%	69%	61%	42%	49%	55%	

APPENDIX D-1: Medication Management

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	66
	7%	50%	39%	0%	50%	17%	13%	50%	11%	33%	50%	57%	18%	50%	64%	33%	100%	59%	48%	
	0.4	3	2.3	0	3	1	0.8	3	0.7	2	3	3.4	1.1	3	3.8	2	6	3.5	94.8	
	28.2	41.7	43.3	30.2	55.4	42.6	34.7	44.4	36.3	43.8	42.1	51.7	48.7	49.8	60.2	42.8	65.7	44	1499.2	
	70	78	78	74	78	78	78	78	78	78	78	78	78	78	78	78	78	78	78	2550
	40%	53%	56%	41%	71%	55%	44%	57%	47%	56%	54%	66%	62%	64%	77%	55%	84%	56%	59%	

APPENDIX D-2: Access to Providers and Services

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**Category Definition:** Assesses the prisons' effectiveness in ensuring that inmates are seen by primary care providers or provided services for routine, urgent, and emergency medical needs according to timelines set by CDCR policy.

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP
01.025	<b>RN FTF Documentation: Did the RN complete the face-to-face (FTF) triage within one (1) business day after the Form 7362 was reviewed? (6 points possible)</b>															
	Score	76%	84%	80%	76%	88%	88%	78%	65%	83%	33%	60%	80%	68%	26%	40%
	Points Received	4.6	5	4.8	4.6	5.3	5.3	4.7	3.9	5	2	3.6	4.8	4.1	1.5	2.4
01.027	<b>If the RN determined a referral to a primary care physician (PCP) was necessary, was the inmate seen within the timelines specified by the RN during the FTF triage? (8 points possible)</b>															
	Score	29%	82%	13%	50%	79%	56%	75%	75%	35%	47%	25%	54%	71%	52%	27%
	Points Received	2.4	6.6	1	4	6.3	4.5	6	6	2.8	3.8	2	4.3	5.6	4.2	2.1
01.247	<b>Sick Call Follow-up: If the provider ordered a follow-up sick call appointment, did it take place within the time frame specified? (7 points possible)</b>															
	Score	25%	78%	22%	100%	60%	67%	67%	0%	20%	36%	57%	88%	56%	63%	50%
	Points Received	1.8	5.4	1.6	7	4.2	4.7	4.7	0	1.4	2.5	4	6.1	3.9	4.4	3.5
02.015	<b>Was a review of symptoms completed if the inmate's tuberculin test was positive, and were the results reviewed by the infection control nurse? (7 points possible)</b>															
	Score	100%		100%		100%	67%	75%	83%	100%		33%	100%			
	Points Received	7		7		7	4.7	5.3	5.8	7		2.3	7			
02.016	<b>Did the institution complete the initial health screening on the same day the inmate arrived at the institution? (9 points possible)</b>															
	Score	100%	100%	97%	100%	100%	100%	100%	100%	90%	65%	77%	95%	95%	90%	93%
	Points Received	9	9	8.7	9	9	9	9	9	8.1	5.9	6.9	8.6	8.6	8.1	8.4
02.017	<b>If yes was answered to any of the questions on the initial health screening form(s), did the RN provide an assessment and disposition on the date of arrival? (8 points possible)</b>															
	Score	100%	56%	94%	93%	100%	100%	100%	29%	46%	70%	100%	100%	87%	100%	100%
	Points Received	8	4.4	7.6	7.5	8	8	8	2.3	3.7	5.6	8	8	6.9	8	8
02.018	<b>If, during the assessment, the RN referred the inmate to a clinician, was the inmate seen within the time frame? (8 points possible)</b>															
	Score	25%	100%	13%	60%	50%	86%	100%	29%	0%	71%	33%	11%		55%	17%
	Points Received	2	8	1	4.8	4	6.9	8	2.3	0	5.7	2.7	0.9		4.4	1.3
02.020	<b>Did the LVN/RN adequately document the tuberculin test or a review of signs and symptoms if the inmate had a previous positive tuberculin test? (6 points possible)</b>															
	Score	90%	70%	87%	90%	100%	100%	85%	95%	100%	85%	80%	100%	90%	85%	97%
	Points Received	5.4	4.2	5.2	5.4	6	6	5.1	5.7	6	5.1	4.8	6	5.4	5.1	5.8
02.021	<b>Reception center: Did the inmate receive a complete history and physical by a Nurse Practitioner, Physician Assistant, or a Physician and Surgeon within 14 calendar days of arrival? (5 points possible)</b>															
	Score			56%		55%	55%			50%		100%		40%		100%
	Points Received			2.8		2.8	2.8			2.5		5		2		5
03.076	<b>Was the inmate's most recent chronic care visit within the time frame required by the degree of control of the inmate's condition based on his or her prior visit? (10 points possible)</b>															
	Score	88%	87%	48%	95%	56%	90%	76%	60%	64%	72%	68%	96%	75%	72%	44%
	Points Received	8.8	8.7	4.8	9.5	5.6	9	7.6	6	6.4	7.2	6.8	9.6	7.5	7.2	4.4
04.051	<b>Did the primary care provider (PCP) evaluate the inmate within one calendar day after placement? (5 points possible)</b>															
	Score	90%	80%			80%			100%				80%	100%	70%	80%
	Points Received	4.5	4			4			5				4	5	3.5	4
04.052	<b>Did the RN complete an initial assessment of the inmate on the day of placement? (5 points possible)</b>															
	Score	90%	100%			80%			100%				60%	100%	90%	80%
	Points Received	4.5	5			4			5				3	5	4.5	4

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score
	34%	84%	44%	57%	80%	64%	40%	60%	70%	97%	71%	70%	71%	68%	70%	79%	98%	71%	68%
	2.1	5	2.6	3.4	4.8	3.8	2.4	3.6	4.2	5.8	4.3	4.2	4.3	4.1	4.2	4.8	5.9	4.3	135.4
	56%	46%	40%	25%	61%	48%	46%	77%	64%	57%	52%	53%	63%	55%	46%	57%	75%	38%	52%
	4.4	3.6	3.2	2	4.9	3.8	3.7	6.2	5.1	4.6	4.2	4.2	5.1	4.4	3.7	4.6	6	3	138.3
	50%	67%	100%	50%	100%	38%	55%	75%	83%	100%	67%	100%	40%	100%	50%	100%		60%	63%
	3.5	4.7	7	3.5	7	2.6	3.8	5.3	5.8	7	4.7	7	2.8	7	3.5	7		4.2	141.6
	100%	100%	0%	100%	100%	0%		100%	100%		100%		100%			100%	100%		84%
	7	7	0	7	7	0		7	7		7		7			7	7		123.1
	90%	85%	100%	100%	100%	100%	100%	100%	100%	95%	100%	100%	100%	95%	100%	100%	95%	100%	96%
	8.1	7.7	9	9	9	9	9	9	9	8.6	9	9	9	8.6	9	9	8.6	9	284.9
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	96%	75%	100%	92%
		8	8	8	8	8	8	8	8	8	8	8	8	8	8	7.6	6	8	235.6
	61%	40%	100%	18%	100%	85%	6%	100%	57%	55%	38%	78%	0%	40%	36%	74%	60%	100%	53%
	4.9	3.2	8	1.5	8	6.8	0.5	8	4.6	4.4	3	6.2	0	3.2	2.9	5.9	4.8	8	135.9
	96%	100%	100%	100%	100%	95%	100%	100%	100%	85%	95%	90%	100%	85%	85%	90%	100%	100%	93%
	5.8	6	6	6	6	5.7	6	6	6	5.1	5.7	5.4	6	5.1	5.1	5.4	6	6	184.5
	95%		100%					65%								75%		90%	74%
	4.8		5					3.3								3.8		4.5	44.3
	84%	56%	60%	52%	76%	24%	24%	72%	15%	48%	42%	46%	32%	28%	48%	70%	13%	35%	58%
	8.4	5.6	6	5.2	7.6	2.4	2.4	7.2	1.5	4.8	4.2	4.6	3.2	2.8	4.8	7	1.3	3.5	191.6
	80%	80%						100%	100%	90%	75%	90%	100%			100%			88%
	4	4						5	5	4.5	3.8	4.5	5			5			74.8
	100%	90%						100%	100%	100%	100%	100%	100%			100%			94%
	5	4.5						5	5	5	5	5	5			5			79.5

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Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP
04.053	While the inmate was placed in the OHU, did the PCP complete the Subjective, Objective, Assessment, Plan and Education (SOAPE) at a minimum of every 14 days? (4 points possible)															
	Score	30%	78%			100%			50%			33%	100%	100%	75%	
	Points Received	1.2	3.1			4			2			1.3	4	4	3	
06.049	Radiology order: Was the radiology service provided within the time frame specified in the physician's order? (7 points possible)															
	Score	100%	80%	100%	100%	20%	100%	80%	100%	100%	80%	80%	0%	100%	60%	60%
	Points Received	7	5.6	7	7	1.4	7	5.6	7	7	5.6	5.6	0	7	4.2	4.2
06.188	All laboratory orders: Was the specimen collected within the applicable time frames of the physician's order? (6 points possible)															
	Score	90%	90%	50%	60%	80%	70%	80%	100%	90%	70%	40%	90%	50%	70%	30%
	Points Received	5.4	5.4	3	3.6	4.8	4.2	4.8	6	5.4	4.2	2.4	5.4	3	4.2	1.8
07.035	Did the inmate receive the specialty service within specified time frames? (9 points possible)															
	Score	47%	35%	59%	59%	59%	94%	59%	77%	65%	69%	41%	29%	88%	77%	47%
	Points Received	4.2	3.2	5.3	5.3	5.3	8.5	5.3	6.9	5.8	6.2	3.7	2.6	7.9	6.9	4.2
07.038	Did the PCP see the inmate between the date the PCP ordered the service and the date the inmate received it, in accordance with specified time frames? (8 points possible)															
	Score	8%	31%	25%	15%	9%	0%	23%	36%	29%	8%	29%	7%	38%	33%	7%
	Points Received	0.6	2.5	2	1.2	0.7	0	1.8	2.9	2.3	0.7	2.4	0.5	3	2.7	0.5
07.043	Did the PCP review the consultant's report and see the inmate for a follow-up appointment after the specialty services consultation within specified time frames? (9 points possible)															
	Score	22%	29%	19%	41%	8%	18%	13%	25%	36%	36%	47%	38%	23%	73%	0%
	Points Received	2	2.6	1.7	3.7	0.7	1.6	1.1	2.3	3.2	3.2	4.2	3.4	2.1	6.5	0
08.184	Did the medical emergency responder arrive at the location of the medical emergency within five (5) minutes of initial notification? (4 points possible)															
	Score	100%	100%	80%	100%	100%	67%	100%	100%	100%	75%	50%	100%		100%	100%
	Points Received	4	4	3.2	4	4	2.7	4	4	4	3	2	4		4	4
09.066	New arrival only: Did the inmate receive a pregnancy test within three (3) business days of arrival at the institution to positively identify her pregnancy? (5 points possible)															
	Score													0%		
	Points Received													0		
09.067	New arrival only: Was the inmate seen by an OB physician or OB nurse practitioner within seven (7) business days of her arrival at the institution? (5 points possible)															
	Score													100%		
	Points Received													5		
09.071	Did the inmate visit with an OB physician according to the applicable time frames? (8 points possible)															
	Score													86%		
	Points Received													6.9		
09.074	Did the inmate receive her six-week check-up (post-delivery)? (7 points possible)															
	Score													80%		
	Points Received													5.6		
10.085	Male inmates age 51 or older: Did the inmate receive a fecal occult blood test (FOBT) within the previous 12 months or was the inmate's refusal documented? (5 points possible)															
	Score	50%	70%	30%	30%	10%		90%	20%	0%	0%	20%	70%		30%	20%
	Points Received	2.5	3.5	1.5	1.5	0.5		4.5	1	0	0	1	3.5		1.5	1
10.086	All inmates age 66 or older: Did the inmate receive an influenza vaccination within the previous 12 months or was the inmate's refusal documented? (6 points possible)															
	Score		80%	75%	50%	100%	86%	100%	100%	80%	0%	0%	56%	90%	100%	60%
	Points Received		4.8	4.5	3	6	5.1	6	6	4.8	0	0	3.3	5.4	6	3.6

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score	
	100%	50%						100%	100%	100%	0%	100%	100%			100%				77%
	4	2						4	4	4	0	4	4			4				52.6
	100%	60%	100%	100%	100%	100%	40%	80%	60%	40%	100%	80%	100%	100%	100%	100%	60%	100%		81%
	7	4.2	7	7	7	7	2.8	5.6	4.2	2.8	7	5.6	7	7	7	7	4.2	7		187.6
	100%	70%	100%	90%	70%	90%	20%	90%	60%	70%	80%	70%	83%	70%	70%	70%	80%	80%		73%
	6	4.2	6	5.4	4.2	5.4	1.2	5.4	3.6	4.2	4.8	4.2	5	4.2	4.2	4.2	4.8	4.8		145.4
	65%	88%	65%	82%	100%	41%	56%	100%	94%	88%	71%	88%	59%	93%	77%	94%	94%	77%		71%
	5.8	7.9	5.8	7.4	9	3.7	5.1	9	8.5	7.9	6.4	7.9	5.3	8.4	6.9	8.5	8.5	6.9		210.2
	0%	56%	17%	20%	67%	22%	17%	25%	33%	75%	25%	100%	50%	67%			100%			32%
	0	4.4	1.3	1.6	5.3	1.8	1.3	2	2.7	6	2	8	4	5.3			8			77.5
	23%	42%	31%	25%	73%	80%	60%	25%	62%	64%	27%	43%	14%	27%	54%	64%	80%	50%		39%
	2.1	3.8	2.8	2.3	6.6	7.2	5.4	2.3	5.5	5.8	2.5	3.9	1.3	2.5	4.8	5.7	7.2	4.5		114.5
	80%	100%	100%	80%	100%	100%	100%	100%	75%	100%	100%	75%	100%	67%	100%	100%	100%	80%		92%
	3.2	4	4	3.2	4	4	4	4	3	4	4	3	4	2.7	4	4	4	3.2		117.2
									50%											25%
									2.5											2.5
									100%											100%
									5											10
									100%											93%
									8											14.9
									100%											90%
									7											12.6
	20%	0%	50%	60%	80%	40%	40%		10%	70%	50%	10%	30%	40%	60%	20%	100%	100%		41%
	1	0	2.5	3	4	2	2		0.5	3.5	2.5	0.5	1.5	2	3	1	5	5		61
	90%	100%	100%	20%	100%	80%	100%	100%	100%	100%	30%	100%	100%	50%	80%	100%	90%	50%		77%
	5.4	6	6	1.2	6	4.8	6	6	6	6	1.8	6	6	3	4.8	6	5.4	3		147.9

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Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP
10.087	Female inmates age 41 or older: Did the inmate receive a mammogram within the previous 24 months? (5 points possible)															
	Score						60%							70%		
	Points Received						3							3.5		
10.229	Inmates with TB code 34: Was the inmate evaluated for signs and symptoms of TB within the previous 12 months? (7 points possible)															
	Score	40%	0%	0%	0%	0%	100%	60%	20%	0%	100%	0%	100%	0%	100%	20%
	Points Received	2.8	0	0	0	0	7	4.2	1.4	0	7	0	7	0	7	1.4
10.232	Inmates prescribed INH: Did the institution monitor the inmate montley for the most recent three months he or she was on the medication? (6 points possible)															
	Score	0%	0%	0%	20%	0%	0%	0%	0%	0%	0%	0%	100%	0%	20%	0%
	Points Received	0	0	0	1.2	0	0	0	0	0	0	0	6	0	1.2	0
10.274	Female inmates age 41 to 64: Did the inmate receive a Pap smear in compliance with policy? (5 points possible)															
	Score						60%							50%		
	Points Received						3							2.5		
11.097	Did the RN conduct a face-to-face triage of the inmate within two (2) business days of receipt of the Form 128-B and document the inmate's reasons for the hunger strike, most recent recorded weight, current weight, vital signs, and physical condition? (6 points possible)															
	Score	33%	100%	33%	100%		100%	100%		25%	0%	0%				80%
	Points Received	2	6	2	6		6	6		1.5	0	0				4.8
11.099	After the first 48 hours, did an RN or PCP complete daily assessments documenting the inmate's weight, physical condition, emotional condition, vital signs, and hydration status? (6 points possible)															
	Score	0%	0%	0%	0%		100%	67%		50%	0%	67%				60%
	Points Received	0	0	0	0		6	4		3	0	4				3.6
11.100	After the first 72 hours, did a physician perform a physical examination and order a metabolic panel and a urinalysis of the inmate? (7 points possible)															
	Score	0%	0%	0%	0%		100%	50%		50%	100%	67%				0%
	Points Received	0	0	0	0		7	3.5		3.5	7	4.7				0
15.258	Emergency Medical Response Drill: Did the responding officer begin CPR without unnecessary delay? (2 points possible)															
	Score	0%	0%	100%		100%	100%	100%	0%	100%	100%	100%	0%	100%	100%	0%
	Points Received	0	0	2		2	2	2	0	2	2	2	0	2	2	0
15.282	Emergency Medical Response Drill: Did the medical staff arrive on scene in five minutes or less? (2 points possible)															
	Score	0%	100%	100%		100%	100%	100%	100%		100%	100%	100%	100%	100%	0%
	Points Received	0	2	2		2	2	2	2		2	2	2	2	2	0
21.249	Upon the inmate's discharge from the community hospital, did the inmate receive a follow-up appointment with his or her primary care provider (PCP) within five calendar days of discharge? (7 points possible)															
	Score	60%	85%	24%	65%	64%	52%	88%	92%	40%	58%	48%	84%	56%	52%	48%
	Points Received	4.2	6	1.7	4.6	4.5	3.6	6.1	6.4	2.8	4.1	3.3	5.9	3.9	3.6	3.4
	Total Points Received	93.9	109	80.4	92.9	102.1	129.6	119.3	98.9	88.2	82.8	91.7	112.9	115.8	105.7	73.4
	Total Points Possible	174	173	171	155	166	176	166	161	169	159	185	161	177	154	164
	Total Score	54%	63%	47%	60%	62%	74%	72%	61%	52%	52%	50%	70%	65%	69%	45%



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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score	
								90%												73%
								4.5												11
	100%	20%	80%	40%	100%	100%	40%	100%	0%	20%	0%	80%	60%	100%	0%	100%	80%	100%		50%
	7	1.4	5.6	2.8	7	7	2.8	7	0	1.4	0	5.6	4.2	7	0	7	5.6	7		116.2
	0%	20%	0%	0%	0%	40%	0%	100%	20%	0%	60%	20%	0%	0%	20%	100%	40%	60%		19%
	0	1.2	0	0	0	2.4	0	6	1.2	0	3.6	1.2	0	0	1.2	6	2.4	3.6		37.2
								100%												70%
								5												10.5
	80%	0%		100%		100%	100%				75%	100%		100%	20%	100%	100%			69%
	4.8	0		6		6	6				4.5	6		6	1.2	6	6			86.8
	20%	100%		0%		100%	80%				20%	100%		100%	40%	100%				50%
	1.2	6		0		6	4.8				1.2	6		6	2.4	6				60.2
	60%	100%		40%		67%	60%				0%	100%		50%	20%	100%				48%
	4.2	7		2.8		4.7	4.2				0	7		3.5	1.4	7				67.5
	100%	100%	100%	100%	100%	0%		100%	100%	100%	100%	100%	100%		100%		100%	0%		76%
	2	2	2	2	2	0		2	2	2	2	2	2		2		2	0		44
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	94%
	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	58
	48%	82%	63%	57%	100%	40%	56%	68%	24%	72%	72%	80%	71%	42%	80%	76%	84%	78%		64%
	3.4	5.8	4.4	4	7	2.8	3.9	4.8	1.7	5	5	5.6	5	2.9	5.6	5.3	5.9	5.5		147.7
	117.1	121.2	104.2	96.3	126.4	108.9	87.3	165.7	106.1	112.4	108.2	136.6	106.7	105.7	91.7	151.8	116.6	103		3562.5
	177	180	152	166	147	166	157	196	161	154	180	173	161	157	151	175	146	137		5447
	66%	67%	69%	58%	86%	66%	56%	85%	66%	73%	60%	79%	66%	67%	61%	87%	80%	75%		66%

APPENDIX D-3: Primary Care Provider Responsibilities

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<b>Category Definition:</b> Assesses how well the prisons' physicians, nurse practitioners, and physician assistants perform their duties and whether processes related to providing clinical care are consistent with policy.																	
Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP		
02.022	<b>Reception center: If the primary care provider (PCP) indicated the inmate required a special diet, did the PCP refer the inmate to a registered dietician? (4 points possible)</b>																
	Score		0%														
	Points Received		0														
02.211	<b>Reception center history and physical: Is the "History of Present Illness" section of Form 7206 (History and Physical Examination) complete and appropriate to the chief complaint(s), if any? (2 points possible)</b>																
	Score		75%		92%		100%		40%		89%		82%		60%		
	Points Received		1.5		1.8		2		0.8		1.8		1.6		1.2		
02.212	<b>Reception center history and physical: Are the "Past History" and "Past Medical History" sections of Form 7206 (History and Physical Examination) complete? (2 points possible)</b>																
	Score		88%		60%		100%		85%		100%		90%		90%		
	Points Received		1.8		1.2		2		1.7		2		1.8		1.8		
02.213	<b>Reception center history and physical: Is the "Family and Social History" section of Form 7206 (History and Physical Examination) complete? (2 points possible)</b>																
	Score		100%		100%		100%		75%		100%		75%		80%		
	Points Received		2		2		2		1.5		2		1.5		1.6		
02.215	<b>Reception center history and physical: Is the "Review Systems" section of Form 7206 (History and Physical Examination) complete? (2 points possible)</b>																
	Score		0%		100%				70%		80%		20%		0%		
	Points Received		0		2				1.4		1.6		0.4		0		
02.216	<b>Reception center history and physical: Is the "Physical Examination" section of Form 7206 (History and Physical Examination) complete and appropriate to the history and review of systems? (2 points possible)</b>																
	Score		75%		95%		100%		100%		100%		85%		60%		
	Points Received		1.5		1.9		2		2		2		1.7		1.2		
02.217	<b>Reception center history and physical: Is the "Diagnosis/Impression" section of Form 7206 (History and Physical Examination) appropriate to the history and physical examination? (2 points possible)</b>																
	Score		88%		95%		90%		100%		100%		89%		56%		
	Points Received		1.8		1.9		1.8		2		2		1.8		1.1		
02.218	<b>Reception center history and physical: Is the "Plan of Action" section of Form 7206 (History and Physical Examination) appropriate to the "Diagnosis/Impression" section of the form? (2 points possible)</b>																
	Score		100%		85%		100%		100%		100%		100%		67%		
	Points Received		2		1.7		2		2		2		2		1.3		
02.219	<b>Reception center history and physical: Has required intake testing been ordered? (4 points possible)</b>																
	Score		70%		50%		100%		95%		90%		100%		20%		
	Points Received		2.8		2		4		3.8		3.6		4		0.8		
03.077	<b>Were key elements on Forms 7419 (Chronic Care Follow-Up Visit) and 7392 (Primary Care Flow Sheet) filled out completely for the inmate's two most recent visits? (10 points possible)</b>																
	Score		4%	91%	46%	74%	78%	85%	52%	85%	76%	24%	52%	60%	72%	60%	28%
	Points Received		0.4	9.1	4.6	7.4	7.8	8.5	5.2	8.5	7.6	2.4	5.2	6	7.2	6	2.8
03.082	<b>Did the institution document that it provided the inmate with health care education? (12 points possible)</b>																
	Score		64%	74%	52%	75%	50%	100%	48%	90%	96%	60%	80%	96%	88%	44%	76%
	Points Received		7.7	8.9	6.2	9	6	12	5.8	10.8	11.5	7.2	9.6	11.5	10.6	5.3	9.1
03.235	<b>Is the clinical history adequate? (18 points possible)</b>																
	Score		60%	74%	36%	70%	67%	70%	48%	65%	64%	44%	60%	32%	68%	48%	32%
	Points Received		10.8	13.3	6.5	12.6	12	12.6	8.6	11.7	11.5	7.9	10.8	5.8	12.2	8.6	5.8

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score	
																				0%
																				0
			43%					85%								60%		86%		74%
			0.9					1.7								1.2		1.7		16.2
			80%					90%								100%		95%		89%
			1.6					1.8								2		1.9		19.6
			65%					90%								75%		100%		87%
			1.3					1.8								1.5		2		19.2
			80%					5%								90%		95%		54%
			1.6					0.1								1.8		1.9		10.8
			90%					95%								95%		80%		89%
			1.8					1.9								1.9		1.6		19.5
			68%					100%								94%		95%		89%
			1.4					2								1.9		1.9		19.6
			78%					95%								85%		80%		90%
			1.6					1.9								1.7		1.6		19.8
	85%		85%					100%								75%		84%		80%
	3.4		3.4					4								3		3.4		38.2
	72%	28%	32%	8%	84%	0%	40%	52%	10%	40%	24%	54%	16%	52%	28%	25%	50%	16%		46%
	7.2	2.8	3.2	0.8	8.4	0	4	5.2	1	4	2.4	5.4	1.6	5.2	2.8	2.5	5	1.6		151.8
	12%	52%	68%	28%	88%	28%	68%	88%	86%	84%	68%	83%	48%	88%	72%	88%	92%	68%		70%
	1.4	6.2	8.2	3.4	10.6	3.4	8.2	10.6	10.3	10.1	8.2	10	5.8	10.6	8.6	10.5	11	8.2		276.5
	68%	44%	58%	13%	80%	32%	72%	84%	29%	39%	48%	71%	48%	52%	32%	58%	83%	36%		54%
	12.2	7.9	10.5	2.3	14.4	5.8	13	15.1	5.1	7	8.6	12.8	8.6	9.4	5.8	10.5	15	6.5		321.2

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03.236	<b>Is the focused clinical examination adequate? (19 points possible)</b>															
	Score	85%	96%	76%	80%	72%	70%	64%	90%	83%	72%	76%	72%	80%	68%	48%
	Points Received	16.2	18.2	14.4	15.2	13.7	13.3	12.2	17.1	15.8	13.7	14.4	13.7	15.2	12.9	9.1
03.237	<b>Is the assessment adequate? (19 points possible)</b>															
	Score	73%	91%	40%	100%	88%	84%	72%	84%	75%	63%	44%	86%	86%	71%	59%
	Points Received	13.9	17.2	7.6	19	16.6	16	13.7	16	14.3	12	8.4	16.4	16.4	13.5	11.2
03.238	<b>Is the plan adequate and consistent with the degree of control based on the chronic care program intervention and follow up requirements? (19 points possible)</b>															
	Score	58%	95%	50%	90%	93%	94%	82%	89%	96%	88%	71%	85%	86%	74%	57%
	Points Received	11	18.1	9.5	17	17.7	17.9	15.6	16.9	18.2	16.8	13.6	16.2	16.3	14	10.9
03.262	<b>Is the inmate's Problem List complete and filed accurately in the inmate's unit health record (UHR)? (8 points possible)</b>															
	Score	80%	48%	28%	100%	83%	10%	84%	90%	32%	96%	60%	80%	80%	100%	64%
	Points Received	6.4	3.8	2.2	8	6.7	0.8	6.7	7.2	2.6	7.7	4.8	6.4	6.4	8	5.1
04.056	<b>Did the PCP's plan adequately address the initial assessment? (5 points possible)</b>															
	Score	100%	90%			75%			75%			88%	89%	38%	63%	
	Points Received	5	4.5			3.8			3.8			4.4	4.4	1.9	3.1	
04.112	<b>Was the PCP's initial evaluation adequate for the problem(s) requiring OHU placement? (5 points possible)</b>															
	Score	82%	90%			80%			78%			70%	70%	30%	40%	
	Points Received	4.1	4.5			4			3.9			3.5	3.5	1.5	2	
04.208	<b>Was the level of care available in the OHU appropriate to the patient's clinical presentation? (9 points possible)</b>															
	Score	100%	100%			100%			100%			100%	100%	78%	100%	
	Points Received	9	9			9			9			9	9	7	9	
04.230	<b>Was the PCP's initial assessment (or diagnoses) appropriate for the findings in the initial evaluation? (5 points possible)</b>															
	Score	100%	90%			100%			89%			100%	100%	100%	63%	
	Points Received	5	4.5			5			4.4			5	5	5	3.1	
06.191	<b>All diagnostic services: Did the PCP document the clinically significant diagnostic test results on Form 7230 (Interdisciplinary Progress Notes)? (7 points possible)</b>															
	Score	78%	87%	58%	88%	75%	80%	70%	56%	14%	73%	67%	64%	69%	87%	62%
	Points Received	5.4	6.1	4.1	6.1	5.3	5.6	4.9	3.9	1	5.1	4.7	4.5	4.8	6.1	4.3
06.263	<b>All diagnostic services: Did the PCP adequately manage clinically significant test results? (10 points possible)</b>															
	Score	91%	92%	70%	67%	77%	90%	82%	78%	67%	100%	100%	83%	83%	100%	58%
	Points Received	9.1	9.2	7	6.7	7.7	9	8.2	7.8	6.7	10	10	8.3	8.3	10	5.8
09.069	<b>Did medical staff promptly order extra daily nutritional supplements and food for the inmate? (5 points possible)</b>															
	Score														86%	
	Points Received														4.3	
09.072	<b>Did the "Problems/Risks Identified" section of the Briggs Form 5703N (Prenatal Flow Record) corroborate the "Prenatal Screens" and the "Maternal Physical" examination sections? (7 points possible)</b>															
	Score														0%	
	Points Received														0	
09.223	<b>Were the results of the inmate's specified prenatal screening tests documented on Form 5703N? (5 points possible)</b>															
	Score														86%	
	Points Received														4.3	
11.100	<b>After the first 72 hours, did a physician perform a physical examination and order a metabolic panel and a urinalysis of the inmate? (7 points possible)</b>															
	Score	0%	0%	0%	0%		100%	50%		50%	100%	67%				0%
	Points Received	0	0	0	0		7	3.5		3.5	7	4.7				0

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score
	76%	60%	68%	71%	92%	64%	76%	80%	62%	80%	60%	78%	56%	84%	64%	64%	88%	62%	73%
	14.4	11.4	13	13.5	17.5	12.2	14.4	15.2	11.8	15.2	11.4	14.9	10.6	16	12.1	12.1	16.6	11.8	459.2
	92%	47%	68%	42%	84%	55%	96%	78%	21%	57%	58%	80%	48%	76%	74%	74%	71%	77%	70%
	17.4	9	13	8	16	10.5	18.2	14.9	4	10.9	11.1	15.2	9	14.4	14	14	13.5	14.5	439.8
	92%	53%	65%	53%	67%	55%	72%	64%	57%	57%	71%	94%	79%	71%	70%	68%	50%	67%	73%
	17.4	10	12.4	10.1	12.7	10.4	13.7	12.1	10.9	10.7	13.5	17.9	15	13.5	13.3	13	9.5	12.7	458.5
	76%	60%	96%	48%	92%	96%	28%	96%	86%	28%	96%	96%	100%	100%	88%	96%	100%	76%	76%
	6.1	4.8	7.7	3.8	7.4	7.7	2.2	7.7	6.9	2.2	7.7	7.7	8	8	7	7.7	8	6.1	199.5
	100%	100%						100%	100%	100%	75%	89%	90%			100%			87%
	5	5						5	5	5	3.8	4.4	4.5			5			73.6
	100%	80%						70%	63%	100%	0%	80%	100%			89%			72%
	5	4						3.5	3.1	5	0	4	5			4.4			61
	100%	100%						100%	100%	100%	100%	90%	100%			100%			98%
	9	9						9	9	9	9	8.1	9			9			150.1
	100%	100%						100%	100%	100%	100%	89%	100%			100%			96%
	5	5						5	5	5	5	4.4	5			5			81.4
	89%	73%	73%	90%	92%	64%	43%	100%	39%	64%	42%	71%	23%	46%	60%	67%	60%	78%	67%
	6.2	5.1	5.1	6.3	6.5	4.5	3	7	2.7	4.5	2.9	5	1.6	3.2	4.2	4.7	4.2	5.4	154
	89%	90%	90%	75%	77%	55%	71%	100%	86%	64%	90%	100%	100%	75%	83%	92%	50%	100%	83%
	8.9	9	9	7.5	7.7	5.5	7.1	10	8.6	6.4	9	10	10	7.5	8.3	9.2	5	10	272.5
								100%											93%
								5											9.3
								0%											0%
								0											0
								86%											86%
								4.3											8.6
	60%	100%		40%		67%	60%				0%	100%		50%	20%	100%			48%
	4.2	7		2.8		4.7	4.2				0	7		3.5	1.4	7			67.5

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Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	
21.250	<b>Upon the inmate's discharge from the community hospital, did the inmate's Primary Care Provider (PCP) provide orders for appropriate housing for the inmate? (7 points possible)</b>																
	Score	73%	80%	50%	100%	96%	100%	100%	100%	100%	96%	100%	96%	96%	100%	100%	
	Points Received	5.1	5.6	3.5	7	6.7	7	7	7	7	6.7	7	6.7	6.7	7	7	
21.276	<b>While the patient was in the TTA, was the clinical care rendered by the attending provider adequate and timely? (7 points possible)</b>																
	Score	91%	100%	95%	91%	92%	100%	91%	100%	87%	96%	95%	83%	81%	64%	63%	
	Points Received	6.4	7	6.7	6.3	6.4	7	6.4	7	6.1	6.7	6.7	5.8	5.7	4.5	4.4	
21.279	<b>For patients managed by telephone consultation alone, was the provider's decision not to come to the TTA appropriate? (8 points possible)</b>																
	Score	100%		100%	83%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	
	Points Received	8		8	6.7	8	8		8	8	8	8	8	8	8	8	
	Total Points Received	123.4	138.9	93.6	121	150.9	140.5	97.8	142.9	129	111.2	146.8	131.2	156.6	121.1	92.5	
	Total Points Possible	175	167	173	151	186	167	143	168	169	151	193	168	203	168	169	
	Total Score	71%	83%	54%	80%	81%	84%	68%	85%	76%	74%	76%	78%	77%	72%	55%	

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score		
	72%	100%	88%	100%	100%	92%	91%	92%	92%	92%	100%	100%	92%	96%	100%	96%	96%	96%	96%	93%	
	5	7	6.1	7	7	6.4	6.4	6.4	6.4	6.4	7	7	6.4	6.7	7	6.7	6.7	6.7	6.7	215.3	
	79%	67%	87%	62%	76%	67%	82%	62%	75%	86%	68%	92%	77%	67%	77%	74%	79%	92%	82%	82%	
	5.5	4.7	6.1	4.3	5.3	4.7	5.7	4.3	5.3	6	4.8	6.4	5.4	4.7	5.4	5.2	5.5	6.4	6.4	188.8	
	100%	100%	100%	92%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	99%	
	8	8	8	7.4	8	8	8	8	8	8		8	8	8	8	8	8	8	8	238.1	
	141.3	115.9	115.9	77.2	121.5	83.8	108.1	163.5	103.1	115.4	104.4	148.2	113.5	110.7	97.9	149.5	108	113.9	3989.2		
	179	175	162	151	144	151	151	203	168	168	167	175	168	151	151	193	144	162	5514		
	79%	66%	72%	51%	84%	56%	72%	81%	61%	69%	63%	85%	68%	73%	65%	78%	75%	70%	72%		

APPENDIX D-4: Continuity of Care

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<b>Category Definition:</b> Evaluates whether or not inmates continue to receive prescribed medical care when they move within a prison, move between prisons, or return to prison from receiving specialty services or from being hospitalized.																
Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP
02.007	<b>Non-reception center: Does the health care transfer information form indicate that it was reviewed and signed by licensed health care staff within one calendar day of the inmate's arrival at the institution? (7 points possible)</b>															
	Score	100%	93%	64%	90%			85%	75%	88%	95%	95%	100%		95%	85%
	Points Received	7	6.5	4.5	6.3			6	5.3	6.1	6.6	6.6	7		6.6	6
02.014	<b>Non-reception center: If the inmate was scheduled for a specialty appointment at the sending institution, did the receiving institution schedule the appointment within 30 days of the original appointment date? (7 points possible)</b>															
	Score				100%			0%				100%			100%	100%
	Points Received				7			0				7			7	7
02.111	<b>Non-reception center: Did the inmate receive medical accommodations upon arrival, if applicable? (6 points possible)</b>															
	Score	67%	100%	75%	33%			100%		75%	100%	100%	75%		100%	100%
	Points Received	4	6	4.5	2			6		4.5	6	6	4.5		6	6
02.128	<b>If the inmate had an existing medication order upon arrival at the institution, did the inmate receive the medications by the next calendar day, or did a physician explain why the medications were not to be continued? (8 points possible)</b>															
	Score	33%	88%	50%	50%	0%	43%	13%	25%	42%	0%	43%	23%	0%	30%	35%
	Points Received	2.7	7	4	4	0	3.4	1	2	3.3	0	3.4	1.8	0	2.4	2.8
04.051	<b>Did the primary care provider (PCP) evaluate the inmate within one calendar day after placement? (5 points possible)</b>															
	Score	90%	80%			80%			100%			80%	100%	70%	80%	
	Points Received	4.5	4			4			5			4	5	3.5	4	
04.052	<b>Did the RN complete an initial assessment of the inmate on the day of placement? (5 points possible)</b>															
	Score	90%	100%			80%			100%			60%	100%	90%	80%	
	Points Received	4.5	5			4			5			3	5	4.5	4	
05.108	<b>Did Receiving and Release have the inmate's UHR and transfer envelope? (7 points possible)</b>															
	Score	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Points Received	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7
05.109	<b>If the inmate was scheduled for any upcoming specialty services, were the services noted on Form 7371 (Health Care Transfer Information)? (8 points possible)</b>															
	Score	100%	0%	50%	100%	0%	100%					0%	100%	100%		
	Points Received	8	0	4	8	0	8					0	8	8		
05.110	<b>Do all appropriate forms in the transfer envelope identify all medications ordered by the physician, and are the medications in the transfer envelope? (8 points possible)</b>															
	Score	100%	50%	100%	100%	100%	100%	100%	100%	100%	80%	100%	100%	40%		100%
	Points Received	8	4	8	8	8	8	8	8	8	6.4	8	8	3.2		8
05.171	<b>Did an RN accurately complete all applicable sections of Form 7371 (Health Care Transfer Information) based on the inmate's UHR? (7 points possible)</b>															
	Score	80%	0%	100%	100%	100%	100%	75%	80%	100%	20%	20%	100%	60%	100%	100%
	Points Received	5.6	0	7	7	7	7	5.3	5.6	7	1.4	1.4	7	4.2	7	7
05.172	<b>Did the Health Records Department maintain a copy of the inmate's Form 7371 (Health Care Transfer Information) and Form 7231A (Outpatient Medication Administration Record) when the inmate transferred? (8 points possible)</b>															
	Score	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%
	Points Received	0	8	8	8	8	8	8	8	8	8	0	8	8	8	8
07.043	<b>Did the PCP review the consultant's report and see the inmate for a follow-up appointment after the specialty services consultation within specified time frames? (9 points possible)</b>															
	Score	22%	29%	19%	41%	8%	18%	13%	25%	36%	36%	47%	38%	23%	73%	0%
	Points Received	2	2.6	1.7	3.7	0.7	1.6	1.1	2.3	3.2	3.2	4.2	3.4	2.1	6.5	0



APPENDIX D-4: Continuity of Care

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score		
	100%	100%		100%	94%	100%	95%		100%	95%	90%	100%	75%	84%	95%	90%	85%			91%	
	7	7		7	6.6	7	6.7		7	6.7	6.3	7	5.3	5.9	6.6	6.3	6			172.9	
		100%							50%	0%			0%	100%		100%				68%	
		7							3.5	0			0	7		7				52.5	
	50%	100%		100%	50%	100%	100%		100%	100%	50%	100%	100%	100%		100%				86%	
	3	6		6	3	6	6		6	6	3	6	6	6		6				124.5	
	24%	17%	0%	0%	60%	36%	20%	33%	40%	75%	11%	0%	14%	50%	86%	46%	83%	25%		33%	
	1.9	1.3	0	0	4.8	2.9	1.6	2.7	3.2	6	0.9	0	1.1	4	6.9	3.6	6.7	2		87.4	
	80%	80%						100%	100%	90%	75%	90%	100%			100%				88%	
	4	4						5	5	4.5	3.8	4.5	5			5				74.8	
	100%	90%						100%	100%	100%	100%	100%	100%			100%				94%	
	5	4.5						5	5	5	5	5	5			5				79.5	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	231
		100%	100%	100%		0%							0%	0%	100%		100%	100%		64%	
		8	8	8		0							0	0	8		8	8		92	
		100%	80%	100%	100%	100%	100%	100%	100%	100%	50%	100%	100%	50%	100%	75%	67%	100%		90%	
		8	6.4	8	8	8	8	8	8	8	4	8	8	4	8	6	5.3	8		223.3	
	100%	60%	100%	100%	80%	100%	100%	100%	80%	100%	100%	100%	40%	100%	20%	100%	100%	40%		80%	
	7	4.2	7	7	5.6	7	7	7	5.6	7	7	7	2.8	7	1.4	7	7	2.8		185.9	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%	100%		91%	
	8	8	8	8	8	8	8	8	8	0	8	8	8	8	8	8	8	8		240	
	23%	42%	31%	25%	73%	80%	60%	25%	62%	64%	27%	43%	14%	27%	54%	64%	80%	50%		39%	
	2.1	3.8	2.8	2.3	6.6	7.2	5.4	2.3	5.5	5.8	2.5	3.9	1.3	2.5	4.8	5.7	7.2	4.5		114.5	

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Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP
07.270	<b>Did the specialty provider provide timely findings and recommendations or did an RN document that he or she called the specialty provider to ascertain the findings and recommendations? (6 points possible)</b>															
	Score	53%	59%	88%	100%	77%	100%	100%	94%	100%	100%	100%	100%	100%	100%	94%
	Points Received	3.2	3.5	5.3	6	4.6	6	6	5.6	6	6	6	6	6	6	5.6
14.033	<b>Does the institution have an adequate process to ensure inmates who are moved to a new cell still receive their medical ducats? (4 points possible)</b>															
	Score	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	50%	100%
	Points Received	4	4	4	4	4	4	4	4	4	4	4	4	4	2	4
21.248	<b>Upon the inmate's discharge from the community hospital, did the triage and treatment area (TTA) registered nurse document that he or she reviewed the inmate's discharge plan and completed a face-to-face assessment of the inmate? (7 points possible)</b>															
	Score	79%	90%	65%	75%	88%	92%	84%	100%	96%	88%	92%	100%	84%	92%	32%
	Points Received	5.5	6.3	4.6	5.3	6.2	6.4	5.9	7	6.7	6.2	6.4	7	5.9	6.4	2.2
21.249	<b>Upon the inmate's discharge from the community hospital, did the inmate receive a follow-up appointment with his or her primary care provider (PCP) within five calendar days of discharge? (7 points possible)</b>															
	Score	60%	85%	24%	65%	64%	52%	88%	92%	40%	58%	48%	84%	56%	52%	48%
	Points Received	4.2	6	1.7	4.6	4.5	3.6	6.1	6.4	2.8	4.1	3.3	5.9	3.9	3.6	3.4
21.250	<b>Upon the inmate's discharge from the community hospital, did the inmate's Primary Care Provider (PCP) provide orders for appropriate housing for the inmate? (7 points possible)</b>															
	Score	73%	80%	50%	100%	96%	100%	100%	100%	100%	96%	100%	96%	96%	100%	100%
	Points Received	5.1	5.6	3.5	7	6.7	7	7	7	7	6.7	7	6.7	6.7	7	7
21.251	<b>Upon the inmate's discharge from the community hospital, did the registered nurse intervene if the inmate was housed in an area that was inappropriate for nursing care based on the primary care provider's (PCP) housing orders? (7 points possible)</b>															
	Score	100%	0%	100%		0%	100%				100%					
	Points Received	7	0	7		0	7				7					
21.281	<b>Upon the inmate's discharge from a community hospital, did the institution administer or deliver all prescribed medications to the inmate within specified time frames? (6 points possible)</b>															
	Score	100%	100%	58%	79%	79%	88%	64%	48%	38%	13%	67%	47%	44%	10%	47%
	Points Received	6	6	3.5	4.7	4.7	5.3	3.8	2.9	2.3	0.8	4	2.8	2.6	0.6	2.8
	Total Points Received	88.3	81.5	78.3	92.6	69.4	82.3	75.2	81.1	75.9	73.4	81.3	97.1	69.6	84.1	76.8
	Total Points Possible	122	122	112	112	109	99	104	101	97	104	122	115	102	106	104
Total Score	72%	67%	70%	83%	64%	83%	72%	80%	78%	71%	67%	84%	68%	79%	74%	

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score		
	100%	100%	100%	100%	100%	100%	94%	100%	100%	100%	100%	100%	93%	94%	100%	100%	100%	100%	100%	95%	
	6	6	6	6	6	6	5.6	6	6	6	6	6	5.6	5.6	6	6	6	6	6	188.6	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	
	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	130	
	52%	88%	100%	72%	92%	88%	92%	100%	92%	96%	96%	96%	88%	96%	100%	96%	96%	96%	88%	87%	
	3.6	6.2	7	5	6.4	6.2	6.4	7	6.4	6.7	6.7	6.7	6.2	6.7	7	6.7	6.7	6.2	6.2	201.8	
	48%	82%	63%	57%	100%	40%	56%	68%	24%	72%	72%	80%	71%	42%	80%	76%	84%	78%	64%		
	3.4	5.8	4.4	4	7	2.8	3.9	4.8	1.7	5	5	5.6	5	2.9	5.6	5.3	5.9	5.5	147.7		
	72%	100%	88%	100%	100%	92%	91%	92%	92%	92%	100%	100%	92%	96%	100%	96%	96%	96%	96%	93%	
	5	7	6.1	7	7	6.4	6.4	6.4	6.4	6.4	7	7	6.4	6.7	7	6.7	6.7	6.7	6.7	215.3	
					100%			0%												63%	
					7			0												35	
	7%	50%	39%	0%	50%	17%	13%	50%	11%	33%	50%	57%	18%	50%	64%	33%	100%	59%	48%		
	0.4	3	2.3	0	3	1	0.8	3	0.7	2	3	3.4	1.1	3	3.8	2	6	3.5	94.8		
	67.4	100.8	69	79.3	90	79.5	76.8	76.2	89	86.1	79.2	89.1	77.8	80.3	84.1	97.3	90.5	72.2	2691.5		
	99	122	92	105	104	105	97	101	114	114	107	107	122	112	99	114	99	92	3536		
	68%	83%	75%	76%	87%	76%	79%	75%	78%	76%	74%	83%	64%	72%	85%	85%	91%	78%	76%		

APPENDIX D-5: Nurse Responsibilities

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**Category Definition:** Evaluates how well the prisons' registered nurses and licensed vocational nurses perform their duties and whether processes related to providing nursing care are consistent with policy.

Ref Number		SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP
01.024	<b>RN FTF Documentation: Did the inmate's request for health care get reviewed the same day it was received? (4 points possible)</b>															
	Score	96%	96%	93%	87%	76%	52%	90%	30%	77%	87%	92%	45%	80%	89%	40%
	Points Received	3.8	3.8	3.7	3.5	3	2.1	3.6	1.2	3.1	3.5	3.7	1.8	3.2	3.5	1.6
01.157	<b>RN FTF Documentation: Did the RN's subjective note address the nature and history of the inmates primary complaint? (7 points possible)</b>															
	Score	92%	96%	83%	100%	83%	92%	93%	80%	59%	50%	64%	45%	54%	65%	57%
	Points Received	6.4	6.7	5.8	7	5.8	6.4	6.5	5.6	4.1	3.5	4.5	3.2	3.8	4.5	4
01.158	<b>RN FTF Documentation: Did the RN's assessment provide conclusions based on subjective and objective data, were the conclusions formulated as patient problems, and did it contain applicable nursing diagnoses? (6 points possible)</b>															
	Score	96%	88%	79%	89%	91%	96%	83%	95%	90%	33%	68%	90%	79%	74%	61%
	Points Received	5.7	5.3	4.8	5.4	5.5	5.8	5	5.7	5.4	2	4.1	5.4	4.8	4.4	3.6
01.159	<b>RN FTF Documentation: Did the RN's objective note include vital signs and a focused physical examination, and did it adequately address the problems noted in the subjective note? (6 points possible)</b>															
	Score	91%	77%	80%	90%	67%	88%	73%	80%	55%	53%	68%	90%	76%	59%	50%
	Points Received	5.5	4.6	4.8	5.4	4	5.3	4.4	4.8	3.3	3.2	4.1	5.4	4.6	3.5	3
01.162	<b>RN FTF Documentation: Did the RN's plan include an adequate strategy to address the problems identified during the FTF triage? (7 points possible)</b>															
	Score	92%	94%	100%	97%	96%	96%	98%	95%	100%	63%	92%	100%	96%	94%	100%
	Points Received	6.4	6.6	7	6.8	6.7	6.7	6.8	6.6	7	4.4	6.4	7	6.7	6.6	7
01.163	<b>RN FTF Documentation: Did the RN's education/instruction adequately address the problems identified during the FTF triage? (5 points possible)</b>															
	Score	77%	94%	90%	93%	70%	96%	85%	90%	86%	57%	80%	95%	71%	82%	64%
	Points Received	3.9	4.7	4.5	4.7	3.5	4.8	4.3	4.5	4.3	2.8	4	4.8	3.5	4.1	3.2
01.244	<b>RN FTF Documentation: Did the RN's objective note include allergies, weight, current medication, and where appropriate, medication compliance? (3 points possible)</b>															
	Score	92%	94%	80%	93%	79%	80%	80%	50%	35%	33%	28%	5%	12%	65%	7%
	Points Received	2.8	2.8	2.4	2.8	2.4	2.4	2.4	1.5	1	1	0.8	0.2	0.4	1.9	0.2
01.246	<b>Did documentation indicate that the RN reviewed all of the inmate's complaints listed on Form 7362 (Health Care Services Request Form)? (5 points possible)</b>															
	Score	92%	92%	87%	90%	96%	96%	88%	100%	86%	67%	64%	95%	80%	77%	93%
	Points Received	4.6	4.6	4.3	4.5	4.8	4.8	4.4	5	4.3	3.3	3.2	4.8	4	3.8	4.6
02.015	<b>Was a review of symptoms completed if the inmate's tuberculin test was positive, and were the results reviewed by the infection control nurse? (7 points possible)</b>															
	Score	100%		100%		100%	67%	75%	83%	100%		33%	100%			
	Points Received	7		7		7	4.7	5.3	5.8	7		2.3	7			
02.017	<b>If yes was answered to any of the questions on the initial health screening form(s), did the RN provide an assessment and disposition on the date of arrival? (8 points possible)</b>															
	Score	100%	56%	94%	93%	100%	100%	100%	29%	46%	70%	100%	100%	87%	100%	100%
	Points Received	8	4.4	7.6	7.5	8	8	8	2.3	3.7	5.6	8	8	6.9	8	8
02.020	<b>Did the LVN/RN adequately document the tuberculin test or a review of signs and symptoms if the inmate had a previous positive tuberculin test? (6 points possible)</b>															
	Score	90%	70%	87%	90%	100%	100%	85%	95%	100%	85%	80%	100%	90%	85%	97%
	Points Received	5.4	4.2	5.2	5.4	6	6	5.1	5.7	6	5.1	4.8	6	5.4	5.1	5.8
05.109	<b>If the inmate was scheduled for any upcoming specialty services, were the services noted on Form 7371 (Health Care Transfer Information)? (8 points possible)</b>															
	Score	100%	0%	50%	100%	0%	100%					0%	100%	100%		
	Points Received	8	0	4	8	0	8					0	8	8		

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score
	11%	80%	48%	29%	63%	60%	56%	44%	97%	93%	46%	53%	71%	82%	50%	83%	58%	80%	68%
	0.5	3.2	1.9	1.1	2.5	2.4	2.2	1.8	3.9	3.7	1.8	2.1	2.9	3.3	2	3.3	2.3	3.2	89.2
	32%	79%	40%	46%	57%	54%	55%	40%	37%	50%	60%	46%	56%	39%	44%	62%	76%	68%	62%
	2.2	5.5	2.8	3.2	4	3.8	3.9	2.8	2.6	3.5	4.2	3.2	3.9	2.7	3.1	4.3	5.3	4.7	143.5
	27%	58%	72%	80%	93%	75%	58%	58%	73%	62%	80%	76%	56%	78%	52%	76%	64%	97%	74%
	1.6	3.5	4.3	4.8	5.6	4.5	3.5	3.5	4.4	3.7	4.8	4.6	3.4	4.7	3.1	4.6	3.9	5.8	147.2
	50%	79%	84%	63%	53%	63%	53%	56%	44%	47%	71%	35%	68%	39%	56%	62%	87%	65%	66%
	3	4.7	5	3.8	3.2	3.8	3.2	3.4	2.7	2.8	4.2	2.1	4.1	2.3	3.3	3.7	5.2	3.9	130.3
	100%	90%	92%	97%	100%	87%	73%	77%	60%	77%	80%	77%	68%	96%	71%	73%	96%	81%	88%
	7	6.3	6.4	6.8	7	6.1	5.1	5.4	4.2	5.4	5.6	5.4	4.7	6.7	5	5.1	6.7	5.6	203.2
	64%	63%	96%	89%	97%	57%	69%	83%	76%	43%	91%	60%	64%	83%	78%	81%	98%	90%	79%
	3.2	3.2	4.8	4.4	4.8	2.8	3.5	4.1	3.8	2.2	4.6	3	3.2	4.1	3.9	4	4.9	4.5	130.6
	18%	47%	80%	23%	40%	33%	43%	24%	56%	27%	44%	12%	44%	30%	48%	29%	53%	71%	47%
	0.5	1.4	2.4	0.7	1.2	1	1.3	0.7	1.7	0.8	1.3	0.3	1.3	0.9	1.4	0.9	1.6	2.1	46.5
	91%	90%	80%	100%	97%	88%	90%	88%	86%	80%	91%	89%	85%	100%	87%	91%	98%	94%	89%
	4.5	4.5	4	5	4.8	4.4	4.5	4.4	4.3	4	4.6	4.4	4.3	5	4.3	4.5	4.9	4.7	146.1
	100%	100%	0%	100%	100%	0%		100%	100%		100%		100%			100%	100%		84%
	7	7	0	7	7	0		7	7		7		7			7	7		123.1
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	96%	75%	100%	92%
		8	8	8	8	8	8	8	8	8	8	8	8	8	8	7.6	6	8	235.6
	96%	100%	100%	100%	100%	95%	100%	100%	100%	85%	95%	90%	100%	85%	85%	90%	100%	100%	93%
	5.8	6	6	6	6	5.7	6	6	6	5.1	5.7	5.4	6	5.1	5.1	5.4	6	6	184.5
		100%	100%	100%		0%							0%	0%	100%		100%	100%	64%
		8	8	8		0							0	0	8		8	8	92

APPENDIX D-5: Nurse Responsibilities

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	
05.110	<b>Do all appropriate forms in the transfer envelope identify all medications ordered by the physician, and are the medications in the transfer envelope? (8 points possible)</b>															
	Score	100%	50%	100%	100%	100%	100%	100%	100%	80%	100%	100%	40%		100%	
	Points Received	8	4	8	8	8	8	8	8	8	6.4	8	8	3.2	8	
05.171	<b>Did an RN complete all applicable sections of Form 7371 (Health Care Transfer Information) based on the inmate's UHR? (7 points possible)</b>															
	Score	80%	0%	100%	100%	100%	100%	75%	80%	100%	20%	20%	100%	60%	100%	100%
	Points Received	5.6	0	7	7	7	7	5.3	5.6	7	1.4	1.4	7	4.2	7	7
08.185	<b>Did the medical emergency responder use proper equipment to address the emergency and was adequate medical care provided within the scope of his or her license? (7 points possible)</b>															
	Score	50%	100%	100%	100%	80%	100%	80%	100%	100%	100%	100%	100%		75%	75%
	Points Received	3.5	7	7	7	5.6	7	5.6	7	7	7	7	7		5.3	5.3
09.224	<b>Was the inmate's weight and blood pressure documented at each clinic visit? (6 points possible)</b>															
	Score													71%		
	Points Received													4.3		
11.097	<b>Did the RN conduct a face-to-face triage of the inmate within two (2) business days of receipt of the Form 128-B and document the inmate's reasons for the hunger strike, most recent recorded weight, current weight, vital signs, and physical condition? (6 points possible)</b>															
	Score	33%	100%	33%	100%		100%	100%		25%	0%	0%				80%
	Points Received	2	6	2	6		6	6		1.5	0	0				4.8
14.131	<b>Do medication nurses understand that medication is to be administered by the same licensed staff member who prepares it and on the same day? (4 points possible)</b>															
	Score	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
	Points Received	4	4	4	0	4	4	4	4	4	4	4	4	4	4	4
15.282	<b>Emergency Medical Response Drill: Did medical staff arrive on scene in five minutes or less? (2 points possible)</b>															
	Score	0%	100%	100%		100%	100%	100%	100%		100%	100%	100%	100%	100%	0%
	Points Received	0	2	2		2	2	2	2		2	2	2	2	2	0
15.283	<b>Emergency Medical Response Drill: Did the emergency medical responders arrive with proper equipment (ER bag, bag-valve-mask, AED)? (1 point possible)</b>															
	Score	0%	100%	100%		0%	100%	100%	100%		100%	100%	0%	100%	100%	100%
	Points Received	0	1	1		0	1	1	1		1	1	0	1	1	1
15.285	<b>Emergency Medical Response Drill: Did emergency medical responders continue basic life support? (1 point possible)</b>															
	Score	100%	100%	100%		100%	100%	100%	100%		100%	100%	100%	100%	100%	100%
	Points Received	1	1	1		1	1	1	1		1	1	1	1	1	1
21.248	<b>Upon the inmate's discharge from the community hospital, did the triage and treatment area (TTA) registered nurse document that he or she reviewed the inmate's discharge plan and completed a face-to-face assessment of the inmate? (7 points possible)</b>															
	Score	79%	90%	65%	75%	88%	92%	84%	100%	96%	88%	92%	100%	84%	92%	32%
	Points Received	5.5	6.3	4.6	5.3	6.2	6.4	5.9	7	6.7	6.2	6.4	7	5.9	6.4	2.2
21.251	<b>Upon the inmate's discharge from the community hospital, did the registered nurse intervene if the inmate was housed in an area that was inappropriate for nursing care based on the primary care provider's (PCP) housing orders? (7 points possible)</b>															
	Score	100%	0%	100%		0%	100%				100%					
	Points Received	7	0	7		0	7				7					
Total Points Received		104.1	79	104.7	94.3	90.5	114.4	94.6	84.3	83.4	70.4	76.7	97.6	76.9	72.1	74.3
Total Points Possible		122	115	122	104	116	122	107	101	103	107	115	109	101	86	100
Total Score		85%	69%	86%	91%	78%	94%	88%	83%	81%	66%	67%	90%	76%	84%	74%

APPENDIX D-5: Nurse Responsibilities

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	SQ	CCC	NKSP	KVSP	FSP	SOL	SATF	VSPW	ISP	CVSP	COR	CAL	CTF	MCSP	SVSP	CIM	PBSP	WSP	Average Score	
		100%	80%	100%	100%	100%	100%	100%	100%	100%	50%	100%	100%	50%	100%	75%	67%	100%	90%	
		8	6.4	8	8	8	8	8	8	8	4	8	8	4	8	6	5.3	8	223.3	
	100%	60%	100%	100%	80%	100%	100%	100%	80%	100%	100%	100%	40%	100%	20%	100%	100%	40%	80%	
	7	4.2	7	7	5.6	7	7	7	5.6	7	7	7	2.8	7	1.4	7	7	2.8	185.9	
	100%	100%	67%	60%	100%	100%	60%	80%	100%	0%	100%	100%	100%	40%	100%	100%	100%	80%	86%	
	7	7	4.7	4.2	7	7	4.2	5.6	7	0	7	7	7	2.8	7	7	7	5.6	192.4	
								100%											86%	
								6											10.3	
	80%	0%		100%		100%	100%				75%	100%		100%	20%	100%	100%		69%	
	4.8	0		6		6	6				4.5	6		6	1.2	6	6		86.8	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	97%
	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	128
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	94%
	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	58
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	87%
	1	1	1	1	1	1	1	1	1	1	1	1	0	1	1	1	1	1	1	27
	100%	100%	100%		100%	100%	100%	0%	0%	100%	100%	100%	100%	0%	0%	100%	100%	100%	87%	
	1	1	1		1	1	1	0	0	1	1	1	1	0	0	1	1	1	26	
	52%	88%	100%	72%	92%	88%	92%	100%	92%	96%	96%	96%	88%	96%	100%	96%	96%	88%	87%	
	3.6	6.2	7	5	6.4	6.2	6.4	7	6.4	6.7	6.7	6.7	6.2	6.7	7	6.7	6.7	6.2	201.8	
					100%			0%											63%	
					7			0											35	
	65.7	94.7	86.7	96	96.1	84.7	80.8	87.7	82.6	68.9	89	81.2	79.8	76.3	78.8	91.1	101.8	87.1	2846.3	
	91	115	109	114	108	115	100	114	101	94	107	100	109	108	108	107	115	102	3547	
	72%	82%	80%	84%	89%	74%	81%	77%	82%	73%	83%	81%	73%	71%	73%	85%	89%	85%	80%	

# **California Prison Health Care Receivership Corporation's Response**



# California Prison Health Care Receivership Corporation's Response (page 1 of 1)

STATE OF CALIFORNIA

J. Clark Kelso, Receiver

PRISON HEALTH CARE SERVICES



April 19, 2011

Mr. Bruce Monfross  
Inspector General (A)  
Office of the Inspector General  
P.O. Box 348780  
Sacramento, CA 95834-8780

Re: Response to OIG – First Cycle Medical Inspections Summary Report

Dear Mr. Monfross:

Thank you for the opportunity to review the draft First Cycle Medical Inspection Summary Report. We concur with the audit findings and recommendations. We are committed to reform the California prison medical care system utilizing best practices in the most cost effective manner. As you know, tremendous efforts and ongoing improvements have been undertaken as noted in the Receiver's Turnaround Plan of Action reports. You can find the Tri-Annual and monthly reports on our website at <http://www.cphcs.ca.gov/receiver.aspx>.

Again, we would like to thank you and your staff for the valuable review and recommendations.

Sincerely,

J. Clark Kelso  
Receiver

cc: Elaine Bush, Chief Deputy Receiver, CPHCS  
Kathleen Webb, Director, Policy and Risk Management Services, CPHCS

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P.O. Box 4038 • Sacramento, CA 95812-4038



## **MEDICAL INSPECTION RESULTS**

SUMMARY AND ANALYSIS OF THE FIRST CYCLE OF MEDICAL INSPECTIONS  
OF CALIFORNIA'S 33 ADULT PRISONS

### **OFFICE OF THE INSPECTOR GENERAL**

Bruce Monfross  
INSPECTOR GENERAL (A)

Nancy Faszer  
DEPUTY INSPECTOR GENERAL, IN-CHARGE

**STATE OF CALIFORNIA**  
MAY 2011

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