



# **SUMMARY AND ANALYSIS OF THE FIRST 17 MEDICAL INSPECTIONS OF CALIFORNIA PRISONS**

**BUREAU OF AUDITS AND INVESTIGATIONS**

**OFFICE OF THE  
INSPECTOR GENERAL**

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INSPECTOR GENERAL

STATE OF CALIFORNIA  
AUGUST 2010



August 26, 2010

J. Clark Kelso, Receiver  
California Prison Health Care Receivership Corporation  
501 J Street, Suite 100  
Sacramento, California 95814

Dear Mr. Kelso:

Enclosed is the Office of the Inspector General's (OIG) final report on the first 17 medical inspections of California's 33 adult prisons. The purpose of the report is to summarize and analyze the results of our first 17 medical inspections of adult prisons operated by the California Department of Corrections and Rehabilitation (CDCR), denoting the halfway point of the OIG's first cycle of prison medical inspections. The report also includes analysis of the scores in five medical areas – medication management, access to medical providers and services, continuity of care, primary care provider responsibilities, and nurse responsibilities.

Results suggest that the Receiver has not fully implemented a system that ensures that CDCR medical policies and procedures are followed across the prison system. However, higher scores 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,

A handwritten signature in blue ink that reads "David R. Shaw".

David R. Shaw  
Inspector General

Enclosure

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) first 17 medical inspections of adult prisons operated by the California Department of Corrections and Rehabilitation (CDCR). These first 17 medical inspections denote the halfway point of the Office of the Inspector General's first cycle of prison medical inspections. Following completion of our inspection reports on all 33 prisons, we will issue a comprehensive report that covers the results of all 33 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 institution. In September 2008 we began our statewide inspections using teams of physicians, registered nurses, deputy inspectors general, and analysts. The inspection program uses "yes" and "no" answers to 166 questions 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. Compliance is measured in "yes" answers. Our inspections result in an overall weighted score for each institution.

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 17-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.

## **Results in Brief**

The results of our first 17 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 two institutions exceeded the 75 percent minimum score for moderate adherence, and at 76 and 78 percent, those prisons barely achieved the minimum. Fifteen of the 17 prisons performed below the minimum score for moderate adherence; the average overall weighted score was 70 percent. Prisons' scores ranged from 78 percent down to 62 percent.

We reviewed the 17 prisons' performance in these five general medical categories: medication management; access to medical providers and services; continuity of care; primary care provider responsibilities; 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. Sixteen of the 17 institutions either failed to timely administer, provide, or deliver medications or failed to document that they had done so. The 17 prisons' average score of 58 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 17 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. No prisons met the 75 percent minimum score for moderate adherence on access to providers and services, while seven prisons scored 60 percent or less. The average score, at 60 percent, was significantly less than the minimum score for moderate adherence.

The 17 prisons fared better in continuity of care and primary care provider responsibilities; the average score was 74 percent in each of these categories, which is only one percentage point below the minimum score for moderate adherence. Moreover, in nurse responsibilities,

the prisons scored 80 percent, five percentage points above the minimum score for moderate adherence.

Other findings from our first 17 medical inspections follow.

***Prisons scored particularly poorly in four component areas: preventive services, inmate hunger strikes, access to health care information, and specialty services.*** The average score for preventive services was only 37 percent, and we found alarmingly low scores in tuberculosis treatment, which affects 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 46 percent. In providing necessary access to health care information on inmates, prisons scored a very poor 59 percent average, and none of the prisons updated inmate medical records by promptly filing new documents into those records. Prisons also scored a very poor 60 percent average in specialty services; we found prisons not granting inmates timely access and not providing prompt follow-up related to those services. Specialty services include services such as cardiology, oncology, and neurology.

***The prisons' average score met the 75 percent minimum score for moderate adherence in 11 of the 20 component areas.*** Scores in five of those 11 components were 86 percent or higher. The 94 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 91 percent average score in chemical agent contraindications and the 90 percent average score in clinic operations are also noteworthy. On individual questions, the prisons achieved average scores of 86 percent or higher on 60 of the 166 questions in our medical inspection program.

***However, the prisons scored consistently poorly on 42 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, 15 of the 17 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 29 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 first 17 medical inspections.

### **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. In addition, we agreed to inspect each state prison annually. 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.

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:

- 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 Prison Law Office

Based on this research, we established an on-site inspection program that collects over 1,000 data elements from each prison using up to 166 questions that cover 20 essential components of medical care delivery. 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.

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 are given more weight than those that pose less risk.<sup>1</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. Conversely, we assigned proportionately fewer points to all other components. Definitions of components are listed in Appendix A.

The inspections identify instances of inadequate performance and 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. 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,

**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

<sup>1</sup> One question (Question 18.002) in the staffing levels and training component does not factor into the overall inspection score a prison receives.

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. We conduct a live medical emergency drill and evaluate 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 itemize 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.

We anticipate issuing our last report for the first cycle of 33 prison medical inspections by October 2010. Following this first cycle we will summarize and analyze the data for all 33 inspections and issue a comprehensive report.

### **Objectives, Scope, and Methodology**

In September 2008, we began our statewide inspections. Sixteen months later, in January 2010, we issued our seventeenth inspection report. This report summarizes the results of those first 17 medical inspections—covering more than one-half of the state’s 33 prisons— and provides additional analysis of the data obtained from those inspections. The report includes data from inspections performed at 15 men’s prisons and two women’s prisons. The prisons are:

- California State Prison, Sacramento (SAC)
- California Medical Facility (CMF)
- Richard 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)
- High Desert State Prison (HDSP)
- San Quentin State Prison (SQ)
- California Conservation Center (CCC)

In analyzing and summarizing the results of our first 17 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.<sup>2</sup> 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 17-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>3</sup> Scores below 75 percent denote low adherence, while those 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 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 17 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.

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<sup>2</sup> Each of the 17 inspection reports can be viewed at [www.oig.ca.gov](http://www.oig.ca.gov).

<sup>3</sup> All average scores in this report are based on the arithmetic mean. We developed no median or modal averages.

**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
- Continuity of Care
- Primary Care Provider Responsibilities
- 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. Although we have reported the component-based results of all 17 inspections, including the results of all questions, we have not previously reported the results of this five-category analysis to the Court, the Receiver, or the Prison Law Office.

**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: A synopsis of each institution’s scores by component.
- Appendix C: Cites the text for each question in the 20 components and contains the 17 prisons’ scores for each question.
- Appendix D: Cites the text for each question in the five medical categories and contains the 17 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 17 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 three of the 350 combined overall and component scores from our 17 medical inspections. In all three cases, the rounding favored the prisons because the rounded score moved the prisons from low adherence in a component to moderate adherence. In the first case, we rounded the 17 prisons’ average health screening score of 74.6 percent to 75 percent. In the second case, we rounded CRC’s score of 74.8 percent in outpatient housing unit to 75 percent. In the third case, we rounded SAC’s score of 74.5 percent in pharmacy services to 75 percent.

## Results of the First 17 Medical Inspections

Only two prisons' overall scores exceeded the 75 percent minimum score for moderate adherence, and at 76 and 78 percent, those prisons barely crested the minimum score for moderate adherence. Prisons' overall scores ranged from 78 percent down to 62 percent, averaging 70 percent. These scores reveal that the Receiver and the prisons can improve compliance with CDCR's medical policies and procedures and selected medical community standards.

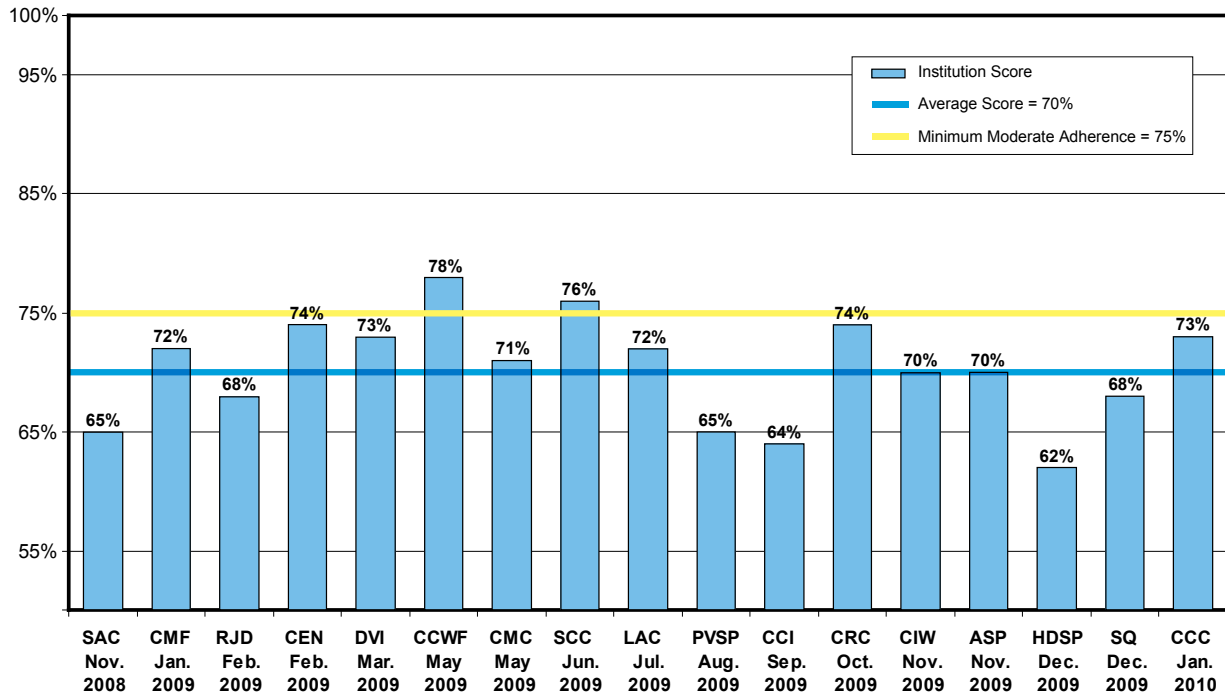
While overall scores varied by only 16 percentage points, there were differences of as much as 89 percentage points in the scores among institutions on individual components. Clearly, some prison staff understood and carried out relevant policies and procedures while others did not.

The highest average component scores were 94 percent in staffing levels and training, 91 percent in chemical agent contraindications, and 90 percent in clinic operations. The prisons achieved high adherence on 60 of the 166 questions in our medical inspection program. The 17 prisons' lowest average component scores were 37 percent in preventive services, 46 percent in inmate hunger strikes, 59 percent in access to health care information, and 60 percent in specialty services. The prisons scored 60 percent or less on 42 of the 166 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 42 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. The average score in medication management was only 58 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 60 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 74 percent down to 45 percent. In the remaining three categories only nurse responsibilities, with an average score of 80 percent, exceeded the 75 percent minimum score for moderate adherence. However, continuity of care and primary care provider responsibilities were close, with average scores of 74 percent.

The following sections of this report summarize and analyze the 17 prisons' overall scores, their scores in each of the 20 components, and their scores in each of the five general medical categories.

Chart 1: OIG First Seventeen Medical Inspection Results, in Chronological Order of Report Date.



### Overall Scores and Medical Components

**Only two prisons' overall scores met the 75 percent minimum score for moderate adherence.** As shown in Chart 1, the average score for the 17 prisons was 70 percent. The scores varied only 16 percentage points from highest to lowest. Only two prisons (CCWF and SCC) had scores that exceeded the 75 percent minimum score for moderate adherence with medical policies and procedures. CCWF's score of 78 percent was the highest, while SCC's score of 76 percent was a close second. The combined average score of these two highest-scoring prisons was 77 percent. Another nine institutions 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 six prisons had scores that ranged from 68 percent to 62 percent.

### Component Analysis

**Individual prisons' component scores varied widely.** We have summarized all 17 institutions' scores for each of the 20 components on one table in Appendix B.

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

- The largest variation in an individual prison's scores was 89 percentage points. This characteristic was shared by RJD and SAC. Each prison scored only 11 percentage points in inmate hunger strikes and yet each received 100 percent scores in other components.
- The smallest variation in scores was the 41 percentage points achieved by CRC, which scored only 59 percent in specialty services and diagnostic services, yet received 100 percent in two other components. CRC tied with CEN for the third highest overall score of 74 percent.

Sixteen of the 17 prisons scored 100 percent in at least one component, with CCWF's and HDSP's four 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 some 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. These scores ranged from a high of 94 percent in staffing levels and training down to 37 percent in preventive services, presenting a range of 57 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 94 percent in staffing levels and training, the prisons achieved average scores of 91 percent in chemical agent contraindications, 90 percent in clinic operations, and 86 percent in inmate transfers and other services.

The 94 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.

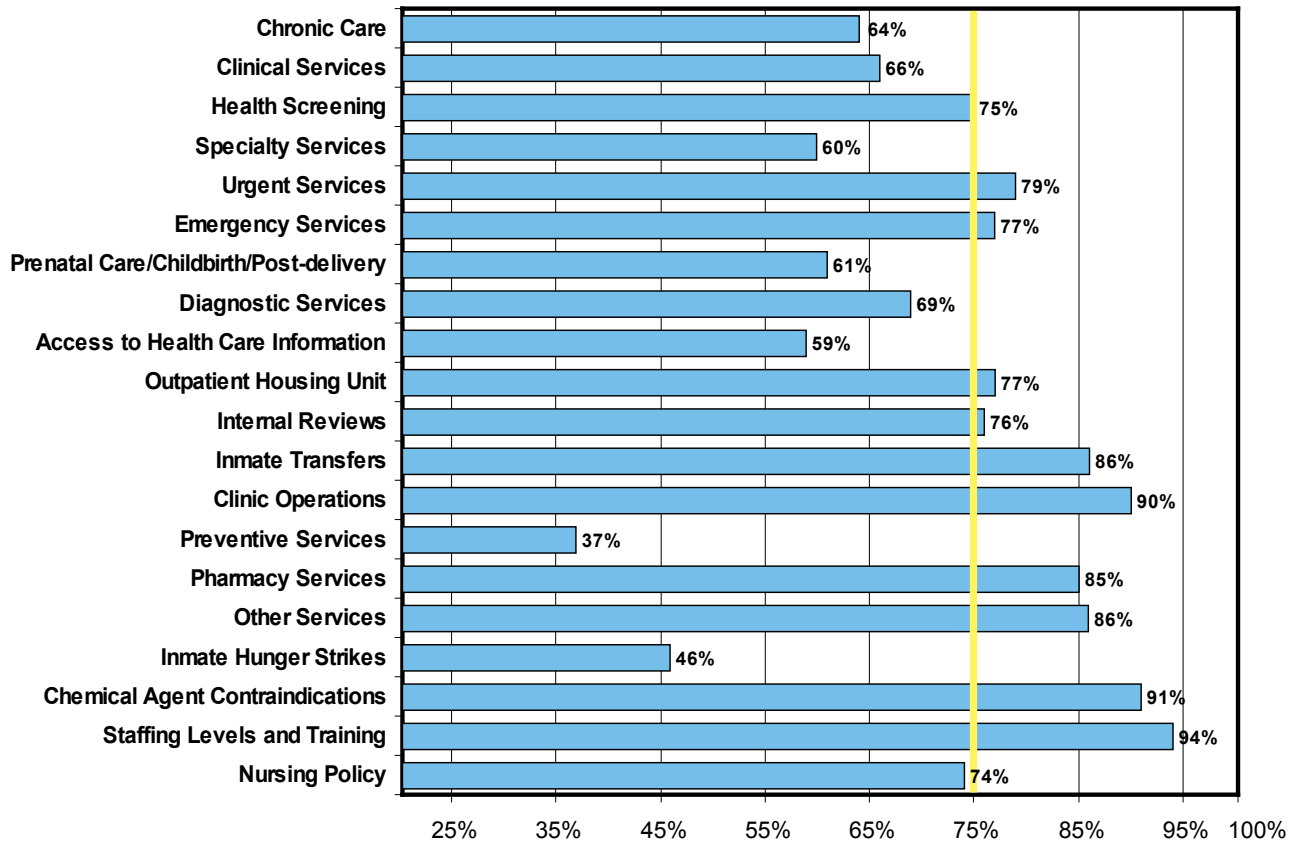
Another six components had average scores of 75 percent to 85 percent, indicating that the prisons were performing moderately well. The six components were pharmacy services, urgent services, emergency services, outpatient housing unit, internal reviews, and health screening. Thus, a total of 11 of the 20 component average scores met or exceeded the 75 percent minimum score for moderate adherence.

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

- Preventive services (37 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.



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



- Inmate hunger strikes (46 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.
- Access to health care information (59 percent). This low score shows the prisons are not effective in filing, storing, and retrieving medical records and medical information in a timely manner.
- Specialty services (60 percent). The low average score reflects poorly on the prisons’ ability to schedule and follow up on outside specialty services in a timely manner.

The variation in component scores among institutions indicates that the 17 prisons were not consistently executing CDCR’s medical policies and procedures, or complying with community medical standards.

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

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

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 understood and carried out relevant medical policies and procedures while others did not.

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

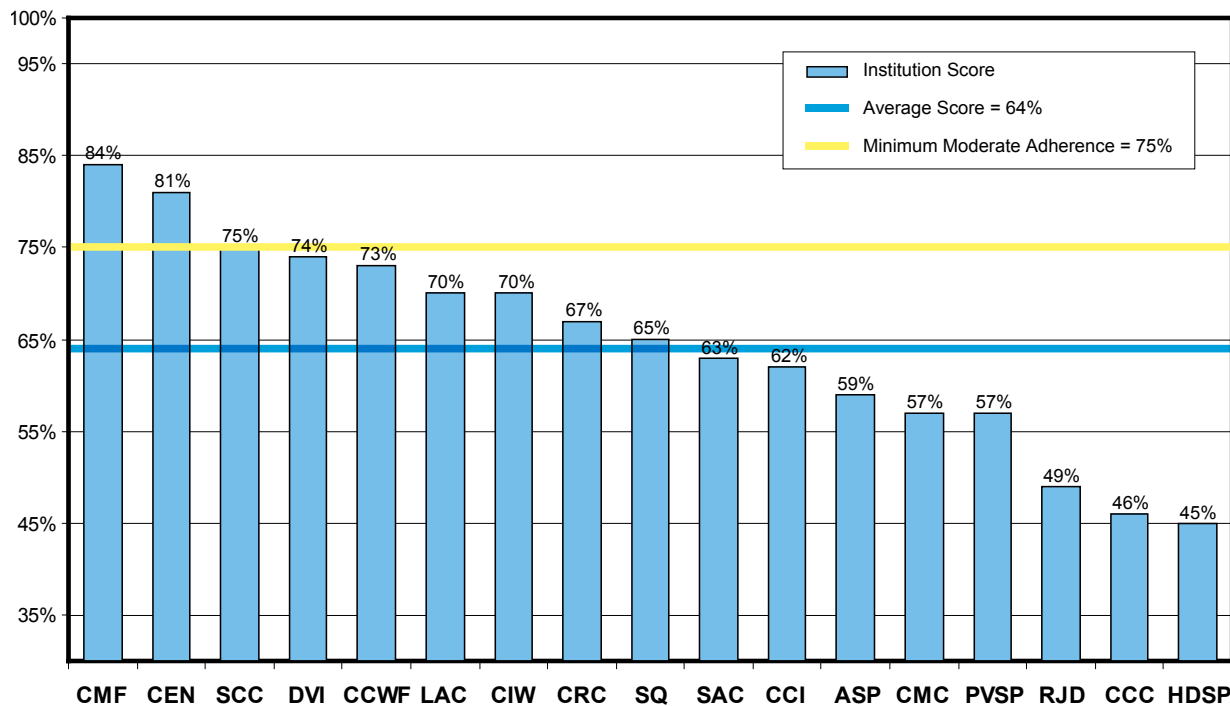
**Component Definition:** *The Chronic Care component examines how well the prison provided care and medications to inmates with specific chronic care conditions, which are those that affect (or have the potential to affect) an inmate’s functioning and long-term prognosis for more than six months. Our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

**Results in Brief:** Only three prisons scored at or above the 75 percent minimum score for moderate adherence. RJD, CCC, and HDSP performed the worst. Documentation at most of the 17 prisons indicated that inmates were not receiving their prescribed chronic care medications. Further, at all prisons there was inadequate documentation of inmates’ clinical histories.

**Key Statistics**

- Component Average: ..... 64%
- Top Two Average: ..... 83%
- Range of Scores: .. 84%-45%
- Variation: ..... 39%
- Number of Prisons with:
  - High Adherence ..... 0
  - Moderate Adherence ..... 3
  - Low Adherence ..... 14

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



This component includes nine questions.

## Medical Component: Chronic Care Profile

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### *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 31 percent. Fourteen of the 17 prisons had scores of 50 percent or less, and CMC, PVSP, and CIW received only 4 percent.
- Question 03.235      The clinical histories in inmates' medical files were consistently inadequate. The average score was only 56 percent. Not one of the 17 prisons had a score that met the 75 percent minimum score for moderate adherence, and nine prisons scored 60 percent or below on this question.
- 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 58 percent, and seven prisons scored 52 percent or lower. SAC received only 4 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: Clinical Services Profile

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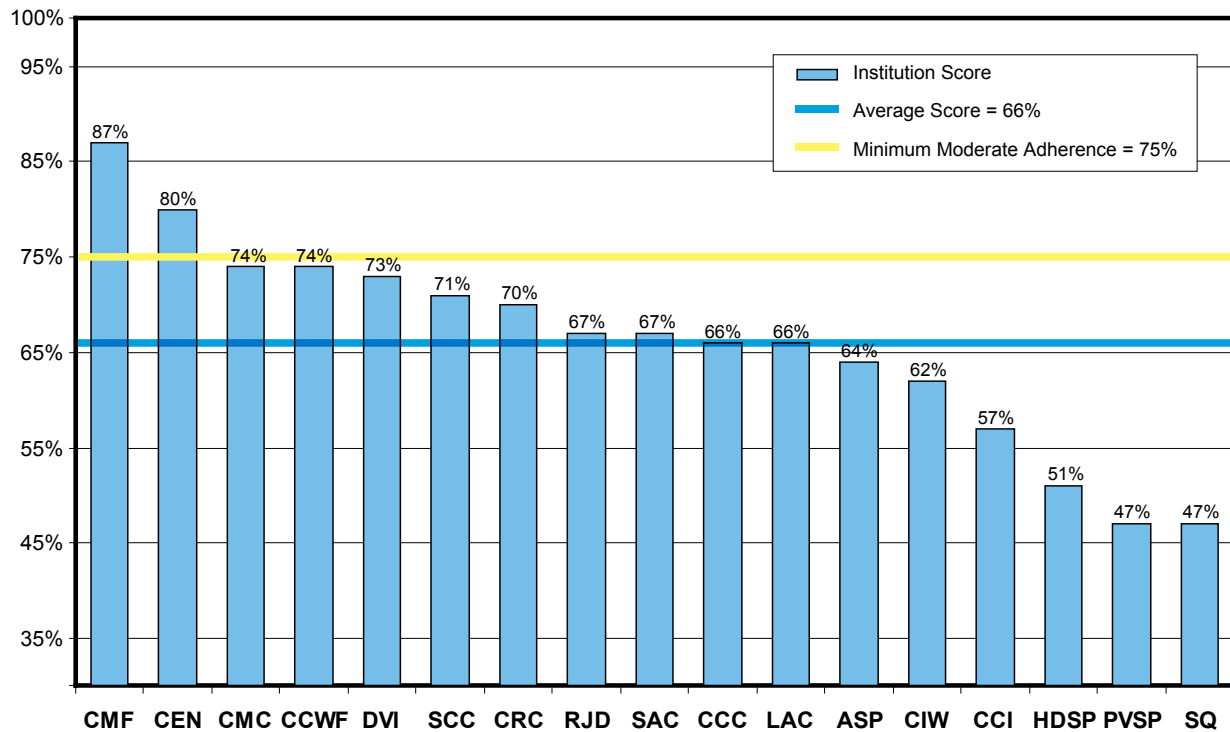
**Component Definition:** The Clinical Services component evaluates the inmate's access to primary health care services and focuses on inmates who recently received services from any of the prison's facilities or administrative segregation unit clinics. This component evaluates sick call processes (doctor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

**Results in Brief:** Fifteen of the 17 prisons failed to ensure that inmates received their prescribed medications in a timely manner. Thirteen 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.

**Key Statistics**

- Component Average: .... 66%
- Top Two Average: ..... 84%
- Range of Scores: ... 87%-47%
- Variation: .....40%
- Number of Prisons with:
  - High Adherence ..... 1
  - Moderate Adherence ..... 1
  - Low Adherence ..... 15

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



This component includes 14 questions.

**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. Fifteen of the 17 prisons scored 55 percent or less, and the average score for this question was only 35 percent. PVSP received 11 percent and CRC scored just 10 percent.

## Medical Component: Clinical Services Profile

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- 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 51 percent. RJD received 13 percent.
- Question 01.247 Fourteen of the 17 prisons did not conduct timely follow-up appointments with inmates when the initial sick call visits called for them. The average score for this question was only 53 percent. SCC received zero 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 53 percent. CRC and HDSP scored just 5 and 7 percent respectively.
- Question 15.234 Most prisons failed to audit their clinic response bags daily or neglected to ensure that the bags contained essential items. The average score for this question was only 59 percent. Four prisons received zero percent.

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

- 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 94 percent.
- 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. Thirteen of the 17 prisons achieved scores of 86 percent or higher on this question, and the average score was 87 percent.

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

# Medical Component: Health Screening Profile

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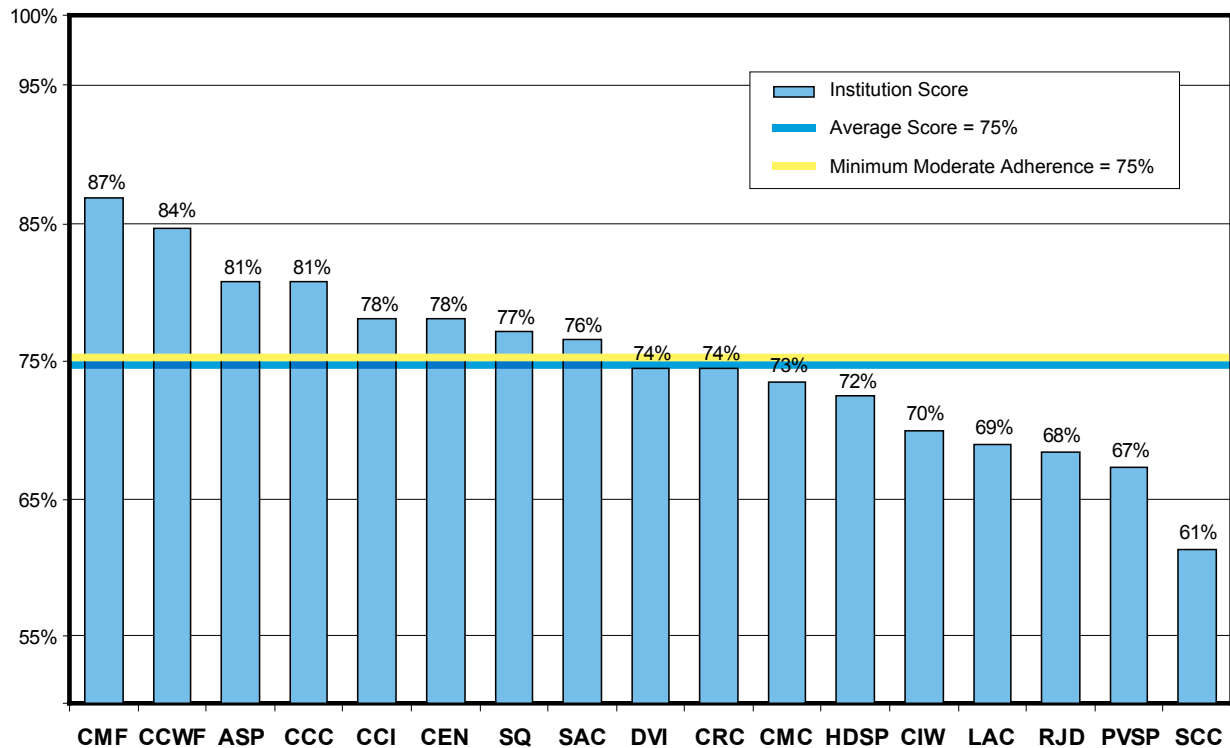
**Component Definition:** *The Health Screening component focuses on the prison’s process for screening new inmates upon arrival to the prison for health care conditions that require treatment and monitoring, as well as ensuring inmates’ continuity of care.*

**Results in Brief:** More than half of the prisons inspected scored below 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.

**Key Statistics**

- Component Average: .....75%
- Top Two Average: .....86%
- Range of Scores: ... 87%-61%
- Variation: ..... 26%
- Number of Prisons with:
  - High Adherence ..... 1
  - Moderate Adherence ..... 7
  - Low Adherence ..... 9

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



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.



## Medical Component: Health Screening Profile

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### *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 were receiving existing medication orders by the calendar day following their arrival. The average score for this question was only 30 percent. Sixteen of the 17 prisons had scores of 50 percent or less, and DVI, PVSP, and CIW received zero percent.
- Question 02.215 This question applies only to prisons with reception centers. Some reception centers were not completing a portion of the History and Physical Examination form. The average score for this question was only 45 percent. RJD and HDSP 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 47 percent. Thirteen of the 17 prisons had scores of 71 percent or less, and eight prisons scored below 50 percent. LAC received zero percent for the question.

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

- 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 88 percent to 93 percent on each of these questions.
- 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 93 percent on this question. Seven 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 91 percent. Five prisons scored 100 percent.
- Question 02.007 Within one calendar day of the inmate's arrival, most prisons' licensed health care staff reviewed and signed the health care transfer information form. The average score for this question was 90 percent. Four prisons scored 100 percent.
- Question 02.015 For inmates with positive tuberculin tests, most prisons completed a review of symptoms and the infection control nurses reviewed the results. The average score for this question was 87 percent. Seven 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 86 percent. Nine 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

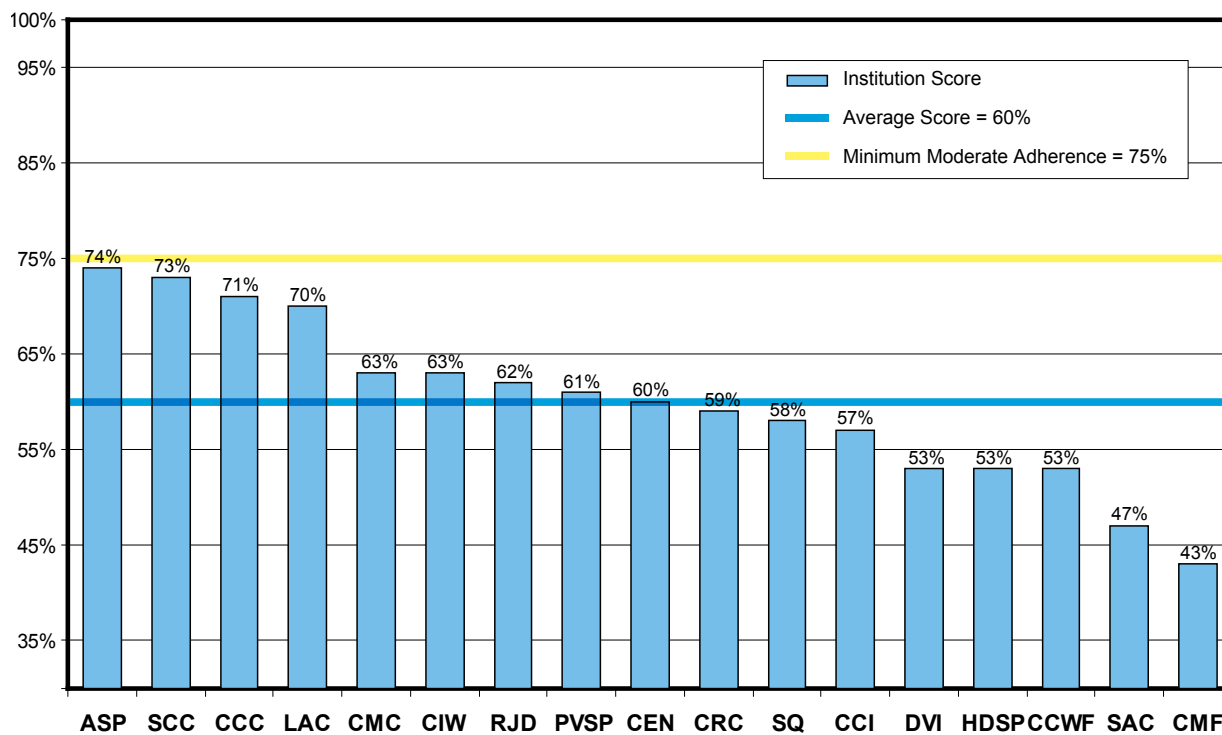
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**Component Definition:** *The Specialty Services component focuses on the prison's process for approving, denying, and scheduling services that are outside the specialties of the prison's medical staff. Common examples of these services include cardiology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

**Results in Brief:** All 17 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 17 prisons' average score in specialty services by 19 percentage points. Without the three questions, the 17 prisons' average score would have been 79 percent instead of the 60 percent average score they received.

Key Statistics	
• Component Average: .....	60%
• Top Two Average: .....	74%
• Range of Scores: ...	74%-43%
• Variation: .....	31%
• Number of Prisons with:	
High Adherence .....	0
Moderate Adherence .....	0
Low Adherence .....	17

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



This component includes 9 questions.

### 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 21 percent. CIW scored the highest with 38 percent, while CCWF and SQ scored zero percent.

## Medical Component: Specialty Services Profile

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Question 07.261 Fifteen prisons were not scheduling high-priority (urgent) specialty services within 14 days as required. For this question, the 17 prisons had an average score of only 29 percent. Nine prisons received 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 29 percent. HDSP's score of zero percent was the lowest.

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

Question 07.090 Sixteen of the 17 prisons' physical therapists properly assessed inmates, documented their treatment plans, and documented the treatment provided. The average score for this question was 98 percent.

Question 07.270 This question asks if the prisons' specialty service providers provided timely findings and recommendations, or if 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 92 percent. Fourteen of the 17 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: Urgent Services Profile

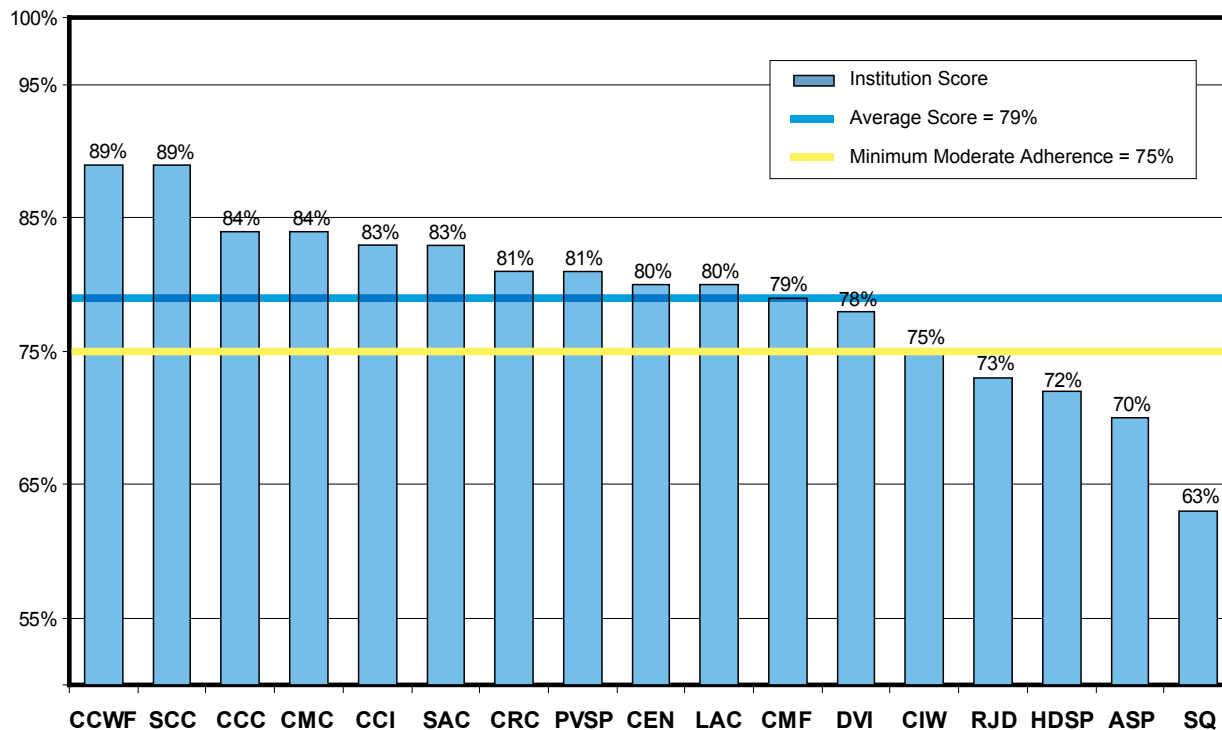
**Component Definition:** *The Urgent Services component addresses the care provided by the prison to inmates before and after they were sent to a community hospital.*

**Results in Brief:** On average, the 17 prisons performed relatively well in providing urgent services. Only four 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: .....79%
- Top Two Average:.....89%
- Range of Scores: ...89%-63%
- Variation: ..... 26%
- Number of Prisons with:
  - High Adherence ..... 2
  - Moderate Adherence ..... 11
  - Low Adherence ..... 4

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



This component includes eight questions. Two questions were not applicable at all prisons.

**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 55 percent. PVSP, ASP, and SQ scored 13 percent or lower.

## Medical Component: Urgent Services Profile

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### *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. Fourteen prisons scored 100 percent.
- Question 21.250 This question asks whether, 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 92 percent. Although RJD scored only 50 percent, nine prisons scored 100 percent.
- Question 21.276 This question asks whether the clinical care rendered by the attending provider was adequate and timely while the patient was in the triage and treatment area. The average score for this question was 87 percent, and CCWF, CMF, and SCC scored 100 percent.

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

# Medical Component: Emergency Services Profile

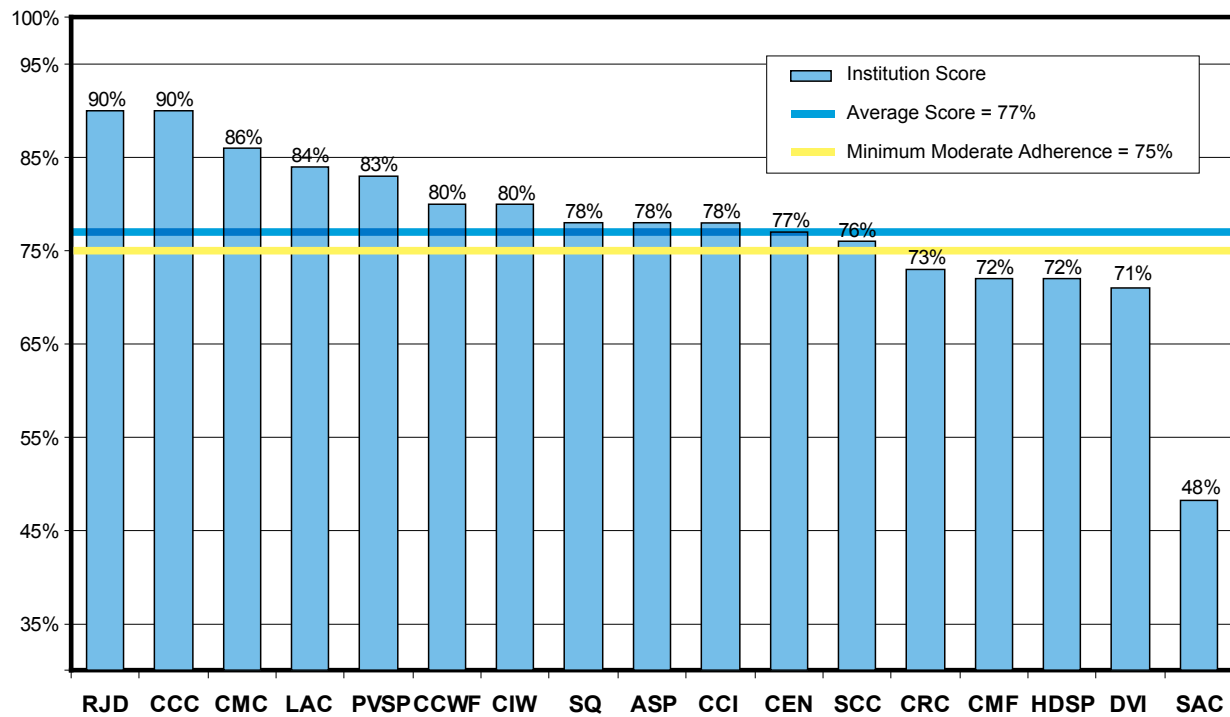
**Component Definition:** The Emergency Services component examines how well the prison responded to medical emergencies. Specifically, we focused on “man down” or “woman down” situations. Further, questions determine the adequacy of medical and staff response to a “man down” or “woman down” emergency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

**Results in Brief:** Most prisons performed relatively well in providing emergency services, with 12 exceeding the 75 percent minimum score for moderate adherence to policies and procedures and four 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.

**Key Statistics**

- Component Average: ..... 77%
- Top Two Average: ..... 90%
- Range of Scores: ...90%-48%
- Variation: ..... 42%
- Number of Prisons with:
  - High Adherence ..... 3
  - Moderate Adherence ..... 9
  - Low Adherence ..... 5

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



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 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 24 percent, with nine prisons receiving zero percent.

## Medical Component: Emergency Services Profile

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- Question 15.257 This question pertains to our emergency medical response drill, which we ran at 16 prisons.<sup>4</sup> Eight responding officers failed to properly perform cardiopulmonary resuscitation. The average score for this question was only 47 percent.
- Question 15.255 During the emergency medical response drill at eight 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 50 percent.

### *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 15.285 In the emergency medical response drill, all emergency medical responders continued basic life support activities. 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 were certified in basic life support. The average score for this question was 94 percent.
- Question 08.184 For actual medical emergencies reviewed, the medical emergency responder arrived at the location of the medical emergency within five minutes of initial notification. The average score for this question was 91 percent.
- Question 08.185 For actual medical emergencies reviewed, the medical emergency responder used proper equipment and provided adequate medical care within the scope of his or her license. The average score for this question was 91 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 87 percent.

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

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<sup>4</sup> We did not complete the emergency response drill at Centinela State Prison due to special circumstances.

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

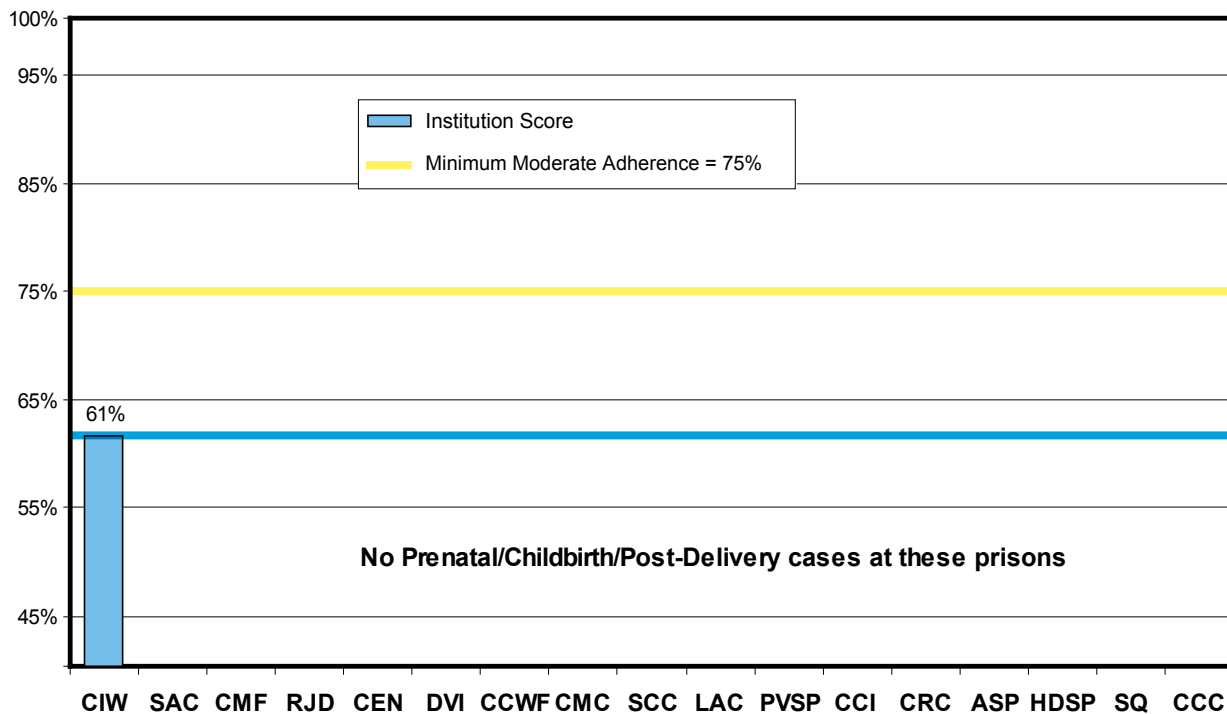
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**Component Definition:** *The Prenatal Care/Childbirth/Post-Delivery component focuses on the prenatal and post-delivery medical care provided to pregnant inmates. This component is not applicable at men's prisons.*

**Results in Brief:** CIW was the only prison with female inmates who met our screening criteria for this component. CIW's score was 61 percent, which is significantly below the 75 percent minimum score for moderate adherence to policies and procedures. The prison did not administer timely pregnancy tests to newly arrived inmates who were reportedly pregnant, and there were inconsistencies in reported problems and risks when compared to prenatal tests and physical examinations.

<b>Key Statistics</b>	
• Component Average: .....	61%
• Top Two Average: .....	N/A
• Range of Scores: .....	N/A
• Variation: .....	N/A
• Number of Prisons with:	
High Adherence .....	0
Moderate Adherence .....	0
Low Adherence .....	1

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



This component includes nine questions.

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

Question 09.066	For newly arrived inmates, CIW did not routinely administer a pregnancy test within three business days to positively identify the inmate's pregnancy. The prison scored zero percent on this question.
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## Medical Component: Prenatal Care/Child Birth/Post-Delivery Profile

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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. CIW scored zero percent on this question.

Question 09.068 The prison did not always issue pregnant inmates a Form 7410 (Comprehensive Accommodation Chrono) for a lower bunk and lower-tier housing when the inmate was housed in a multi-tiered housing unit. The prison scored only 43 percent on this question.

### ***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. CIW 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 prison scored 86 percent on this question.

Question 09.071 An obstetrician generally met with pregnant inmates according to applicable time frames. CIW scored 86 percent on this question.

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

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

# Medical Component: Diagnostic Services Profile

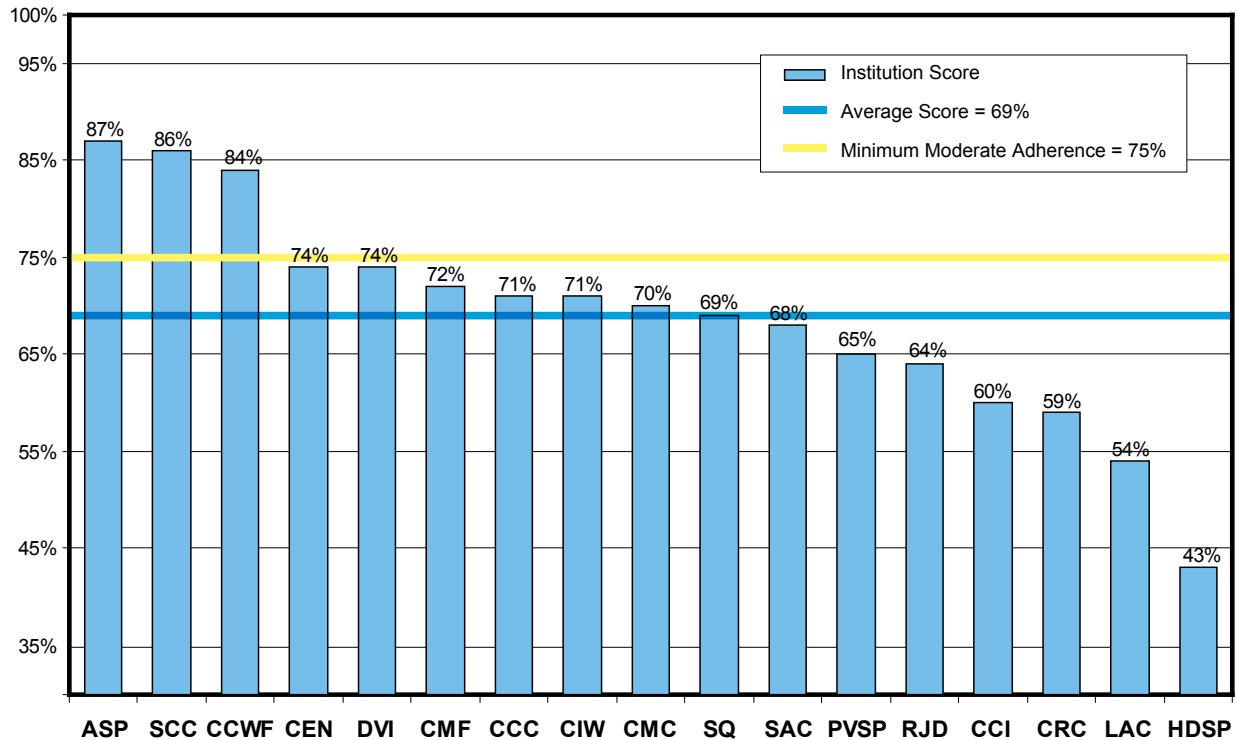
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**Component Definition:** *The Diagnostic Services component addresses the timeliness of radiology (x-ray) and laboratory services and whether the prison followed up on clinically significant results.*

**Results in Brief:** Only three 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.

Key Statistics	
• Component Average:	.... 69%
• Top Two Average:	..... 87%
• Range of Scores:	... 87%-43%
• Variation:	..... 44%
• Number of Prisons with:	
High Adherence	..... 2
Moderate Adherence	..... 1
Low Adherence	..... 14

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



This component includes seven questions.

### 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 38 percent. Eleven of the 17 prisons had scores of 20 percent or less, and six of those 11 received zero percent.
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## Medical Component: Diagnostic Services Profile

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Question 06.202 Sixteen of the 17 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 39 percent. Twelve of the 17 prisons had scores of 50 percent or less. LAC, HDSP, and SQ 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 93 percent. CEN and HDSP, with scores of 60 percent, were the only prisons not to 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: Access to Health Care Information Profile

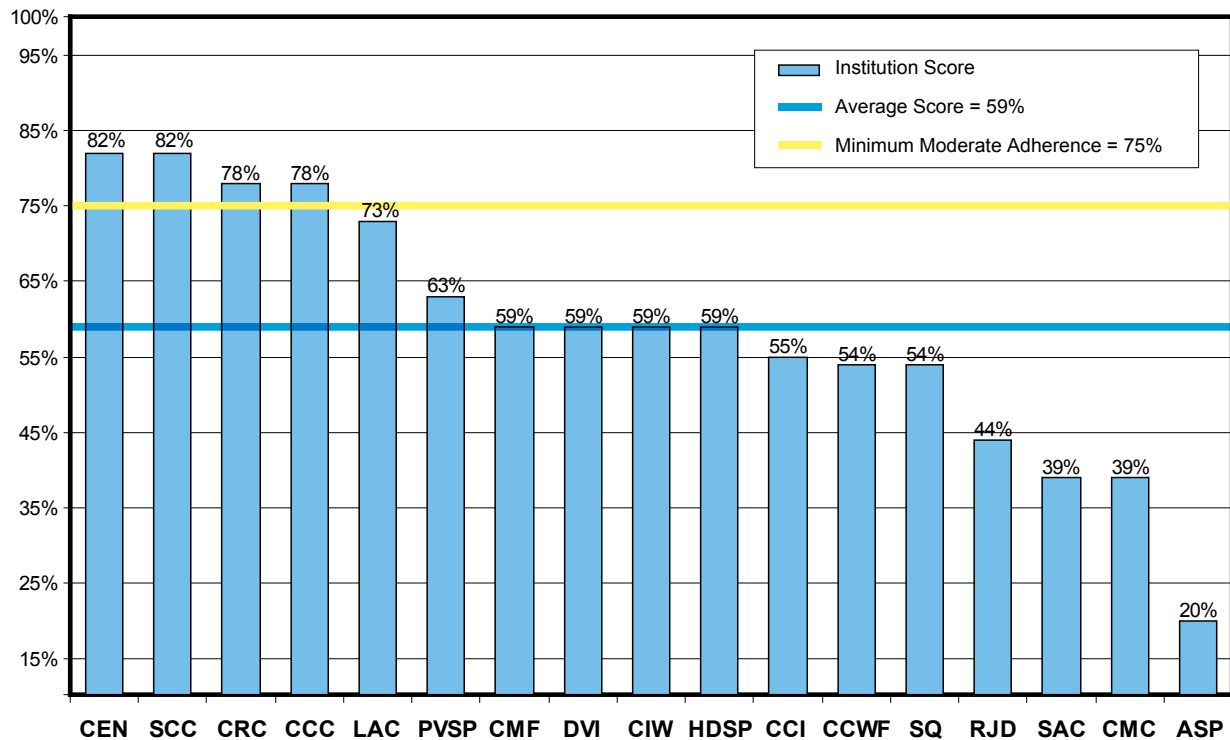
**Component Definition:** The Access to Health Care Information component addresses the prison's effectiveness in filing, storing, and retrieving medical records and medical-related information.

**Results in Brief:** Only four prisons scored above the 75 percent minimum score for moderate adherence to policies and procedures. ASP's score of 20 percent was the lowest, 19 percentage points below any other prison. None of the prisons kept inmates' medical records up to date by promptly filing loose documents. Further, most of the prisons failed to explain why certain requested medical records were not available for our inspection.

**Key Statistics**

- Component Average: ..... 59%
- Top Two Average: ..... 82%
- Range of Scores: ... 82%-20%
- Variation: ..... 62%
- Number of Prisons with:
  - High Adherence ..... 0
  - Moderate Adherence ..... 4
  - Low Adherence ..... 13

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



This component includes 6 questions.

## Medical Component: Access to Health Care Information Profile

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### ***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.) All 17 prisons failed the question and received zero percent.

Question 19.243 The 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, 11 of the 17 prisons' medical records staff failed to explain why files were missing. For this question, the 17 prisons had an average score of only 35 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 ducated for medical appointments the next day. With the exception of ASP, which scored zero percent, all prisons received 100 percent on this question.

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

# Medical Component: Outpatient Housing Unit Profile

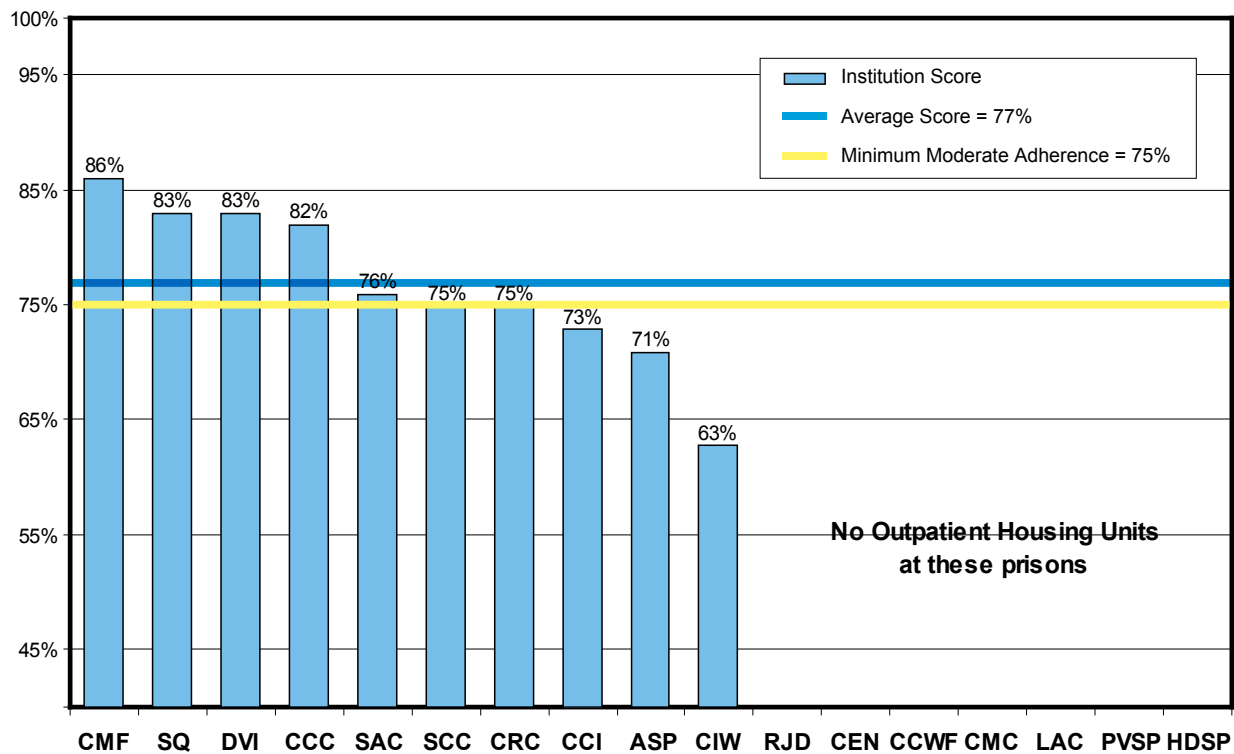
**Component Definition:** The Outpatient Housing Unit component determines whether the prison followed CDCR policies and procedures when placing inmates in the outpatient housing unit, a facility that provides outpatient health services to inmates and assists them with the activities of daily living. 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 ten prisons had outpatient housing units. Seven 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 did not make their rounds with the required frequency when call buttons were not operational.

**Key Statistics**

- Component Average: ..... 77%
- Top Two Average: ..... 85%
- Range of Scores: ... 86%-63%
- Variation: ..... 23%
- Number of Prisons with:
  - High Adherence ..... 1
  - Moderate Adherence ..... 6
  - Low Adherence ..... 3

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



This component includes ten questions.

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

Question 04.054	Utilization management nurses 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 6 percent. Eight of the ten prisons received zero percent.
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## Medical Component: Outpatient Housing Unit Profile

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Question 15.103 This question asks if patient call buttons were operational or if medical staff were making their rounds every 30 minutes. The average score was only 40 percent. Six of the ten 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. Nine of the ten prisons scored 100 percent on this question.

Question 04.230 This question asks whether 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 94 percent.

Question 15.225 With the exception of CRC, all prisons' outpatient housing units used disinfectant daily in common patient areas. The average score was 90 percent.

Question 04.052 This question asks whether the registered nurse completed an initial assessment of the inmate on the day of placement. The average score for this question was 89 percent.

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

# Medical Component: Internal Reviews Profile

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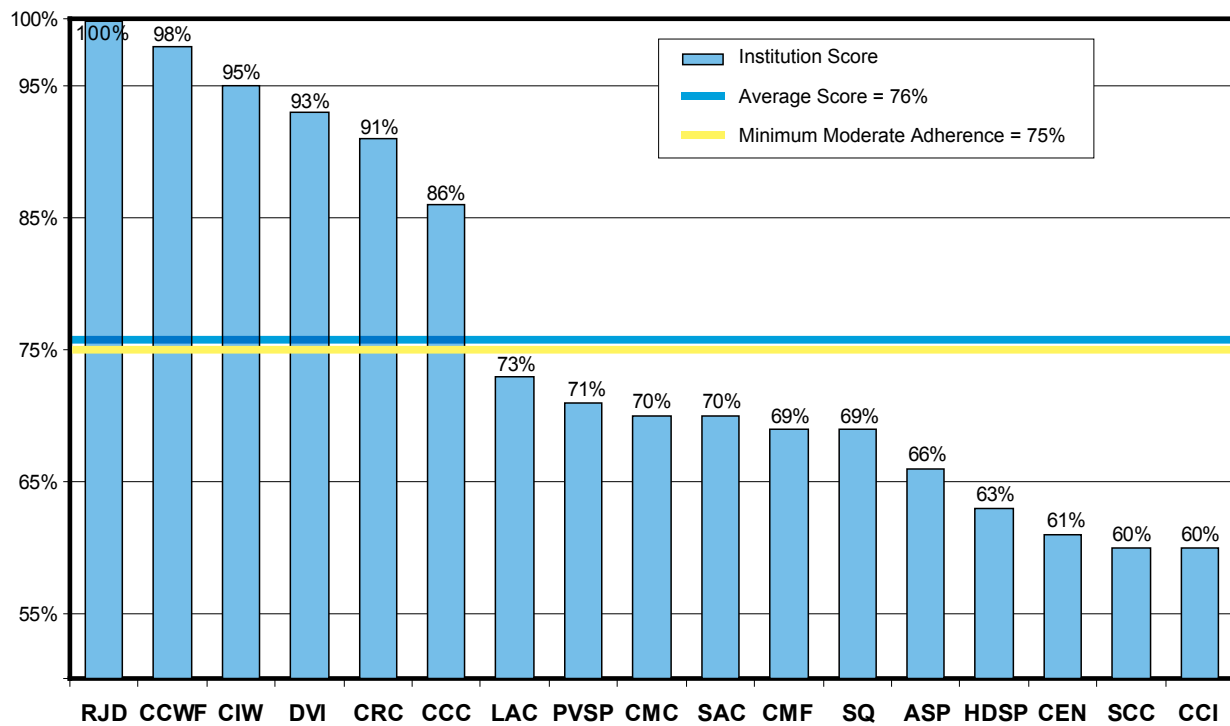
**Component Definition:** The Internal Reviews component focuses on the activities of the prison's Quality Management Committee (QMC) and its Emergency Medical Response Review Committee (EMRRC). The component also evaluates the timeliness of inmates' medical appeals and the prison's use of inmate death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

**Results in Brief:** Six prisons performed very well. However, none of the other 11 scored 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.

**Key Statistics**

- Component Average: .... 76%
- Top Two Average: ..... 99%
- Range of Scores: 100%-60%
- Variation: ..... 40%
- Number of Prisons with:
  - High Adherence ..... 6
  - Moderate Adherence ..... 0
  - Low Adherence ..... 11

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



This component includes eight questions.

**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 35 percent. Eleven of the 17 prisons had scores of zero percent.



## Medical Component: Internal Reviews Profile

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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 47 percent. Nine of the 17 prisons scored zero percent.

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

Question 17.119 This question asks whether 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 96 percent, and 15 prisons had scores of 100 percent.

Question 17.135 Sixteen of the 17 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 was 94 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 89 percent.

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

# Medical Component: Inmate Transfers Profile

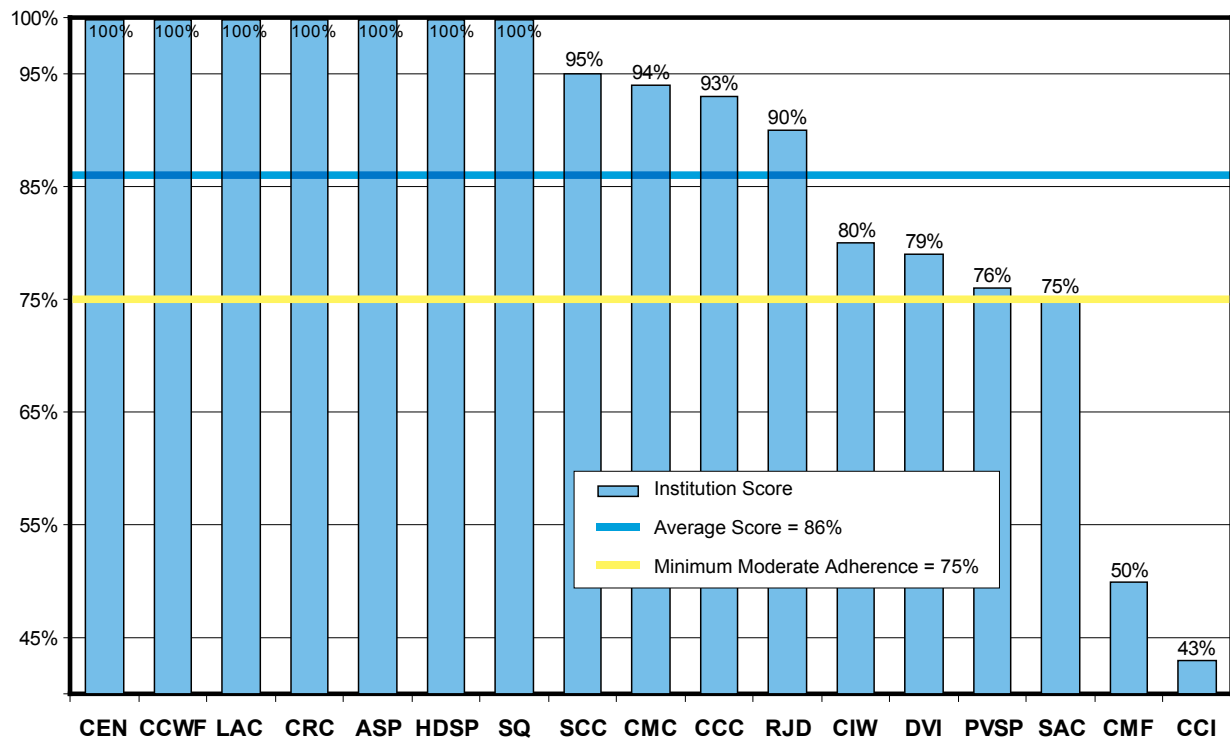
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**Component Definition:** The Inmate Transfers component focuses on inmates pending transfer to determine whether the sending prison documented medication and medical conditions to assist the receiving prison in providing continuity of care.

**Results in Brief:** Most prisons performed well in transferring inmates to other prisons. Fifteen prisons met or exceeded the 75 percent minimum score for moderate adherence to policies and procedures. Eleven of these 15 prisons scored above the 86 percent minimum score for high adherence. However, CMF and CCI performed very poorly.

Key Statistics	
• Component Average:	..... 86%
• Top Two Average:	..... 100%
• Range of Scores:	100%-43%
• Variation:	..... 57%
• Number of Prisons with:	
High Adherence	..... 11
Moderate Adherence	..... 4
Low Adherence	..... 2

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



This component includes five questions.

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

None.

## Medical Component: Inmate Transfers Profile

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

- Question 05.108 All 17 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 05.110 Twelve 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 91 percent.
- Question 05.172 Fifteen 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 and CCI failed to do so. The average score for this question was 88 percent.

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

# Medical Component: Clinic Operations Profile

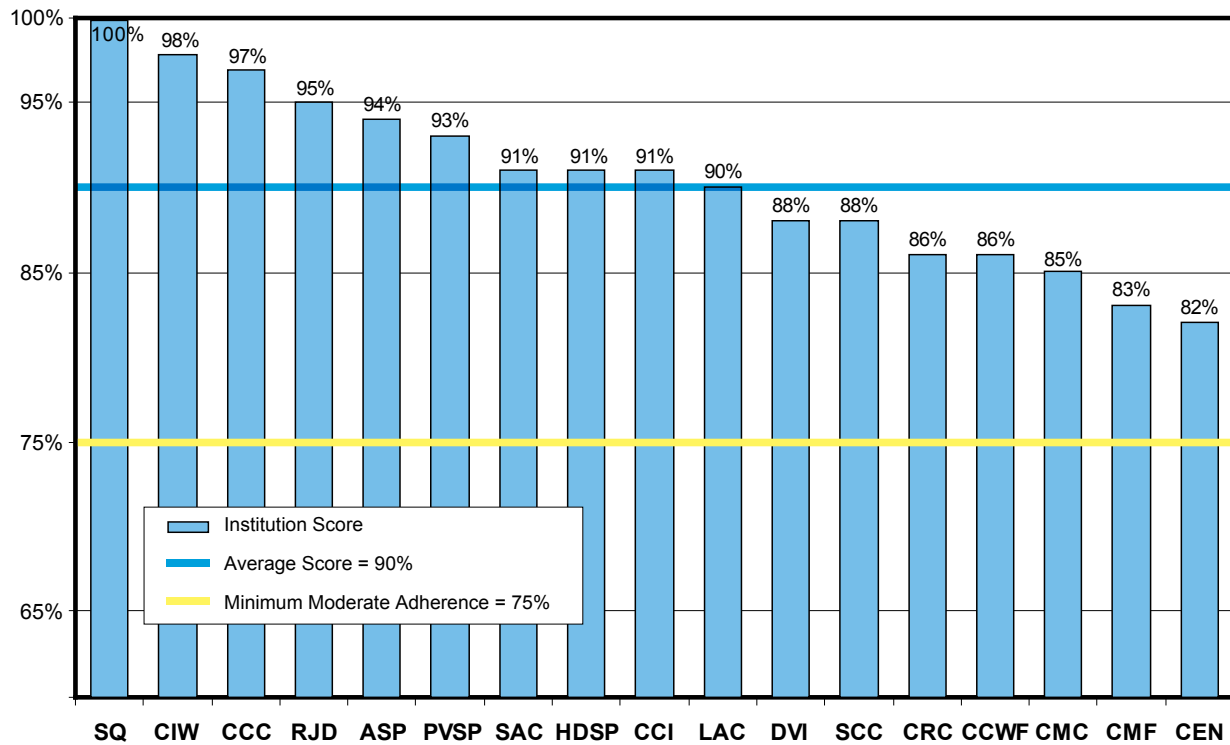
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**Component Definition:** *The Clinic Operations component addresses the general operational aspects of the prison's clinics. Generally, the questions in this component relate to the cleanliness of the clinics, privacy afforded to inmates during non-emergency 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 90 percent average score for this component is the third highest in the 20 component areas. All 17 prisons scored above the 75 percent minimum score for moderate adherence to policies and procedures, with 14 meeting or exceeding the 86 percent minimum score for high adherence.

<b>Key Statistics</b>	
• Component Average:	.... 90%
• Top Two Average:	..... 99%
• Range of Scores:	100%-82%
• Variation:	..... 18%
• Number of Prisons with:	
High Adherence	..... 14
Moderate Adherence	..... 3
Low Adherence	..... 0

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



This component includes ten questions.

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

None.

## Medical Component: Clinic Operations Profile

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Page 2 of 2

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

- Questions 14.032 and 14.033: These questions pertain to the inmate ducating (medical appointment) process. The first question asks whether the prisons' medical staff understood their prison's priority ducating process. All prisons scored 100 percent. The second question asks whether the prisons had adequate processes to ensure that inmates moved to new cells still received their medical ducats. The average score for this question was 97 percent.
- 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 were aware of those inmates on modified programs or confined to quarters, and they 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 94 percent to 100 percent.
- Question 14.023: The prisons were making the Form 7362 (Health Care Services Request Form) available to inmates. The average score for this question was 98 percent. Fifteen 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 and CRC consistently failed to do so. The average score for this question was 89 percent.

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

# Medical Component: Preventive Services Profile

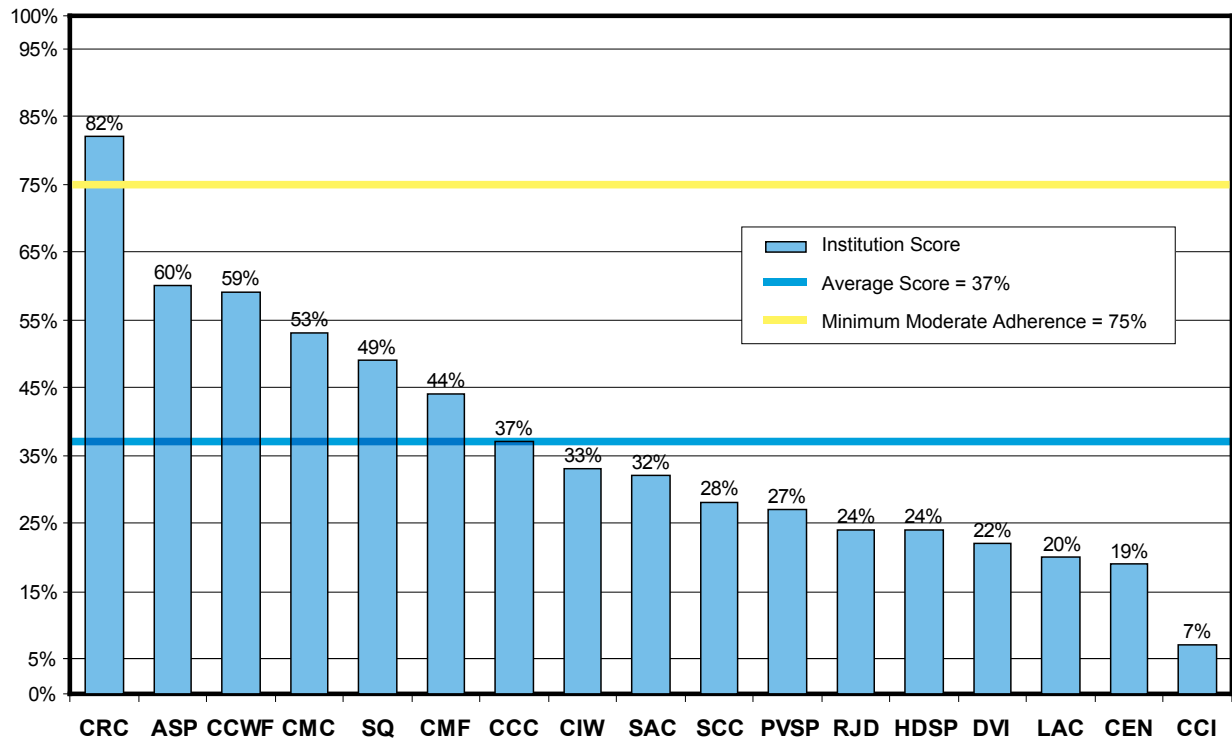
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**Component Definition:** *The Preventive Services component focuses on inmate cancer screening, tuberculosis evaluation, and influenza immunizations.*

**Results in Brief:** The 17 prisons had the lowest performance in this component, with the average score only 37 percent. With the exception of CRC, no prison scored higher than 60 percent. CCI had a score of 7 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 two cancer screening questions disclosed consistently poor performance by prisons.

<b>Key Statistics</b>	
• Component Average: .....	37%
• Top Two Average: .....	71%
• Range of Scores: ....	82%-7%
• Variation: .....	75%
• Number of Prisons with:	
High Adherence .....	0
Moderate Adherence .....	1
Low Adherence .....	16

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



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

## Medical Component: Preventive Services Profile

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### *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 27 percent. Four 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 9 percent, and 13 prisons received zero percent.
- Question 10.085: Most of the 15 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 31 percent. Eleven 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 39 percent. Although five prisons scored 100 percent, seven prisons received zero percent.
- Question 10.274: For females age 41 to 64, the two women's prisons did not consistently provide Pap smears in compliance with policy. Pap smears can detect cervical cancer. CCWF scored 60 percent and CIW scored 50 percent, for an average score of 55 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 and CIW for compliance with this question because current CDCR policy requires the FOBT for male inmates only.

# Medical Component: Pharmacy Services Profile

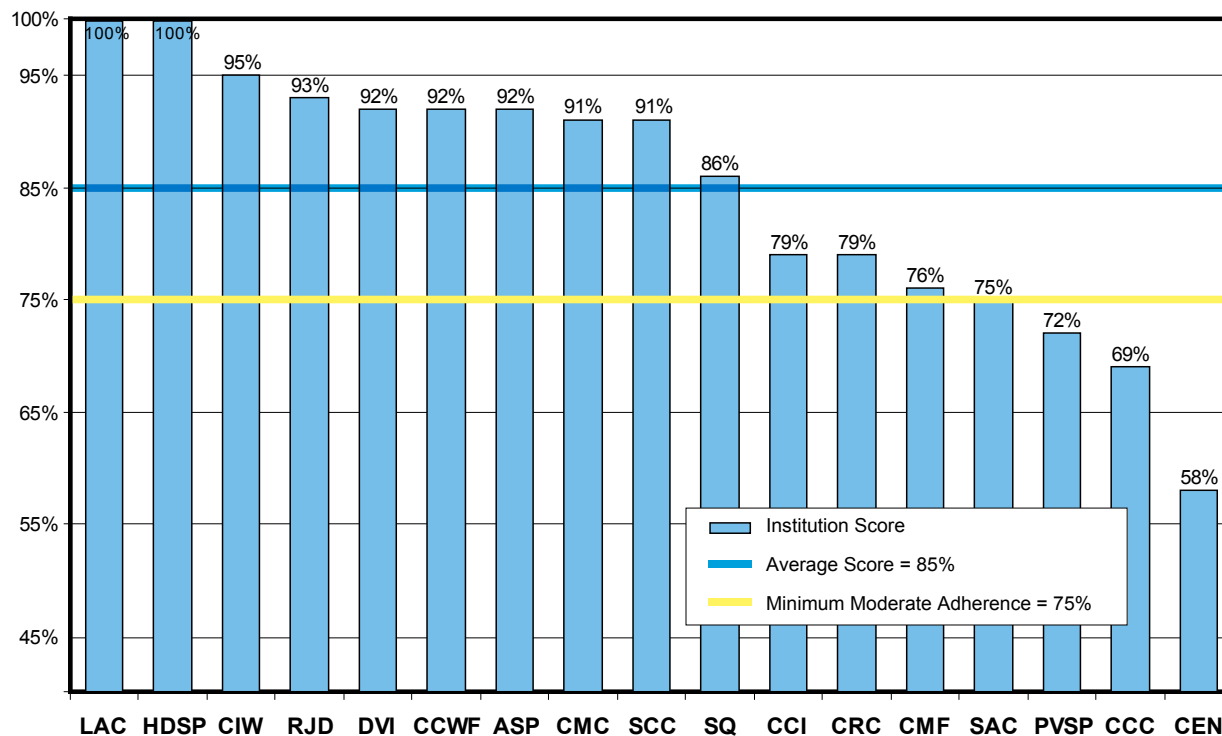
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**Component Definition:** The Pharmacy Services component addresses whether the prison's pharmacy complies with various operational policies, such as conducting periodic inventory counts, maintaining the currency of medications in its crash carts and 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:** Fourteen of the 17 prisons scored at or above the 75 percent minimum score for moderate adherence to policies and procedures, and ten 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 drug night lockers, and some did not maintain required provider information.

Key Statistics	
• Component Average:	85%
• Top Two Average:	100%
• Range of Scores:	100%-58%
• Variation:	42%
• Number of Prisons with:	
High Adherence	10
Moderate Adherence	4
Low Adherence	3

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



This component includes eight questions.



## Medical Component: Pharmacy Services Profile

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### *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 44 percent. Eight of the 17 prisons scored zero percent.
- Question 13.144 Some prisons did not maintain information to ensure that medications are prescribed by licensed health care providers lawfully authorized to do so. The average score for this question was only 59 percent. Seven of the 17 prisons received zero percent.

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

- Questions 13.139 and 13.142 These are certification questions. The first question asks if the prison conspicuously posted a valid permit in its pharmacies. The second question asks if the license of the pharmacist in charge is current. All 17 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 17 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 had zero percent.

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

# Medical Component: Other Services Profile

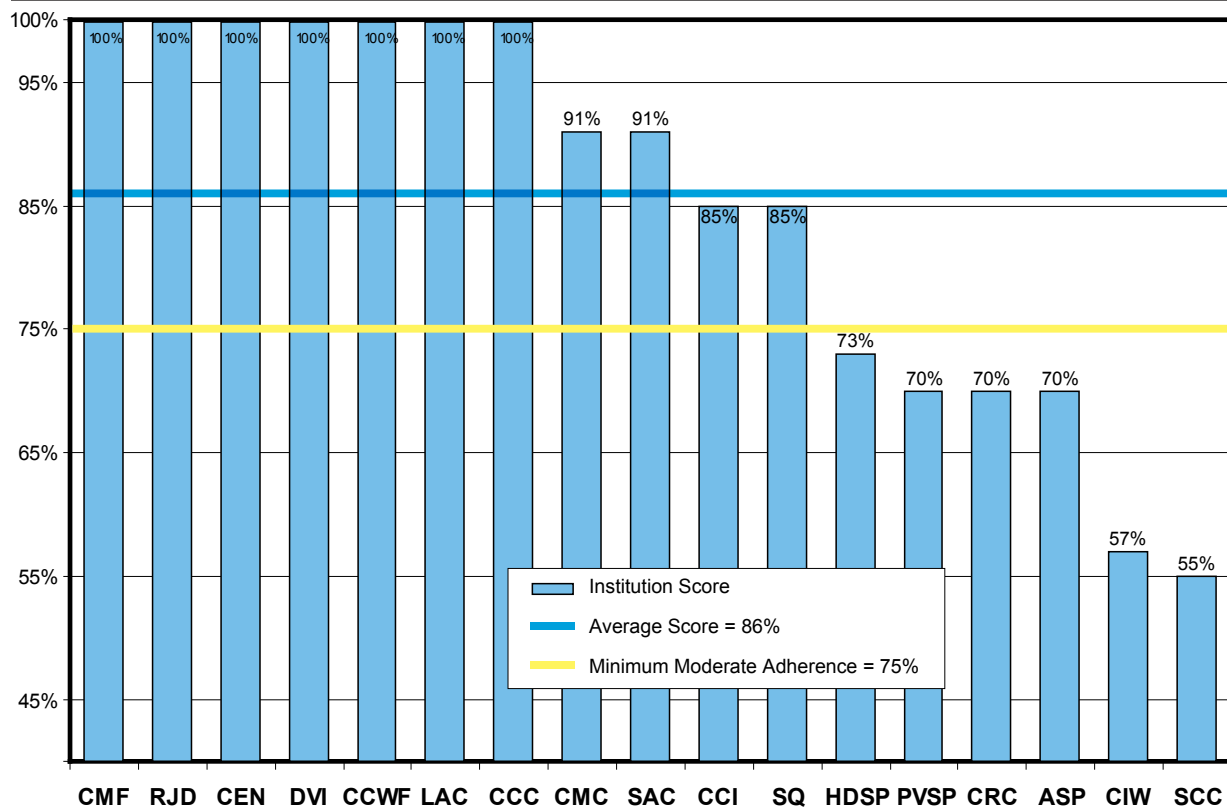
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**Component Definition:** The Other Services component examines additional areas that are not captured in the other components. The areas evaluated in this component include the prison's provision of therapeutic diets, its handling of inmates who display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

**Results in Brief:** Eleven of the 17 prisons scored well above the 75 percent minimum score for moderate adherence to policies and procedures and another four prisons came close. Nine of the 11 exceeded the 86 percent minimum score for high adherence. However, CIW's and SCC's performance was far below that of the other prisons.

Key Statistics	
• Component Average:	86%
• Top Two Average:	100%
• Range of Scores:	100%-55%
• Variation:	45%
• Number of Prisons with:	
High Adherence	9
Moderate Adherence	2
Low Adherence	6

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



This component includes five questions.

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

None.

## Medical Component: Other Services Profile

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

- |                    |   |
|--------------------|---|
| Question<br>15.059 | All eight prisons that offered therapeutic diets properly provided them to inmates. Each of the eight prisons scored 100 percent on this question.  |
| Question<br>15.134 | This question determines if the institutions properly responded to all active cases of tuberculosis (TB) in the last six months. Only one case of active TB was identified in the 17 inspections. SAC properly responded to this active TB case resulting in a 100 percent score for this question. |
| Question<br>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 99 percent.   |

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

# Medical Component: Inmate Hunger Strikes Profile

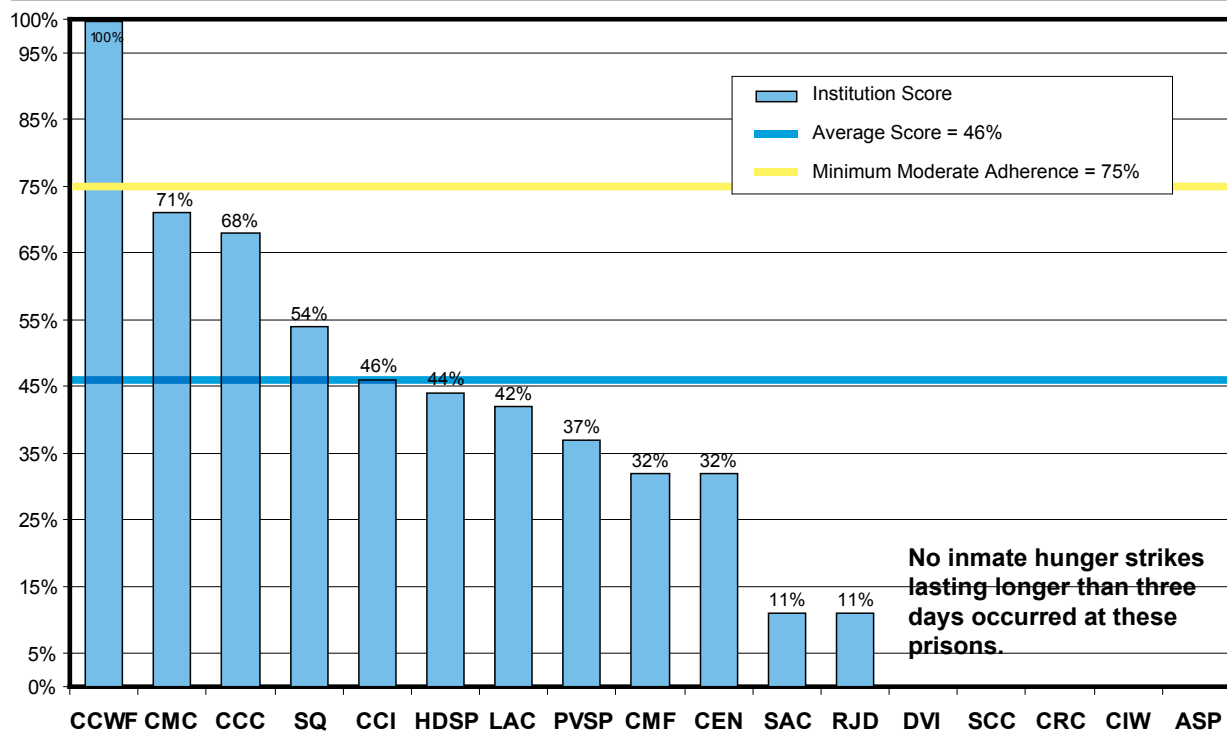
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**Component Definition:** *The Inmate Hunger Strikes component examines medical staff members' monitoring of inmates participating in hunger strikes lasting more than three days.*

**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 46 percent was the second lowest of all 20 component areas we inspected. Eleven of the 12 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, 21 percentage points lower than that of any other prison.

<b>Key Statistics</b>	
• Component Average: ....	46%
• Top Two Average: .....	86%
• Range of Scores: 100%-11%	
• Variation: .....	89%
• Number of Prisons with:	
High Adherence .....	1
Moderate Adherence .....	0
Low Adherence .....	11

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



This component includes three questions.

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

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 39 percent. Five prisons received zero percent.

## Medical Component: Inmate Hunger Strikes Profile

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- 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 44 percent. Five prisons scored zero percent.
- Questions 11.097 Registered nurses did not always: conduct timely face-to-face triages; document the inmates' reasons for the hunger strike; and, record the inmates' weight, vital signs, and physical condition. The average score for this question was only 54 percent. PVSP, CCI, and CCC 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: Chemical Agent Contraindications Profile

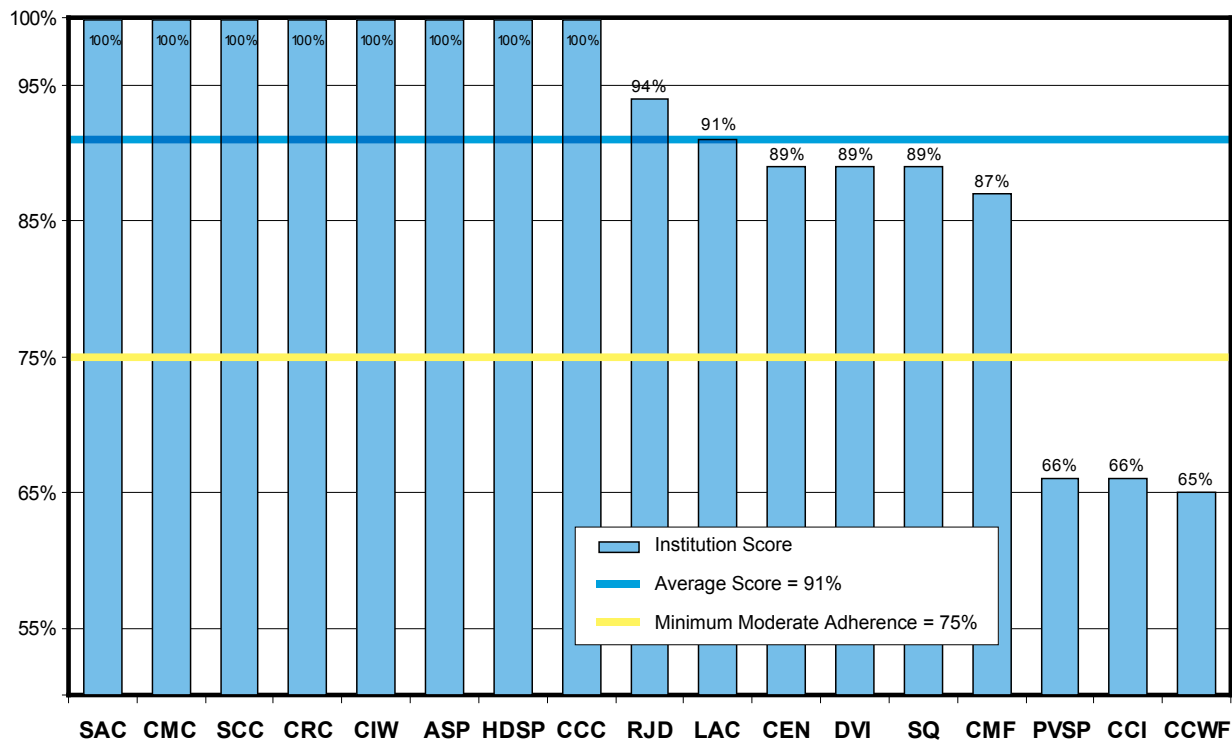
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**Component Definition:** The Chemical Agent Contraindications component addresses the prison's process for handling inmates who may be predisposed to an adverse outcome from calculated uses of force (cell extractions) involving Oleoresin Capsicum (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 91 percent average score is the second highest achieved in the 20 component areas. Fourteen prisons not only scored above the 75 percent minimum score for moderate adherence to policies and procedures, but they also exceeded the 86 percent minimum score for high adherence. However, PVSP, CCI, and CCWF scored far below the other prisons. These three prisons routinely failed to document important procedures.

Key Statistics	
• Component Average:	.... 91%
• Top Two Average:	..... 100%
• Range of Scores:	100%-65%
• Variation:	..... 35%
• Number of Prisons with:	
High Adherence	..... 14
Moderate Adherence	..... 0
Low Adherence	..... 3

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



This component includes two questions.

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

None.

## Medical Component: Chemical Agent Contraindications Profile

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

- |                    |  |
|--------------------|--|
| Question<br>12.064 | Prisons normally recorded how they decontaminated inmates and followed decontamination policy. The average score for this question was 94 percent.   |
| Question<br>12.062 | The prisons generally 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 88 percent. |

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

# Medical Component: Staffing Levels and Training Profile

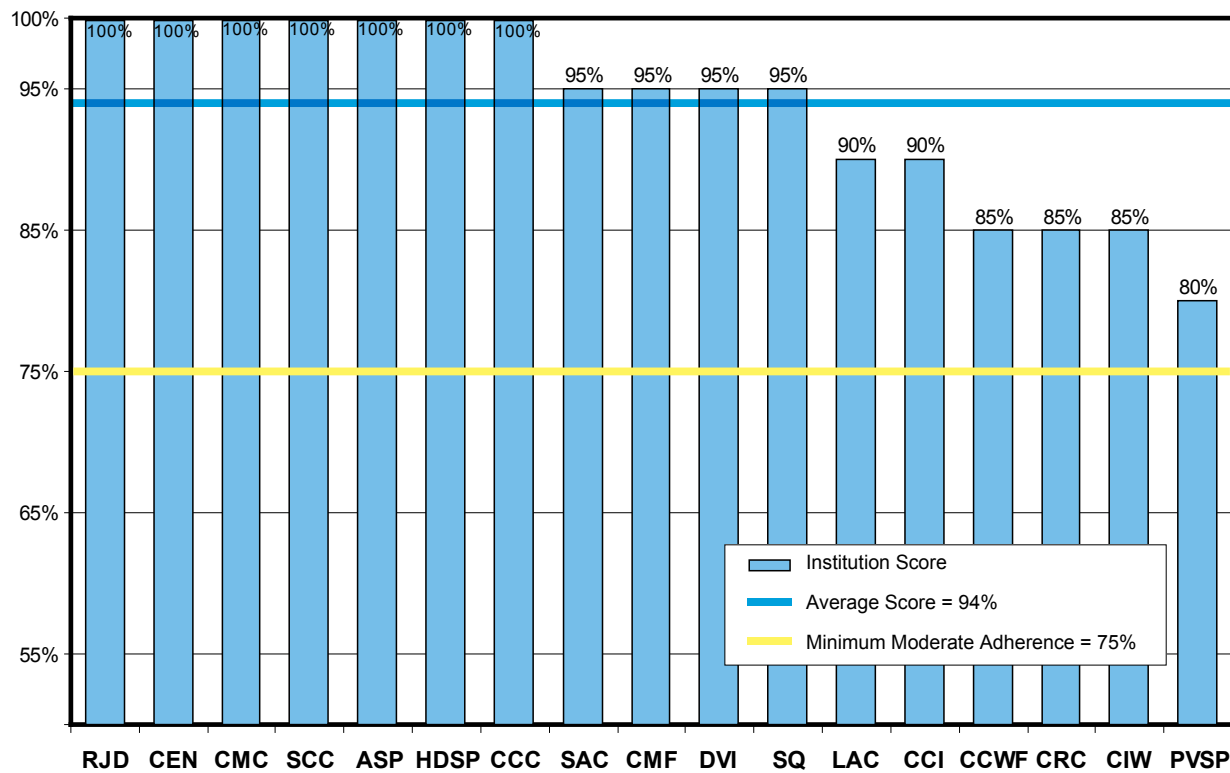
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**Component Definition:** The Staffing Levels and Training component examines the prison's medical staffing levels and training provided.

**Results in Brief:** The 94 percent average score for this component was the highest of all 20 component areas. All 17 prisons' scores exceeded the 75 percent minimum score for moderate adherence to policies and procedures, and the scores of 13 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.

Key Statistics	
• Component Average: ....	94%
• Top Two Average: .....	100%
• Range of Scores: 100%-80%	
• Variation: .....	20%
• Number of Prisons with:	
High Adherence .....	13
Moderate Adherence .....	4
Low Adherence .....	0

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



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.



## Medical Component: Staffing Levels and Training Profile

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### *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 17 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 17 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 17 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 17 prisons on the following pages.*

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

The 17 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 9 percent, and nine 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 licensed medical classifications: management, primary care providers, supervisors, and rank and file nursing. 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 5 combines the data from the four medical classifications and summarizes each of the 17 prisons' reported staffing levels and vacancy rates. Table 5 shows that the vacancy rates ranged from a low of zero percent at SAC to a high of 29 percent at PVSP. Six prisons had vacancy rates of 5 percent or less, and the other 11 had vacancy rates of 6 percent or more. Of this latter group, nine had double-digit vacancy rates. (While not shown on Table 5, the average vacancy rate of the 17 prisons was 9 percent.)

PVSP and CCI, the prisons with the two highest vacancy rates, had among the lowest overall inspection scores, with 65 percent and 64 percent respectively. 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, with its 11 percent vacancy rate, had the second highest overall score (76 percent) of the 17 prisons.

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 5, some prisons relied extensively on private registries. Four 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
CCI	87.0	17.7	104.7	17%	12.0	48
HDSP	80.3	10.7	91.0	12%	10.0	4
CEN	68.0	9.0	77.0	12%	5.0	9
CMC	183.0	23.8	206.8	12%	30.0	30
SCC	52.6	6.8	59.4	11%	1.0	18
CCC	58.8	7.5	66.3	11%	8.0	3
SQ	115.0	13.8	128.8	11%	12.0	38
CRC	68.6	8.0	76.6	10%	0	26
RJD	128.6	11.1	139.7	8%	39.0	2
ASP	109.0	7.0	116.0	6%	13.0	31
LAC	106.9	5.6	112.4	5%	12.0	20
DVI	109.5	5.0	114.5	4%	5.0	12
CIW	79.5	3.6	83.1	4%	5.5	32
CCWF	107.1	2.5	109.6	2%	9.0	47
CMF	229.0	5.0	234.0	2%	27.0	25
SAC	84.5	0	84.5	0%	11.0	49

\* This table summarizes numbers previously published in the medical inspection reports for individual institutions. 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. CCI, with a vacancy rate second only to that of PVSP, is similarly situated. By way of contrast, SAC, with its zero percent vacancy rate, is located near a larger urban area. CMF, with the second lowest vacancy rate, is adjacent to both the Bay Area and the greater Sacramento area.

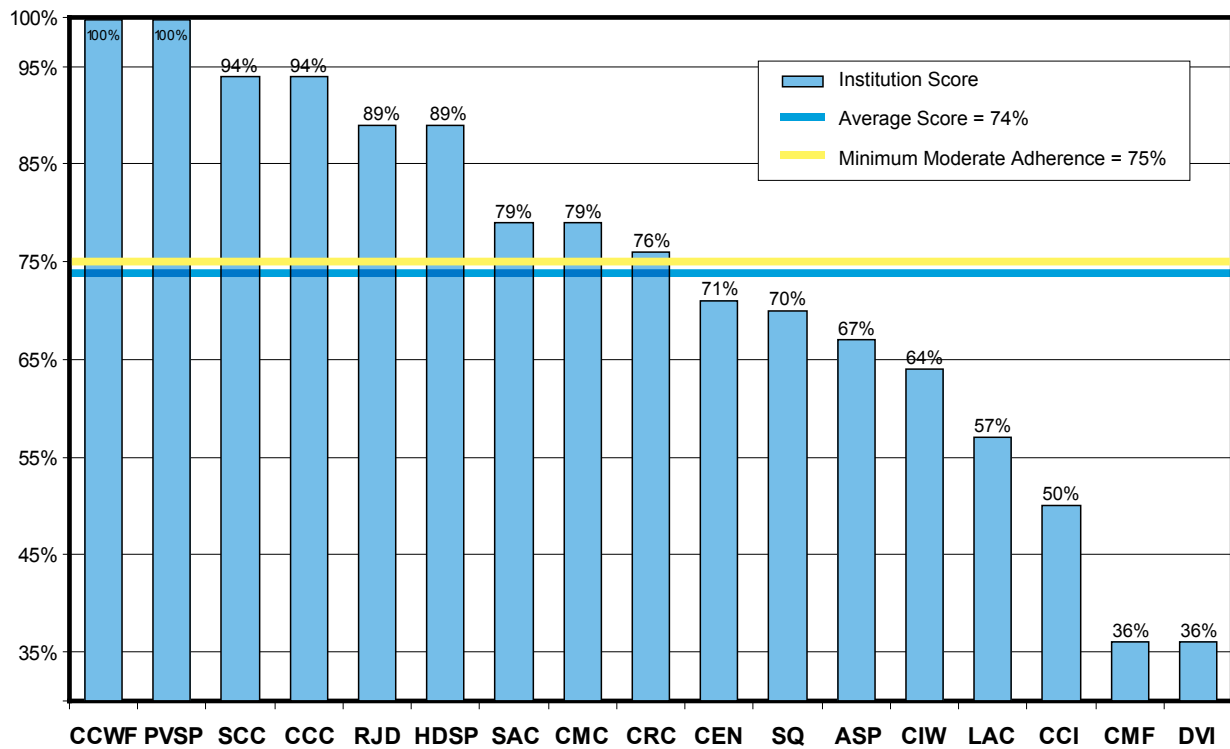
# Medical Component: Nursing Policy Profile

**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 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 nine prisons exceeding the 75 percent minimum score for moderate adherence to policies and procedures. CCWF and PVSP performed very well. On the other hand, DVI and CMF performed the worst, scoring only 36 percent.

Key Statistics	
• Component Average: .....	74%
• Top Two Average: .....	100%
• Range of Scores: .....	100%-36%
• Variation: .....	64%
• Number of Prisons with:	
High Adherence .....	6
Moderate Adherence .....	3
Low Adherence .....	8

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



This component includes three questions.

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

Question 16.254 Many of the prisons’ supervising registered nurses did not conduct periodic reviews of nursing staff performance. The average score for this question was only 53 percent. Five prisons scored zero percent.

## Medical Component: Nursing Policy Profile

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

Question 16.154	All 17 prisons scored 100 percent on this question, which asks if the prison has written nursing policies and procedures that adhere to CDCR's guidelines.
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*See Appendix C-20 for detailed information on questions and scores for this component.*

## General Medical Categories

After sorting the data from 100 key questions into five general medical categories recommended by our lead physician, we found significant problems in the categories of medication management and access to providers and services. The average score in medication management was only 58 percent 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 CMF, with a score of 84 percent, had a score that exceeded 69 percent. The average score for access to providers and services was only 60 percent. 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 74 percent down to 45 percent. In the remaining three categories, only nurse responsibilities, with an average score of 80 percent, exceeded the 75 percent minimum score for moderate adherence to policies and procedures. However, continuity of care and primary care provider responsibilities were close, with average scores of 74 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 166 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>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>Primary Care Provider Responsibilities</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>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	Continuity of Care	Primary Care Provider Responsibilities	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		√		√	√

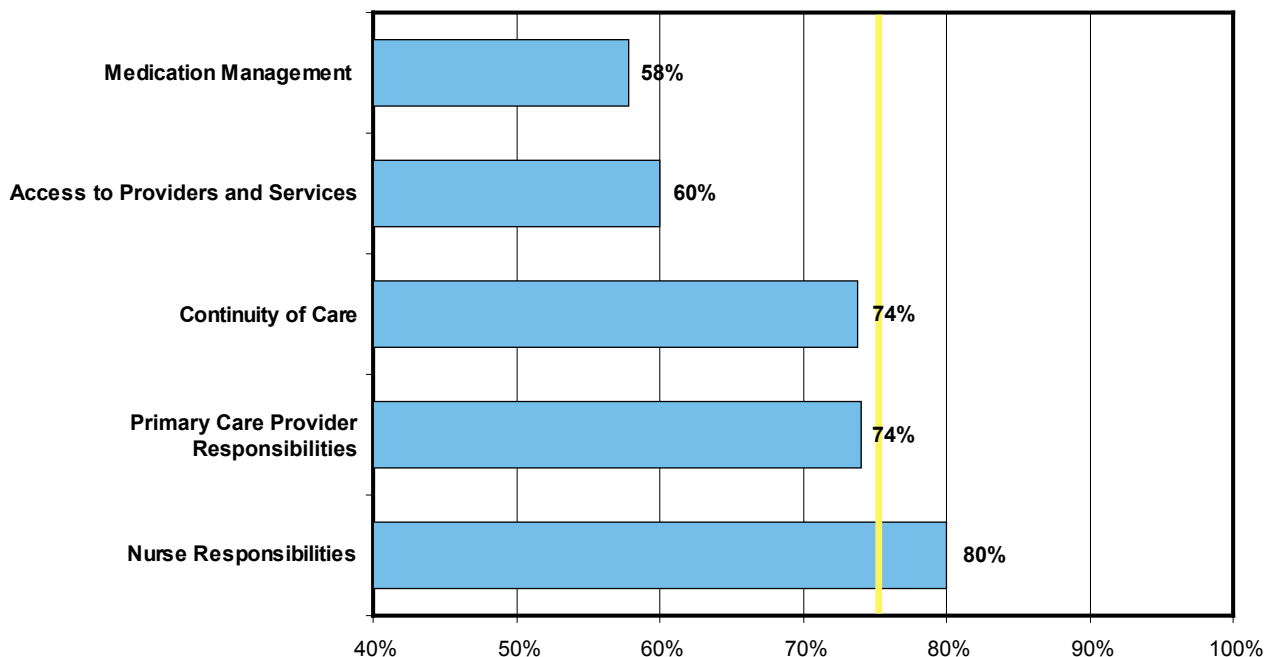


## Category Analysis

*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 58 percent in medication management to a high of 80 percent in nurse responsibilities. Our analysis clearly demonstrates that prisons' performances in medication management and access to providers and services merit the Receiver's attention, as the 17 prisons' average scores of 58 percent and 60 percent, respectively, are far below the 75 percent minimum score for moderate adherence to policies and procedures. More encouragingly, in nurse responsibilities the prisons exceeded the minimum score for moderate adherence with an average score of 80 percent, while they were close to the minimum score for moderate adherence in the remaining two categories. In continuity of care and primary care provider responsibilities they averaged 74 percent.

In the following sections, we provide a more in-depth analysis of the 17 prisons' performances in each of the five medical categories.

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



## Medical Category: Medication Management

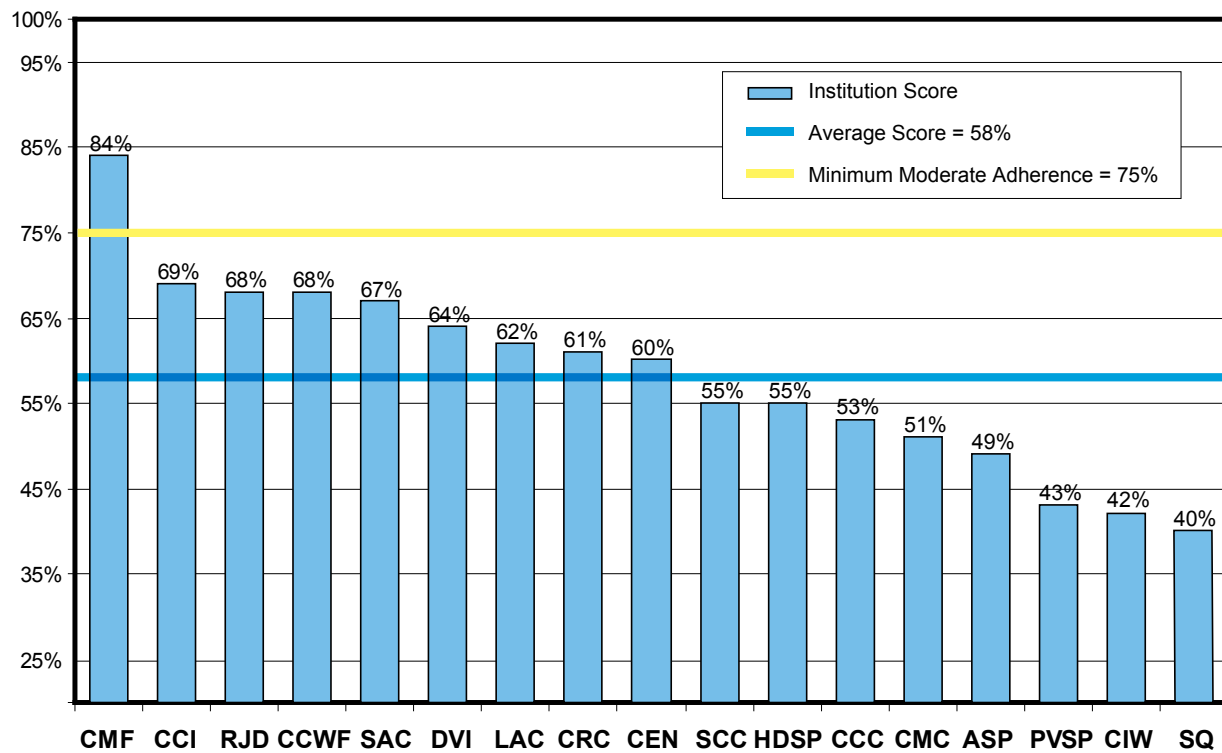
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The medication management category evaluates the timely delivery of medications to inmates and certain elements of medication administration. These elements include the availability of medications, maintenance of medications, and the screening of new 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 17 prisons' average score for medication management was only 58 percent. This is the lowest average score within any of the five general medical categories, and it clearly indicates that medication management is weak. Only CMF, with a score of 84 percent, scored higher than 69 percent. Particularly troubling is that eight of the prisons scored 55 percent or less.

The prisons performed especially poorly in medication delivery. They had an average score of only 34 percent. Sixteen of the 17 prisons scored 53 percent or less, and ten of them scored from 32 percent down to 8 percent. CMF's score of 84 percent was the only one to exceed the 75 percent minimum score for moderate adherence. The prisons' very low scores in delivering

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



## Medical Category: Medication Management

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medications to inmates offset the 91 percent average score they achieved on the other nine, less heavily weighted questions in medication management.

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 prisons' administering of Isoniazid, a drug prescribed to treat latent or active tuberculosis, we found that in 73 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 44 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 sick call medications (new orders) to inmates
- Providing chronic care medications and following policies when inmates refuse their medications
- Delivering medications to inmates within one day of arrival at the prison
- Providing medications to inmates upon discharge from an outside hospital
- Delivering tuberculosis medications to inmates and ensuring they take them

These five areas pertain to the basic delivery of medications to inmates. As suggested by the poor 34 percent average score achieved by the 17 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

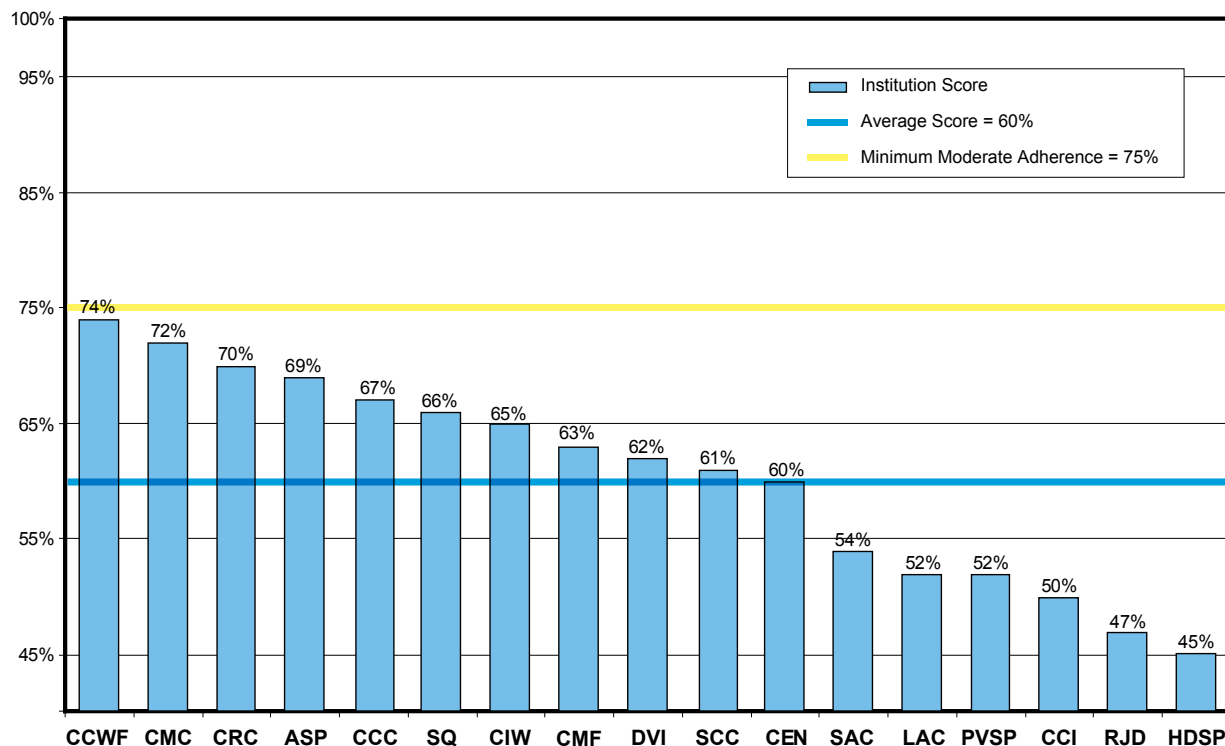
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The access to providers and services category assesses the prisons' effectiveness in ensuring that inmates are seen by primary care providers or provided services for routine, urgent, and emergency medical needs according to timelines set by CDCR policy. 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 17 prisons' average score for access to providers and services was only 60 percent. This is the second lowest average score within the five general medical categories. With scores ranging from a high of 74 percent down to 45 percent, prisons are deficient in providing inmates timely access to the primary care providers and medical services they need. Only three prisons had scores of 70 percent or more, but none of them exceeded the 75 percent minimum score for moderate adherence to policies and procedures. HDSP, with a score of 45 percent, was the worst performer.

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

Chart 25: Access to Providers and Services Scores by Institution, Sorted Highest to Lowest Score.



# Medical Category: Access to Providers and Services

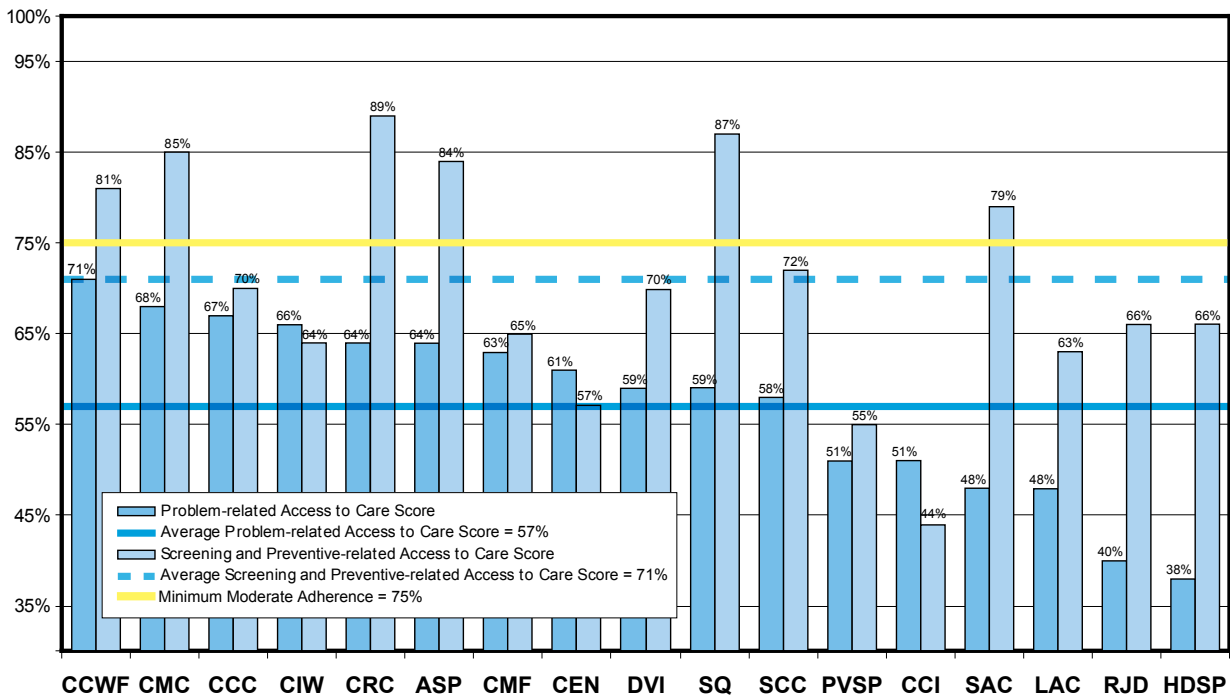
or applied to a specific medical problem identified for an inmate, and those that related or applied to various screening and preventive health processes.

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 57 percent. In contrast, the average access to providers and services score for screening and preventive-related procedures was 71 percent. 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.

Chart 26: Problem-related and Screening and Preventive-related Access to Providers and Services Scores by Institution, Sorted by Highest Problem-related Score to Lowest Problem-related Score



## Medical Category: Access to Providers and Services

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With scores ranging from 71 percent down to 38 percent, all prisons failed to meet 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 significantly 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: Continuity of Care

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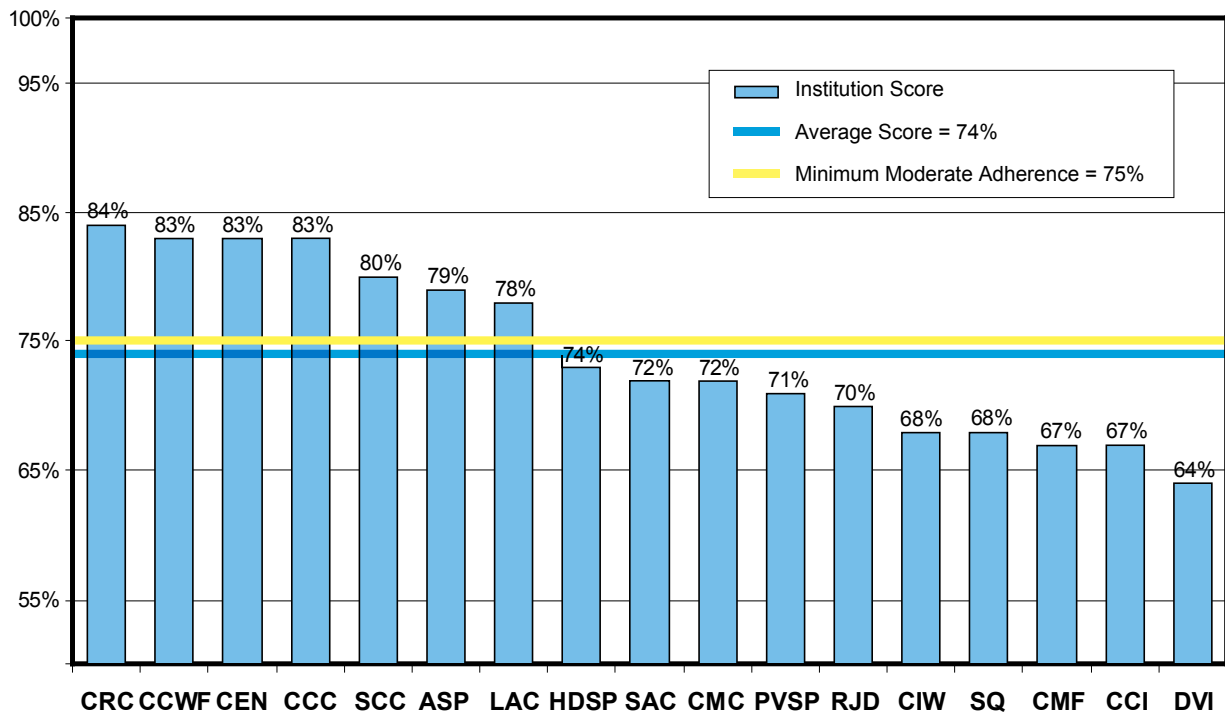
The continuity of care category evaluates whether or not inmates continue to receive prescribed medical care when they move within a prison, move between prisons, or return to prison from receiving specialty services or from being hospitalized. To develop our analysis, we used 19 questions from the following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

***Most prisons must improve the continuity of care they provide inmates to achieve moderate adherence to policies and procedures.*** As shown in Chart 27, the 17 prisons' average score for continuity of care was 74 percent. While still below the 75 percent minimum score for moderate adherence, this score ties that of primary care provider responsibilities as the second highest average score in the five general medical categories. The 74 percent average score indicates that the prisons generally need to improve the continuity of their services if they are to achieve moderate adherence with medical policies and procedures. Seven prisons exceeded the 75 percent minimum score for moderate adherence.

Prisons failed to achieve moderate adherence in the continuity of care category partly as the result of these problems:

- Failing to transmit accurate health care information on transferring inmates who need specialty services.

Chart 27: Continuity of Care Scores by Institution, Sorted Highest to Lowest Score



## Medical Category: Continuity of Care

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



## Medical Category: Primary Care Provider Responsibilities

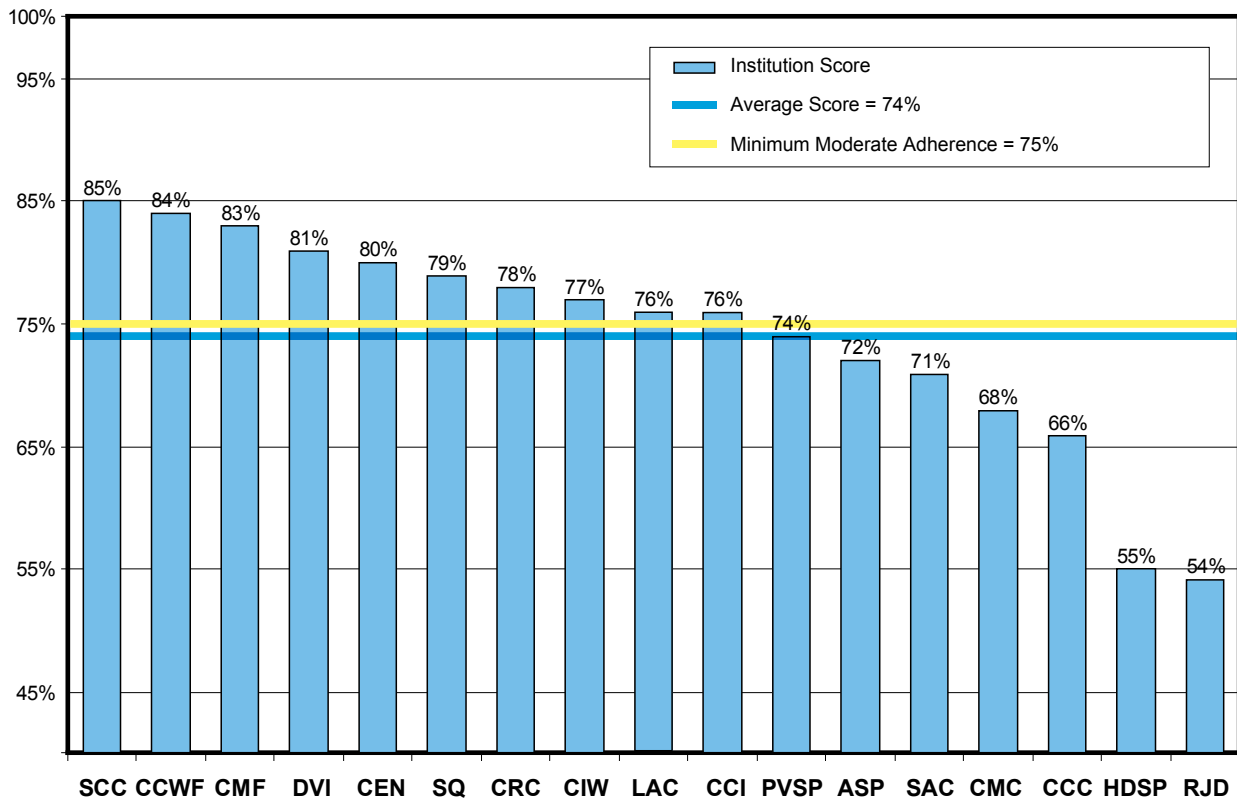
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The primary care provider responsibilities category assesses how well the prisons' physicians, nurse practitioners, and physician assistants perform their duties and whether processes related to providing clinical care are consistent with policy. To 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 28, the 17 prisons' average score for primary care provider

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



<sup>6</sup> In performing our inspections, judgment questions are answered by physician inspectors. When a physician inspector takes exception to the judgment 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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responsibilities was 74 percent. This score ties that of continuity of care as the second highest average score in the five general medical categories. The 74 percent average score does not meet the 75 percent minimum score for moderate adherence to policies and procedures. However, ten prisons' scores met or exceeded the 75 percent minimum score for moderate adherence, with SCC's 85 percent the highest score. HDSP's score of 55 percent and RJD's score of 54 percent stand out as exceptionally low.

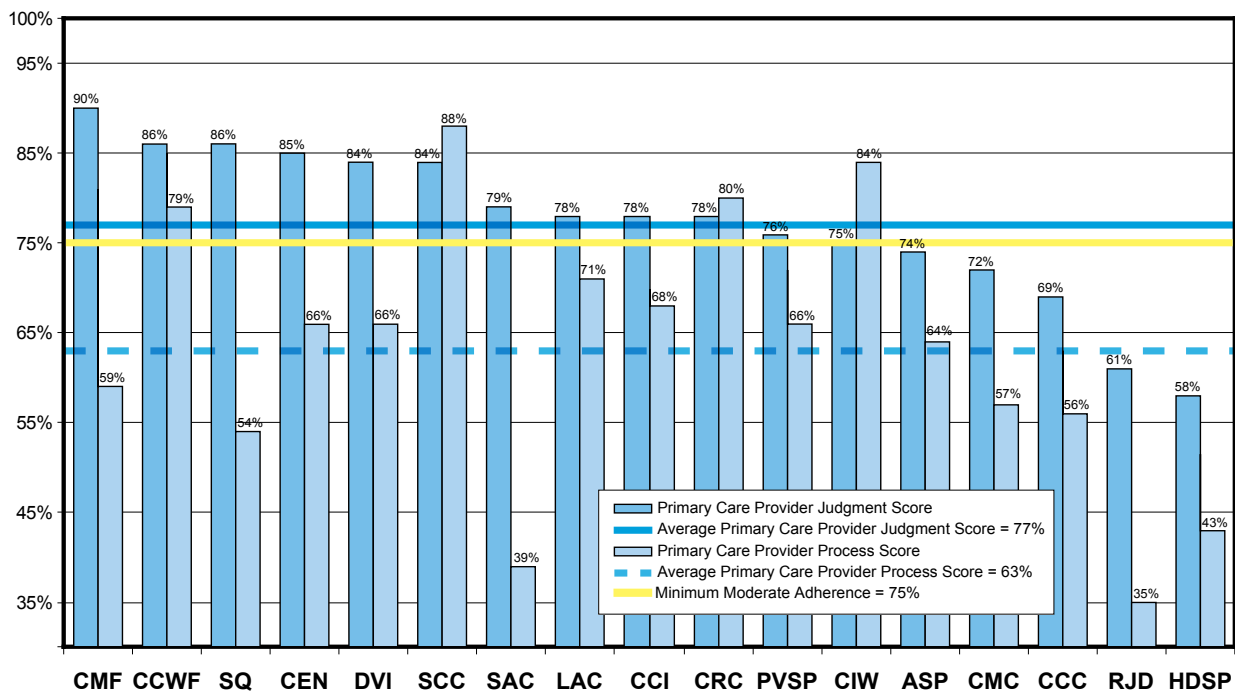
The lower-performing prisons' scores are driven largely by poor performance in response to questions in the chronic care component, which represents 61 percent of the total point value for primary care provider responsibilities.

### 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 29 and analyzed the results of the judgment questions exclusively.

**Judgment functioned far better than process.** As shown in Chart 29, the 17 prisons' average score on judgment questions was 77 percent, a score that by itself meets the 75 percent minimum score for moderate adherence. However, the prisons' performance on the process questions reduced the category score three percentage points to the 74 percent score achieved

Chart 29: Primary Care Provider Judgment Scores by Institution, Sorted Highest to Lowest Score



## Medical Category: Primary Care Provider Responsibilities

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using both types of questions. The average score on the process questions was only 63 percent. The larger number and heavier weight of the judgment questions kept the category score from falling more than it did. On judgment questions, 12 prisons had scores that met or exceeded the 75 percent minimum score for moderate adherence.

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

## Medical Category: Nurse Responsibilities

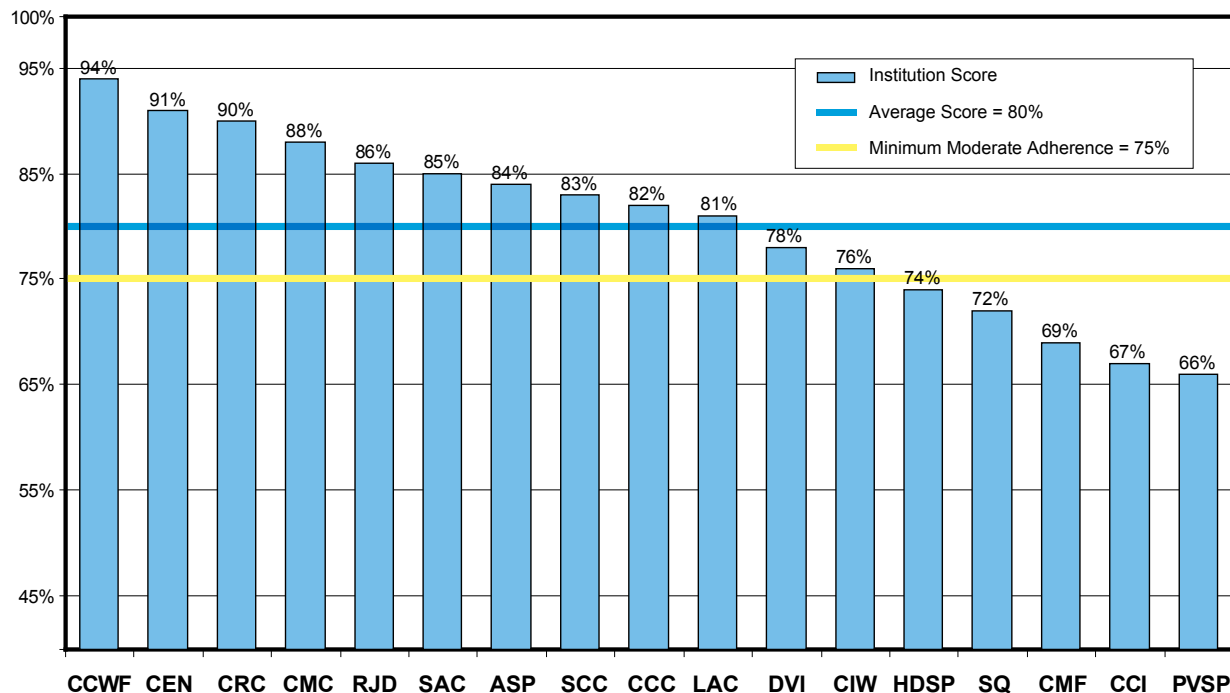
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The nurse responsibilities category evaluates how well the prisons' registered nurses and licensed vocational nurses perform their duties and whether processes related to providing nursing care are consistent with policy. To develop our analysis, we 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 17 prisons' average score for nurse responsibilities was 80 percent. This average score is the highest average score within the five general medical categories and it is the only score to exceed the 75 percent minimum

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



<sup>7</sup> In performing our inspections, judgment questions are answered by registered nurse inspectors. When a registered nurse inspector takes exception to the judgment 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

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score for moderate adherence. Twelve of the 17 prisons exceeded the 75 percent minimum score for moderate adherence, with five of them achieving high adherence scores of 86 percent or more. CCWF's score of 94 percent was the highest.

### **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 negligible.* The 17 prisons' average score on the judgment questions was 80 percent, which is the same as the average score achieved using both types of questions. The average score for process questions was 81 percent, meaning that there was only a one percentage point gap between the average scores for the two types of questions. All three scores fall in the middle of the moderate adherence range. Therefore, we conclude that the impact of the nurse judgment questions was negligible.

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

## Conclusion

The results of our first 17 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 two of the 17 prisons' overall weighted scores exceeded 75 percent, the Receiver's minimum score for moderate adherence to medical policies and procedures. At 76 and 78 percent, those scores barely achieved the minimum.
- In the 20 component areas of our inspection program, prisons scored particularly poorly in preventive services. The average score was only 37 percent, and we found very low scores in tuberculosis treatment, which affects the health of inmates and staff alike. Further, as evidenced by the average score of 46 percent, the prisons performed quite poorly in monitoring inmates on hunger strikes lasting longer than three days. The prisons also scored poorly in providing access to health care information on inmates. The average score was only 59 percent, and none of the prisons kept inmates' medical records updated with recently filed documents. Specialty services had an average score of only 60 percent. Within this component, we found consistent problems with granting inmates timely access to specialty services and in providing prompt follow-up related to those services.
- Notwithstanding the problems cited above, the prisons performed well in several components. Their average scores were 86 percent or higher in five components, indicating high adherence with medical policies and procedures. The 94 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 91 percent score in chemical agent contraindications and the 90 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 60 questions. However, the prisons scored consistently poorly on 42 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 58 percent because the prisons scored only 34 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 60 percent. In contrast, nurse responsibilities had an average score of 80 percent, making it the only general medical category to exceed the 75 percent minimum score for moderate adherence. However, the continuity of care and primary care provider responsibilities categories, with average scores of 74 percent came close to the 75 percent 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.

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# APPENDIX PREFACE

This report contains the following four appendices:

Appendix A: The definitions of the 20 components we use in our medical inspection program.

Appendix B: A synopsis of each prison's scores on the 20 components in our medical inspection program.

Appendix C: The text of each question in the 20 components and the 17 prisons' scores for 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 17-prison average score for each question and each prison's total score for each component.

Appendix D: The text of each question in the five medical categories and the 17 prisons' scores for 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 17-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, seven of the 17 prisons did not have outpatient housing units. Therefore, the ten questions in the outpatient housing unit component would not apply to these seven 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 one of the 17 prisons had discovered an active case of tuberculosis in the six months preceding the inspection, only that prison 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. Further, totals may not sum due to this rounding.

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## APPENDIX A: Component Definitions

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**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 anticoagulation therapy and the following chronic care conditions: asthma, 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. This component is 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>1</sup> This component also evaluates whether the placement provided the inmate with adequate care and whether the physician's plan addressed the placement diagnosis.

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<sup>1</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 A: Component Definitions

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***Internal reviews:*** 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.

***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 passes (slips of paper the inmate 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 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.

APPENDIX B: Prisons' Scores by Component

PRISONS' SCORES BY COMPONENT

Medical Component	CCWF	SCC	CEN	CRC	CCC	DVI	CMF	LAC	CMC	ASP	CIW	SQ	RJD	SAC	PVSP	CCI	HDSP	Average Score	Range	
Chronic Care	73%	75%	81%	67%	46%	74%	84%	70%	57%	59%	70%	65%	49%	63%	57%	62%	45%	64%	39%	
Clinical Services	74%	71%	80%	70%	66%	73%	87%	66%	74%	64%	62%	47%	67%	67%	47%	57%	51%	66%	40%	
Health Screening	84%	61%	78%	74%	81%	74%	87%	69%	73%	81%	70%	77%	68%	76%	67%	78%	72%	75%	26%	
Specialty Services	53%	73%	60%	59%	71%	53%	43%	70%	63%	74%	63%	58%	62%	47%	61%	57%	53%	60%	31%	
Urgent Services	89%	89%	80%	81%	84%	78%	79%	80%	84%	70%	75%	63%	73%	83%	81%	83%	72%	79%	26%	
Emergency Services	80%	76%	77%	73%	90%	71%	72%	84%	86%	78%	80%	78%	90%	48%	83%	78%	72%	77%	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	61%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	61%	N/A
Diagnostic Services	84%	86%	74%	59%	71%	74%	72%	54%	70%	87%	71%	69%	64%	68%	65%	60%	43%	69%	44%	
Access to Health Care Information	54%	82%	82%	78%	78%	59%	59%	73%	39%	20%	59%	54%	44%	39%	63%	55%	59%	59%	62%	
Outpatient Housing Unit	N/A	75%	N/A	75%	82%	83%	86%	N/A	N/A	71%	63%	83%	N/A	76%	N/A	73%	N/A	77%	23%	
Internal Reviews	98%	60%	61%	91%	86%	93%	69%	73%	70%	66%	95%	69%	100%	70%	71%	60%	63%	76%	40%	
Inmate Transfers	100%	95%	100%	100%	93%	79%	50%	100%	94%	100%	80%	100%	90%	75%	76%	43%	100%	86%	57%	
Clinic Operations	86%	88%	82%	86%	97%	88%	83%	90%	85%	94%	98%	100%	95%	91%	93%	91%	91%	90%	18%	
Preventive Services	59%	28%	19%	82%	37%	22%	44%	20%	53%	60%	33%	49%	24%	32%	27%	7%	24%	37%	75%	
Pharmacy Services	92%	91%	58%	79%	69%	92%	76%	100%	91%	92%	95%	86%	93%	75%	72%	79%	100%	85%	42%	
Other Services	100%	55%	100%	70%	100%	100%	100%	100%	91%	70%	57%	85%	100%	91%	70%	85%	73%	86%	45%	
Inmate Hunger Strikes	100%	N/A	32%	N/A	68%	N/A	32%	42%	71%	N/A	N/A	54%	11%	11%	37%	46%	44%	46%	89%	
Chemical Agent Contraindications	65%	100%	89%	100%	100%	89%	87%	91%	100%	100%	100%	89%	94%	100%	66%	66%	100%	91%	35%	
Staffing Levels and Training	85%	100%	100%	85%	100%	95%	95%	90%	100%	100%	85%	95%	100%	95%	80%	90%	100%	94%	20%	
Nursing Policy	100%	94%	71%	76%	94%	36%	36%	57%	79%	67%	64%	70%	89%	79%	100%	50%	89%	74%	64%	
Institutional Average	78%	76%	74%	74%	73%	73%	72%	72%	71%	70%	70%	68%	68%	65%	65%	64%	62%	70%	16%	

high adherence moderate adherence low adherence

APPENDIX C-1: Component Questions and Scores - Chronic Care

COMPONENT QUESTIONS: Chronic Care

03.076	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?
03.077	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?
03.082	Did the institution document that it provided the inmate with health care education?
03.175	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?
03.235	Is the clinical history adequate?
03.236	Is the focused clinical examination adequate?
03.237	Is the assessment adequate?
03.238	Is the plan adequate and consistent with the degree of control based on the chronic care program intervention and follow up requirements?
03.262	Is the inmate's Problem List complete and filed accurately in the inmate's unit health record (UHR)?

COMPONENT SCORES: Chronic Care

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
03.076	Possible Points 10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	170
	Received Points 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	8.4	5.6	123.1
	<b>Score</b> 88%	<b>87%</b>	<b>48%</b>	<b>95%</b>	<b>56%</b>	<b>90%</b>	<b>76%</b>	<b>60%</b>	<b>64%</b>	<b>72%</b>	<b>68%</b>	<b>96%</b>	<b>75%</b>	<b>72%</b>	<b>44%</b>	<b>84%</b>	<b>56%</b>	<b>72%</b>
03.077	Possible Points 10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	170
	Received Points 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	7.2	2.8	98.7
	<b>Score</b> 4%	<b>91%</b>	<b>46%</b>	<b>74%</b>	<b>78%</b>	<b>85%</b>	<b>52%</b>	<b>85%</b>	<b>76%</b>	<b>24%</b>	<b>52%</b>	<b>60%</b>	<b>72%</b>	<b>60%</b>	<b>28%</b>	<b>72%</b>	<b>28%</b>	<b>58%</b>

APPENDIX C-1

COMPONENT SCORES: Chronic Care, continued

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	OMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score	
03.082	Possible Points	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	204
	Received Points	7.7	6.2	9	6	12	5.8	10.8	11.5	7.2	9.6	11.5	10.6	5.3	9.1	1.4	6.2	138.8	
	<b>Score</b>	<b>64%</b>	<b>52%</b>	<b>75%</b>	<b>50%</b>	<b>100%</b>	<b>48%</b>	<b>90%</b>	<b>96%</b>	<b>60%</b>	<b>80%</b>	<b>96%</b>	<b>88%</b>	<b>44%</b>	<b>76%</b>	<b>12%</b>	<b>52%</b>	<b>68%</b>	
03.175	Possible Points	18	18	18	18	18	18	18	18	18	18	18	18	18	18	18	18	18	306
	Received Points	8.3	13.9	9	11.6	7.2	0.8	5.6	5.3	0.8	8.6	3.6	0.8	3.3	1.4	1.4	3.1	94.6	
	<b>Score</b>	<b>46%</b>	<b>77%</b>	<b>55%</b>	<b>65%</b>	<b>40%</b>	<b>4%</b>	<b>31%</b>	<b>29%</b>	<b>4%</b>	<b>48%</b>	<b>20%</b>	<b>4%</b>	<b>18%</b>	<b>8%</b>	<b>8%</b>	<b>17%</b>	<b>31%</b>	
03.235	Possible Points	18	18	18	18	18	18	18	18	18	18	18	18	18	18	18	18	18	306
	Received Points	10.8	13.3	12.6	12	12.6	8.6	11.7	11.5	7.9	10.8	5.8	12.2	8.6	5.8	12.2	7.9	170.8	
	<b>Score</b>	<b>60%</b>	<b>74%</b>	<b>70%</b>	<b>67%</b>	<b>70%</b>	<b>48%</b>	<b>65%</b>	<b>64%</b>	<b>44%</b>	<b>60%</b>	<b>32%</b>	<b>68%</b>	<b>48%</b>	<b>32%</b>	<b>68%</b>	<b>44%</b>	<b>56%</b>	
03.236	Possible Points	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	323
	Received Points	16.2	18.2	15.2	13.7	13.3	12.2	17.1	15.8	13.7	14.4	13.7	15.2	12.9	9.1	14.4	11.4	240.9	
	<b>Score</b>	<b>85%</b>	<b>96%</b>	<b>80%</b>	<b>72%</b>	<b>70%</b>	<b>64%</b>	<b>90%</b>	<b>83%</b>	<b>72%</b>	<b>76%</b>	<b>72%</b>	<b>80%</b>	<b>68%</b>	<b>48%</b>	<b>76%</b>	<b>60%</b>	<b>75%</b>	
03.237	Possible Points	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	323
	Received Points	13.9	17.2	7.6	16.6	16	13.7	16	14.3	12	8.4	16.4	16.4	13.5	11.2	17.4	9	238.6	
	<b>Score</b>	<b>73%</b>	<b>91%</b>	<b>40%</b>	<b>88%</b>	<b>84%</b>	<b>72%</b>	<b>84%</b>	<b>75%</b>	<b>63%</b>	<b>44%</b>	<b>86%</b>	<b>86%</b>	<b>71%</b>	<b>59%</b>	<b>92%</b>	<b>47%</b>	<b>74%</b>	
03.238	Possible Points	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	323
	Received Points	11	18.1	9.5	17.7	17.9	15.6	16.9	18.2	16.8	13.6	16.2	16.3	14	10.9	17.4	10	257.1	
	<b>Score</b>	<b>58%</b>	<b>95%</b>	<b>50%</b>	<b>93%</b>	<b>94%</b>	<b>82%</b>	<b>89%</b>	<b>96%</b>	<b>88%</b>	<b>71%</b>	<b>85%</b>	<b>86%</b>	<b>74%</b>	<b>57%</b>	<b>92%</b>	<b>53%</b>	<b>80%</b>	
03.262	Possible Points	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	136
	Received Points	6.4	3.8	2.2	6.7	0.8	6.7	7.2	2.6	7.7	4.8	6.4	6.4	8	5.1	6.1	4.8	93.7	
	<b>Score</b>	<b>80%</b>	<b>48%</b>	<b>28%</b>	<b>83%</b>	<b>10%</b>	<b>84%</b>	<b>90%</b>	<b>32%</b>	<b>96%</b>	<b>60%</b>	<b>80%</b>	<b>80%</b>	<b>100%</b>	<b>64%</b>	<b>76%</b>	<b>60%</b>	<b>69%</b>	
	Total Possible Points	133	133	133	133	133	133	133	133	133	133	133	133	133	133	133	133	2261	
	Total Received Points	83.4	111.1	64.9	97.7	97.3	76.2	99.8	93.2	75.7	82.2	89.2	92.6	78.8	59.8	85.9	60.8	1456.2	
	<b>Total Score</b>	<b>63%</b>	<b>84%</b>	<b>49%</b>	<b>74%</b>	<b>73%</b>	<b>57%</b>	<b>75%</b>	<b>70%</b>	<b>57%</b>	<b>62%</b>	<b>67%</b>	<b>70%</b>	<b>59%</b>	<b>45%</b>	<b>65%</b>	<b>46%</b>	<b>64%</b>	

COMPONENT QUESTIONS: Clinical Services

01.024	RN FTF Documentation: Did the inmate's request for health care get reviewed the same day it was received?
01.025	RN FTF Documentation: Did the RN complete the face-to-face (FTF) triage within one (1) business day after the Form 7362 was reviewed?
01.027	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
01.124	Sick Call Medication: Did the institution administer or deliver prescription medications (new orders) to the inmate within specified time frames?
01.157	RN FTF Documentation: Did the RN's subjective note address the nature and history of the inmate's primary complaint?
01.158	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?
01.159	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?
01.162	RN FTF Documentation: Did the RN's plan include an adequate strategy to address the problems identified during the FTF triage?
01.163	RN FTF Documentation: Did the RN's education/instruction adequately address the problems identified during the FTF triage?
01.244	RN FTF Documentation: Did the RN's objective note include allergies, weight, current medication, and where appropriate, medication compliance?
01.246	Did documentation indicate that the RN reviewed all of the inmate's complaints listed on Form 7362 (Health Care Services Request Form)?
01.247	Sick Call Follow-up: If the provider ordered a follow-up sick call appointment, did it take place within the time frame specified?
15.234	Are clinic response bags audited daily and do they contain essential items?
21.278	For inmates seen in the TTA, was there adequate prior management of pre-existing medical conditions related to the reason for the TTA visit?



COMPONENT SCORES: Clinical Services

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
01.024	Possible Points 4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	Received Points 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	0.5	3.2	48.8
	<b>Score</b> 96%	96%	93%	87%	76%	52%	90%	30%	77%	87%	92%	45%	80%	89%	40%	11%	80%	72%
01.025	Possible Points 6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	Received Points 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	2.1	5	66.7
	<b>Score</b> 76%	84%	80%	76%	88%	88%	78%	65%	83%	33%	60%	80%	68%	26%	40%	34%	84%	67%
01.027	Possible Points 8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	136
	Received Points 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	4.4	3.6	69.6
	<b>Score</b> 29%	82%	13%	50%	79%	56%	75%	75%	35%	47%	25%	54%	71%	52%	27%	56%	46%	51%
01.124	Possible Points 6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	Received Points 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	1.3	0.9	35.7
	<b>Score</b> 22%	80%	55%	77%	33%	52%	28%	13%	33%	11%	41%	10%	28%	30%	44%	22%	14%	35%
01.157	Possible Points 7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points 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	2.2	5.5	85.5
	<b>Score</b> 92%	96%	83%	100%	83%	92%	93%	80%	59%	50%	64%	45%	54%	65%	57%	32%	79%	72%
01.158	Possible Points 6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	Received Points 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	1.6	3.5	78
	<b>Score</b> 96%	88%	79%	89%	91%	96%	83%	95%	90%	33%	68%	90%	79%	74%	61%	27%	58%	76%
01.159	Possible Points 6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	Received Points 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	3	4.7	73.6
	<b>Score</b> 91%	77%	80%	90%	67%	88%	73%	80%	55%	53%	68%	90%	76%	59%	50%	50%	79%	72%
01.162	Possible Points 7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points 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	7	6.3	112
	<b>Score</b> 92%	94%	100%	97%	96%	96%	98%	95%	100%	63%	92%	100%	96%	94%	100%	100%	90%	94%
01.163	Possible Points 5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
	Received Points 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	3.2	3.2	68
	<b>Score</b> 77%	94%	90%	93%	70%	96%	85%	90%	86%	57%	80%	95%	71%	82%	64%	64%	63%	80%

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APPENDIX C-2

COMPONENT SCORES: Clinical Services, continued

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
01.244	Possible Points	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	51
	Received Points	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	0.5	1.4	26.9
	<b>Score</b>	<b>92%</b>	<b>80%</b>	<b>93%</b>	<b>79%</b>	<b>80%</b>	<b>80%</b>	<b>50%</b>	<b>35%</b>	<b>33%</b>	<b>28%</b>	<b>5%</b>	<b>12%</b>	<b>65%</b>	<b>7%</b>	<b>18%</b>	<b>47%</b>	<b>53%</b>
01.246	Possible Points	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
	Received Points	4.6	4.6	4.3	4.8	4.8	4.4	5	4.3	3.3	3.2	4.8	4	3.8	4.3	4.5	4.5	73.7
	<b>Score</b>	<b>92%</b>	<b>92%</b>	<b>87%</b>	<b>96%</b>	<b>96%</b>	<b>88%</b>	<b>100%</b>	<b>86%</b>	<b>67%</b>	<b>64%</b>	<b>95%</b>	<b>80%</b>	<b>77%</b>	<b>87%</b>	<b>91%</b>	<b>90%</b>	<b>87%</b>
01.247	Possible Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points	1.8	5.4	1.6	4.2	4.7	4.7	0	1.4	2.5	4	6.1	3.9	4.4	3.5	3.5	4.7	63.4
	<b>Score</b>	<b>25%</b>	<b>78%</b>	<b>22%</b>	<b>60%</b>	<b>67%</b>	<b>67%</b>	<b>0%</b>	<b>20%</b>	<b>36%</b>	<b>57%</b>	<b>88%</b>	<b>56%</b>	<b>63%</b>	<b>50%</b>	<b>50%</b>	<b>67%</b>	<b>53%</b>
15.234	Possible Points	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
	Received Points	0	5	2.5	0	2.5	0	5	2.5	5	2.5	5	5	5	2.5	2.5	5	50
	<b>Score</b>	<b>0%</b>	<b>100%</b>	<b>50%</b>	<b>0%</b>	<b>50%</b>	<b>0%</b>	<b>100%</b>	<b>50%</b>	<b>100%</b>	<b>50%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>50%</b>	<b>50%</b>	<b>100%</b>	<b>59%</b>
21.278	Possible Points	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	340
	Received Points	14.5	16.7	13.3	15.7	12	16.3	16.9	16	6.7	9.1	13.3	7.3	12	8.2	8	11.1	213.1
	<b>Score</b>	<b>73%</b>	<b>83%</b>	<b>67%</b>	<b>79%</b>	<b>60%</b>	<b>81%</b>	<b>85%</b>	<b>80%</b>	<b>33%</b>	<b>46%</b>	<b>67%</b>	<b>36%</b>	<b>60%</b>	<b>41%</b>	<b>40%</b>	<b>56%</b>	<b>63%</b>
Total Possible Points	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95	95	1615
Total Received Points	63.6	82.7	63.9	69.2	70.4	70.4	67.5	62.2	44.4	54.5	66.7	58.6	61.2	48.5	44.3	62.6	1066.8	
<b>Total Score</b>	<b>67%</b>	<b>87%</b>	<b>67%</b>	<b>80%</b>	<b>73%</b>	<b>74%</b>	<b>71%</b>	<b>66%</b>	<b>47%</b>	<b>57%</b>	<b>70%</b>	<b>62%</b>	<b>64%</b>	<b>51%</b>	<b>47%</b>	<b>66%</b>	<b>66%</b>	<b>66%</b>

COMPONENT QUESTIONS: Health Screening

02.007	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?
02.014	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?
02.015	Was a review of symptoms completed if the inmate's tuberculin test was positive, and were the results reviewed by the infection control nurse?
02.016	Did the institution complete the initial health screening on the same day the inmate arrived at the institution?
02.017	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?
02.018	If, during the assessment, the RN referred the inmate to a clinician, was the inmate seen within the time frame?
02.020	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?
02.021	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?
02.022	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?
02.111	Non-reception center: Did the inmate receive medical accommodations upon arrival, if applicable?
02.128	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?
02.211	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?
02.212	Reception center history and physical: Are the "Past History" and "Past Medical History" sections of Form 7206 (History and Physical Examination) complete?
02.213	Reception center history and physical: Is the "Family and Social History" section of Form 7206 (History and Physical Examination) complete?

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COMPONENT QUESTIONS: Health Screening, *continued*

02.215	Reception center history and physical: Is the "Review Systems" section of Form 7206 (History and Physical Examination) complete?
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?
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?
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?
02.219	Reception center history and physical: Has required intake testing been ordered?

COMPONENT SCORES: Health Screening

Ref Number	SAC	CMF	RJD	OEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
02.007	7	7	7	7			7	7	7	7	7	7		7	7	7	7	98
	Possible Points	7	7	7			7	7	7	7	7	7		7	7	7	7	98
	Received Points	7	6.5	4.5	6.3		6	5.3	6.1	6.6	6.6	7		6.6	6	7	7	88.5
	<b>Score</b>	<b>100%</b>	<b>93%</b>	<b>64%</b>	<b>90%</b>		<b>85%</b>	<b>75%</b>	<b>88%</b>	<b>95%</b>	<b>95%</b>	<b>100%</b>		<b>95%</b>	<b>85%</b>	<b>100%</b>	<b>100%</b>	<b>90%</b>
02.014				7			7				7			7	7		7	42
	Possible Points			7			7				7			7	7		7	42
	Received Points			7			0				7			7	7		7	35
	<b>Score</b>			<b>100%</b>			<b>0%</b>				<b>100%</b>			<b>100%</b>	<b>100%</b>		<b>100%</b>	<b>83%</b>
02.015			7		7	7	7	7	7		7	7				7	7	77
	Possible Points		7		7	7	7	7	7		7	7				7	7	77
	Received Points	7			7	4.7	5.3	5.8	7		2.3	7				7	7	67.1
	<b>Score</b>	<b>100%</b>			<b>100%</b>	<b>67%</b>	<b>75%</b>	<b>83%</b>	<b>100%</b>		<b>33%</b>	<b>100%</b>				<b>100%</b>	<b>100%</b>	<b>87%</b>
02.016		9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	153
	Possible Points	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	153
	Received Points	9	9	8.7	9	9	9	9	8.1	5.9	6.9	8.6	8.6	8.1	8.4	8.1	7.7	142.1
	<b>Score</b>	<b>100%</b>	<b>100%</b>	<b>97%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>90%</b>	<b>65%</b>	<b>77%</b>	<b>95%</b>	<b>95%</b>	<b>90%</b>	<b>93%</b>	<b>90%</b>	<b>85%</b>	<b>93%</b>
02.017		8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	128
	Possible Points	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	128
	Received Points	8	4.4	7.6	7.5	8	8	2.3	3.7	5.6	8	8	6.9	8	8	8	8	110
	<b>Score</b>	<b>100%</b>	<b>56%</b>	<b>94%</b>	<b>93%</b>	<b>100%</b>	<b>100%</b>	<b>29%</b>	<b>46%</b>	<b>70%</b>	<b>100%</b>	<b>100%</b>	<b>87%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>86%</b>

COMPONENT SCORES: Health Screening, continued

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score	
02.018	Possible Points	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	128
	Received Points	2	1	4.8	4	6.9	8	2.3	0	5.7	2.7	0.9		4.4	1.3	4.9	3.2	60.1	
	<b>Score</b>	<b>25%</b>	<b>13%</b>	<b>60%</b>	<b>50%</b>	<b>86%</b>	<b>100%</b>	<b>29%</b>	<b>0%</b>	<b>71%</b>	<b>33%</b>	<b>11%</b>		<b>55%</b>	<b>17%</b>	<b>61%</b>	<b>40%</b>	<b>47%</b>	
02.020	Possible Points	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	Received Points	5.4	4.2	5.4	6	6	5.1	5.7	100%	5.1	4.8	6	5.4	5.1	5.8	5.8	6	6	93
	<b>Score</b>	<b>90%</b>	<b>70%</b>	<b>90%</b>	<b>100%</b>	<b>100%</b>	<b>85%</b>	<b>95%</b>	<b>100%</b>	<b>85%</b>	<b>80%</b>	<b>100%</b>	<b>90%</b>	<b>85%</b>	<b>97%</b>	<b>96%</b>	<b>100%</b>	<b>91%</b>	
02.021	Possible Points																		40
	Received Points																		27.7
	<b>Score</b>																		69%
02.022	Possible Points																		4
	Received Points																		0
	<b>Score</b>																		0%
02.111	Possible Points	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	78
	Received Points	4	6	4.5	2		6		4.5	6	6	4.5		6	6	3	6	6	64.5
	<b>Score</b>	<b>67%</b>	<b>100%</b>	<b>75%</b>	<b>33%</b>		<b>100%</b>		<b>75%</b>	<b>100%</b>	<b>100%</b>	<b>75%</b>		<b>100%</b>	<b>100%</b>	<b>50%</b>	<b>100%</b>	<b>83%</b>	
02.128	Possible Points	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	136
	Received Points	2.7	7	4	4	3.4	1	2	3.3	0	3.4	1.8	0	2.4	2.8	1.9	1.3	41	
	<b>Score</b>	<b>33%</b>	<b>88%</b>	<b>50%</b>	<b>0%</b>	<b>43%</b>	<b>13%</b>	<b>25%</b>	<b>42%</b>	<b>0%</b>	<b>43%</b>	<b>23%</b>	<b>0%</b>	<b>30%</b>	<b>35%</b>	<b>24%</b>	<b>17%</b>	<b>30%</b>	
02.211	Possible Points																		14
	Received Points																		10.7
	<b>Score</b>																		76%
02.212	Possible Points																		14
	Received Points																		12.3
	<b>Score</b>																		88%
02.213	Possible Points																		14
	Received Points																		12.6
	<b>Score</b>																		90%

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COMPONENT SCORES: Health Screening, continued

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
02.215	Possible Points		2		2				2		2		2		2			12
	Received Points		0		2				1.4		1.6		0.4		0			5.4
	<b>Score</b>		<b>0%</b>		<b>100%</b>				<b>70%</b>		<b>80%</b>		<b>20%</b>		<b>0%</b>			<b>45%</b>
02.216	Possible Points		2		2	2			2		2		2		2			14
	Received Points		1.5		1.9	2			2		2		1.7		1.2			12.3
	<b>Score</b>		<b>75%</b>		<b>95%</b>	<b>100%</b>			<b>100%</b>		<b>100%</b>		<b>85%</b>		<b>60%</b>			<b>88%</b>
02.217	Possible Points		2		2	2			2		2		2		2			14
	Received Points		1.8		1.9	1.8			2		2		1.8		1.1			12.4
	<b>Score</b>		<b>88%</b>		<b>95%</b>	<b>90%</b>			<b>100%</b>		<b>100%</b>		<b>89%</b>		<b>56%</b>			<b>89%</b>
02.218	Possible Points		2		2	2			2		2		2		2			14
	Received Points		2		1.7	2			2		2		2		1.3			13
	<b>Score</b>		<b>100%</b>		<b>85%</b>	<b>100%</b>			<b>100%</b>		<b>100%</b>		<b>100%</b>		<b>67%</b>			<b>93%</b>
02.219	Possible Points		4		4	4			4		4		4		4	4		32
	Received Points		2.8		2	4			3.8		3.6		4		0.8	3.4		24.4
	<b>Score</b>		<b>70%</b>		<b>50%</b>	<b>100%</b>			<b>95%</b>		<b>90%</b>		<b>100%</b>		<b>20%</b>	<b>85%</b>		<b>76%</b>
Total Possible Points	59	52	86	59	69	67	66	53	82	52	89	59	54	59	82	60	66	1114
Total Received Points	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	45.9	53.2	831.6
<b>Total Score</b>	<b>76%</b>	<b>87%</b>	<b>68%</b>	<b>78%</b>	<b>74%</b>	<b>84%</b>	<b>73%</b>	<b>61%</b>	<b>69%</b>	<b>67%</b>	<b>78%</b>	<b>74%</b>	<b>70%</b>	<b>81%</b>	<b>72%</b>	<b>77%</b>	<b>81%</b>	<b>75%</b>

**COMPONENT QUESTIONS: Specialty Services**

07.035	Did the inmate receive the specialty service within specified time frames?
07.037	Did the institution approve or deny the PCP's request for specialty services within the specified time frames?
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?
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?
07.090	Physical therapy services: Did the physical therapist assess the inmate and document the treatment plan and treatment provided to the inmate?
07.259	Was there adequate documentation of the reason for the denial of specialty services?
07.260	Was the institution's denial of the PCP's request for specialty services consistent with the "medical necessity" requirement?
07.261	Is the institution scheduling high-priority (urgent) specialty services within 14 days?
07.270	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?

**COMPONENT SCORES: Specialty Services**

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	OMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
07.035	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	153
	Possible Points	4.2	3.2	5.3	5.3	8.5	5.3	6.9	5.8	6.2	3.7	2.6	7.9	6.9	4.2	5.8	7.9	95
	Received Points	47%	35%	59%	59%	94%	59%	77%	65%	69%	41%	29%	88%	77%	47%	65%	88%	62%
07.037	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	136
	Possible Points	3.6	3.6	8	5.1	5.6	7.3	5.1	7.3	6.9	6.2	4	6.3	5.8	7.6	7.3	6.5	100.6
	Received Points	46%	46%	100%	64%	70%	91%	64%	91%	86%	77%	50%	79%	73%	96%	91%	82%	74%
07.038	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	136
	Possible Points	0.6	2.5	2	1.2	0	1.8	2.9	2.3	0.7	2.4	0.5	3	2.7	0.5	0	4.4	28.2
	Received Points	8%	31%	25%	15%	0%	23%	36%	29%	8%	29%	7%	38%	33%	7%	0%	56%	21%
	Score																	

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COMPONENT SCORES: Specialty Services, *continued*

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score	
07.043	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	153
	Possible Points	2	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	2.1	3.8	44.2	
	Received Points	22%	19%	41%	8%	18%	13%	25%	36%	36%	47%	38%	23%	73%	0%	23%	42%	29%	
	<b>Score</b>																		
07.090	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	136
	Possible Points	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	133.3
	Received Points	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%
	<b>Score</b>																		
07.259	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
	Possible Points	3	4	5	4	3	1.7	2	3.8	3	3	4	2.5	5	2	3	1	55	
	Received Points	60%	80%	80%	60%	33%	40%	100%	75%	60%	60%	80%	50%	100%	40%	60%	20%	65%	
	<b>Score</b>																		
07.260	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	153
	Possible Points	9	5.4	9	6.8	6	9	7.2	9	9	7.2	9	9	7.2	5.4	9	3.6	129.8	
	Received Points	100%	60%	100%	75%	67%	100%	80%	100%	100%	80%	100%	100%	80%	60%	100%	40%	85%	
	<b>Score</b>																		
07.261	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	153
	Possible Points	0	0	0	4.5	0	4.5	9	4.5	0	0	4.5	0	4.5	4.5	0	9	45	
	Received Points	0%	0%	0%	50%	0%	50%	100%	50%	0%	0%	50%	0%	50%	50%	0%	100%	29%	
	<b>Score</b>																		
07.270	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	Possible Points	3.2	3.5	5.3	4.6	6	6	5.6	6	6	6	6	6	6	5.6	6	6	93.8	
	Received Points	53%	59%	88%	77%	100%	100%	94%	100%	100%	100%	100%	100%	100%	94%	100%	100%	92%	
	<b>Score</b>																		
Total Possible Points	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	71	1207
Total Received Points	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	41.2	50.2	724.8	
<b>Total Score</b>	<b>47%</b>	<b>43%</b>	<b>62%</b>	<b>60%</b>	<b>53%</b>	<b>53%</b>	<b>63%</b>	<b>73%</b>	<b>70%</b>	<b>61%</b>	<b>57%</b>	<b>59%</b>	<b>63%</b>	<b>74%</b>	<b>53%</b>	<b>58%</b>	<b>71%</b>	<b>60%</b>	



**COMPONENT QUESTIONS: Urgent Services**

21.248	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?
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?
21.250	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?
21.251	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?
21.275	Was the documentation of the clinical care provided in the TTA adequate?
21.276	While the patient was in the TTA, was the clinical care rendered by the attending provider adequate and timely?
21.279	For patients managed by telephone consultation alone, was the provider's decision not to come to the TTA appropriate?
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?

**COMPONENT SCORES: Urgent Services**

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	OMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score	
21.248	Possible Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points	5.5	6.3	4.6	5.3	6.4	5.9	7	6.7	6.2	6.4	7	5.9	6.4	2.2	3.6	6.2	6.2	97.8
	<b>Score</b>	<b>79%</b>	<b>90%</b>	<b>65%</b>	<b>75%</b>	<b>92%</b>	<b>84%</b>	<b>100%</b>	<b>96%</b>	<b>88%</b>	<b>92%</b>	<b>100%</b>	<b>84%</b>	<b>92%</b>	<b>32%</b>	<b>52%</b>	<b>88%</b>	<b>82%</b>	<b>82%</b>
21.249	Possible Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points	4.2	6	1.7	4.6	3.6	6.1	6.4	2.8	4.1	3.3	5.9	3.9	3.6	3.4	3.4	5.8	5.8	73.3
	<b>Score</b>	<b>60%</b>	<b>85%</b>	<b>24%</b>	<b>65%</b>	<b>52%</b>	<b>88%</b>	<b>92%</b>	<b>40%</b>	<b>58%</b>	<b>48%</b>	<b>84%</b>	<b>56%</b>	<b>52%</b>	<b>48%</b>	<b>48%</b>	<b>82%</b>	<b>62%</b>	<b>62%</b>
21.250	Possible Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points	5.1	5.6	3.5	7	7	7	7	7	6.7	7	6.7	6.7	7	7	5	7	7	109
	<b>Score</b>	<b>73%</b>	<b>80%</b>	<b>50%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>96%</b>	<b>100%</b>	<b>96%</b>	<b>96%</b>	<b>100%</b>	<b>100%</b>	<b>72%</b>	<b>100%</b>	<b>100%</b>	<b>92%</b>

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APPENDIX C-5

COMPONENT SCORES: Urgent Services, *continued*

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
21.251	Possible Points 7	7	7		7	7				7								42
	Received Points 7	0	7		0	7				7								28
	<b>Score</b> 100%	0%	100%		0%	100%				100%								67%
21.275	Possible Points 10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	170
	Received Points 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	6.8	8.8	133.1
	<b>Score</b> 65%	95%	83%	72%	92%	84%	76%	80%	88%	80%	76%	60%	64%	64%	96%	68%	88%	78%
21.276	Possible Points 7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points 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	5.5	4.7	103.3
	<b>Score</b> 91%	100%	95%	91%	92%	100%	91%	100%	87%	96%	95%	83%	81%	64%	63%	79%	67%	87%
21.279	Possible Points 8		8	8	8	8		8	8	8	8	8	8	8	8	8	8	120
	Received Points 8		8	6.7	8	8		8	8	8	8	8	8	8	8	8	8	118.7
	<b>Score</b> 100%		100%	83%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%
21.281	Possible Points 6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	Received Points 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	0.4	3	56.2
	<b>Score</b> 100%	100%	58%	79%	79%	88%	64%	48%	38%	13%	67%	47%	44%	10%	47%	7%	50%	55%
	Total Possible Points 59	51	59	52	59	59	44	52	52	59	52	52	52	52	52	52	52	910
	Total Received Points 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	32.7	43.5	719.3
	<b>Total Score</b> 83%	79%	73%	80%	78%	89%	84%	89%	80%	81%	83%	81%	75%	70%	72%	63%	84%	79%

**COMPONENT QUESTIONS: Emergency Services**

08.183	Was the medical emergency responder notified of the medical emergency without delay?
08.184	Did the medical emergency responder arrive at the location of the medical emergency within five (5) minutes of initial notification?
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?
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?
08.187	Did the institution provide adequate preparation for the ambulance's arrival, access to the inmate, and departure?
08.222	Were the findings of the institution's Emergency Response Review Committee (ERRC) supported by the documentation and completed within 30 days?
08.241	Did the first responder provide adequate basic life support (BLS) prior to medical staff arriving?
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?
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?
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?
15.256	Emergency Medical Response Drill: Did the responding officer properly perform an assessment on the patient for responsiveness?
15.257	Emergency Medical Response Drill: Did the responding officer properly perform CPR?
15.258	Emergency Medical Response Drill: Did the responding officer begin CPR without unnecessary delay?
15.282	Emergency Medical Response Drill: Did medical staff arrive on scene in five minutes or less?
15.283	Emergency Medical Response Drill: Did the emergency medical responders arrive with proper equipment (ER bag, bag-valve-mask, AED)?
15.284	Emergency Medical Response Drill: Did the responding officer provide accurate information to responding medical staff?
15.285	Emergency Medical Response Drill: Did emergency medical responders continue basic life support?
15.286	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? Note: We eliminated this question following the first inspection due to the potential for inconsistent answers.
15.287	Emergency Medical Response Drill: Was 911 called without unnecessary delay?

COMPONENT SCORES: Emergency Services

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
08.183	Possible Points	5	5	5	5	5	5	5	5	5	5	5		5	5	5	5	80
	Received Points	5	5	5	5	5	5	5	5	5	5	4		5	5	5	5	79
	<b>Score</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>80%</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>99%</b>
08.184	Possible Points	4	4	4	4	4	4	4	4	4	4	4		4	4	4	4	64
	Received Points	4	4	3.2	4	4	4	4	4	3	2	4		4	4	3.2	4	58.1
	<b>Score</b>	<b>100%</b>	<b>100%</b>	<b>80%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>75%</b>	<b>50%</b>	<b>100%</b>		<b>100%</b>	<b>100%</b>	<b>80%</b>	<b>100%</b>	<b>91%</b>
08.185	Possible Points	7	7	7	7	7	7	7	7	7	7	7		7	7	7	7	112
	Received Points	3.5	7	7	5.6	7	5.6	7	7	7	7	7		5.3	5.3	7	7	102.3
	<b>Score</b>	<b>50%</b>	<b>100%</b>	<b>100%</b>	<b>80%</b>	<b>100%</b>	<b>80%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		<b>75%</b>	<b>75%</b>	<b>100%</b>	<b>100%</b>	<b>91%</b>
08.186	Possible Points	4	4	4	4	4	4	4	4	4	4	4		4	4	4	4	64
	Received Points	4	4	4	4	4	4	4	4	4	4	4		4	4	4	0	60
	<b>Score</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>	<b>94%</b>
08.187	Possible Points	4	4	4	4	4	4	4	4	4	4	4		4	4	4	4	64
	Received Points	2	4	4	4	4	4	4	4	4	2.7	2.4		0	2.7	4	4	53
	<b>Score</b>	<b>50%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>67%</b>	<b>60%</b>		<b>0%</b>	<b>67%</b>	<b>100%</b>	<b>100%</b>	<b>83%</b>
08.222	Possible Points	7	7	7	7	7	7	7	7	7	7	7		7	7	7	7	112
	Received Points	3.5	0	7	0	0	2.8	0	0	0	0	1.8		3.5	1.8	0	7	27.4
	<b>Score</b>	<b>50%</b>	<b>0%</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>40%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>25%</b>		<b>50%</b>	<b>25%</b>	<b>0%</b>	<b>100%</b>	<b>24%</b>
08.241	Possible Points	6	6	6	6	6	6	6	6	6	6	6		6	6	6	6	96
	Received Points	0	2.4	4.8	3	6	6	3	6	6	6	4		6	6	3.6	6	74.8
	<b>Score</b>	<b>0%</b>	<b>40%</b>	<b>80%</b>	<b>50%</b>	<b>100%</b>	<b>100%</b>	<b>50%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>67%</b>		<b>100%</b>	<b>100%</b>	<b>60%</b>	<b>100%</b>	<b>78%</b>
08.242	Possible Points	6	6	6	6	6	6	6	6	6	6	6		6	6	6	6	96
	Received Points	3	6	6	6	3.6	4.8	6	4.5	6	4.5	3.6		4.5	6	3.6	6	80.1
	<b>Score</b>	<b>50%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>60%</b>	<b>80%</b>	<b>100%</b>	<b>75%</b>	<b>100%</b>	<b>75%</b>	<b>60%</b>		<b>75%</b>	<b>100%</b>	<b>60%</b>	<b>100%</b>	<b>83%</b>
15.240	Possible Points	2	2	2	2	2	2	2	2	2	2	2		2	2	2	2	32
	Received Points	2	2	2	2	2	2	2	2	2	2	2		2	2	2	2	32
	<b>Score</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

APPENDIX C-6

COMPONENT SCORES: Emergency Services, continued

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score	
15.255	Possible Points	1	1		1	1	1	1	1	1	1	1	1	1	1	1	1	1	16
	Received Points	0	1		0	0	1	0	1	1	0	1	0	1	0	1	1	1	8
	<b>Score</b>	0%	100%		0%	0%	100%	0%	100%	100%	0%	100%	0%	100%	0%	100%	100%	50%	
15.256	Possible Points	1	1		1	1	1	1	1	1	1	1	1	1	1	1	1	1	16
	Received Points	0	1		1	0	1	0	1	1	1	1	1	1	1	1	1	1	12
	<b>Score</b>	0%	100%		100%	0%	100%	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	75%	
15.257	Possible Points	2	2		2	2	2	2	2	2	2		2	2	2	2	2	2	30
	Received Points	0	2		0	0	2	2	2	2	2		0	0	0	2	0	0	14
	<b>Score</b>	0%	100%		0%	0%	100%	100%	100%	100%	100%		0%	0%	0%	100%	0%	47%	
15.258	Possible Points	2	2		2	2	2	2	2	2	2	2	2	2	2	2	2	2	32
	Received Points	0	2		2	2	2	0	2	2	2	0	2	2	0	2	2	2	22
	<b>Score</b>	0%	100%		100%	100%	100%	0%	100%	100%	100%	0%	100%	100%	0%	100%	100%	69%	
15.282	Possible Points	2	2		2	2	2	2		2	2	2	2	2	2	2	2	2	30
	Received Points	0	2		2	2	2	2		2	2	2	2	2	0	2	2	2	26
	<b>Score</b>	0%	100%		100%	100%	100%	100%		100%	100%	100%	100%	100%	0%	100%	100%	87%	
15.283	Possible Points	1	1		1	1	1	1		1	1	1	1	1	1	1	1	1	15
	Received Points	0	1		0	1	1	1		1	1	0	1	1	1	1	1	1	12
	<b>Score</b>	0%	100%		0%	100%	100%	100%		100%	100%	0%	100%	100%	100%	100%	100%	80%	
15.284	Possible Points	1	1		1	1	1	1		1	1	1	1	1	1	1	1	1	15
	Received Points	0	1		1	1	1	1		1	1	1	1	1	0	1	1	1	12
	<b>Score</b>	0%	100%		100%	100%	100%	100%		100%	100%	100%	100%	100%	0%	100%	100%	80%	
15.285	Possible Points	1	1		1	1	1	1		1	1	1	1	1	1	1	1	1	15
	Received Points	1	1		1	1	1	1		1	1	1	1	1	1	1	1	1	15
	<b>Score</b>	100%	100%		100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	
15.286	Possible Points	1																	1
	Received Points	0																	0
	<b>Score</b>	0%																	0%
15.287	Possible Points	2			2	2	2	2	2	2	2	2	2	2	2	2	2	2	30
	Received Points	0			0	2	2	2	2	0	2	2	2	2	2	2	2	2	22
	<b>Score</b>	0%			0%	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%	100%	73%
	Total Possible Points	59	58	43	58	58	58	58	53	58	58	56	15	58	58	58	58	58	920
	Total Received Points	28	40.4	33	41.2	46.5	49.6	44	44.5	48	45.2	40.8	12	45.3	41.8	45.4	52	709.7	
	<b>Total Score</b>	48%	72%	77%	71%	80%	86%	76%	84%	83%	78%	73%	80%	78%	72%	78%	90%	77%	

**COMPONENT QUESTIONS: Prenatal Care/Childbirth/Post-Delivery**

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?
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?
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?
09.069	Did medical staff promptly order extra daily nutritional supplements and food for the inmate?
09.071	Did the inmate visit with an OB physician according to the applicable time frames?
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?
09.074	Did the inmate receive her six-week check-up (post-delivery)?
09.223	Were the results of the inmate's specified prenatal screening tests documented on Form 5703N?
09.224	Was the inmate's weight and blood pressure documented at each clinic visit?

**COMPONENT SCORES: Prenatal Care/Childbirth/Post-Delivery**

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
09.066	Possible Points												5					5
	Received Points												0					0
	<b>Score</b>												0%					0%
09.067	Possible Points												5					5
	Received Points												5					5
	<b>Score</b>												100%					100%
09.068	Possible Points												5					5
	Received Points												2.1					2.1
	<b>Score</b>												43%					43%

APPENDIX C-7

COMPONENT SCORES: Prenatal Care/Childbirth/Post-Delivery, continued

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
09.069													5					5
	Possible Points																	
	Received Points												4.3					4.3
													86%					86%
09.071													8					8
	Possible Points																	
	Received Points												6.9					6.9
													86%					86%
09.072													7					7
	Possible Points																	
	Received Points												0					0
													0%					0%
09.074													7					7
	Possible Points																	
	Received Points												5.6					5.6
													80%					80%
09.223													5					5
	Possible Points																	
	Received Points												4.3					4.3
													86%					86%
09.224													6					6
	Possible Points																	
	Received Points												4.3					4.3
													71%					71%
													53					53
													32.5					32.5
													61%					61%

APPENDIX C-8: Component Questions and Scores - Diagnostic Services

**COMPONENT QUESTIONS: Diagnostic Services**

06.049	Radiology order: Was the radiology service provided within the time frame specified in the physician's order?
06.188	All laboratory orders: Was the specimen collected within the applicable time frames of the physician's order?
06.191	All diagnostic services: Did the PCP document the clinically significant diagnostic test results on Form 7230 (Interdisciplinary Progress Notes)?
06.200	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?
06.202	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?
06.245	Radiology order: Was the diagnostic report received by the institution within 14 days?
06.263	All diagnostic services: Did the PCP adequately manage clinically significant test results?

**COMPONENT SCORES: Diagnostic Services**

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
06.049	Possible Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points	7	5.6	7	1.4	7	5.6	7	7	5.6	5.6	0	7	4.2	4.2	7	4.2	92.4
	<b>Score</b>	<b>100%</b>	<b>80%</b>	<b>100%</b>	<b>20%</b>	<b>100%</b>	<b>80%</b>	<b>100%</b>	<b>100%</b>	<b>80%</b>	<b>80%</b>	<b>0%</b>	<b>100%</b>	<b>60%</b>	<b>60%</b>	<b>100%</b>	<b>60%</b>	<b>78%</b>
06.188	Possible Points	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	Received Points	5.4	5.4	3	3.6	4.2	4.8	6	5.4	4.2	2.4	5.4	3	4.2	1.8	6	4.2	73.8
	<b>Score</b>	<b>90%</b>	<b>90%</b>	<b>50%</b>	<b>60%</b>	<b>70%</b>	<b>80%</b>	<b>100%</b>	<b>90%</b>	<b>70%</b>	<b>40%</b>	<b>90%</b>	<b>50%</b>	<b>70%</b>	<b>30%</b>	<b>100%</b>	<b>70%</b>	<b>72%</b>
06.191	Possible Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points	5.4	6.1	4.1	5.3	5.6	4.9	3.9	1	5.1	4.7	4.5	4.8	6.1	4.3	6.2	5.1	83.2
	<b>Score</b>	<b>78%</b>	<b>87%</b>	<b>58%</b>	<b>75%</b>	<b>80%</b>	<b>70%</b>	<b>56%</b>	<b>14%</b>	<b>73%</b>	<b>67%</b>	<b>64%</b>	<b>69%</b>	<b>87%</b>	<b>62%</b>	<b>89%</b>	<b>73%</b>	<b>70%</b>
06.200	Possible Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points	0	1.4	0	7	7	1.4	7	0	0	0	1.4	1.4	5.6	1.4	0	4.2	44.8
	<b>Score</b>	<b>0%</b>	<b>20%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>20%</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>20%</b>	<b>20%</b>	<b>80%</b>	<b>20%</b>	<b>0%</b>	<b>60%</b>	<b>38%</b>
06.202	Possible Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points	2.1	3.5	4.2	3.5	2.8	3.5	4.9	0	0.7	0.7	2.8	4.2	7	0	0	2.1	46.2
	<b>Score</b>	<b>30%</b>	<b>50%</b>	<b>60%</b>	<b>50%</b>	<b>40%</b>	<b>50%</b>	<b>70%</b>	<b>0%</b>	<b>10%</b>	<b>10%</b>	<b>40%</b>	<b>60%</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>30%</b>	<b>39%</b>



COMPONENT SCORES: Diagnostic Services, continued

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
06.245	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	136
	6.4	6.4	8	4.8	8	8	8	8	8	8	8	8	8	8	4.8	8	8	126.4
	<b>80%</b>	<b>80%</b>	<b>100%</b>	<b>60%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>60%</b>	<b>100%</b>	<b>100%</b>	<b>93%</b>
06.263	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	170
	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	8.9	9	141.7
	<b>91%</b>	<b>92%</b>	<b>70%</b>	<b>67%</b>	<b>77%</b>	<b>90%</b>	<b>82%</b>	<b>78%</b>	<b>67%</b>	<b>100%</b>	<b>100%</b>	<b>83%</b>	<b>83%</b>	<b>100%</b>	<b>58%</b>	<b>89%</b>	<b>90%</b>	<b>83%</b>
Total Possible Points	52	52	52	52	52	52	52	52	52	52	52	52	52	52	52	52	52	884
Total Received Points	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	36.1	36.8	608.3
<b>Total Score</b>	<b>68%</b>	<b>72%</b>	<b>64%</b>	<b>74%</b>	<b>74%</b>	<b>84%</b>	<b>70%</b>	<b>86%</b>	<b>54%</b>	<b>65%</b>	<b>60%</b>	<b>59%</b>	<b>71%</b>	<b>87%</b>	<b>43%</b>	<b>69%</b>	<b>71%</b>	<b>69%</b>

**COMPONENT QUESTIONS: Access to Health Care Information**

19.150	Is the medical records office current with its loose filing?
19.169	Did medical records staff make unit health records (UHR) available to clinic staff for the inmates educated for medical appointments the next day?
19.243	Was the institution able to account for the OIG's requested UHR files?
19.266	Does the institution properly file inmates' medical information?
19.271	While reviewing unit health records (UHR) as part of the OIG's inspection, were the OIG's RN and MD inspectors able to locate all relevant documentation of health care provided to inmates?
19.272	Does the institution promptly file blood pressure logs in unit health records (UHR)?

**COMPONENT SCORES: Access to Health Care Information**

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score	
19.150	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	153
	Possible Points	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Received Points	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	<b>Score</b>	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	255
19.169	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	15	240
	Possible Points	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	94%
	Received Points	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	12	204
19.243	0	0	0	12	0	0	0	12	12	12	0	12	0	0	0	0	0	0	72
	Possible Points	0%	0%	100%	0%	0%	0%	100%	100%	100%	0%	100%	0%	0%	0%	0%	0%	0%	35%
	Received Points	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
19.266	0	5	5	5	5	5	5	5	5	0	5	5	5	0	5	5	5	5	70
	Possible Points	0%	100%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	0%	100%	100%	100%	100%	82%
	Received Points	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
19.271	0	5	0	5	5	5	0	5	5	5	3	5	5	5	5	5	5	5	68
	Possible Points	0%	100%	0%	100%	100%	0%	100%	100%	100%	60%	100%	100%	100%	100%	100%	100%	100%	80%
	Received Points	0	5	0	5	5	0	5	5	5	3	5	5	5	5	5	5	5	68
	<b>Score</b>	0%	100%	0%	100%	100%	0%	100%	100%	100%	60%	100%	100%	100%	100%	100%	100%	100%	80%

APPENDIX C-9

COMPONENT SCORES: Access to Health Care Information, continued

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
19.272	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
	5	5	2.5	5	5	2.5	0	5	0	0	5	2.5	5	5	5	2.5	2.5	57.5
	<b>100%</b>	<b>100%</b>	<b>50%</b>	<b>100%</b>	<b>100%</b>	<b>50%</b>	<b>0%</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>50%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>50%</b>	<b>50%</b>	<b>68%</b>
	51	51	51	51	51	51	51	51	51	51	51	51	51	51	51	51	51	86.7
	20	30	22.5	42	30	27.5	20	42	37	32	28	39.5	30	10	30	27.5	39.5	507.5
	<b>39%</b>	<b>59%</b>	<b>44%</b>	<b>82%</b>	<b>59%</b>	<b>54%</b>	<b>39%</b>	<b>82%</b>	<b>73%</b>	<b>63%</b>	<b>55%</b>	<b>78%</b>	<b>59%</b>	<b>20%</b>	<b>59%</b>	<b>54%</b>	<b>78%</b>	<b>59%</b>

**COMPONENT QUESTIONS: Outpatient Housing Unit**

04.051	Did the primary care provider (PCP) evaluate the inmate within one calendar day after placement?
04.052	Did the RN complete an initial assessment of the inmate on the day of placement?
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?
04.054	Did the utilization management (UM) nurse assess the inmate within one week of the inmate's placement and every 30 days thereafter?
04.056	Did the PCP's plan adequately address the initial assessment?
04.112	Was the PCP's initial evaluation adequate for the problem(s) requiring OHU placement?
04.208	Was the level of care available in the OHU appropriate to the patient's clinical presentation?
04.230	Was the PCP's initial assessment (or diagnoses) appropriate for the findings in the initial evaluation?
15.103	In the outpatient housing unit (OHU), are patient call buttons operational or does medical staff make rounds every 30 minutes?
15.225	Does the OHU use disinfectant daily in common patient areas?

**COMPONENT SCORES: Outpatient Housing Unit**

Ref Number	SAC	CMF	RJD	OEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
04.051	Possible Points	5	5		5			5			5	5	5	5		5	5	50
	Received Points	4.5	4		4			5			4	5	3.5	4		4	4	42
	<b>Score</b>	<b>90%</b>	<b>80%</b>		<b>80%</b>			<b>100%</b>			<b>80%</b>	<b>100%</b>	<b>70%</b>	<b>80%</b>		<b>80%</b>	<b>80%</b>	<b>84%</b>
04.052	Possible Points	5	5		5			5			5	5	5	5		5	5	50
	Received Points	4.5	5		4			5			3	5	4.5	4		5	4.5	44.5
	<b>Score</b>	<b>90%</b>	<b>100%</b>		<b>80%</b>			<b>100%</b>			<b>60%</b>	<b>100%</b>	<b>90%</b>	<b>80%</b>		<b>100%</b>	<b>90%</b>	<b>89%</b>
04.053	Possible Points	4	4		4			4			4	4	4	4		4	4	40
	Received Points	1.2	3.1		4			2			1.3	4	4	3		4	2	28.6
	<b>Score</b>	<b>30%</b>	<b>78%</b>		<b>100%</b>			<b>50%</b>			<b>33%</b>	<b>100%</b>	<b>100%</b>	<b>75%</b>		<b>100%</b>	<b>50%</b>	<b>72%</b>
04.054	Possible Points	4	4		4			4			4	4	4	4		4	4	40
	Received Points	0	0.4		0			0			2	0	0	0		0	0	2.4
	<b>Score</b>	<b>0%</b>	<b>11%</b>		<b>0%</b>			<b>0%</b>			<b>50%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>		<b>0%</b>	<b>0%</b>	<b>6%</b>

APPENDIX C-10

COMPONENT SCORES: Outpatient Housing Unit, continued

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
04.056	Possible Points	5	5		5			5			5	5	5	5		5	5	50
	Received Points	5	4.5		3.8			3.8			4.4	4.4	1.9	3.1		5	5	40.9
	<b>Score</b>	<b>100%</b>	<b>90%</b>		<b>75%</b>			<b>75%</b>			<b>88%</b>	<b>89%</b>	<b>38%</b>	<b>63%</b>		<b>100%</b>	<b>100%</b>	<b>82%</b>
04.112	Possible Points	5	5		5			5			5	5	5	5		5	5	50
	Received Points	4.1	4.5		4			3.9			3.5	3.5	1.5	2		5	4	36
	<b>Score</b>	<b>82%</b>	<b>90%</b>		<b>80%</b>			<b>78%</b>			<b>70%</b>	<b>70%</b>	<b>30%</b>	<b>40%</b>		<b>100%</b>	<b>80%</b>	<b>72%</b>
04.208	Possible Points	9	9		9			9			9	9	9	9		9	9	90
	Received Points	9	9		9			9			9	9	7	9		9	9	88
	<b>Score</b>	<b>100%</b>	<b>100%</b>		<b>100%</b>			<b>100%</b>			<b>100%</b>	<b>100%</b>	<b>78%</b>	<b>100%</b>		<b>100%</b>	<b>100%</b>	<b>98%</b>
04.230	Possible Points	5	5		5			5			5	5	5	5		5	5	50
	Received Points	5	4.5		5			4.4			5	5	5	3.1		5	5	47
	<b>Score</b>	<b>100%</b>	<b>90%</b>		<b>100%</b>			<b>89%</b>			<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>63%</b>		<b>100%</b>	<b>100%</b>	<b>94%</b>
15.103	Possible Points	3	3		3			3			3	3	3	3		3	3	30
	Received Points	0	3		3			0			0	0	0	3		0	3	12
	<b>Score</b>	<b>0%</b>	<b>100%</b>		<b>100%</b>			<b>0%</b>			<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>		<b>0%</b>	<b>100%</b>	<b>40%</b>
15.225	Possible Points	3	3		3			3			3	3	3	3		3	3	30
	Received Points	3	3		3			3			3	0	3	3		3	3	27
	<b>Score</b>	<b>100%</b>	<b>100%</b>		<b>100%</b>			<b>100%</b>			<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>		<b>100%</b>	<b>100%</b>	<b>90%</b>
Total Possible Points		48	48		48			48			48	48	48	48		48	48	480
Total Received Points		36.3	41.1		39.8			36.1			35.2	35.9	30.4	34.2		40	39.5	368.5
<b>Total Score</b>		<b>76%</b>	<b>86%</b>		<b>83%</b>			<b>75%</b>			<b>73%</b>	<b>75%</b>	<b>63%</b>	<b>71%</b>		<b>83%</b>	<b>82%</b>	<b>77%</b>

APPENDIX C-11: Component Questions and Scores - Internal Reviews

COMPONENT QUESTIONS: Internal Reviews

17.118	Do the Quality Management Committee (QMC) meeting minutes document monthly meetings for the last six (6) months?
17.119	Did the Quality Management Committee (QMC) report its findings to the HCM/CMO each of the last six (6) meetings?
17.132	Do the Emergency Response Review Committee (ERRC) meeting minutes document monthly meetings for the last six (6) months?
17.135	Did the last three Quality Management Committee (QMC) meeting minutes reflect findings and strategies for improvement?
17.136	For each death sampled, did the institution complete the death review process?
17.138	Do the Emergency Response Review Committee (ERRC) meeting minutes document the warden's (or his or her designee's) attendance?
17.174	Did the institution promptly process inmate medical appeals during the most recent 12 months?
17.221	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?

COMPONENT SCORES: Internal Reviews

Ref Number	SAC	CMF	RJD	OEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
17.118	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
	Possible Points	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
	Received Points	5	4.2	5	4.2	5	5	1.7	5	5	4.2	5	5	5	5	5	5	76
	<b>Score</b>	<b>100%</b>	<b>83%</b>	<b>33%</b>	<b>83%</b>	<b>100%</b>	<b>100%</b>	<b>33%</b>	<b>100%</b>	<b>100%</b>	<b>83%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>89%</b>
17.119	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
	Possible Points	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
	Received Points	5	4.2	5	5	5	5	5	5	5	5	5	5	5	5	5	5	81.7
	<b>Score</b>	<b>100%</b>	<b>83%</b>	<b>50%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>96%</b>
17.132	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
	Possible Points	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
	Received Points	4.2	4.2	5	4.2	4.2	4.2	2.5	4.2	5	2.5	4.2	3.3	4.2	5	5	5	71.1
	<b>Score</b>	<b>83%</b>	<b>83%</b>	<b>83%</b>	<b>83%</b>	<b>83%</b>	<b>83%</b>	<b>50%</b>	<b>83%</b>	<b>100%</b>	<b>50%</b>	<b>83%</b>	<b>67%</b>	<b>83%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>84%</b>
17.135	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
	Possible Points	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
	Received Points	5	5	5	5	5	5	5	5	5	5	5	5	5	0	5	5	80
	<b>Score</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>94%</b>

COMPONENT SCORES: Internal Reviews, *continued*

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
17.136	Possible Points	5	5	5	5	5	5	5	5	5	5	5		5	5	5	5	80
	Received Points	4	5	3	5	5	4	0	5	4	4	4		3	5	5	5	66
17.138	<b>Score</b>	<b>100%</b>	<b>100%</b>	<b>60%</b>	<b>100%</b>	<b>100%</b>	<b>80%</b>	<b>0%</b>	<b>100%</b>	<b>80%</b>	<b>80%</b>	<b>80%</b>		<b>60%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>83%</b>
	Possible Points	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
17.174	Received Points	5	0	3	4	5	5	5	5	4.2	3.3	3	5	4	5	2.5	4.2	68.2
	<b>Score</b>	<b>100%</b>	<b>0%</b>	<b>60%</b>	<b>80%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>83%</b>	<b>67%</b>	<b>60%</b>	<b>100%</b>	<b>80%</b>	<b>100%</b>	<b>50%</b>	<b>83%</b>	<b>80%</b>
17.221	Possible Points	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
	Received Points	0	5	0	5	5	0	5	0	0	0	5	5	0	0	0	5	40
17.221	<b>Score</b>	<b>0%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>47%</b>
	Possible Points	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
17.221	Received Points	0	0	5	5	5	0	0	0	0	0	5	5	0	0	0	0	30
	<b>Score</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>35%</b>
17.221	Total Possible Points	40	40	40	40	40	40	40	40	40	40	40	35	40	40	40	40	675
	Total Received Points	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	27.5	512.7
17.221	<b>Total Score</b>	<b>70%</b>	<b>69%</b>	<b>100%</b>	<b>61%</b>	<b>93%</b>	<b>70%</b>	<b>60%</b>	<b>73%</b>	<b>71%</b>	<b>60%</b>	<b>91%</b>	<b>95%</b>	<b>66%</b>	<b>63%</b>	<b>69%</b>	<b>86%</b>	<b>76%</b>

APPENDIX C-12: Component Questions and Scores - Inmate Transfers

**COMPONENT QUESTIONS: Inmate Transfers**

05.108	Did Receiving and Release have the inmate's UHR and transfer envelope?
05.109	If the inmate was scheduled for any upcoming specialty services, were the services noted on Form 7371 (Health Care Transfer Information)?
05.110	Do all appropriate forms in the transfer envelope identify all medications ordered by the physician, and are the medications in the transfer envelope?
05.171	Did an RN accurately complete all applicable sections of Form 7371 (Health Care Transfer Information) based on the inmate's UHR?
05.172	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?

**COMPONENT SCORES: Inmate Transfers**

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score	
05.108	Possible Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	<b>Score</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
05.109	Possible Points	8	8	8	8	8	8				8	8	8				8	8	80
	Received Points	8	0	4	8	8					0	8	8				8	8	52
	<b>Score</b>	<b>100%</b>	<b>0%</b>	<b>50%</b>	<b>100%</b>	<b>100%</b>					<b>0%</b>	<b>100%</b>	<b>100%</b>				<b>100%</b>	<b>100%</b>	<b>65%</b>
05.110	Possible Points	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	120
	Received Points	8	4	8	8	8	8	8	8	6.4	8	8	3.2		8	8	8	8	109.6
	<b>Score</b>	<b>100%</b>	<b>50%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>80%</b>	<b>100%</b>	<b>100%</b>	<b>40%</b>		<b>100%</b>		<b>100%</b>	<b>100%</b>	<b>91%</b>
05.171	Possible Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points	5.6	0	7	7	7	5.3	5.6	7	1.4	1.4	7	4.2	7	7	7	4.2	7	90.7
	<b>Score</b>	<b>80%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>75%</b>	<b>80%</b>	<b>100%</b>	<b>20%</b>	<b>20%</b>	<b>100%</b>	<b>60%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>60%</b>	<b>100%</b>	<b>76%</b>
05.172	Possible Points	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	136
	Received Points	0	8	8	8	8	8	8	8	8	0	8	8	8	8	8	8	8	120
	<b>Score</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>88%</b>
	Total Possible Points	38	38	38	38	38	30	30	30	30	38	38	38	38	22	30	38	38	574
	Total Received Points	28.6	19	34	38	38	28.3	28.6	30	22.8	16.4	38	30.4	22	30	22	35.2	35.2	491.3
	<b>Total Score</b>	<b>75%</b>	<b>50%</b>	<b>90%</b>	<b>100%</b>	<b>79%</b>	<b>94%</b>	<b>95%</b>	<b>100%</b>	<b>76%</b>	<b>43%</b>	<b>100%</b>	<b>80%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>93%</b>	<b>86%</b>	



APPENDIX C-13: Component Questions and Scores - Clinic Operations

**COMPONENT QUESTIONS: Clinic Operations**

14.023	Does the institution make the Form 7362 (Health Care Services Request Form) available to inmates?
14.029	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?
14.032	Does medical staff understand the institution's priority ducat process?
14.033	Does the institution have an adequate process to ensure inmates who are moved to a new cell still receive their medical ducats?
14.106	Does clinical staff wash their hands (either with soap or hand sanitizer) or change gloves between patients?
14.131	Do medication nurses understand that medication is to be administered by the same licensed staff member who prepares it and on the same day?
14.160	Does the institution have a process to identify, review, and address urgent appointments if a doctor's line is canceled?
14.164	Are areas available to ensure privacy during RN face-to-face assessments and doctors' examinations for non-emergencies?
14.165	Are the clinic floors, waiting room chairs, and equipment cleaned with a disinfectant daily?
14.166	Was the medication stored in a sealed container if food was present in the clinic refrigerator?

**COMPONENT SCORES: Clinic Operations**

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
14.023	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	4	4	4	4	4	4	4	4	4	3.3	3.6	4	4	4	4	4	4	66.9
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>83%</b>	<b>89%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>98%</b>
14.029		4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
		4	4	4	4	4	4	4	4	4	4	4	4	4	2	4	4	62
		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>50%</b>	<b>100%</b>	<b>100%</b>	<b>97%</b>
14.032	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	34
	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	34
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
14.033	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	4	4	4	4	4	4	4	4	4	4	4	4	4	2	4	4	4	66
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>50%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>97%</b>

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COMPONENT SCORES: Clinic Operations, continued

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
14.106	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	Possible Points	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	Received Points	2	4	3	2	4	3	4	4	3	4	3	4	4	3	4	3	58
	<b>Score</b>	<b>50%</b>	<b>100%</b>	<b>75%</b>	<b>50%</b>	<b>100%</b>	<b>75%</b>	<b>100%</b>	<b>100%</b>	<b>75%</b>	<b>100%</b>	<b>75%</b>	<b>100%</b>	<b>100%</b>	<b>75%</b>	<b>100%</b>	<b>75%</b>	<b>85%</b>
14.131	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	Possible Points	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	Received Points	4	4	0	4	4	4	4	4	4	4	4	4	4	4	4	4	64
	<b>Score</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>94%</b>
14.160	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	Possible Points	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	Received Points	4	2	4	2	0	0	0	2	4	4	4	4	4	4	4	4	50
	<b>Score</b>	<b>100%</b>	<b>50%</b>	<b>100%</b>	<b>50%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>50%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>74%</b>
14.164	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	51
	Possible Points	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	51
	Received Points	2.4	0	3	3	3	3	3	3	3	2.3	1.5	3	3	3	3	3	45.2
	<b>Score</b>	<b>80%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>75%</b>	<b>50%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>89%</b>
14.165	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	34
	Possible Points	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	34
	Received Points	2	1.3	1.3	2	0	1.3	2	0.7	1.3	0	0	1.3	2	2	2	2	23.2
	<b>Score</b>	<b>100%</b>	<b>67%</b>	<b>100%</b>	<b>0%</b>	<b>67%</b>	<b>100%</b>	<b>100%</b>	<b>33%</b>	<b>67%</b>	<b>0%</b>	<b>0%</b>	<b>67%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>68%</b>
14.166	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	34
	Possible Points	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	34
	Received Points	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	34
	<b>Score</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
	Total Possible Points	29	33	33	33	33	33	33	33	33	33	33	33	33	33	33	33	557
	Total Received Points	26.4	27.3	31.3	27	28.3	28	29	29.7	30.6	29.9	28.5	32.3	31	30	33	32	503.3
	<b>Total Score</b>	<b>91%</b>	<b>83%</b>	<b>95%</b>	<b>82%</b>	<b>86%</b>	<b>85%</b>	<b>88%</b>	<b>90%</b>	<b>93%</b>	<b>91%</b>	<b>86%</b>	<b>98%</b>	<b>94%</b>	<b>91%</b>	<b>100%</b>	<b>97%</b>	<b>90%</b>

**COMPONENT QUESTIONS: Preventive Services**

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?
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?
10.087	Female inmates age 41 or older: Did the inmate receive a mammogram within the previous 24 months?
10.228	Inmates prescribed INH: Did the institution properly administer the medication to the inmate?
10.229	Inmates with TB code 34: Was the inmate evaluated for signs and symptoms of TB within the previous 12 months?
10.232	Inmates prescribed INH: Did the institution monitor the inmate monthly for the most recent three months he or she was on the medication?
10.274	Female inmates age 41 to 64: Did the inmate receive a Pap smear in compliance with policy?

**COMPONENT SCORES: Preventive Services**

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score	
10.085	Possible Points	5	5	5	5		5	5	5	5	5	5	5	5	5	5	5	5	75
	Received Points	2.5	1.5	1.5	0.5		4.5	1	0	0	1	3.5		1.5	1	1	0		23
	<b>Score</b>	<b>50%</b>	<b>30%</b>	<b>30%</b>	<b>10%</b>		<b>90%</b>	<b>20%</b>	<b>0%</b>	<b>0%</b>	<b>20%</b>	<b>70%</b>		<b>30%</b>	<b>20%</b>	<b>20%</b>	<b>0%</b>		<b>31%</b>
10.086	Possible Points		6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	96
	Received Points		4.8	4.5	3	6	5.1	6	4.8	0	0	3.3	5.4	6	3.6	5.4	6		69.9
	<b>Score</b>		<b>80%</b>	<b>75%</b>	<b>50%</b>	<b>100%</b>	<b>86%</b>	<b>100%</b>	<b>80%</b>	<b>0%</b>	<b>0%</b>	<b>56%</b>	<b>90%</b>	<b>100%</b>	<b>60%</b>	<b>90%</b>	<b>100%</b>		<b>73%</b>
10.087	Possible Points						5						5						10
	Received Points						3						3.5						6.5
	<b>Score</b>						<b>60%</b>						<b>70%</b>						<b>65%</b>
10.228	Possible Points	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	Received Points	2.4	4.8	1.2	0	2.4	1.2	0	1.2	1.2	1.2	4.8	0	2.4	1.2	1.2	2.4		27.6
	<b>Score</b>	<b>40%</b>	<b>80%</b>	<b>20%</b>	<b>0%</b>	<b>40%</b>	<b>20%</b>	<b>0%</b>	<b>20%</b>	<b>20%</b>	<b>20%</b>	<b>80%</b>	<b>0%</b>	<b>40%</b>	<b>20%</b>	<b>20%</b>	<b>40%</b>		<b>27%</b>

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APPENDIX C-14

COMPONENT SCORES: Preventive Services, continued

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score	
10.229	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Possible Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points	2.8	0	0	0	7	4.2	1.4	0	7	0	7	0	7	1.4	7	1.4	7	46.2
	<b>Score</b>	<b>40%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>60%</b>	<b>20%</b>	<b>0%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>20%</b>	<b>100%</b>	<b>20%</b>	<b>20%</b>	<b>39%</b>
10.232	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	Possible Points	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	Received Points	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	9.6
	<b>Score</b>	<b>0%</b>	<b>0%</b>	<b>20%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>0%</b>	<b>20%</b>	<b>0%</b>	<b>0%</b>	<b>20%</b>	<b>20%</b>	<b>9%</b>
10.274						5							5						10
	Possible Points					5							5						10
	Received Points					3							2.5						5.5
	<b>Score</b>					<b>60%</b>							<b>50%</b>						<b>55%</b>
	Total Possible Points	24	30	30	30	35	30	30	30	30	30	30	35	30	30	30	30	30	514
	Total Received Points	7.7	13.1	7.2	6.5	20.5	15.9	8.4	6	8.2	2.2	24.6	11.4	18.1	7.2	14.6	11	188.3	
	<b>Total Score</b>	<b>32%</b>	<b>44%</b>	<b>24%</b>	<b>22%</b>	<b>59%</b>	<b>53%</b>	<b>28%</b>	<b>20%</b>	<b>27%</b>	<b>7%</b>	<b>82%</b>	<b>33%</b>	<b>60%</b>	<b>24%</b>	<b>49%</b>	<b>37%</b>	<b>37%</b>	

**COMPONENT QUESTIONS: Pharmacy Services**

13.139	Does the institution conspicuously post a valid permit in its pharmacies?
13.141	Does the institution properly maintain its emergency crash cart medications?
13.142	Is the pharmacist in charge's license current?
13.144	Does the institution have information to ensure that medications are prescribed by licensed health-care providers lawfully authorized to do so?
13.145	Does the pharmacist in charge have an effective process for screening new medication orders for potential adverse reactions?
13.148	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?
13.252	Does the institution properly maintain medications in its after-hours medication supply(ies)?
13.253	Does the institution conduct monthly inspections of its emergency cart and after-hours medication supply(ies)?

**COMPONENT SCORES: Pharmacy Services**

Ref Number	SAC	CMF	RJD	OEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
13.139	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	34
	Possible Points	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	34
	Received Points	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	34
	<b>Score</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
13.141	2	2	2	2	2	2	2	2	2	2	2	2	2	0	2	0	1	28.6
	Possible Points	1.6	2	2	2	2	2	2	2	2	2	2	2	0	2	0	1	28.6
	Received Points	80%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	0%	50%	84%
	<b>Score</b>	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
13.142	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
	Possible Points	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
	Received Points	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
	<b>Score</b>	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
13.144	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	Possible Points	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	Received Points	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	60
	<b>Score</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	59%

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COMPONENT SCORES: Pharmacy Services, continued

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score	
13.145	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
13.148	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	4	4	4	0	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>94%</b>
13.252	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	34
	2	1	0.7	0	0	0	0	0	2	0	2	2	1.3	2	2	0	0	0	15
	<b>100%</b>	<b>50%</b>	<b>33%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>67%</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>	<b>0%</b>	<b>44%</b>	
13.253	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	17
	0	1	0.4	0.8	0.7	0.7	0.3	0.3	1	1	1	1	0.3	0.7	1	1	1	1	12.2
	<b>0%</b>	<b>100%</b>	<b>40%</b>	<b>75%</b>	<b>67%</b>	<b>67%</b>	<b>33%</b>	<b>33%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>25%</b>	<b>67%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>72%</b>	
	Total Possible Points	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	29	493
	Total Received Points	21.6	22	27.1	16.8	26.7	26.3	26.3	29	21	23	23	27.6	26.7	29	25	20	20	417.8
	<b>Total Score</b>	<b>75%</b>	<b>76%</b>	<b>93%</b>	<b>58%</b>	<b>92%</b>	<b>91%</b>	<b>91%</b>	<b>100%</b>	<b>72%</b>	<b>79%</b>	<b>79%</b>	<b>95%</b>	<b>92%</b>	<b>100%</b>	<b>86%</b>	<b>69%</b>	<b>85%</b>	

**COMPONENT QUESTIONS: Other Services**

15.058	If the institution does not offer therapeutic diets, does staff follow the department's procedures for transferring inmates who are determined to require a therapeutic diet?
15.059	Did the institution properly provide therapeutic diets to inmates?
15.134	Did the institution properly respond to all active cases of TB discovered in the last six months?
15.265	Is the most current version of the CDCR Health Services Policies and Procedures available in the institution's law library?
20.092	Hygiene Intervention: Did custody staff understand the department's policies and procedures for identifying and evaluating inmates displaying inappropriate hygiene management?

**COMPONENT SCORES: Other Services**

Ref Number	SAC	CMF	RJD	GEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
15.058				3				3		3	3	3		3		3	3	24
				3				0		0	3	0		3		3	3	15
				100%				0%		0%	100%	0%		100%		100%	100%	63%
15.059	4	4	4		4	4	4		4						4			32
	4	4	4		4	4	4		4						4			32
	100%	100%	100%		100%	100%	100%		100%						100%			100%
15.134	5																	5
	5																	5
	100%																	100%
15.265	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	51
	1.5	3	3	3	3	3	3	1.5	3	3	1.5	3	0	0	0	1.5	3	36
	50%	100%	100%	100%	100%	100%	100%	50%	100%	100%	50%	100%	0%	0%	0%	50%	100%	71%
20.092	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	4	4	4	4	4	4	3	4	4	4	4	4	4	4	4	4	4	67
	100%	100%	100%	100%	100%	100%	75%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%
Total Possible Points	16	11	11	10	11	11	11	10	11	10	10	10	7	10	11	10	10	180
Total Received Points	14.5	11	11	10	11	11	10	5.5	11	7	8.5	7	4	7	8	8.5	10	155
<b>Total Score</b>	<b>91%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>91%</b>	<b>55%</b>	<b>100%</b>	<b>70%</b>	<b>85%</b>	<b>70%</b>	<b>57%</b>	<b>70%</b>	<b>73%</b>	<b>85%</b>	<b>100%</b>	<b>86%</b>

**COMPONENT QUESTIONS: Inmate Hunger Strikes**

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?
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?
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?

**COMPONENT SCORES: Inmate Hunger Strikes**

Ref Number	SAC	CMF	RJD	GEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
11.097	6	6	6	6		6	6		6	6	6				6	6	6	72
	2	6	2	6		6	6		1.5	0	0				4.8	4.8	0	39.1
	<b>33%</b>	<b>100%</b>	<b>33%</b>	<b>100%</b>		<b>100%</b>	<b>100%</b>		<b>25%</b>	<b>0%</b>	<b>0%</b>				<b>80%</b>	<b>80%</b>	<b>0%</b>	<b>54%</b>
11.099	6	6	6	6		6	6		6	6	6				6	6	6	72
	0	0	0	0		6	4		3	0	4				3.6	1.2	6	27.8
	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>		<b>100%</b>	<b>67%</b>		<b>50%</b>	<b>0%</b>	<b>67%</b>				<b>60%</b>	<b>20%</b>	<b>100%</b>	<b>39%</b>
11.100	7	7	7	7		7	7		7	7	7				7	7	7	84
	0	0	0	0		7	3.5		3.5	7	4.7				0	4.2	7	36.9
	<b>0%</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>		<b>100%</b>	<b>50%</b>		<b>50%</b>	<b>100%</b>	<b>67%</b>				<b>0%</b>	<b>60%</b>	<b>100%</b>	<b>44%</b>
Total Possible Points	19	19	19	19		19	19		19	19	19				19	19	19	228
Total Received Points	2	6	2	6		19	13.5		8	7	8.7				8.4	10.2	13	103.8
<b>Total Score</b>	<b>11%</b>	<b>32%</b>	<b>11%</b>	<b>32%</b>		<b>100%</b>	<b>71%</b>		<b>42%</b>	<b>37%</b>	<b>46%</b>				<b>44%</b>	<b>54%</b>	<b>68%</b>	<b>46%</b>



APPENDIX C-18: Component Questions and Scores - Chemical Agent Contraindications

COMPONENT QUESTIONS: Chemical Agent Contraindications

12.062	Did the institution document that it consulted with an RN or primary care provider (PCP) before a calculated use of OC?
12.064	Did the institution record how it decontaminated the inmate and did it follow the decontamination policy?

COMPONENT SCORES: Chemical Agent Contraindications

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
12.062	9	9	9	9	9	9	9	9	9					9	9	9	9	117
	9	6.8	9	7.2	7.2	3	9	9	9					9	9	7.2	9	103.4
	<b>100%</b>	<b>75%</b>	<b>100%</b>	<b>80%</b>	<b>80%</b>	<b>33%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>					<b>100%</b>	<b>100%</b>	<b>80%</b>	<b>100%</b>	<b>88%</b>
12.064	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	136
	8	8	7	8	8	8	8	8	6.4	5.3	5.3	8	8	8	8	8	8	128
	<b>100%</b>	<b>100%</b>	<b>88%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>80%</b>	<b>67%</b>	<b>67%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>94%</b>
	Total Possible Points	17	17	17	17	17	17	17	17	8	8	8	8	17	17	17	17	253
	Total Received Points	17	14.8	16	15.2	11	17	17	15.4	5.3	5.3	8	8	17	17	15.2	17	231.4
	<b>Total Score</b>	<b>100%</b>	<b>87%</b>	<b>94%</b>	<b>89%</b>	<b>65%</b>	<b>100%</b>	<b>100%</b>	<b>91%</b>	<b>66%</b>	<b>66%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>89%</b>	<b>100%</b>	<b>91%</b>

**COMPONENT QUESTIONS: Staffing Levels and Training**

18.001	Are licensed health care staff current with their certifications and did they attend required training?
18.002	Information purposes only: Calculate the institution's average vacancy percentages, the number of health care staff starting within six (6) months of the OIG visit, and the number of health care staff hired from the registry. Note: We do not factor this question into the institution's score for staffing levels and training.
18.004	Did the institution have a registered nurse (RN) available on site 24 hours a day, seven days a week, for emergency care?
18.005	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?
18.006	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?

**COMPONENT SCORES: Staffing Levels and Training**

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	OMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
18.001	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	Possible Points	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	Received Points	3.2	4	4	3.2	1.6	4	4	2.4	0.8	2.4	1.6	1.6	4	4	3.2	4	51.2
	<b>Score</b>	<b>80%</b>	<b>100%</b>	<b>100%</b>	<b>80%</b>	<b>40%</b>	<b>100%</b>	<b>100%</b>	<b>60%</b>	<b>20%</b>	<b>60%</b>	<b>40%</b>	<b>40%</b>	<b>100%</b>	<b>100%</b>	<b>80%</b>	<b>100%</b>	<b>75%</b>
18.002	Possible Points																	
	Received Points																	
	<b>Score</b>																	
18.004	Possible Points	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	Received Points	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	<b>Score</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
18.005	Possible Points	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	Received Points	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	<b>Score</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
18.006	Possible Points	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	Received Points	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	<b>Score</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
	Total Possible Points	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	16	272
	Total Received Points	15.2	15.2	16	15.2	13.6	16	16	14.4	12.8	14.4	13.6	13.6	16	16	15.2	16	255.2
	<b>Total Score</b>	<b>95%</b>	<b>100%</b>	<b>100%</b>	<b>95%</b>	<b>85%</b>	<b>100%</b>	<b>100%</b>	<b>90%</b>	<b>80%</b>	<b>90%</b>	<b>85%</b>	<b>85%</b>	<b>100%</b>	<b>100%</b>	<b>95%</b>	<b>100%</b>	<b>94%</b>

APPENDIX C-20: Component Questions and Scores - Nursing Policy

COMPONENT QUESTIONS: Nursing Policy

16.154	Does the institution have written nursing policies and procedures that adhere to the department's guidelines?
16.231	Does the institution ensure that nursing staff review their duty statements?
16.254	Does the institution's supervising registered nurse (SRN) conduct periodic reviews of nursing staff?

COMPONENT SCORES: Nursing Policy

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
16.154	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
	Possible Points	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
	Received Points	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
	<b>Score</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
16.231	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
	Possible Points	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
	Received Points	2	0	5	1	5	2	5	3	5	2	4	4	2	5	4	5	54
	<b>Score</b>	<b>40%</b>	<b>0%</b>	<b>100%</b>	<b>20%</b>	<b>100%</b>	<b>40%</b>	<b>100%</b>	<b>60%</b>	<b>100%</b>	<b>40%</b>	<b>80%</b>	<b>80%</b>	<b>40%</b>	<b>100%</b>	<b>80%</b>	<b>100%</b>	<b>64%</b>
16.254	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	Possible Points	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	Received Points	4	0	2.4	4	4	4	3.2	0	4	0	1.6	0	2.4	2.4	0.8	3.2	36
	<b>Score</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>80%</b>	<b>0%</b>	<b>100%</b>	<b>0%</b>	<b>40%</b>	<b>0%</b>	<b>60%</b>	<b>60%</b>	<b>20%</b>	<b>80%</b>	<b>53%</b>
	Total Possible Points	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	14	238
	Total Received Points	11	5	12.4	10	5	14	13.2	8	14	7	10.6	9	9.4	12.4	9.8	13.2	175
	<b>Total Score</b>	<b>79%</b>	<b>36%</b>	<b>89%</b>	<b>71%</b>	<b>36%</b>	<b>100%</b>	<b>94%</b>	<b>57%</b>	<b>100%</b>	<b>50%</b>	<b>76%</b>	<b>64%</b>	<b>67%</b>	<b>89%</b>	<b>70%</b>	<b>94%</b>	<b>74%</b>

**CATEGORY QUESTIONS: Medication Management**

01.124	Sick Call Medication: Did the institution administer or deliver prescription medications (new orders) to the inmate within specified time frames?
02.128	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?
03.175	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?
05.110	Do all appropriate forms in the transfer envelope identify all medications ordered by the physician, and are the medications in the transfer envelope?
10.228	Inmates prescribed INH: Did the institution properly administer the medication to the inmate?
13.141	Does the institution properly maintain its emergency crash cart medications?
13.145	Does the pharmacist in charge have an effective process for screening new medication orders for potential adverse reactions?
13.148	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?
13.252	Does the institution properly maintain medications in its after-hours medication supply(ies)?
13.253	Does the institution conduct monthly inspections of its emergency cart and after-hours medication supply(ies)?
14.029	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?
14.131	Do medication nurses understand that medication is to be administered by the same licensed staff member who prepares it and on the same day?
14.166	Was the medication stored in a sealed container if food was present in the clinic refrigerator?
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?

**CATEGORY SCORES: Medication Management**

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
01.124	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	Possible Points	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6
	Received Points	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	1.3	0.9
	Score	22%	80%	55%	77%	33%	52%	28%	13%	33%	11%	41%	10%	28%	30%	44%	22%	14%
																		35%

APPENDIX D-1

CATEGORY SCORES: Medication Management, continued

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score	
02.128	Possible Points 8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	136
	Received Points 2.7	7	4	4	0	3.4	1	2	3.3	0	3.4	1.8	0	2.4	2.8	1.9	1.3	41	
	<b>Score</b> 33%	88%	50%	50%	0%	43%	13%	25%	42%	0%	43%	23%	0%	30%	35%	24%	17%	30%	
03.175	Possible Points 18	18	18	18	18	18	18	18	18	18	18	18	18	18	18	18	18	18	306
	Received Points 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	1.4	3.1	94.6	
	<b>Score</b> 46%	77%	50%	55%	65%	40%	4%	31%	29%	4%	48%	20%	4%	18%	8%	8%	17%	31%	
05.110	Possible Points 8	8	8	8	8	8	8	8	8	8	8	8	8		8		8	120	
	Received Points 8	4	8	8	8	8	8	8	8	6.4	8	8	3.2		8		8	109.6	
	<b>Score</b> 100%	50%	100%	100%	100%	100%	100%	100%	100%	80%	100%	100%	40%		100%		100%	91%	
10.228	Possible Points 6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	Received Points 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	1.2	2.4	27.6	
	<b>Score</b> 40%	80%	20%	0%	0%	40%	20%	0%	20%	20%	20%	80%	0%	40%	20%	20%	40%	27%	
13.141	Possible Points 2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	34
	Received Points 1.6	2	2	2	2	2	2	2	2	2	2	2	2	0	2	0	1	28.6	
	<b>Score</b> 80%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	0%	50%	84%	
13.145	Possible Points 7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points 7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	<b>Score</b> 100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
13.148	Possible Points 4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	Received Points 4	4	4	0	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
	<b>Score</b> 100%	100%	100%	0%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
13.252	Possible Points 2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	34
	Received Points 2	1	0.7	0	0	0	0	0	2	0	2	2	1.3	2	2	0	0	15	
	<b>Score</b> 100%	50%	33%	0%	0%	0%	0%	0%	100%	0%	100%	100%	67%	100%	100%	0%	0%	44%	
13.253	Possible Points 1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	17
	Received Points 0	1	0.4	0.8	0.7	0.7	0.3	0.3	1	1	1	1	0.3	0.7	1	1	1	12.2	
	<b>Score</b> 0%	100%	40%	75%	67%	67%	33%	33%	100%	100%	100%	100%	25%	67%	100%	100%	100%	72%	
14.029	Possible Points 4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
	Received Points 4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	62
	<b>Score</b> 100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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APPENDIX D-1

CATEGORY SCORES: Medication Management, continued

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
14.131	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	4	4	4	0	4	4	4	4	4	4	4	4	4	4	4	4	4	64
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>94%</b>
14.166	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	34
	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	34
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
21.281	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	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	0.4	3	56.2
	<b>100%</b>	<b>100%</b>	<b>58%</b>	<b>79%</b>	<b>79%</b>	<b>88%</b>	<b>64%</b>	<b>48%</b>	<b>38%</b>	<b>13%</b>	<b>67%</b>	<b>47%</b>	<b>44%</b>	<b>10%</b>	<b>47%</b>	<b>7%</b>	<b>50%</b>	<b>55%</b>
	Total Possible Points	74	78	78	78	78	78	78	78	78	78	78	78	70	78	70	78	1306
	Total Received Points	49.3	65.5	53.1	47	53.1	39.8	42.6	48.1	33.9	53.7	47.6	32.9	34.2	42.8	28.2	41.7	763.5
	<b>Total Score</b>	<b>67%</b>	<b>84%</b>	<b>68%</b>	<b>60%</b>	<b>68%</b>	<b>51%</b>	<b>55%</b>	<b>62%</b>	<b>43%</b>	<b>69%</b>	<b>61%</b>	<b>42%</b>	<b>49%</b>	<b>55%</b>	<b>40%</b>	<b>53%</b>	<b>58%</b>

**CATEGORY QUESTIONS: Access to Care**

01.025	RN FTF Documentation: Did the RN complete the face-to-face (FTF) triage within one (1) business day after the Form 7362 was reviewed?
01.027	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?
01.247	Sick Call Follow-up: If the provider ordered a follow-up sick call appointment, did it take place within the time frame specified?
02.015	Was a review of symptoms completed if the inmate's tuberculin test was positive, and were the results reviewed by the infection control nurse?
02.016	Did the institution complete the initial health screening on the same day the inmate arrived at the institution?
02.017	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?
02.018	If, during the assessment, the RN referred the inmate to a clinician, was the inmate seen within the time frame?
02.020	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?
02.021	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?
03.076	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?
04.051	Did the primary care provider (PCP) evaluate the inmate within one calendar day after placement?
04.052	Did the RN complete an initial assessment of the inmate on the day of placement?
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?
06.049	Radiology order: Was the radiology service provided within the time frame specified in the physician's order?
06.188	All laboratory orders: Was the specimen collected within the applicable time frames of the physician's order?
07.035	Did the inmate receive the specialty service within specified time frames?
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?
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?

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CATEGORY QUESTIONS: Access to Care, *continued*

08.184	Did the medical emergency responder arrive at the location of the medical emergency within five (5) minutes of initial notification?
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?
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?
09.071	Did the inmate visit with an OB physician according to the applicable time frames?
09.074	Did the inmate receive her six-week check-up (post-delivery)?
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?
10.086	Inmates age 66 or older: Did the inmate receive an influenza vaccination within the previous 12 months or was the inmate's refusal documented?
10.087	Female inmates age 41 or older: Did the inmate receive a mammogram within the previous 24 months?
10.229	Inmates with TB code 34: Was the inmate evaluated for signs and symptoms of TB within the previous 12 months?
10.232	Inmates prescribed INH: Did the institution monitor the inmate monthly for the most recent three months he or she was on the medication?
10.274	Female inmates age 41 to 64: Did the inmate receive a Pap smear in compliance with policy?
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?
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?
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?
15.258	Emergency Medical Response Drill: Did the responding officer begin CPR without unnecessary delay?
15.282	Emergency Medical Response Drill: Did medical staff arrive on scene in five minutes or less?
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?



CATEGORY SCORES: Access to Care

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
01.025	Possible Points	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	Received Points	4.6	5	4.8	4.6	5.3	4.7	3.9	5	2	3.6	4.8	4.1	1.5	2.4	2.1	5	68.7
	<b>Score</b>	<b>76%</b>	<b>84%</b>	<b>80%</b>	<b>76%</b>	<b>88%</b>	<b>78%</b>	<b>65%</b>	<b>83%</b>	<b>33%</b>	<b>60%</b>	<b>80%</b>	<b>68%</b>	<b>26%</b>	<b>40%</b>	<b>34%</b>	<b>84%</b>	<b>67%</b>
01.027	Possible Points	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	136
	Received Points	2.4	6.6	1	4	6.3	4.5	6	2.8	3.8	2	4.3	5.6	4.2	2.1	4.4	3.6	69.6
	<b>Score</b>	<b>29%</b>	<b>82%</b>	<b>13%</b>	<b>50%</b>	<b>79%</b>	<b>56%</b>	<b>75%</b>	<b>35%</b>	<b>47%</b>	<b>25%</b>	<b>54%</b>	<b>71%</b>	<b>52%</b>	<b>27%</b>	<b>56%</b>	<b>46%</b>	<b>51%</b>
01.247	Possible Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points	1.8	5.4	1.6	7	4.2	4.7	0	1.4	2.5	4	6.1	3.9	4.4	3.5	3.5	4.7	63.4
	<b>Score</b>	<b>25%</b>	<b>78%</b>	<b>22%</b>	<b>100%</b>	<b>60%</b>	<b>67%</b>	<b>0%</b>	<b>20%</b>	<b>36%</b>	<b>57%</b>	<b>88%</b>	<b>56%</b>	<b>63%</b>	<b>50%</b>	<b>50%</b>	<b>67%</b>	<b>53%</b>
02.015	Possible Points	7		7	7	7	7	7	7		7	7				7	7	77
	Received Points	7		7	7	4.7	5.3	5.8	7		2.3	7				7	7	67.1
	<b>Score</b>	<b>100%</b>		<b>100%</b>	<b>100%</b>	<b>67%</b>	<b>75%</b>	<b>83%</b>	<b>100%</b>		<b>33%</b>	<b>100%</b>				<b>100%</b>	<b>100%</b>	<b>87%</b>
02.016	Possible Points	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	153
	Received Points	9	9	8.7	9	9	9	9	8.1	5.9	6.9	8.6	8.6	8.1	8.4	8.1	7.7	142.1
	<b>Score</b>	<b>100%</b>	<b>100%</b>	<b>97%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>90%</b>	<b>65%</b>	<b>77%</b>	<b>95%</b>	<b>95%</b>	<b>90%</b>	<b>93%</b>	<b>90%</b>	<b>85%</b>	<b>93%</b>
02.017	Possible Points	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	128
	Received Points	8	4.4	7.6	7.5	8	8	2.3	3.7	5.6	8	8	6.9	8	8		8	110
	<b>Score</b>	<b>100%</b>	<b>56%</b>	<b>94%</b>	<b>93%</b>	<b>100%</b>	<b>100%</b>	<b>29%</b>	<b>46%</b>	<b>70%</b>	<b>100%</b>	<b>100%</b>	<b>87%</b>	<b>100%</b>	<b>100%</b>		<b>100%</b>	<b>88%</b>
02.018	Possible Points	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	128
	Received Points	2	8	1	4.8	4	6.9	2.3	0	5.7	2.7	0.9		4.4	1.3	4.9	3.2	60.1
	<b>Score</b>	<b>25%</b>	<b>100%</b>	<b>13%</b>	<b>60%</b>	<b>50%</b>	<b>86%</b>	<b>29%</b>	<b>0%</b>	<b>71%</b>	<b>33%</b>	<b>11%</b>		<b>55%</b>	<b>17%</b>	<b>61%</b>	<b>40%</b>	<b>47%</b>
02.020	Possible Points	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	Received Points	5.4	4.2	5.2	5.4	6	6	5.1	6	5.1	4.8	6	5.4	5.1	5.8	5.8	6	93
	<b>Score</b>	<b>90%</b>	<b>70%</b>	<b>87%</b>	<b>90%</b>	<b>100%</b>	<b>100%</b>	<b>85%</b>	<b>100%</b>	<b>85%</b>	<b>80%</b>	<b>100%</b>	<b>90%</b>	<b>85%</b>	<b>97%</b>	<b>96%</b>	<b>100%</b>	<b>91%</b>
02.021	Possible Points			5	5	5		5	5	5	5		5		5	5		40
	Received Points			2.8	2.8	2.8		2.5	2.5		5		2		5	4.8		27.7
	<b>Score</b>			<b>56%</b>		<b>55%</b>		<b>50%</b>			<b>100%</b>		<b>40%</b>		<b>100%</b>	<b>95%</b>		<b>69%</b>

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CATEGORY SCORES: Access to Care, continued

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
03.076	Possible Points	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	170
	Received Points	8.8	4.8	9.5	5.6	9	7.6	6	6.4	7.2	6.8	9.6	7.5	7.2	4.4	8.4	5.6	123.1
	<b>Score</b>	<b>88%</b>	<b>48%</b>	<b>95%</b>	<b>56%</b>	<b>90%</b>	<b>76%</b>	<b>60%</b>	<b>64%</b>	<b>72%</b>	<b>68%</b>	<b>96%</b>	<b>75%</b>	<b>72%</b>	<b>44%</b>	<b>84%</b>	<b>56%</b>	<b>72%</b>
04.051	Possible Points	5	5		5			5			5	5	5	5		5	5	50
	Received Points	4.5	4		4			5			4	5	3.5	4		4	4	42
	<b>Score</b>	<b>90%</b>	<b>80%</b>		<b>80%</b>			<b>100%</b>			<b>80%</b>	<b>100%</b>	<b>70%</b>	<b>80%</b>		<b>80%</b>	<b>80%</b>	<b>84%</b>
04.052	Possible Points	5	5		5			5			5	5	5	5		5	5	50
	Received Points	4.5	5		4			5			3	5	4.5	4		5	4.5	44.5
	<b>Score</b>	<b>90%</b>	<b>100%</b>		<b>80%</b>			<b>100%</b>			<b>60%</b>	<b>100%</b>	<b>90%</b>	<b>80%</b>		<b>100%</b>	<b>90%</b>	<b>89%</b>
04.053	Possible Points	4	4		4			4			4	4	4	4		4	4	40
	Received Points	1.2	3.1		4			2			1.3	4	4	3		4	2	28.6
	<b>Score</b>	<b>30%</b>	<b>78%</b>		<b>100%</b>			<b>50%</b>			<b>33%</b>	<b>100%</b>	<b>100%</b>	<b>75%</b>		<b>100%</b>	<b>50%</b>	<b>72%</b>
06.049	Possible Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points	7	5.6	7	1.4	7	5.6	7	7	5.6	5.6	0	7	4.2	4.2	7	4.2	92.4
	<b>Score</b>	<b>100%</b>	<b>80%</b>	<b>100%</b>	<b>20%</b>	<b>100%</b>	<b>80%</b>	<b>100%</b>	<b>100%</b>	<b>80%</b>	<b>80%</b>	<b>0%</b>	<b>100%</b>	<b>60%</b>	<b>60%</b>	<b>100%</b>	<b>60%</b>	<b>78%</b>
06.188	Possible Points	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	Received Points	5.4	5.4	3	4.8	4.2	4.8	6	5.4	4.2	2.4	5.4	3	4.2	1.8	6	4.2	73.8
	<b>Score</b>	<b>90%</b>	<b>90%</b>	<b>50%</b>	<b>80%</b>	<b>70%</b>	<b>80%</b>	<b>100%</b>	<b>90%</b>	<b>70%</b>	<b>40%</b>	<b>90%</b>	<b>50%</b>	<b>70%</b>	<b>30%</b>	<b>100%</b>	<b>70%</b>	<b>72%</b>
07.035	Possible Points	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	153
	Received Points	4.2	3.2	5.3	5.3	8.5	5.3	6.9	5.8	6.2	3.7	2.6	7.9	6.9	4.2	5.8	7.9	95
	<b>Score</b>	<b>47%</b>	<b>35%</b>	<b>59%</b>	<b>59%</b>	<b>94%</b>	<b>59%</b>	<b>77%</b>	<b>65%</b>	<b>69%</b>	<b>41%</b>	<b>29%</b>	<b>88%</b>	<b>77%</b>	<b>47%</b>	<b>65%</b>	<b>88%</b>	<b>62%</b>
07.038	Possible Points	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	136
	Received Points	0.6	2.5	2	1.2	0	1.8	2.9	2.3	0.7	2.4	0.5	3	2.7	0.5	0	4.4	28.2
	<b>Score</b>	<b>8%</b>	<b>31%</b>	<b>25%</b>	<b>15%</b>	<b>0%</b>	<b>23%</b>	<b>36%</b>	<b>29%</b>	<b>8%</b>	<b>29%</b>	<b>7%</b>	<b>38%</b>	<b>33%</b>	<b>7%</b>	<b>0%</b>	<b>56%</b>	<b>21%</b>
07.043	Possible Points	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	153
	Received Points	2	2.6	1.7	3.7	0.7	1.6	2.3	3.2	3.2	4.2	3.4	2.1	6.5	0	2.1	3.8	44.2
	<b>Score</b>	<b>22%</b>	<b>29%</b>	<b>19%</b>	<b>41%</b>	<b>8%</b>	<b>18%</b>	<b>25%</b>	<b>36%</b>	<b>36%</b>	<b>47%</b>	<b>38%</b>	<b>23%</b>	<b>73%</b>	<b>0%</b>	<b>23%</b>	<b>42%</b>	<b>29%</b>
08.184	Possible Points	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
	Received Points	4	4	3.2	4	4	2.7	4	4	3	2	4	4	4	4	3.2	4	58.1
	<b>Score</b>	<b>100%</b>	<b>100%</b>	<b>80%</b>	<b>100%</b>	<b>100%</b>	<b>67%</b>	<b>100%</b>	<b>100%</b>	<b>75%</b>	<b>50%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>80%</b>	<b>100%</b>	<b>91%</b>

APPENDIX D-2

CATEGORY SCORES: Access to Care, continued

Ref Number	SAC	CMF	RJD	GEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
09.066													5					5
	Possible Points												5					5
	Received Points												0					0
	<b>Score</b>												0%					0%
09.067													5					5
	Possible Points												5					5
	Received Points												5					5
	<b>Score</b>												100%					100%
09.071													8					8
	Possible Points												8					8
	Received Points												6.9					6.9
	<b>Score</b>												86%					86%
09.074													7					7
	Possible Points												7					7
	Received Points												5.6					5.6
	<b>Score</b>												80%					80%
10.085													5					5
	Possible Points	5	5	5	5		5	5	5	5	5	5	5	5	5	5	5	5
	Received Points	2.5	3.5	1.5	0.5		4.5	1	0	0	1	3.5	1.5	1.5	1	1	0	23
	<b>Score</b>	50%	70%	30%	10%		90%	20%	0%	0%	20%	70%	30%	30%	20%	20%	0%	31%
10.086													6					6
	Possible Points		6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6
	Received Points		4.8	4.5	3	5.1	6	6	4.8	0	0	3.3	5.4	6	3.6	5.4	6	69.9
	<b>Score</b>	80%	80%	75%	100%	86%	100%	100%	80%	0%	0%	56%	90%	100%	60%	90%	100%	73%
10.087													5					10
	Possible Points												5					10
	Received Points												3.5					6.5
	<b>Score</b>						60%						70%					65%
10.229													7					7
	Possible Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points	2.8	0	0	0	7	4.2	1.4	0	7	0	7	0	7	1.4	7	1.4	46.2
	<b>Score</b>	40%	0%	0%	0%	100%	60%	20%	0%	100%	0%	100%	0%	100%	20%	100%	20%	39%
10.232													6					6
	Possible Points	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	Received Points	0	0	0	0	0	0	0	0	0	0	6	0	1.2	0	0	1.2	9.6
	<b>Score</b>	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	20%	0%	0%	20%	9%
10.274													5					10
	Possible Points												5					10
	Received Points												2.5					5.5
	<b>Score</b>						60%						50%					55%

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APPENDIX D-2

CATEGORY SCORES: Access to Care, continued

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
11.097	Possible Points Received Points	6 2	6 2	6 6		6 6	6 6		6 1.5	6 0	6 0				6 4.8	6 4.8	6 0	72 39.1
	<b>Score</b>	<b>100%</b>	<b>33%</b>	<b>100%</b>		<b>100%</b>	<b>100%</b>		<b>25%</b>	<b>0%</b>	<b>0%</b>				<b>80%</b>	<b>80%</b>	<b>0%</b>	<b>54%</b>
11.099	Possible Points Received Points	6 0	6 0	6 0		6 6	6 4		6 3	6 0	6 4				6 3.6	6 1.2	6 6	72 27.8
	<b>Score</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>		<b>100%</b>	<b>67%</b>		<b>50%</b>	<b>0%</b>	<b>67%</b>				<b>60%</b>	<b>20%</b>	<b>100%</b>	<b>39%</b>
11.100	Possible Points Received Points	7 0	7 0	7 0		7 7	7 3.5		7 3.5	7 7	7 4.7				7 0	7 4.2	7 7	84 36.9
	<b>Score</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>		<b>100%</b>	<b>50%</b>		<b>50%</b>	<b>100%</b>	<b>67%</b>				<b>0%</b>	<b>60%</b>	<b>100%</b>	<b>44%</b>
15.258	Possible Points Received Points	2 0	2 2		2 2		2 2		2 2	2 2	2 2		2 2	2 2	2 0	2 2	2 2	32 22
	<b>Score</b>	<b>0%</b>	<b>100%</b>		<b>100%</b>		<b>100%</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>		<b>100%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>69%</b>
15.282	Possible Points Received Points	2 0	2 2		2 2		2 2			2 2	2 2		2 2	2 2	2 0	2 2	2 2	30 26
	<b>Score</b>	<b>0%</b>	<b>100%</b>		<b>100%</b>		<b>100%</b>			<b>100%</b>	<b>100%</b>		<b>100%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>87%</b>
21.249	Possible Points Received Points	7 4.2	7 1.7	7 4.6	7 4.5	7 3.6	7 6.1	7 6.4	7 2.8	7 4.1	7 3.3	7 5.9	7 3.9	7 3.6	7 3.4	7 3.4	7 5.8	119 73.3
	<b>Score</b>	<b>60%</b>	<b>24%</b>	<b>65%</b>	<b>64%</b>	<b>52%</b>	<b>88%</b>	<b>92%</b>	<b>40%</b>	<b>58%</b>	<b>48%</b>	<b>84%</b>	<b>56%</b>	<b>52%</b>	<b>48%</b>	<b>48%</b>	<b>82%</b>	<b>62%</b>
Total Possible Points	174	173	171	155	166	176	166	161	169	159	185	161	177	154	164	177	180	2868
Total Received Points	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	117.1	121.2	1734.9
<b>Total Score</b>	<b>54%</b>	<b>63%</b>	<b>47%</b>	<b>60%</b>	<b>62%</b>	<b>74%</b>	<b>72%</b>	<b>61%</b>	<b>52%</b>	<b>52%</b>	<b>50%</b>	<b>70%</b>	<b>65%</b>	<b>69%</b>	<b>45%</b>	<b>66%</b>	<b>67%</b>	<b>60%</b>

**CATEGORY QUESTIONS: Continuity of Care**

02.007	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?
02.014	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?
02.111	Non-reception center: Did the inmate receive medical accommodations upon arrival, if applicable?
02.128	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?
04.051	Did the primary care provider (PCP) evaluate the inmate within one calendar day after placement?
04.052	Did the RN complete an initial assessment of the inmate on the day of placement?
05.108	Did Receiving and Release have the inmate's UHR and transfer envelope?
05.109	If the inmate was scheduled for any upcoming specialty services, were the services noted on Form 7371 (Health Care Transfer Information)?
05.110	Do all appropriate forms in the transfer envelope identify all medications ordered by the physician, and are the medications in the transfer envelope?
05.171	Did an RN accurately complete all applicable sections of Form 7371 (Health Care Transfer Information) based on the inmate's UHR?
05.172	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?
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?
07.270	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?
14.033	Does the institution have an adequate process to ensure inmates who are moved to a new cell still receive their medical treatments?
21.248	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?
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?
21.250	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?

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CATEGORY QUESTIONS: Continuity of Care, *continued*

21.251	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?
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?

CATEGORY SCORES: Continuity of Care

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
02.007	7	7	7	7			7	7	7	7	7	7		7	7	7	7	98
	Possible Points	7	7	7			7	7	7	7	7	7		7	7	7	7	
	Received Points	7	6.5	6.3			6	5.3	6.1	6.6	6.6	7		6.6	6	7	7	88.5
	<b>Score</b>	<b>100%</b>	<b>93%</b>	<b>90%</b>			<b>85%</b>	<b>75%</b>	<b>88%</b>	<b>95%</b>	<b>95%</b>	<b>100%</b>		<b>95%</b>	<b>85%</b>	<b>100%</b>	<b>100%</b>	<b>90%</b>
02.014				7			7				7			7	7		7	42
	Possible Points			7			7				7			7	7		7	
	Received Points			7			0				7			7	7		7	35
	<b>Score</b>			<b>100%</b>			<b>0%</b>				<b>100%</b>			<b>100%</b>	<b>100%</b>		<b>100%</b>	<b>83%</b>
02.111		6	6	6			6		6	6	6	6		6	6	6	6	78
	Possible Points	6	6	6			6		6	6	6	6		6	6	6	6	
	Received Points	4	6	4.5	2		6		4.5	6	6	4.5		6	6	3	6	64.5
	<b>Score</b>	<b>67%</b>	<b>100%</b>	<b>33%</b>			<b>100%</b>		<b>75%</b>	<b>100%</b>	<b>100%</b>	<b>75%</b>		<b>100%</b>	<b>100%</b>	<b>50%</b>	<b>100%</b>	<b>83%</b>
02.128		8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	136
	Possible Points	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	
	Received Points	2.7	7	4	4	0	3.4	1	2	3.3	0	3.4	1.8	2.4	2.8	1.9	1.3	41
	<b>Score</b>	<b>33%</b>	<b>88%</b>	<b>50%</b>	<b>0%</b>	<b>43%</b>	<b>13%</b>	<b>25%</b>	<b>42%</b>	<b>0%</b>	<b>43%</b>	<b>23%</b>	<b>0%</b>	<b>30%</b>	<b>35%</b>	<b>24%</b>	<b>17%</b>	<b>30%</b>
04.051		5	5		5			5			5	5	5	5		5	5	50
	Possible Points	5	5		5			5			5	5	5	5		5	5	
	Received Points	4.5	4		4			5			4	5	3.5	4		4	4	42
	<b>Score</b>	<b>90%</b>	<b>80%</b>		<b>80%</b>			<b>100%</b>			<b>80%</b>	<b>100%</b>	<b>70%</b>	<b>80%</b>		<b>80%</b>	<b>80%</b>	<b>84%</b>
04.052		5	5		5			5			5	5	5	5		5	5	50
	Possible Points	5	5		5			5			5	5	5	5		5	5	
	Received Points	4.5	5		4			5			3	5	4.5	4		5	4.5	44.5
	<b>Score</b>	<b>90%</b>	<b>100%</b>		<b>80%</b>			<b>100%</b>			<b>60%</b>	<b>100%</b>	<b>90%</b>	<b>80%</b>		<b>100%</b>	<b>90%</b>	<b>89%</b>
05.108		7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Possible Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	
	Received Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	<b>Score</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

CATEGORY SCORES: Continuity of Care, continued

Ref Number	SAC	CMF	RJD	GEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
05.109	Possible Points	8	8	8	8	8					8	8	8				8	80
	Received Points	8	0	4	8	0	8				0	8	8				8	52
	<b>Score</b>	<b>100%</b>	<b>0%</b>	<b>50%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>				<b>0%</b>	<b>100%</b>	<b>100%</b>				<b>100%</b>	<b>65%</b>
05.110	Possible Points	8	8	8	8	8	8	8	8	8	8	8	8		8		8	120
	Received Points	8	4	8	8	8	8	8	8	6.4	8	8	3.2		8		8	109.6
	<b>Score</b>	<b>100%</b>	<b>50%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>80%</b>	<b>100%</b>	<b>100%</b>	<b>40%</b>		<b>100%</b>		<b>100%</b>	<b>91%</b>
05.171	Possible Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points	5.6	0	7	7	7	5.3	5.6	7	1.4	1.4	7	4.2	7	7	7	4.2	90.7
	<b>Score</b>	<b>80%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>75%</b>	<b>80%</b>	<b>100%</b>	<b>20%</b>	<b>20%</b>	<b>100%</b>	<b>60%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>60%</b>	<b>76%</b>
05.172	Possible Points	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	136
	Received Points	0	8	8	8	8	8	8	8	8	0	8	8	8	8	8	8	120
	<b>Score</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>88%</b>
07.043	Possible Points	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	9	153
	Received Points	2	2.6	1.7	3.7	0.7	1.6	2.3	3.2	3.2	4.2	3.4	2.1	6.5	0	2.1	3.8	44.2
	<b>Score</b>	<b>22%</b>	<b>29%</b>	<b>19%</b>	<b>41%</b>	<b>8%</b>	<b>18%</b>	<b>25%</b>	<b>36%</b>	<b>36%</b>	<b>47%</b>	<b>38%</b>	<b>23%</b>	<b>73%</b>	<b>0%</b>	<b>23%</b>	<b>42%</b>	<b>29%</b>
07.270	Possible Points	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	Received Points	3.2	3.5	5.3	6	4.6	6	5.6	6	6	6	6	6	6	5.6	6	6	93.8
	<b>Score</b>	<b>53%</b>	<b>59%</b>	<b>88%</b>	<b>100%</b>	<b>77%</b>	<b>100%</b>	<b>94%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>94%</b>	<b>100%</b>	<b>100%</b>	<b>92%</b>
14.033	Possible Points	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	Received Points	4	4	4	4	4	4	4	4	4	4	4	4	2	4	4	4	66
	<b>Score</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>50%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>97%</b>
21.248	Possible Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points	5.5	6.3	4.6	5.3	6.2	6.4	5.9	6.7	6.2	6.4	7	5.9	6.4	2.2	3.6	6.2	97.8
	<b>Score</b>	<b>79%</b>	<b>90%</b>	<b>65%</b>	<b>75%</b>	<b>88%</b>	<b>92%</b>	<b>84%</b>	<b>100%</b>	<b>96%</b>	<b>88%</b>	<b>100%</b>	<b>84%</b>	<b>92%</b>	<b>32%</b>	<b>52%</b>	<b>88%</b>	<b>82%</b>
21.249	Possible Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points	4.2	6	1.7	4.6	4.5	3.6	6.1	2.8	4.1	3.3	5.9	3.9	3.6	3.4	3.4	5.8	73.3
	<b>Score</b>	<b>60%</b>	<b>85%</b>	<b>24%</b>	<b>65%</b>	<b>64%</b>	<b>52%</b>	<b>88%</b>	<b>40%</b>	<b>58%</b>	<b>48%</b>	<b>84%</b>	<b>56%</b>	<b>52%</b>	<b>48%</b>	<b>48%</b>	<b>82%</b>	<b>62%</b>
21.250	Possible Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points	5.1	5.6	3.5	7	6.7	7	7	7	6.7	7	6.7	6.7	7	7	5	7	109
	<b>Score</b>	<b>73%</b>	<b>80%</b>	<b>50%</b>	<b>100%</b>	<b>96%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>96%</b>	<b>96%</b>	<b>100%</b>	<b>100%</b>	<b>72%</b>	<b>100%</b>	<b>92%</b>

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APPENDIX D-3

CATEGORY SCORES: Continuity of Care, continued

Ref Number	SAC	CMF	RJD	GEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
21.251	7	7	7		7	7				7								42
	7	0	7		0	7				7								28
	<b>100%</b>	<b>0%</b>	<b>100%</b>		<b>0%</b>	<b>100%</b>				<b>100%</b>								<b>67%</b>
21.281	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	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	0.4	3	56.2
	<b>100%</b>	<b>100%</b>	<b>58%</b>	<b>79%</b>	<b>79%</b>	<b>88%</b>	<b>64%</b>	<b>48%</b>	<b>38%</b>	<b>13%</b>	<b>67%</b>	<b>47%</b>	<b>44%</b>	<b>10%</b>	<b>47%</b>	<b>7%</b>	<b>50%</b>	<b>55%</b>
	122	122	112	112	109	99	104	101	97	104	122	115	102	106	104	99	122	1852
Total Received Points	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	67.4	100.8	1375.1
<b>Total Score</b>	<b>72%</b>	<b>67%</b>	<b>70%</b>	<b>83%</b>	<b>64%</b>	<b>83%</b>	<b>72%</b>	<b>80%</b>	<b>78%</b>	<b>71%</b>	<b>67%</b>	<b>84%</b>	<b>68%</b>	<b>79%</b>	<b>74%</b>	<b>68%</b>	<b>83%</b>	<b>74%</b>



**CATEGORY QUESTIONS: Primary Care Provider Responsibilities**

02.022	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?
02.211	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?
02.212	Reception center history and physical: Are the "Past History" and "Past Medical History" sections of Form 7206 (History and Physical Examination) complete?
02.213	Reception center history and physical: Is the "Family and Social History" section of Form 7206 (History and Physical Examination) complete?
02.215	Reception center history and physical: Is the "Review Systems" section of Form 7206 (History and Physical Examination) complete?
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?
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?
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?
02.219	Reception center history and physical: Has required intake testing been ordered?
03.077	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?
03.082	Did the institution document that it provided the inmate with health care education?
03.235	Is the clinical history adequate?
03.236	Is the focused clinical examination adequate?
03.237	Is the assessment adequate?
03.238	Is the plan adequate and consistent with the degree of control based on the chronic care program intervention and follow up requirements?
03.262	Is the inmate's Problem List complete and filed accurately in the inmate's unit health record (UHR)?
04.056	Did the PCP's plan adequately address the initial assessment?
04.112	Was the PCP's initial evaluation adequate for the problem(s) requiring OHU placement?

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CATEGORY QUESTIONS: Primary Care Provider Responsibilities, *continued*

04.208	Was the level of care available in the OHU appropriate to the patient's clinical presentation?
04.230	Was the PCP's initial assessment (or diagnoses) appropriate for the findings in the initial evaluation?
06.191	All diagnostic services: Did the PCP document the clinically significant diagnostic test results on Form 7230 (Interdisciplinary Progress Notes)?
06.263	All diagnostic services: Did the PCP adequately manage clinically significant test results?
09.069	Did medical staff promptly order extra daily nutritional supplements and food for the inmate?
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?
09.223	Were the results of the inmate's specified prenatal screening tests documented on Form 5703N?
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?
21.250	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?
21.276	While the patient was in the TTA, was the clinical care rendered by the attending provider adequate and timely?
21.279	For patients managed by telephone consultation alone, was the provider's decision not to come to the TTA appropriate?

CATEGORY SCORES: Primary Care Provider Responsibilities

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
02.022			4															4
			0															0
			0%															0%
02.211			2	2	2	2			2		2		2		2			14
			1.5		1.8	2			0.8		1.8		1.6		1.2			10.7
			75%		92%	100%			40%		89%		82%		60%			76%
02.212			2	2	2	2			2		2		2		2			14
			1.8	1.2	2	2			1.7		2		1.8		1.8			12.3
			88%	60%	100%	100%			85%		100%		90%		90%			88%

CATEGORY SCORES: Primary Care Provider Responsibilities, continued

Ref Number	SAC	CMF	RJD	GEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
02.213			2		2	2			2		2		2		2			14
			2		2	2			1.5		2		1.5		1.6			12.6
			100%		100%	100%			75%		100%		75%		80%			90%
02.215			2		2				2		2		2		2			12
			0		2				1.4		1.6		0.4		0			5.4
			0%		100%				70%		80%		20%		0%			45%
02.216			2		2	2			2		2		2		2			14
			1.5		1.9	2			2		2		1.7		1.2			12.3
			75%		95%	100%			100%		100%		85%		60%			88%
02.217			2		2	2			2		2		2		2			14
			1.8		1.9	1.8			2		2		1.8		1.1			12.4
			88%		95%	90%			100%		100%		89%		56%			88%
02.218			2		2	2			2		2		2		2			14
			2		1.7	2			2		2		2		1.3			13
			100%		85%	100%			100%		100%		100%		67%			93%
02.219			4		4	4			4		4		4		4			32
			2.8		2	4			3.8		3.6		4		0.8			24.4
			70%		50%	100%			95%		90%		100%		20%			76%
03.077			10		10	10			10		10		10		10			170
			0.4		7.4	8.5			7.6		5.2		7.2		6			98.7
			91%		78%	85%			76%		52%		72%		60%			58%
03.082			12		12	12			12		12		12		12			204
			7.7		6	12			11.5		9.6		10.6		9.1			138.8
			64%		50%	100%			96%		80%		88%		76%			68%
03.235			18		18	18			18		18		18		18			306
			13.3		12	12.6			11.5		10.8		12.2		8.6			170.8
			74%		67%	70%			64%		60%		68%		48%			56%
03.236			19		19	19			19		19		19		19			323
			16.2		13.7	13.3			15.8		14.4		15.2		12.9			240.9
			85%		72%	70%			83%		76%		80%		68%			75%

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CATEGORY SCORES: Primary Care Provider Responsibilities, continued

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score	
03.237	Possible Points	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	323
	Received Points	13.9	17.2	7.6	19	16.6	16	13.7	14.3	12	8.4	16.4	16.4	13.5	11.2	17.4	9	238.6	
	<b>Score</b>	<b>73%</b>	<b>91%</b>	<b>40%</b>	<b>100%</b>	<b>88%</b>	<b>84%</b>	<b>72%</b>	<b>75%</b>	<b>63%</b>	<b>44%</b>	<b>86%</b>	<b>86%</b>	<b>86%</b>	<b>74%</b>	<b>59%</b>	<b>92%</b>	<b>47%</b>	<b>74%</b>
03.238	Possible Points	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	19	323
	Received Points	11	18.1	9.5	17	17.7	17.9	15.6	18.2	16.8	13.6	16.2	16.3	14	10.9	17.4	10	257.1	
	<b>Score</b>	<b>58%</b>	<b>95%</b>	<b>50%</b>	<b>90%</b>	<b>93%</b>	<b>94%</b>	<b>82%</b>	<b>96%</b>	<b>88%</b>	<b>71%</b>	<b>85%</b>	<b>86%</b>	<b>74%</b>	<b>57%</b>	<b>92%</b>	<b>53%</b>	<b>80%</b>	
03.262	Possible Points	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	136
	Received Points	6.4	3.8	2.2	8	6.7	0.8	6.7	2.6	7.7	4.8	6.4	6.4	8	5.1	6.1	4.8	93.7	
	<b>Score</b>	<b>80%</b>	<b>48%</b>	<b>28%</b>	<b>100%</b>	<b>83%</b>	<b>10%</b>	<b>84%</b>	<b>32%</b>	<b>96%</b>	<b>60%</b>	<b>80%</b>	<b>80%</b>	<b>100%</b>	<b>64%</b>	<b>76%</b>	<b>60%</b>	<b>69%</b>	
04.056	Possible Points	5	5		5			5			5	5	5	5		5	5	5	50
	Received Points	5	4.5		3.8			3.8			4.4	4.4	1.9	3.1		5	5	5	40.9
	<b>Score</b>	<b>100%</b>	<b>90%</b>		<b>75%</b>			<b>75%</b>			<b>88%</b>	<b>89%</b>	<b>38%</b>	<b>63%</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>82%</b>
04.112	Possible Points	5	5		5			5			5	5	5	5		5	5	5	50
	Received Points	4.1	4.5		4			3.9			3.5	3.5	1.5	2		5	4	36	
	<b>Score</b>	<b>82%</b>	<b>90%</b>		<b>80%</b>			<b>78%</b>			<b>70%</b>	<b>70%</b>	<b>30%</b>	<b>40%</b>		<b>100%</b>	<b>80%</b>	<b>72%</b>	
04.208	Possible Points	9	9		9			9			9	9	9	9		9	9	9	90
	Received Points	9	9		9			9			9	9	7	9		9	9	88	
	<b>Score</b>	<b>100%</b>	<b>100%</b>		<b>100%</b>			<b>100%</b>			<b>100%</b>	<b>100%</b>	<b>78%</b>	<b>100%</b>		<b>100%</b>	<b>100%</b>	<b>98%</b>	
04.230	Possible Points	5	5		5			5			5	5	5	5		5	5	5	50
	Received Points	5	4.5		5			4.4			5	5	5	3.1		5	5	47	
	<b>Score</b>	<b>100%</b>	<b>90%</b>		<b>100%</b>			<b>89%</b>			<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>63%</b>		<b>100%</b>	<b>100%</b>	<b>94%</b>	
06.191	Possible Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points	5.4	6.1	4.1	6.1	5.3	5.6	4.9	3.9	5.1	4.7	4.5	4.8	6.1	4.3	6.2	5.1	83.2	
	<b>Score</b>	<b>78%</b>	<b>87%</b>	<b>58%</b>	<b>88%</b>	<b>75%</b>	<b>80%</b>	<b>70%</b>	<b>56%</b>	<b>14%</b>	<b>73%</b>	<b>64%</b>	<b>69%</b>	<b>87%</b>	<b>62%</b>	<b>89%</b>	<b>73%</b>	<b>70%</b>	
06.263	Possible Points	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	170
	Received Points	9.1	9.2	7	6.7	7.7	9	8.2	6.7	10	10	8.3	8.3	10	5.8	8.9	9	141.7	
	<b>Score</b>	<b>91%</b>	<b>92%</b>	<b>70%</b>	<b>67%</b>	<b>77%</b>	<b>90%</b>	<b>82%</b>	<b>67%</b>	<b>100%</b>	<b>100%</b>	<b>83%</b>	<b>83%</b>	<b>100%</b>	<b>58%</b>	<b>89%</b>	<b>90%</b>	<b>83%</b>	
09.069	Possible Points												5					5	
	Received Points												4.3					4.3	
	<b>Score</b>												<b>86%</b>					<b>86%</b>	

APPENDIX D-4

CATEGORY SCORES: Primary Care Provider Responsibilities, continued

Ref Number	SAC	CMF	RJD	GEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
09.072	Possible Points												7					7
	Received Points												0					0
	<b>Score</b>												0%					0%
09.223	Possible Points												5					5
	Received Points												4.3					4.3
	<b>Score</b>												86%					86%
11.100	Possible Points	7	7	7	7	7	7	7	7	7	7	7			7	7	7	84
	Received Points	0	0	0	0	7	3.5		3.5	7	4.7				0	4.2	7	36.9
	<b>Score</b>	0%	0%	0%	0%	100%	50%		50%	100%	67%				0%	60%	100%	44%
21.250	Possible Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points	5.1	5.6	3.5	7	6.7	7	7	7	6.7	7	6.7	6.7	7	7	5	7	109
	<b>Score</b>	73%	80%	50%	100%	96%	100%	100%	100%	96%	100%	96%	96%	96%	100%	72%	100%	92%
21.276	Possible Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points	6.4	7	6.7	6.3	6.4	7	6.4	6.1	6.7	6.7	5.8	5.7	4.5	4.4	5.5	4.7	103.3
	<b>Score</b>	91%	100%	95%	91%	92%	100%	91%	87%	96%	95%	83%	81%	64%	63%	79%	67%	87%
21.279	Possible Points	8		8	8	8	8	8	8	8	8	8	8	8	8	8	8	120
	Received Points	8		8	8	8	8	8	8	8	8	8	8	8	8	8	8	118.7
	<b>Score</b>	100%		100%	83%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%
Total	Possible Points	175	167	173	151	186	143	168	169	151	193	168	203	168	169	179	175	2905
	Received Points	123.5	139	93.7	121	150.9	97.8	143	129	111.2	146.8	131.2	156.6	121.1	92.5	141.3	115.9	2155
	<b>Total Score</b>	71%	83%	54%	80%	81%	84%	85%	76%	74%	76%	78%	77%	72%	55%	79%	66%	74%

**CATEGORY QUESTIONS: Nurse Responsibilities**

01.024	RN FTF Documentation: Did the inmate's request for health care get reviewed the same day it was received?
01.157	RN FTF Documentation: Did the RN's subjective note address the nature and history of the inmate's primary complaint?
01.158	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?
01.159	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?
01.162	RN FTF Documentation: Did the RN's plan include an adequate strategy to address the problems identified during the FTF triage?
01.163	RN FTF Documentation: Did the RN's education/instruction adequately address the problems identified during the FTF triage?
01.244	RN FTF Documentation: Did the RN's objective note include allergies, weight, current medication, and where appropriate, medication compliance?
01.246	Did documentation indicate that the RN reviewed all of the inmate's complaints listed on Form 7362 (Health Care Services Request Form)?
02.015	Was a review of symptoms completed if the inmate's tuberculin test was positive, and were the results reviewed by the infection control nurse?
02.017	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?
02.020	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?
05.109	If the inmate was scheduled for any upcoming specialty services, were the services noted on Form 7371 (Health Care Transfer Information)?
05.110	Do all appropriate forms in the transfer envelope identify all medications ordered by the physician, and are the medications in the transfer envelope?
05.171	Did an RN accurately complete all applicable sections of Form 7371 (Health Care Transfer Information) based on the inmate's UHR?
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?
09.224	Was the inmate's weight and blood pressure documented at each clinic visit?

CATEGORY QUESTIONS: Nurse Responsibilities, *continued*

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?
14.131	Do medication nurses understand that medication is to be administered by the same licensed staff member who prepares it and on the same day?
15.282	Emergency Medical Response Drill: Did medical staff arrive on scene in five minutes or less?
15.283	Emergency Medical Response Drill: Did the emergency medical responders arrive with proper equipment (ER bag, bag-valve-mask, AED)?
15.285	Emergency Medical Response Drill: Did emergency medical responders continue basic life support?
21.248	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?
21.251	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?

CATEGORY SCORES: Nurse Responsibilities

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score
01.024	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	Possible Points	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	0.5	3.2	48.8
	Received Points	<b>96%</b>	<b>93%</b>	<b>87%</b>	<b>76%</b>	<b>52%</b>	<b>90%</b>	<b>30%</b>	<b>77%</b>	<b>87%</b>	<b>92%</b>	<b>45%</b>	<b>80%</b>	<b>89%</b>	<b>40%</b>	<b>11%</b>	<b>80%</b>	<b>72%</b>
01.157	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Possible Points	6.4	5.8	7	5.8	6.4	6.5	5.6	4.1	3.5	4.5	3.2	3.8	4.5	4	2.2	5.5	85.5
	Received Points	<b>92%</b>	<b>83%</b>	<b>100%</b>	<b>83%</b>	<b>92%</b>	<b>93%</b>	<b>80%</b>	<b>59%</b>	<b>50%</b>	<b>64%</b>	<b>45%</b>	<b>54%</b>	<b>65%</b>	<b>57%</b>	<b>32%</b>	<b>79%</b>	<b>72%</b>
01.158	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	Possible Points	5.7	4.8	5.4	5.5	5.8	5	5.7	5.4	2	4.1	5.4	4.8	4.4	3.6	1.6	3.5	78
	Received Points	<b>96%</b>	<b>88%</b>	<b>89%</b>	<b>91%</b>	<b>96%</b>	<b>83%</b>	<b>95%</b>	<b>90%</b>	<b>33%</b>	<b>68%</b>	<b>90%</b>	<b>79%</b>	<b>74%</b>	<b>61%</b>	<b>27%</b>	<b>58%</b>	<b>76%</b>
01.159	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	Possible Points	5.5	4.6	5.4	4	5.3	4.4	4.8	3.3	3.2	4.1	5.4	4.6	3.5	3	3	4.7	73.6
	Received Points	<b>91%</b>	<b>77%</b>	<b>80%</b>	<b>67%</b>	<b>88%</b>	<b>73%</b>	<b>80%</b>	<b>55%</b>	<b>53%</b>	<b>68%</b>	<b>90%</b>	<b>76%</b>	<b>59%</b>	<b>50%</b>	<b>50%</b>	<b>79%</b>	<b>72%</b>

*continued on page 140*

APPENDIX D-5

CATEGORY SCORES: Nurse Responsibilities, continued

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score	
01.162	Possible Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points	6.4	6.6	7	6.8	6.7	6.8	6.6	7	4.4	6.4	7	6.7	6.6	7	7	6.3	7	112
	<b>Score</b>	<b>92%</b>	<b>94%</b>	<b>100%</b>	<b>97%</b>	<b>96%</b>	<b>98%</b>	<b>95%</b>	<b>100%</b>	<b>63%</b>	<b>92%</b>	<b>100%</b>	<b>96%</b>	<b>94%</b>	<b>100%</b>	<b>100%</b>	<b>90%</b>	<b>90%</b>	<b>94%</b>
01.163	Possible Points	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
	Received Points	3.9	4.7	4.5	4.7	3.5	4.3	4.5	4.3	2.8	4	4.8	3.5	4.1	3.2	3.2	3.2	3.2	68
	<b>Score</b>	<b>77%</b>	<b>94%</b>	<b>90%</b>	<b>93%</b>	<b>70%</b>	<b>85%</b>	<b>90%</b>	<b>86%</b>	<b>57%</b>	<b>80%</b>	<b>95%</b>	<b>71%</b>	<b>82%</b>	<b>64%</b>	<b>64%</b>	<b>63%</b>	<b>63%</b>	<b>80%</b>
01.244	Possible Points	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	3	51
	Received Points	2.8	2.8	2.4	2.8	2.4	2.4	1.5	1	1	0.8	0.2	0.4	1.9	0.2	0.5	1.4	1.4	26.9
	<b>Score</b>	<b>92%</b>	<b>94%</b>	<b>80%</b>	<b>93%</b>	<b>79%</b>	<b>80%</b>	<b>50%</b>	<b>35%</b>	<b>33%</b>	<b>28%</b>	<b>5%</b>	<b>12%</b>	<b>65%</b>	<b>7%</b>	<b>18%</b>	<b>47%</b>	<b>47%</b>	<b>53%</b>
01.246	Possible Points	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	85
	Received Points	4.6	4.6	4.3	4.5	4.8	4.4	5	4.3	3.3	3.2	4.8	4	3.8	4.3	4.5	4.5	4.5	73.7
	<b>Score</b>	<b>92%</b>	<b>92%</b>	<b>87%</b>	<b>90%</b>	<b>96%</b>	<b>88%</b>	<b>100%</b>	<b>86%</b>	<b>67%</b>	<b>64%</b>	<b>95%</b>	<b>80%</b>	<b>77%</b>	<b>87%</b>	<b>91%</b>	<b>90%</b>	<b>90%</b>	<b>87%</b>
02.015	Possible Points	7		7	7	7	7	7	7		7	7				7	7	7	77
	Received Points	7		7	7	4.7	5.3	5.8	7		2.3	7				7	7	7	67.1
	<b>Score</b>	<b>100%</b>		<b>100%</b>	<b>100%</b>	<b>67%</b>	<b>75%</b>	<b>83%</b>	<b>100%</b>		<b>33%</b>	<b>100%</b>				<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>87%</b>
02.017	Possible Points	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	128
	Received Points	8	4.4	7.6	7.5	8	8	2.3	3.7	5.6	8	8	6.9	8	8	8	8	8	110
	<b>Score</b>	<b>100%</b>	<b>56%</b>	<b>94%</b>	<b>93%</b>	<b>100%</b>	<b>100%</b>	<b>29%</b>	<b>46%</b>	<b>70%</b>	<b>100%</b>	<b>100%</b>	<b>87%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>88%</b>	
02.020	Possible Points	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	102
	Received Points	5.4	4.2	5.2	5.4	6	6	5.1	6	5.1	4.8	6	5.4	5.1	5.8	5.8	6	6	93
	<b>Score</b>	<b>90%</b>	<b>70%</b>	<b>87%</b>	<b>90%</b>	<b>100%</b>	<b>100%</b>	<b>85%</b>	<b>100%</b>	<b>85%</b>	<b>80%</b>	<b>100%</b>	<b>90%</b>	<b>85%</b>	<b>97%</b>	<b>96%</b>	<b>100%</b>	<b>100%</b>	<b>91%</b>
05.109	Possible Points	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	80
	Received Points	8	0	4	8	0	8				0	8	8				8	8	52
	<b>Score</b>	<b>100%</b>	<b>0%</b>	<b>50%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>				<b>0%</b>	<b>100%</b>	<b>100%</b>				<b>100%</b>	<b>100%</b>	<b>65%</b>
05.110	Possible Points	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	8	120
	Received Points	8	4	8	8	8	8	8	8	6.4	8	8	3.2		8	8	8	8	109.6
	<b>Score</b>	<b>100%</b>	<b>50%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>80%</b>	<b>100%</b>	<b>100%</b>	<b>40%</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>91%</b>
05.171	Possible Points	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	Received Points	5.6	0	7	7	7	5.3	5.6	7	1.4	1.4	7	4.2	7	7	7	4.2	7	90.7
	<b>Score</b>	<b>80%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>75%</b>	<b>80%</b>	<b>100%</b>	<b>20%</b>	<b>20%</b>	<b>100%</b>	<b>60%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>60%</b>	<b>60%</b>	<b>76%</b>



APPENDIX D-5

CATEGORY SCORES: Nurse Responsibilities, continued

Ref Number	SAC	CMF	RJD	CEN	DVI	CCWF	CMC	SCC	LAC	PVSP	CCI	CRC	CIW	ASP	HDSP	SQ	CCC	Average Score	
08.185	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	112
	3.5	7	7	7	5.6	7	5.6	7	7	7	7	7		5.3	5.3	7	7	7	102.3
	<b>50%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>80%</b>	<b>100%</b>	<b>80%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		<b>75%</b>	<b>75%</b>	<b>100%</b>	<b>100%</b>	<b>91%</b>	<b>91%</b>
09.224													6						6
													4.3						4.3
													<b>71%</b>						<b>72%</b>
11.097	6	6	6	6	6	6	6	6	6	6	6	6			6	6	6	6	72
	2	6	2	6	6	6	6	6	1.5	0	0				4.8	4.8	0	0	39.1
	<b>33%</b>	<b>100%</b>	<b>33%</b>	<b>100%</b>		<b>100%</b>	<b>100%</b>		<b>25%</b>	<b>0%</b>	<b>0%</b>				<b>80%</b>	<b>80%</b>	<b>0%</b>	<b>54%</b>	<b>54%</b>
14.131	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	68
	4	4	4	0	4	4	4	4	4	4	4	4	4	4	4	4	4	4	64
	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>94%</b>
15.282	2	2	2		2	2	2	2		2	2	2	2	2	2	2	2	2	30
	0	2	2		2	2	2	2		2	2	2	2	2	0	2	2	2	26
	<b>0%</b>	<b>100%</b>	<b>100%</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>87%</b>	<b>87%</b>
15.283	1	1	1		1	1	1	1		1	1	1	1	1	1	1	1	1	15
	0	1	1		0	1	1	1		1	1	0	1	1	1	1	1	1	12
	<b>0%</b>	<b>100%</b>	<b>100%</b>		<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		<b>100%</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>80%</b>	<b>80%</b>
15.285	1	1	1		1	1	1	1		1	1	1	1	1	1	1	1	1	15
	1	1	1		1	1	1	1		1	1	1	1	1	1	1	1	1	15
	<b>100%</b>	<b>100%</b>	<b>100%</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
21.248	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	119
	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	3.6	6.2	6.2	97.8
	<b>79%</b>	<b>90%</b>	<b>65%</b>	<b>75%</b>	<b>88%</b>	<b>92%</b>	<b>84%</b>	<b>100%</b>	<b>96%</b>	<b>88%</b>	<b>92%</b>	<b>100%</b>	<b>84%</b>	<b>92%</b>	<b>32%</b>	<b>52%</b>	<b>88%</b>	<b>82%</b>	<b>82%</b>
21.251	7	7	7		7	7	7			7									42
	7	0	7		0	7				7									28
	<b>100%</b>	<b>0%</b>	<b>100%</b>		<b>0%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>		<b>100%</b>									<b>67%</b>
Total Possible Points	122	115	122	104	116	122	107	101	103	107	115	109	101	86	100	91	115	115	1836
Total Received Points	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	65.7	94.7	94.7	1477.4
<b>Total Score</b>	<b>85%</b>	<b>69%</b>	<b>86%</b>	<b>91%</b>	<b>78%</b>	<b>94%</b>	<b>88%</b>	<b>83%</b>	<b>81%</b>	<b>66%</b>	<b>67%</b>	<b>90%</b>	<b>76%</b>	<b>84%</b>	<b>74%</b>	<b>72%</b>	<b>82%</b>	<b>82%</b>	<b>80%</b>

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

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

STATE OF CALIFORNIA  
PRISON HEALTH CARE SERVICES

J. Clark Kelso, Receiver



August 23, 2010

Mr. David R. Shaw  
Inspector General  
Office of Inspector General  
P.O. Box 348780  
Sacramento, CA 95834-8780

Re: Response to OIG – Mid-Term Medical Inspections Summary Report

Dear Mr. Shaw:

Thank you for the opportunity to review the above draft report from the Office of Inspector General, and we concur with the audit findings and recommendations. While we are committed to reform the California prison medical health care utilizing best practices with the most cost effective manner, tremendous efforts and ongoing improvements have been undertaken as addressed in the Receiver's Turnaround Plan of Action Tri-Annual and monthly 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,

A handwritten signature in black ink, appearing to read 'J. Clark Kelso', with a long horizontal flourish extending to the right.

J. Clark Kelso  
Receiver

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

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



## **SPECIAL REPORT**

### SUMMARY AND ANALYSIS OF THE FIRST 17 MEDICAL INSPECTIONS OF CALIFORNIA PRISONS

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

David R. Shaw  
INSPECTOR GENERAL

Jerry Twomey  
CHIEF ASSISTANT INSPECTOR GENERAL

Nancy Faszler  
DEPUTY INSPECTOR GENERAL, IN-CHARGE

**STATE OF CALIFORNIA**  
AUGUST 2010

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