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*Division of Institutions*  
*Policy and Procedure*

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I. PURPOSE

Identify North Carolina Department of Adult Correction (DAC), Division of Comprehensive Health Services Organization.

II. APPLICABILITY

Comprehensive Health Services are approved by the Deputy Secretary of Comprehensive Health Services in consultation with Comprehensive Health Clinical Leadership and Division of Institutions Management.

III. POLICY

A. Comprehensive Health Core Values align with Institutions' PRIDE:

1. Protect
2. Respect
3. Integrity and Innovation
4. Duty and Diversity
5. Excellence

B. In support of Institutions' Mission Statement, Comprehensive Health Services professionals shall promote excellence, provide community consistent, cost effective, quality healthcare throughout our system.

C. Comprehensive Health Services professionals are committed to Institutions' Vision Statement to build a premier correctional Comprehensive Health Services program.

D. Comprehensive Health Services Leadership provides consultation, training, education, expertise, data, and information to Comprehensive Health Services personnel, Facility Leadership, Institutions, and DAC Leadership.

E. Emergency medical treatment may be provided by prison health care staff to other employees of DAC whenever necessary to protect life or limb and relieve undue suffering using standing orders from the Emergency Protocols for urgent care only. The necessary services, based on the equipment and supplies available at the prison facility, will be provided to stabilize the employee until they can be safely transported to an outside provider.

- F. The constitutional obligation, grounded in the Eighth Amendment, and statutory requirement in NC Gen. Stat. § [148-19](#) requires Comprehensive Health Services to provide offenders access to quality care provided by competent healthcare professionals.
- G. Goals and objectives are reviewed at least annually and as needed. Our goals are to:
  - 1. View correctional facilities as public health stations that significantly impact the health status of the larger community.
  - 2. Provide care that will positively impact the public health sector.
  - 3. Improve the health status of the offender.
  - 4. Obtain/yield the highest value for the total tax dollars spent.
  - 5. Engage in sound healthcare practices that meet an acceptable standard of care.
  - 6. Ensure consistency with the mission and goals of the North Carolina Department of Adult Correction/Division of Institutions/Division of Comprehensive Health Services.
- H. Provision of Treatment regarding clinical decisions that involve Comprehensive Health Services providers are the sole responsibility of the managing Comprehensive Health Services practitioner and are not reversed by non-clinicians.
- I. Periodic Examinations for offenders:
  - 1. Under 50 years of age shall be scheduled every 5 years or as clinically indicated.
  - 2. Over 50 years of age with Chronic Care diagnosis shall be scheduled annually or as clinically indicated.
- J. Comprehensive Health Services personnel provide for the care, treatment, and services for Safekeepers/Pre-Trial Detainees, received from the jail system for Comprehensive Health or security reasons in accordance with a court order.
- K. Grievances received at Comprehensive Health Services Central Office relating to Comprehensive Health Services are addressed by the Family Liaison.

#### IV. ROLES AND RESPONSIBILITIES

- A. To reliably identify each patient as the right individual for whom care, treatment or service is intended, positive identification provides an accurate linkage of patient care to the patient's health care records and improves patient safety.
  - 1. At all encounters\_(inpatient and outpatient), the Comprehensive Health Services professional providing the care is responsible for verifying the patient's identity prior to the provision of care, treatment, or services.
  - 2. Patients will be identified using a two patient identifier per National Patient Safety Goals (NPSG) [.01.01.01](#).

- a) Photo ID Verify using picture ID card, or by viewing the patient's picture from OPUS on the Web, or the offender detail screen in the electronic health record.
  - b) OPUS Number: Verify using OPUS Number or Date of Birth. Compare the OPUS number and/or Date of Birth to the Health Record/Medication Administration Record/Order.
  - c) The patient will verbally state their name and OPUS Number or Date of Birth.
- B. To provide offenders with patient health and wellness education information to assist them in becoming more knowledgeable of healthy living and to improve their overall health.
1. Comprehensive Health Services staff shall provide patient education materials that are appropriate to the level of understanding of the offender.
  2. Educational materials shall be provided either verbally, written and/or visual (videos, models, diagrams).
  3. Education materials may be found on the Prison Comprehensive Health Services Nursing Patient Education webpage [https://internal.doc.state.nc.us/dop/nursing\\_services\\_patienteducation.htm](https://internal.doc.state.nc.us/dop/nursing_services_patienteducation.htm) and the Electronic Health Record – HERO.
- C. Ancillary Services, such as Laboratory and Radiology, may be provided on-site at facilities or acquired under contractual agreements with vendors.
- D. Behavioral Health Services are approved by and the responsibility of the Director of Behavioral Health. Services are available to offenders identified with a serious mental illness and those with less severe mental health needs related to emotional, cognitive, and behavioral deficits.
- E. Communicable Disease and Infection Control Services decreases the spread of communicable diseases and infection control through surveillance, treatment, and education.
- F. Dental Services provides medically necessary dental care to offenders. The Dental Director is responsible to develop, implement and monitor dental care in accordance with North Carolina State Board of Dental Examiners and applicable statutes, rules, and regulations. Medically necessary dental care is available to all offenders.
- G. Deputy Secretary of Comprehensive Health Services as the Health Authority (unless otherwise designated by the Deputy Secretary of Institutions) is responsible to plan, organize, and coordinate a Comprehensive Health delivery system which includes medical, nursing, dental, behavioral health, mental health, pharmacy, quality assurance and administration for all offenders incarcerated within Institutions.
1. Provides consultation to Facility, Institutions, DAC management staff, NC Legislators, NC State Agencies and Community colleagues regarding Comprehensive Health Services.

2. Appoints Comprehensive Health Services personnel, based on subject matter, to write, review or revise Comprehensive Health Services policies and directives. Policies and directives are reviewed annually and as needed.
  3. Directives must be approved by the Deputy Secretary of Comprehensive Health Services after review by the specific discipline/section lead.
- H. Facility Health Authority may be a physician, physician extender, or nurse designated by the Facility Warden who has the responsibility for Comprehensive Health Services in accordance with a job description or written contract.
1. If the Health Authority is not a physician, final clinical judgements rests with a single designated physician.
  2. Create a facility mission statement that describes the extent of Comprehensive Health Services provided.
  3. Develop and implement a facility staffing plan from data collected from the annual (or as needed) staffing analysis that determines the disciplines of Comprehensive Health Services staff required to provide the identified facility's scope of services.
  4. Responsible for coordination of care between multidisciplinary teams, to include Continuous Quality Improvement to ensure quality of services are provided to offenders that address their physical and mental well-being.
  5. Annually and as needed, review/write/modify facility Standard Operating Procedures (SOPs).
  6. Jointly supervises health-trained personnel with Warden/designee at facilities that do not have 24/7 nursing services to ensure coordination of needed health services are available and provided to the offender population.
  7. Provides quarterly reports to Warden/designee on Comprehensive Health Services and performance improvements.
- I. Business Administration Director provides support, to include but not limited to:
1. Contract oversight
  2. Budget
  3. Procurement of all supplies, and equipment
  4. Human Resources
- J. The Clinical Support Services Director provides support, to include but not limited to:
1. Telehealth
  2. Clinical Informatics

3. Medical Records
- K. Medical Services are provided under the direction of the Chief Medical Officer who maintains responsibility for the quality of medical services provided to offenders.
1. Services are provided in accordance with a professionally identified, evidenced-based Clinical Decision Support Resource.
  2. Specialty care services are provided by contracted medical specialty providers either at on-site specialty medical clinics in the prison facility or at the community medical office for the specialty provider.
  3. If a specialty consultation is requested by the Disability Determination Agency, the agency shall contact the facility Warden/designee to arrange for outside providers to perform the evaluation/examination. The patient consultation can occur onsite or offsite and requires approval from the Comprehensive Health Services Chief Medical Officer/designee and the facility Warden/designee. DAC staff shall not be used for consultation examinations.
- L. Chief Nursing Officer (CNO) is responsible for nursing services provided to the offender population. Nursing Services function as an integral part of multidisciplinary teams and participate in the planning, implementation, and monitoring of safe, evidenced based health care. By providing patient assessment, medication administration, crisis intervention, treatments, education and patient advocacy, Nursing Services is committed to improving the overall health and well-being of the individuals we serve.
- M. Pharmacy Director is responsible for all pharmaceutical services provided by the Central Pharmacy, a centralized outpatient pharmacy and on-site pharmacies at Central Prison Healthcare Complex (CPHC) and North Carolina Correctional Institution for Women (NCCIW).
- N. Psychiatry Director maintains responsibility for the quality of psychiatric services provided to offenders.
- O. Quality Assurance/Risk Management (QA/RM) is under the direction and responsibility of the Director of Quality Assurance. QA/RM functions as an integral component of Comprehensive Health Services, Institutions, and DAC through the commitment to the provision of quality patient care and staff and offender safety. Services are provided to:
1. Ensure our healthcare system, policies, and practices adhere to an applicable and acceptable standard of care.
  2. Reduce the impact of negative events within Comprehensive Health Services, Institutions, and DAC.
  3. Maximize opportunities for continuous quality improvement in staff performance and Comprehensive Health Services.

4. Focus on clinical and administrative reports.
5. Establish processes that identify, monitor, assess, mitigate, prevent risk of harm and liability to patients, staff, and the agency.

V. REFERENCES

A. 5<sup>th</sup> Edition Standards for Adult Correctional Institutions

5-ACI-6A-04, 5-ACI-6A-05, 5-ACI-6A-18, 5-ACI-6A-20, 5-ACI-6A-27, 5-ACI-6A-43,  
5-ACI-6B-01, 5-ACI-6B-02, 5-ACI-6B-04, 5-ACI-6C-01, 5-ACI-6D-01, 5-ACI-6D-02,  
5-ACI-6D-04, 5-ACI-6D-08, 5-ACI-6D-09, 5-ACI-6D-10

B. National Patient Safety Goals (NPSG) [.01.01.01](#)

C. NC Gen. Stat. § [148-19](#)

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