

# Correctional Health Services Update

NYC Board of Correction Meeting  
March 10, 2020



## Electronic Health Record Migration

- Developed and migrated to a new system, Correctional Health Electronic Record (CHER), at RMSC and HOJC in April 2019 and all other facilities in July 2019, well ahead of the December 2019 target

## Point of Reentry and Transition (PORT) Practices

- Launched in July 2019, with sites at NYC Health + Hospitals/Bellevue and NYC Health + Hospitals/Kings County
- Established PORTline, available weekdays, 9am to 6pm at 646.614.1000

## Enhanced Pre-Arrest Screening Service (EPASS)

- Opened fourth location in the Bronx in October 2019, available citywide.

## Borough Based Jails

- Continued to provide design feedback and requirements to the PMC.

## Jail-based Therapeutic Housing Units

- Continued to establish units that serve patients with complex medical needs, serious mental illness, and/or substance use disorders.



# Outposted Therapeutic Housing Units (OTxHU)

Pioneering approach to providing care in a more dignified, more humane, and safer way for patients with clinical conditions who need higher levels of care than can be provided in the jails, but don't need inpatient hospitalization.

- OTxHUs will be secured, clinical units sited within NYC Health + Hospitals/Bellevue and NYC Health + Hospitals/Woodhull operated by CHS with DOC providing custody management.
- Decisions regarding admission to and discharge from the OTxHUs will be made by CHS according to a patient's clinical needs.
- Subject to design, CHS expects approximately 250 beds between the two hospitals will serve patients with complex medical, mental health, and substance use needs.



# Re-envisioning CHS Core Service Types

With support from DOC, CHS is restructuring how intake, sick call, and medical follow-up are provided to improve the continuity and quality of care, and patient and provider satisfaction.

## Intake

- As of January 6, 2020, intake occurs during two blocks of time (6am-11am and 4pm-8pm) in all intake buildings other than AMKC and RMSC, where intake continues to be offered around-the-clock.



# Re-envisioning CHS Core Service Types

## Sick Call

- CHS is introducing a new service – sick call triage – that will occur weekday mornings 5am-10am, during which time patients can directly call CHS nurses about their concerns.
- CHS nurses will determine if the concern can be handled administratively, telephonically, or during an in-person appointment in a new visit type, sick visit.

## Medical Follow-up

- Medical follow-up will be offered 10am-10pm and will include sick visits as triaged by CHS nurses.
- A team-based approach will be taken to establish a patient-provider relationship that can better address the health needs of the patient as a whole and over time.

