

Access to Health Care within NYC Jails

Presentation by the NYC Department of Correction and
NYC Health + Hospitals/Correctional Health Services
to the
NYC Board of Correction
September 12, 2017

Framework

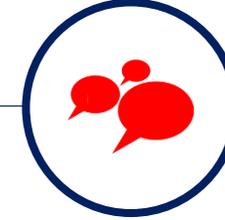
- To maximize access to care, the priority of CHS/DOC has been to:



**Build on
existing
working
partnership**



**Collaborate on
joint projects**



**Continue to
enhance
communication
among staff**

- As we have closely examined the issues surrounding access to care, we have focused on the below areas which enhances access to care:
 - Scheduling of services
 - Transportation to services
 - Available inmates per production to Services
 - Communication
 - Staffing

Framework (cont'd)

- DOC and CHS jointly rolled out two new collaborative pilot projects:
 - Coordinated Patient Scheduling
 - Cohort Housing
- The hope is for DOC and CHS to intensify efforts to address areas for improvements that will further increase access to care.

DOC and CHS Collaborative Efforts

Strategy

- Coordinated Patient Scheduling

Purpose

- Optimize clinic encounter through coordinated, cross-disciplinary scheduling.
- Direct patients to their multiple scheduled appointments during one clinic visit
- Avoid conflicting appointments.
- To decrease/eliminate multiple trips to the clinic within a short period of time.

Anticipated Impact

- Addressed target areas of scheduling, inmate tracking and communication.

DOC and CHS Collaborative Efforts (cont'd)

Strategy

- Cohort Housing

Purpose

- CHS and DOC propose to cohort patients with select medical diagnoses into discrete housing areas
- Reduce the need for escorts to the main clinic through the provision of centralized medical, nursing and sick call visits and increase overall health care access.

Anticipated Impact

- Address target areas of scheduling, inmate tracking and communication.

DOC and CHS Collaborative Efforts (cont'd)

Strategy

- Sick Call Tracking Measures

Purpose

- Ensure all housing areas are afforded sick call in the facility daily
- Ensure compliance with BOC Minimum Standards
- Reinforce The Department of Correction Sick Call Operations Order as a priority

Anticipated Impact

- Enhance ability to report sick call utilization.

CHS Metrics

- Since April 2016, CHS has submitted a monthly Access Report to the NYC Board of Correction (BOC).
- Earlier this year, CHS proposed revisions to the CHS Access Report that would display data by clinical discipline to more completely represent the scope of care delivery.

DOC Metrics

- DOC is currently discussing with the BOC regarding metrics that the Department is currently tracking and reporting.
- The DOC Production Report monitor's areas underlying access to care including transportation, escort, inmate tracking, production time, among others.

Ongoing Initiatives

- Off-Island Specialty Clinic Scheduling
- Telehealth
- Satellite Clinics
- Urgicare
- Unescorted Movement
- Transportation
- Coordinated Surgery Schedule
- Daily Production Tracking
- Joint Staff Meetings

Priority Areas for Future Work

- DOC and CHS will continue to collaborate on other health care access initiatives:
 - Daily Sick Call tracking and monitoring
 - * Policy Revision
 - * Best Practices in other systems
 - Verified Refusals