

Correctional Managed Health Care

Description of Functional Responsibilities

To accomplish the mission of the Correctional Managed Health Care Committee (CMHCC), the partners have agreed to the assignment of various functional responsibilities to each of the partner agencies. The following narrative descriptions are intended to further clarify the roles and responsibilities of the Correctional Managed Health Care partners. The mission of the Correctional Managed Health Care Committee is to develop a statewide managed health care plan that provides TDCJ offenders with timely access to quality health care while also controlling costs.

By sharing functional duties, the expertise of each partner contributes to a stronger delivery system and avoids unnecessary duplication of resources. Delineation of these responsibilities facilitates information sharing and increases understanding of the lines of communication. The fulfillment of individual responsibilities is assigned to the individual partner's management team and remains under the oversight of the respective Executive Director or University President and that partner's governing board. Collectively, the CMHCC, like TDCJ and the universities are responsible to the Legislature and Governor's Office. The CMHCC is also subject to the same oversight from the State Comptroller, State Auditor, and the Legislative and Governor's Budget Offices.

Each assigned function is briefly described below.

CMHCC Responsibilities

- **Statutory Duties:** The CMHCC performs specific duties as outlined in Chapter 501, Subchapter E, Texas Government Code.
- **Legislative and Legal Coordination:** The TDCJ and the CMHCC both serve as points of contact for legislative matters and coordination of statewide legal issues.
- **Monitoring Coordination:** The CMHCC ensures that monitoring processes are in place to measure, evaluate, and report on activities of the health care system.
- **Cost Containment Initiatives:** In conjunction with each of the partners, the CMHCC coordinates individual and joint initiatives for cost reduction strategies. A key element of the CMHCC role in this area is to facilitate sharing of innovations developed within each sector.
- **Coordination of Joint Committees:** The CMHCC ensures central coordination, partner representation and direction to a number of standing and ad hoc joint committees that provide coordination of necessary services on a statewide basis. Joint committees address such issues as statewide policy development, review and approval; joint peer review activities; statewide pharmacy and therapeutics issues; and coordination of specialized clinical focus groups.

- Alternative Dispute Resolution: The CMHCC serves as a dispute resolution forum in the event of a disagreement relating to inmate health care services between the department and the health care providers or contracting entities.
- Public Accessibility:
The CMHCC maintains a formal website (<http://www.tdcj.state.tx.us/divisions/cmhc/index.html>) to make CMHCC information more accessible to the public.
- Development of Services/Benefit Plan: the CMHCC serves as the final authority on determination of services to be provided to the offender population. These services are generally outlined in the contractual documents and in policy statements approved by the CMHCC.

TDCJ Business and Finance Division Responsibilities

- Fiscal Oversight: The TDCJ's Business and Finance Division's staff monitor the overall financial status of the correctional health care program, work cooperatively with each partner agency in developing system-wide reporting mechanisms, track and evaluate cost trends and project future needs.
- Budget Formulation/Submission: The TDCJ Business and Finance Division staff work cooperatively with each partner agency to formulate budget submissions for the health care program.
- Financial Monitoring: The TDCJ Business and Finance Division conducts financial monitoring of the correctional managed health care program; and may contract with an individual for financial consulting services including actuarially studies.

TDCJ Health Services Division Responsibilities

- Monitoring/Central Reporting: TDCJ Health Services staff provides monitoring activities related to investigating medical grievances, ensuring access to medical care, conducting periodic operational reviews of medical care provide at its units and cooperating with the university providers in monitoring quality of care. Staff also report on the results of those monitoring activities.
- Accreditation Tracking: TDCJ staff track the progress of each unit through the accreditation process and provide that information to management for follow-up necessary.
- Policies/Standards: the TDCJ Division Director for Health Services serves as the final approval authority on all statewide health care policies. Such policies are developed in accordance with procedures implemented by the Joint Health Services Policy and Procedure Committee and are approved by the respective university medical directors.
- Operational Reviews: As a part of the monitoring program, TDCJ staff conduct operational reviews to evaluate the health care delivery systems in place at each facility. This process is based on assessing compliance with the accreditation standards of the American Correctional Association (ACA), statewide policies and applicable laws. A review and corrective action plan process is required from the provider management team in response to indentified deficiencies.

- Public Health: the Office of Public Health section in the Health Services Division is responsible for coordination of the statewide Infection Control Committee. The Office of Public Health staff provide education, orientation and training programs to CID nurses (i.e., public health) statewide. This staff establishes, maintains and monitors statewide offender data bases for HIV/AIDS, TB, hepatitis, syphilis, and sexually transmitted infections. It serves as the central point of contact for reporting purposes to the Texas Department of State Health Services (DSHS) and other applicable state and federal agencies.
- Grievance and Correspondence Tracking: the Patient Liaison Office provides tracking, investigation and response to all correspondence regarding patient care issues. The Office of Professional Standards tracks, conducts inquiries and responds to Step 2, Division-level offender medical grievances.
- Research Approval: The TDCJ Director of Health Services or designee shall have the final approval for all biomedical research involving TDCJ offenders. All medical research projects will be reviewed by the Director of Health Services or designee in accordance with TDCJ Administrative Directive 02.28 (rev. 2) "TDCJ Research" and Correctional Managed Health Care Policy I-72.1 "Medical Research". Depending on its nature and proposed methodology, such research may also be subject to review and approval through one or more of the university institutional review boards.
- Quality Improvement/Quality Management (QI/QM) Coordination: the TDCJ Health Services Division provides statewide coordination of the QI/QM program. Registered Nurses provide technical assistance, collect reports of QI/QM results, analyze for trends and communicate those results systemwide.
- Liaison Activities: The TDCJ Health Services Division functions as TDCJ's single point of contact for communications related to offender health care. This enables TDCJ departments, the CMHCC, the university providers and other contracting entities to work with a single point of contact.

TDCJ Responsibilities Involving Multiple Divisions

- Legislative Coordination: The TDCJ in coordination with the CMHCC and the universities, serves as the central point of contact for legislative matters including communications with the legislature regarding the financial needs of the correctional health care system.
- Contracting/Provider Network Coordination: The TDCJ develops, maintains and administers the master contracts between TDCJ and UTMB; and TDCJ and TTUHSC that establish responsibilities for the statewide provider network. The TDCJ also has statutory authority to contract with any entity to fully implement the managed health care plan.
- Classification/Transportation Coordination: TDCJ Health Services Liaison staff coordinate with TDCJ classification and transportation staff to assist in ensuring that offender patients are appropriately classified, assigned to facilities and transported consistent with their medical needs.
- Emergency Coordination: the TDCJ Correctional Institutions Division, in conjunction with TDCJ Health Services, provides statewide coordination and liaison between the health care providers and TDCJ in the event of an emergency.

University Providers Responsibilities:

- **Utilization Management:** establishing and maintaining a system for review and authorization of care to ensure that services are provided in a timely appropriate and cost-effective manner.
- **Provider Network Management:** each university, either through its own staff, through its component or affiliated hospitals or through contractors retained by the university must ensure that a comprehensive network of providers is in place to efficiently serve the system.
- **Credentialing:** Each university provider is responsible for ensuring that all health care providers have and maintain appropriate credentials in accordance with state and federal requirements and that processes are in place to verify and document the credentials of its staff.
- **Regional Operations:** Each university provider is responsible for providing the management and operation of regionalized facilities and services as appropriate.
- **Health Care Services:** Each university is responsible for providing nursing, medical, dental, and mental health services at contracted TDCJ units:
 - **Onsite Services:** may include sick call, chronic care, infirmary care, medical record management, medication administration, health education/training and related ancillary services.
 - **Offsite Services:** Emergency care, hospitalization, specialty physician consults, diagnostic procedures, surgeries, and emergency medical transportation.
 - **Pharmacy Services:** medications, as prescribed by authorized providers and pharmaceutical management.
- **Institutional Committees/Peer Reviews:** Each university provider is responsible for maintaining its own institutional committees and conducting its own internal peer review actions.
- **TDCJ Employee Health Services:** Each university provider is responsible for providing employee health care services specified by contract including immediate medical attention to TDCJ employees injured in the line of duty, TB screening, treatment and immunizations as clinically indicated for bonafide occupational exposures.
- **Research Coordination:** For research involving TDCJ offenders, the university providers are required to receive approval from the TDCJ Director of Health Services or designee in accordance with applicable TDCJ policies. The university providers are also responsible for obtaining approval through an Institutional Review Board which meets requirements as set forth in 45 CFR 46, revised October 1, 1999. The university providers are responsible for maintaining accurate, current and accessible records on all protocols involving offenders. The university providers are required to provide access to such records to the TDCJ Director of Health Services or designee on request.
- **Telemedicine:** the university providers are individually responsible for the operation and implementation of telemedicine within their sectors.
- **Emergency Preparedness:** each university provider is responsible for ensuring an emergency preparedness program is in place at each facility consistent with the ACA standards. Statewide coordination during emergencies will be provided by the TDCJ staff.

Centralized Statewide Services Provided by UTMB:

- **Medical Records Coordination:** UTMB provides statewide technical support, policy development and forms control services related to the medical records system, to include the maintenance of the medical records archives and death records.
- **Radiology:** UTMB provides statewide liaison with the Bureau of Radiation Control, provides radiation safety services, equipment registration and coordination of related policy and procedures.
- **Funerals/Autopsy Services:** UTMB coordinates offender funeral/autopsy services on a statewide basis.
- **Medical Training:** UTMB provides health-related training required for security staff during pre-service and in-service training academies for TDCJ staff. Topics include HIV (AIDS), Hepatitis, Suicide Prevention, CPR, etc.
- **Clinical Services:** The following clinical services are provided by UTMB on a statewide basis:
 - all female offender health services
 - dialysis
 - management of offenders with solid organ transplants
 - management of offenders with hemophilia
 - triple drug therapy Hepatitis C management