

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.

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 President and that partner's governing board. Collectively, the CMHCC, like the Texas Department of Criminal Justice (TDCJ) and the Texas Tech University Health Sciences Center (TTUHSC), are responsible to the Legislature and 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:** In addition to, or as elaborated below, the CMHCC performs specific duties as assigned to the Committee by statute. Those duties are generally outlined in Texas Government Code, Chapter 501, Subchapter E.
- **Fiscal Monitoring and Reporting:** The CMHCC staff report on and 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.
- **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 Offender Health Services Plan, contractual documents administered by the CMHCC and in policy statements approved by the CMHCC.
- **Quality of Care Monitoring:** In conjunction with each of the partners, the CMHCC develops procedures for monitoring the quality of care delivered by

the TTUHSC and UTMB in accordance with Texas Government Code Section 501.150.

- 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.
- Liaison Activities between the TDCJ, the TTUHSC and other entities: The CMHCC, in conjunction with the TDCJ's Health Services Division, provides liaison communications and functions between the TDCJ and the TTUHSC, enabling the TDCJ operational staff to work with a single point of contact.
- Transition Coordination: The CMHCC works to ensure proper coordination between the partners when major transitions of functions occur.
- Telemedicine Coordination: The CMHCC works with the partner agencies to coordinate statewide policy and resource issues relating to the telemedicine program.
- Exceptions to Policies: The CMHCC is authorized to grant exceptions to health care policies when they find such exceptions appropriate and warranted.
- Emergency Coordination: The CMHCC, in conjunction with TDCJ Health Services, provides statewide coordination and liaison between the health care providers and TDCJ in the event of an emergency.

Responsibilities of the TDCJ Health Services Division

- Monitoring/Central Reporting: The TDCJ Health Services staff provide monitoring activities including quality of care monitoring, investigating medical grievances, ensuring access to medical care, and conducting periodic operational reviews of medical care provided at its units. Staff also report on the results of those monitoring activities to both the CMHCC and the Texas Board of Criminal Justice.
- Accreditation Tracking: The TDCJ staff track the progress of each unit through the accreditation process and provide that information to management for follow-up as 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 identified deficiencies.
- Preventive Medicine: The Office of Public Health section of the Health Services Division is responsible for infection control policies statewide as well as 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 nurses) statewide. This staff establishes, maintains and monitors statewide offender data bases for HIV/AIDS, TB, hepatitis, syphilis and sexually transmitted diseases. It serves as the central point of contact for reporting purposes for the Texas Department of State Health Services and other applicable state and federal agencies.
- Classification/Transportation Coordination: TDCJ staff provide a liaison between the classification and transportation staff to assist in ensuring that offender patients are appropriately classified, assigned to facilities and transported consistent with their medical needs.
- Grievance and Correspondence Tracking: The Patient Liaison office provides tracking, investigation and response to all correspondence regarding patient care issues. The Offender Grievance Program tracks, conducts inquiries and responds to Step 2, Division-level offender grievances.
- Research Approval: The TDCJ Director of Health Services or designee shall have the final approval for all 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 and Health Services Policy I-72.1. 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 Coordination: The TDCJ Health Services Division provides statewide coordination of the QI/QM program. The staff provide technical assistance, collect reports of QI/QM results, analyze for trends and communicate those results systemwide.
- Liaison Activities between TDCJ, the CMHCC, the TTUHSC, UTMB and other entities: The TDCJ Director for Health Services functions as TDCJ's

point of contact for communications to TDCJ departments for the CMHCC, the TTUHSC, UTMB and other entities, enabling them to work with a single point of contact.

- Continuing Medical Education: The TDCJ is responsible for providing continuing medical education for its Health Services staff.

Responsibilities of the TTUHSC For Offenders Assigned to their Sector:

- Utilization Management: The TTUHSC is responsible for establishing and maintaining a system for review and authorization of specialty care to ensure that services are provided in a timely, appropriate and cost-effective manner.
- Provider Network Management: The TTUHSC, 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: The TTUHSC 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: The TTUHSC is responsible for providing the management and operation of regionalized facilities and services as appropriate.
- Unit Operations: The TTUHSC is responsible for providing complete health care services at the unit level (medical, dental and mental health) to include:
 - Onsite Services: health care services provided normally to offenders at the unit level, including sick call, nursing coverage, medical record services, health education/training, dental services, mental health services and related ancillary services.
 - Offsite Services: emergency care, inpatient services, specialty physician consults, surgeries, and emergency medical transportation.
 - Pharmacy Services: medications, as approved by or prescribed by authorized providers.
- Institutional Committees/Peer Reviews: The TTUHSC is responsible for maintaining its own institutional committees and conducting its own internal peer review actions.

- TDCJ Employee Health Services: The TTUHSC is responsible for providing employee health care services specified by Contract including immediate medical attention to TDCJ employees injured in the line of duty and TB screening, as specified by this Contract.
- Research Coordination: For research involving TDCJ offenders, the TTUHSC is required to receive approval from the TDCJ Director of Health Services or designee in accordance with applicable TDCJ policies. The TTUHSC is also responsible for obtaining approval through an Institutional Review Board which meets requirements as set forth in 45 CFR 46. The TTUHSC is responsible for maintaining accurate, current and accessible records on all protocols involving offenders. The TTUHSC is required to provide access to such records to the TDCJ Director of Health Services or designee on request.
- Telemedicine Projects: The TTUHSC is responsible for the operation and implementation of telemedicine projects within their sector. The CMHCC provides statewide coordination of statewide policy issues.
- Continuing Education: The TTUHSC is responsible for continuing education for its staff.
- Emergency Preparedness: The TTUHSC is responsible for ensuring an emergency preparedness program is in place at each facility consistent with accreditation standards. Statewide coordination during emergencies will be provided by the CMHCC 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.
- Burials/Autopsy Services: UTMB coordinates burials/autopsy services on a statewide basis and is responsible for deceased offender expenses.
- Medical Training: UTMB provides health-related training required for security staff during pre-service and in-service training academies, including annual AIDS education for TDCJ staff.