



Virginia Department of Corrections CQI Public Meeting 19 Mar 2021 at 1:00 P.M.

1. Go to <https://covaconf.webex.com/covaconf/k2/j.php?MTID=t90dfbc57e831decb6146445df07ae6aa>
 2. Enter your name and email address.
 3. Enter the session password: aUpmXBf9H63
 4. Click "Join Now".
- To join by phone only call 866-692-4530 and enter access code 185 285 7092.

Agenda:

- I. Call to order – Mark Amonette, MD
- II. Roll Call of Committee Members– Mark Amonette, MD
- III. Instructions/housekeeping for virtual meeting-Jeffrey Dillman
- IV. Old Business/Recap of Last Meeting-Dr. Herrick
- V. New Business
 - a. VADOC: Continuous Quality Improvement Initiative – Dr. Christian Wernz
- VI. Public Comment-2 minutes each up to 5 members of the public
 - i. in chat box indicate you would like to make a comment
 - ii. for others on phone or over 5 members, make comment to healthservicesinquiries@vadoc.virginia.gov and the comment will be made part of the meeting minutes
- VII. Actions for next quarter-Dr. Amonette/Dr. Herrick
- VIII. Adjournment – Dr. Amonette, MD



VADOC: Continuous Quality Improvement Initiative

VCU Team:

Dr. Christian Wernz with

*Dr. Aditya Kulkarni, Sawyer Brown, Jason
Hardin & Chase Wright*



The purpose of this report is to support VADOC in developing continuous improvement reports

VADOC is tasked to publish quarterly continuous quality improvement (CQI) reports starting July 1, 2020, and for that needs to

1. **Identify** appropriate **criteria** for evaluation of the **quality** of health care services provided
2. **Use** the identified criteria, to **monitor** and **evaluate** the **quality** of health care services
3. Develop strategies to **improve** the **quality** of health care services

Continuous quality improvement committee; report § 53.1-17.1 (2019)

VADOC is responsible for quality assessment and CQI for these areas

- Mental health services
- Dental services
- Infection control
- Grievances
- Pharmacy services
- Medical
- Psychiatry

virginia Department of Corrections (VADOC). (2017). *Operating Procedure: Health Services Continuous Quality Improvement*. Virginia. An Agency of the Commonwealth. Retrieved from <https://vadoc.virginia.gov/files/operating-procedures/700/vadoc-op-701-2.pdf>

VADOC can learn from the private healthcare sector and from other DOCs

Private sector metrics

- Medical
- Mental Health
- Infection Control
- Patient Satisfaction (~Grievances)
- Dental
- Pharmacy

DOCs metrics in other states

- Texas
- Other States

Private Sector: Medical and Mental Health

Examples of *Medical* Quality Metrics

- Percentage of patients 18-75 years of age with diabetes who had hemoglobin A1c > 9.0% during the measurement period
- Percentage of patients aged 18-75 years of age with diabetes who had a foot exam during the measurement period
- Percentage of patients 50 through 75 years of age who had appropriate screening for colorectal cancer

Examples of *Mental Health* Quality Metrics

- Percentage of people receiving case management for severe psychiatric disorders
- Length of treatment for substance-related disorders
- Number of visits during acute phase treatment of depression

Hermann RC, Mattke S, Somekh D, et al. Quality indicators for international benchmarking of mental health care. *Int J Qual Health Care*. 2006 Sep;18 Suppl 1:31–8. Epub: 2006/09/07. Retrieved from <https://www.ncbi.nlm.nih.gov/pubmed/16954514>

Centers for Medicare and Medicaid Services. (2016). Internal Medicine Preferred Specialty Measure Set. *CMS*. Retrieved from https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/downloads/Internal_Medicine_Specialty_Measure_Set.pdf

Private Sector: Infection and Satisfaction

Examples of *Infection Control* Metrics

- Percentage of patients who experienced Central Line-Associated Bloodstream Infections (CLABSI)
- Percentage of patients who experienced Surgical Site Infections (SSI)
- Percentage of patients who experienced Clostridium difficile Infections (CDI)
Catheter-Associated Urinary Tract Infections (CAUTI)

Examples of *Patient Satisfaction* Metrics

- Rate of patients that experience a personal relationship with their providers that shows compassion and care.
- Measurement of patient's first impression of the provider and the provider's set up
- Rate of the patient's waiting time

Centers for Disease Control and Prevention. (2015). *Virginia Department of Health: Plan for Healthcare-Associated Infections (HAIs)*. Retrieved from <https://www.cdc.gov/hai/pdfs/stateplans/va-p.pdf>

Prakash, B. (2010). Patient Satisfaction. *Journal of cutaneous and aesthetic surgery*, 3(3), 151-155. doi:10.4103/0974-2077.74491

Private Sector: Dental and Pharmacy

Examples of *Dental* Quality Metrics

- Follow-up after Emergency Department Visits for Non-Traumatic Dental Conditions in Adults
- Frequency of Periodontal Evaluation in Adults with Periodontitis
- Frequency of oral evaluations in adults with Diabetes

Examples of *Pharmacy* Quality Metrics

- Rate of patients that received a flu vaccine.
- Adherence to diabetes medication
- Adherence to statin therapy for cardiovascular patients

Centers for Medicare and Medicaid Services. (2016). Internal Medicine Preferred Specialty Measure Set. *CMS*. Retrieved from https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/PQRS/downloads/Internal_Medicine_Specialty_Measure_Set.pdf
<https://www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovGenIn/Downloads/2020-CAI-Measure-Selection-Supplement.pdf>

DOC Texas and other states

Examples of *Medical* Quality Metrics

- Cancer screenings
- Flu vaccinations

Examples of *Mental Health* Quality Metrics

- Axis One diagnosis disorder tracking
- Compelled psychiatric drug intake
- Mental health screening

Damberg CL, Shaw R, Teleki SS, Hiatt L, Asch SM. A review of quality measures used by state and federal prisons. *Journal of Correctional Health Care*. 2011;17(2):122–137.

Texas Department of Criminal Justice (TDCJ). (2018). *Financial Report on Offender Health Care, pursuant to Agency Rider 46: Third Quart, FY2018*. Texas. University of Texas Medical Branch. Retrieved from https://www.tdcj.texas.gov/divisions/cmhc/docs/cmhcc_meetings/2018-09-27_CMHCC_Agenda.pdf#page=96

DOC Texas and other states

Examples of *Infection Control* Metrics

- Diagnosis and treatment of HIV, TB, MRSA and Hepatitis C
- Prevalence of infectious diseases such as MRSA, TB, HIV and Hepatitis

Examples of *Grievances* Quality Metrics

- Number of grievances
- Actions from grievances
- Death reviews

Damberg CL, Shaw R, Teleki SS, Hiatt L, Asch SM. A review of quality measures used by state and federal prisons. *Journal of Correctional Health Care*. 2011;17(2):122–137.

Texas Department of Criminal Justice (TDCJ). (2018). *Financial Report on Offender Health Care, pursuant to Agency Rider 46: Third Quart, FY2018*. Texas. University of Texas Medical Branch. Retrieved from https://www.tdcj.texas.gov/divisions/cmhc/docs/cmhcc_meetings/2018-09-27_CMHCC_Agenda.pdf#page=96

DOC Texas and other states

Examples of *Dental* Quality Metrics

- Treatment within 14 days of dental diagnosis
- Number of dental checkups

Examples of *Pharmacy* Quality Metrics

- Utilization of pharmaceutical service
- Monitoring of anticonvulsants

Damberg CL, Shaw R, Teleki SS, Hiatt L, Asch SM. A review of quality measures used by state and federal prisons. *Journal of Correctional Health Care*. 2011;17(2):122–137.

Texas Department of Criminal Justice (TDCJ). (2018). *Financial Report on Offender Health Care, pursuant to Agency Rider 46: Third Quart, FY2018*. Texas. University of Texas Medical Branch. Retrieved from https://www.tdcj.texas.gov/divisions/cmhc/docs/cmhcc_meetings/2018-09-27_CMHCC_Agenda.pdf#page=96

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