

Health Care Monitoring and Audits (Title 15, Section 1403; NCCHC)

710.1 PURPOSE:

To ensure a process of communicating, monitoring, reviewing, evaluating, and improving of health care delivery in the Juvenile Detention and Assessment Centers (JDACs) and Treatment Facilities (TFs).

710.2 DEFINITIONS:

Quality Improvement Committee (QIC): A committee comprised of the following members: Chief Medical Officer, FAST Clinic Medical Director, Juvenile Justice Program Manager II, Health Service Manager, Compliance Officer, Supervising Correctional Nurses, FAST Clinic Supervisors, and other invited participants.

710.3 GUIDELINES:

- A. QIC is to monitor aspects of the medical/dental/mental health and pharmaceutical services to improve utilization of health care delivery through the following:
 - 1. Identify health care aspects to monitor and establish thresholds.
 - 2. Design quality improvement monitoring activities.
 - 3. Analyze the results for factors that may have contributed below threshold performance.
 - 4. Design and implement improvement strategies to correct the identified health care problem.
 - 5. Re-monitor the performance after the implementation of the improvement strategy.
- B. QIC meetings are, at minimum, on a quarterly basis. Minutes are reviewed and approved by members and retained for reference, and copies are distributed to attendees.
- C. Health staff meetings will be held, at the least, on a monthly basis. Minutes are reviewed and approved by members and retained for reference, and copies are distributed to attendees.
- D. Statistical reports of health services are collected on a daily basis and provided monthly to the HSM and JJPM II.
- E. QIC shall perform an annual review of the effectiveness of the QIC program by review of the QIC studies and minutes, administrative and/or staff meetings, or other pertinent written materials.
- F. The QIC shall perform a minimum of one process/outcome quality improvement study when the committee identifies a health care problem from its monitoring.

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710.4 RESPONSIBILITIES:

- I. Chief Medical Officer/FAST Clinic Medical Director:
 - A. Serve as the chair of the QIC, which may include, but is not limited to identifying standards, interpreting data, and solving problems.
- II. Health Service Manager (HSM)/Juvenile Justice Program Manager II (JJPM II):
 - A. Serve as a participant on the QIC.
 - B. Develop a quality improvement plan for health care services to be reviewed and approved annually by the QIC.
 - C. Ensure audits are performed by designated healthcare staff on identified health care procedures, records and delivery systems.
 - D. Review statistical reports to monitor trends in the delivery of health care.
 - E. Submit an annual report to the Chief Probation Officer (CPO), Chief Medical Officer (CMO), FAST Clinic Medical Director, and the QIC on all current health services accompanied by statistical data and future recommendations.
 - F. Ensure implementation of all recommendations of the QIC.
- III. Supervising Correctional Nurse/FAST Clinic Supervisor:
 - A. Serve as an active participant and have direct oversight of QIC activities.
 - B. Participate with the development and collection of statistical data.
 - C. Ensure implementation of all recommendations of the QIC.
 - D. Work collaboratively with the QIC in the identification of needed audits and statistics to improve outcomes of healthcare services.
 - E. Submit quarterly and annual reports on QIC outcomes and recommendations.
- IV. Health Care Staff:
 - A. Participate in the QIC.
 - B. Assist with the collection of statistical data as requested by the QIC.
 - C. Implement all recommendations of the QIC.