



**PRISONS**  
**Health and Wellness Services**  
**Policies and Procedures**

Title		Health and Wellness Services Organization		
Section	AD I - 8	Issue Date December 22, 2020	Supersedes Date New	Next Review Date December 2021

**References**

**Performance-Based Standards and Expected Practices for Adult Correctional Institutions, 5<sup>th</sup> Edition 5-ACI-6A-04, 5-ACI-6A-05, 5-ACI-6A-18(M), 5-ACI-6A-27, 5-ACI-6A-43(M), 5-ACI-6B-01(M), 5-ACI-6B-02(M), 5-ACI-6B-04, 5-ACI-6C-01, 5-ACI-6D-01, 5-ACI-6D-02(M), 5-ACI-6D-04, 5-ACI-6D-08, 5-ACI-6D-09, 5-ACI-6D-10**

**I. PURPOSE**

Identify North Carolina Department of Public Safety (NCDPS), Division of Prisons (DOP) Health and Wellness Organization.

**II. SCOPE**

- (a) Health and Wellness Services are approved by the Director of Health and Wellness in consultation with Health and Wellness Clinical Leadership and DOP Management.
- (b) Health and Wellness Core Values align with DOP's **PRIDE**:

- (1) Protect
- (2) Respect
- (3) Integrity and Innovation
- (4) Duty and Diversity
- (5) Excellence

- (c) In support of DOP's Mission Statement, Health and Wellness professionals shall promote excellence, provide community consistent, cost effective, quality healthcare throughout our system.



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**Policies and Procedures**

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<b>Section</b>	AD I - 8	<b>Issue Date</b> December 22, 2020	<b>Supersedes Date</b> New	<b>Next Review Date</b> December 2021

- (d) Health and Wellness professionals are committed to DOP’s Vision Statement to build a premier correctional health and wellness program.
- (e) Health and Wellness Leadership provides consultation, training, education, expertise, data, and information to Health and Wellness personnel, Facility Leadership, DOP and NCDPS Leaderships.
- (f) The constitutional obligation, grounded in the Eighth Amendment, and statutory requirement in North Carolina General Statute 148-19 requires Health and Wellness to provide offenders access to quality care provided by competent healthcare professionals.
- (g) Goals and objectives are reviewed at least annually and as needed. Our goals are to:
  - (1) View correctional facilities as public health stations that significantly impact the health status of the larger community;
  - (2) Provide care that will positively impact the public health sector;
  - (3) Improve the health status of the offender;
  - (4) Obtain/yield the highest value for the total tax dollars spent;
  - (5) Engage in sound healthcare practices that meet an acceptable standard of care;
  - (6) Ensure consistency with the mission and goals of the North Carolina Department of Public Safety/Division of Prisons/Health and Wellness.
- (h) Provision of Treatment regarding clinical decisions that involve Health and Wellness providers are the sole responsibility of the managing Health and Wellness practitioner and are not reversed by non-clinicians.
- (i) Periodic Examinations for offenders:
  - (1) Under 50 years of age shall be scheduled every 5 years or as clinically indicated.



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**Health and Wellness Services**  
**Policies and Procedures**

Title		Health and Wellness Services Organization		
Section	AD I - 8	Issue Date December 22, 2020	Supersedes Date New	Next Review Date December 2021

(2) Over 50 years of age with Chronic Care diagnosis shall be scheduled annually or as clinically indicated.

- (i) Health and Wellness personnel provide for the care, treatment and services for Safekeepers/Pre-Trial Detainees, received from the jail system for health and wellness or security reasons in accordance with a court order.
- (j) Grievances received at Health and Wellness Central Office relating to Health and Wellness services are addressed by the Family Liaison.

**III. SERVICES AND RESPONSIBILITIES**

- (a) Ancillary Services, such as Laboratory and Radiology, may be provided on-site at facilities or acquired under contractual agreements with vendors.
- (b) Behavioral Health Services is approved by and the responsibility of the Director of Behavioral Health. Services are available to offenders identified with a serious mental illness and those with less severe mental health needs related to emotional, cognitive and behavioral deficits.
- (c) Communicable Disease and Infection Control Services decreases the spread of communicable diseases and infection control through surveillance, treatment and education.
- (d) Dental Services provides medically necessary dental care to offenders. The Dental Director is responsible to develop, implement and monitor dental care in accordance with North Carolina State Board of Dental Examiners and applicable statutes, rules and regulations. Medically necessary dental care is available to all offenders.
- (e) Director of Health and Wellness as the Health Authority (unless otherwise designated by the Commissioner of Prisons) is responsible to plan, organize, and coordinate a Health and Wellness delivery system which includes medical, nursing, dental, behavioral health, mental health, pharmacy, quality assurance and administration for all offenders incarcerated within NCDPS, DOP.



**PRISONS**  
**Health and Wellness Services**  
**Policies and Procedures**

Title	Health and Wellness Services Organization			
Section	AD I - 8	Issue Date December 22, 2020	Supersedes Date New	Next Review Date December 2021

- (1) Provides consultation to Facility, DOP, NCDPS management staff, NC Legislators, NC State Agencies and Community colleagues regarding health and wellness services.
- (2) Appoints Health and Wellness personnel, based on subject matter, to write, review or revise Health and Wellness policies and directives. Policies and directives are reviewed annually and as needed.
- (3) Directives must be approved by the Director of Health and Wellness after review by the specific discipline/section lead.
- (f) Facility Health Authority may be a physician, physician extender or nurse designated by the Facility Warden who has the responsibility for Health and Wellness services in accordance with a job description or written contract.
  - (1) If the Health Authority is not a physician, final clinical judgements rests with a single designated physician.
  - (2) Create a facility mission statement that describes the extent of health and wellness services provided.
  - (4) Develop and implement a facility staffing plan from data collected from the annual (or as needed) staffing analysis that determines the disciplines of Health and Wellness staff required to provide the identified facility’s scope of services.
  - (5) Responsible for coordination of care between multidisciplinary teams, to include Continuous Quality Improvement to ensure quality of services are provided to offenders that address their physical and mental well-being.
  - (6) Annually and as needed, review/write/modify facility Standard Operating Procedures (SOPs).
  - (9) Jointly supervises health-trained personnel with Warden/designee at facilities that do not have 24/7 nursing services to ensure coordination of needed health services are available and provided to the offender population.



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**Policies and Procedures**

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<b>Section</b>	AD I - 8	<b>Issue Date</b> December 22, 2020	<b>Supersedes Date</b> New
			<b>Next Review Date</b> December 2021

- (10) Provides quarterly reports to Warden/designee on Health and Wellness services and performance improvements.
  
- (g) The Director of Healthcare Administration provides support, to include but not limited to:
  - (1) Contract oversight,
  - (2) Budget,
  - (3) Procurement of all supplies, and equipment,
  - (4) Telehealth,
  - (5) Clinical Informatics.
  
- (h) Medical Services are provided under the direction of the Medical Director/Chief Medical Officer who maintains responsibility for the quality of medical services provided to offenders.
  - (1) Services are provided in accordance with a professionally identified, evidenced-based Clinical Decision Support Resource.
  - (2) Specialty care services are provided by contracted medical specialty providers either at on-site specialty medical clinics in the prison facility or at the community medical office for the specialty provider.
  
- (i) The Director of Nursing (DON) is responsible for nursing services provided to the offender population. Nursing Services function as an integral part of multidisciplinary teams and participate in the planning, implementation and monitoring of safe, evidenced based health care. By providing patient assessment, medication administration, crisis intervention, treatments, education and patient advocacy, Nursing Services is committed to improving the overall health and well-being of the individuals we serve.
  
- (j) The Director of Pharmacy is responsible for all pharmaceutical services provided by the Central Pharmacy, a centralized outpatient pharmacy and on-site pharmacies at Central




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**Policies and Procedures**

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Section	AD I - 8	Issue Date December 22, 2020	Supersedes Date New	Next Review Date December 2021

Prison Healthcare Complex (CPHC) and North Carolina Correctional Institution for Women (NCCIW).

- (k) The Chief of Psychiatry maintains responsibility for the quality of psychiatric services provided to offenders.
- (l) Quality Assurance/Risk Management (QA/RM) is under the direction and responsibility of the Director of Quality Assurance. QA/RM functions as an integral component of Health and Wellness, DOP and NCDPS through the commitment to the provision of quality patient care and staff, and offender safety.
  - (1) Services are provided to:
    - (A) Ensure our healthcare system, policies, and practices adhere to an applicable and acceptable standard of care;
    - (B) Reduce the impact of negative events within Health and Wellness, DOP and NCDPS;
    - (C) Maximize opportunities for continuous quality improvement in staff performance and health and wellness services;
    - (D) Focus on clinical and administrative reports;
    - (E) Establish processes that:
      - (i) Identify, monitor, assess, mitigate, prevent risk of harm and liability to patients, staff and the agency.

  
 \_\_\_\_\_ 12/22/20  
 Todd E. Ishee Date  
 Commissioner of Prisons