

## AUDIT IMPLEMENTATION PROGRESS REPORT

DEPARTMENT NAME AND CONTACT	AUDIT NAME AND DATE (see cover of audit report)	FINDINGS	RECOMMENDATIONS	IMPLEMENTED YES OR NO	REASON FOR NON-IMPLEMENTATION
Sheriff's Office	Fulton County Jail Health Services Contact Review	<p><b>Finding 1 - HIV Blood Tests and Pap Smears</b></p> <p>The contract requires HIV blood tests and Pap smears for all female inmates. There was no contract requirement for men to receive HIV blood tests. The audit results revealed that both male and female inmates were not receiving these exams unless requested. Mandatory HIV testing was not administered to each female inmate because the Corizon Managers believed that the contract requirement was not consistent with state law. We subsequently determined that HIV testing is required within 30 days of incarceration per OCGA 42-5-52.1. The effect of not administering the required HIV and Pap smear tests greatly increases the health risks to the public as well as the inmate population. The failure to adhere to the policy could inherently lead to increases in the health care</p>	<p>HIV and Pap smear tests for women are required by contract; however, HIV testing for men is not required but is now required as a matter of policy. We recommend that weekly monitoring be conducted to ensure that HIV tests are administered to all inmates and that Pap smear tests are given to female inmates. Corizon's Management changed its policy and issued a memo on July 27, 2012 requiring that all inmates be offered a HIV exam as part of the intake process. This would insure that Corizon is following the requirements of state law and its own policy regarding HIV test and Pap smear test.</p>	Yes	

		costs of inmates.		
	<p>Finding 2 - Inmate Sick Calls Requests not Completed in a Timely Manner</p> <p>The contract requires 48 to 72 hours response time for inmate sick call requests. The requests were reviewed in detail for the month of June 2012. It was determined that 26.07% of the sick call requests were not completed within 72 hours. The reason the sick call appointments were not taking place is due to under staffing by the Sheriff Department and Corizon, Inc. The Chief Jailer indicated that the staffing shortage occurred when the Watch Commanders were allowed to handle the scheduling of the correction officers' leave. The Chief Jailer also indicated that the Sheriff's Department is operating under a court order, which requires a minimum number of officers to be present on all floors; thereby, reducing the number of officers available to assist with sick call. As a result of not providing sufficient law enforcement staff, the medical providers and nurses of Corizon</p>	<p>As of the date of this audit, the responsibility for scheduling law enforcement staffing has been assigned to the Operations Commander. We recommend that the Chief Jailer and the Operations Commander also review the Disruption Reports which provide inmate logistical information and schedule the required staffing to accommodate the inmates to sick call. The Disruption Report should be reviewed within 48 hours of the report's completion.</p>	No	<p>Disruption Reports are produced and reviewed. Scheduling of the required staffing is not possible due to insufficient numbers of security staff to provide medical providers access to the inmates.</p>

		<p>were not able to provide medical services to all of the inmates scheduled for sick call. The following is an overview of the sick call Inmate requests for June 2012.</p>		
	<p>Finding 3 - Electronic Records and Telemedicine System</p> <p>The contract requires the implementation of a Telemedicine System which provides the platform for medical consulting and an electronic medical records system. During our audit, we noted the telemedicine system is operational for the Mental Health program but not for the Physical Health program. Meetings for the full implementation of the Telemedicine and electronic medical records systems have been conducted but there appears to be some pending issues concerning the software rights and the integration of the Corizon Automated Scheduling system with the new proposed Odyssey software. The delay in fully implementing these systems impedes the efficient delivery of medical services.</p>	<p>The electronic medical records system projected date of implementation is January 2013. This corresponds with the Fulton County projected date for the implementation of the new jail mainframe system referred to as the 'Odyssey Software System'. We recommend that Fulton County's Information Technology Department continue to work with Corizon, Inc. to implement the most functional and compatible systems for the efficient delivery of medical services.</p>	Yes	

		<p>Finding 4 - Grievances Not Timely Per the terms of the contract, grievance responses are to be delivered to the inmate within 72 hours. We reviewed Corizon's grievance report and found 445 grievances filed from January to July 2012 exceeded the average response time of 72 hours for each month. The increase in the average response time was attributed to a new employee handling the grievances, causing a backlog of grievance filings during the transition period. By not complying with the 72 hours response requirement, the contractor is not in compliance with the terms of the contract.</p>	<p>We recommend that Corizon, Inc. retrieve the grievance forms from the inmates and then forward copies to the Jail Manager of Medical Services for review. This change in process should speed up the turnaround time for grievance responses.</p>	<p>No</p>	<p>Sheriff's Office Policy directs, in accordance with American Corrections Association standards, that grievance forms are handled(in sealed envelopes) by the officers assigned to the mailroom. The Mailroom Officers deliver the sealed envelopes to the Grievance officers who then deliver the medical grievances to the Continuous Quality Improvement Co-ordinator in Medical who researches and responds to the grievances. Grievance responses that the inmate does not agree with are forwarded to the Sheriff's Office Director of Medical Services for final resolution.</p>
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		<p>recorded coverage by a physician. This is the result of not having the 3rd fulltime physician on staff. The staff shortage of Registered Nurses resulted in duties that had to be assumed by either lower level nurses or Registered Nurses assigned to other floors.</p> <p><b>Finding 6 - HIV Monitoring</b>  The Contract requires a multiple step process of monitoring HIV inmate blood samples and medications. Section 3.3 of the Request for Proposal lists 11 separate required blood tests, physicals and reports for HIV inmates. Each monitoring requirement has a specific time deadline. There were 9 inmate files reviewed for compliance. There was an 8.89% exception rate for meeting the contract specified time deadlines. There was one inmate file examined that indicated the inmate was arrested on December 25, 2011, Christmas day. This file had 3 areas of non-compliance which accounted for 38% of the total sample exceptions. The Holiday Staffing may have contributed to non-conformance for the 48 hour</p>	<p><b>Recommendation</b>  The contractor should staff the HIV inmate program adequately during holiday periods.</p>	<p>Yes</p>	
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