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

1. Go to https://covaconf.webex.com/covaconf/k2/l.php?MTID=t90dfbc57e831dec6146445df07ae6aa
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

Health Services Unit: A healthy body and healthy mind leads to healthy choices.
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

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

<table>
<thead>
<tr>
<th>Private sector metrics</th>
<th>DOCs metrics in other states</th>
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<tbody>
<tr>
<td>Medical</td>
<td>Texas</td>
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<tr>
<td>Mental Health</td>
<td>Other States</td>
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<td>Infection Control</td>
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<td>Patient Satisfaction (≈Grievances)</td>
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<td>Dental</td>
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<td>Pharmacy</td>
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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


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


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

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


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


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


References


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


