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	audit report) Fulton County Jail Health Services Contact Review	Finding 1 - HIV Blood Tests and Pap Smears 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	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.	Yes	
	,	of incarceration per OCGA 42-5-52.1. The effect of not	is following the requirements of state law and its own policy		
	P	administering the required HIV and Pap smear tests greatly	regarding HIV test and Pap smear test.		
		increases the health risks to the			
		population. The failure to adhere			
		to the policy could inherently lead			
		to increases in the health care			

Finding 2 - Inmates Sick Calls Requests not Completed in a Timely Manner The contract requires 48 to 72 hours responses time for immate sick call requests. The requests were reviewed in detail for the month of June 2012. It was determined that 26.07% of the reason the sick call requests were not were nort taking place is due to under staffing by the Sheriff Department and Corizon, Inc. The Staffing shortage occurred when the Watch Commanders were allowed to handle the scheduling of the correction officers' leave. The Chief Jalier also indicated that the Sheriff's Operatment is operating under a court order, which requires a minimum number of officers a wailable to assist with sick call. as result of not providing small requests as of the date of this audit, the No Disruption Reports are responsibility for scheduling providence at the the Chief law enforcement staffing has reviewed. Scheduling providence at so review the staffing shore a count order, which requires a minimum number of officers a wailable to assist with sick call. as a result of not providing smaller as so the inmates. The Chief Jalier also indicated that the Sheriff's Department is operating under a count order, which requires a minimum number of officers a wailable to assist with sick call. Sa a result of not providing smallers are allowed to handle the report's sick call. The Disruption Report servity and enabled to accommodate the inthe Chief when the Chief Indicated that the Sheriff's Department is operating under a count order, which requires a minimum number of officers a wailable to assist with sick call. Sa a result of not providing smallers are a result of the common to the common the common that one of the required safe in the chief commodate and the Operations commodate the file of the common the common than a schedule the medical provides commodate the file of the common than a schedule the medical provides commodate when the common than a schedule the medical provides commodate when the common than a schedule the medical provides co				brosiders and marses of controll	
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			medical services	,
			impedes the efficient delivery of	
			implementing these systems	
			software. The delay in fully	
			with the new proposed Odyssey	
			Automated Scheduling system	
			and the integration of the Corizon	
			concerning the software rights	
		delivery of medical services.	to be some pending issues	
		systems for the efficient	been conducted but there appears	
		functional and compatible	medical records systems have	
		Inc. to implement the most	Telemedicine and electronic	
		continue to work with Corizon,	full implementation of the	
		Technology Department	Health program. Meetings for the	
		County's Information	program but not for the Physical	
		recommend that Fulton	operational for the Mental Health	
		Software System'. We	noted the telemedicine system is	
		referred to as the 'Odyssey	system. During our audit, we	
		the new jail mainframe system	and an electronic medical records	
		date for the implementation of	platform for medical consulting	
		the Fulton County projected	System which provides the	
		2013. This corresponds with	implementation of a Telemedicine	
		implementation is January	The contract requires the	
		system projected date of	Telemedicine System	
	Yes	The electronic medical records	Finding 3 - Electronic Records and	
			2012.	
			coll lawasta regulate for line sick	
			following is an overview of the sick	
			scheduled for sick call. The	
			services to all of the inmates	
			man antable to succide madical	

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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.	
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.	
No	
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 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.	

2012, there were 3 days with no	and one part time on duty. In June	that there were only two fulltime	but the June analysis indicated	requires 3 full time staff physicians	to scheduling. The contract	in June 2012 was apparently due	Registered Nurses' hours worked	leave time. The shortage of	to have a substantial amount of	Registered Nurses that appeared	week. There were 10 fulltime	Nurse averaged 25.89 hours per	hours per week; a Registered	Nurses averaged more than 39	only 3 non-supervisory Registered	as employees in June 2012 but	were 32 Registered Nurses listed	were not met in June 2012. There	Physicians and Registered Nurses	staffing requirements for	Fulton County Jail. The contract	healthcare to the inmates at the	requirement for providing proper	respective man hours are a	number of positions and the	per week per position. The	positions translate into 40 hours	Employee (FTE) positions. The FTE	specifically in terms of Full Time	minimum staffing requirements	The contract specifies the	with Contract
	0			18											<u></u>							maintained.	ensure that proper staffing is	monitor leave time closely to	Corizon Managers should	short due to vacations, the	Nurse's hours appear to be	-	-	coverage by the physicians or	the scheduled hours of	There should be an increase in

and 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. Finding 6 - HIV Monitoring 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 noncompliance which accounted for 38% of the total sample exceptions. The Holiday Staffing may have contributed to nonconformance for the 48 hour	aff. The aff. The at had ver lurses ltiple the the the the ate ate ate ed that rested istmas non-yeld for identifing the strested istmas non-yeld for identification in the strested istmas non-yeld for identification in the strested istmas non-yeld for identification in the strested is																										
Recommendation The contractor should staff the HIV inmate program adequately during holiday periods.	ld staff the oliday	may have contributed to non- conformance for the 48 hour	38% of the total sample	day. This file had 3 areas of non-	on December 25, 2011, Christmas	was one inmate file examined that indicated the inmate was arrested	specified time deadlines. There	rate for meeting the contract	There was an 8.89% exception	files reviewed for compliance.	deadline. There were 9 inmate	requirement has a specific time	inmates. Each monitoring	physicals and reports for HIV	separate required blood tests,	Request for Proposal lists 11	medications. Section 3.3 of the	inmate blood samples and	step process of monitoring HIV	The Contract requires a multiple	Finding 6 - HIV Monitoring	assigned to other floors.	level nurses or Registered Nurses	to be assumed by either lower	Nurses resulted in duties that had	staff shortage of Registered	3rd fulltime physician on staff. The
	Yes															3	periods.	adequately during holiday	HIV inmate program	The contractor should staff the	Recommendation						

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							C	monitoring HIV inmates.	improve its response time for	that the contractor should	8.89% exception rate indicates	exceptions were unexplained. The	requirements. The other 5	blood draw and one week report