



# UTMB – Guide

## Mission Vision Resolutions

How it all began

# Who We Are

## University of Texas Medical Branch – Correctional Managed Care

Kirk Abbott- MBA, BSN, RN, CCHP, Regional Nurse Manager Outpatient Services. UTMB-CMC Agency Director

Jenny Melton- Program Manager- Jenny is responsible for managing the UTMB-CMC Agency program. She is responsible for day to day operations of the agency program, vendor management, account employee relations, agency clinical issues, orientation, submissions, schedule, financials, agency, etc.

Caitlin Geer- Program Administrative Associate- Caitlin is responsible for providing back up to Jenny, as needed. Performs administrative duties of managing the agency program such as processing TDCJ Clearance Request, maintaining agency staff compliance & records, performs audits of agency credentials, EMR Renewals, Computer Learning Portal (CLP) administration and scheduling and handles Allied division.

# UTMB- HCSS

- HCSS – Internal UTMB Agency - <http://www.utmb-hcss.com/slider-revolution/>
  - Processes time via Kronos for UTMB – CMC
  - They receive 2% of our total billing for CMC & TJJD
  - Provides nursing services to CMC and other UTMB Affiliates

Intro –

Lisa Kane, Administrative Specialist. Lisa is the POC for UTMB-CMC contract management, Kronos time management and time sheet entry. She also is responsible for all Kronos reports and Vendor Management Statements.

Carol Jordan, Human Resources Coordinator. Carol performs Kronos Time management and time sheet entry.

# CMC History

•The UTMB Correctional Managed Care (UTMB-CMC) division provides a full range of healthcare services for about 80% of the TDCJ population. In addition to basic medical care, services include disease prevention and detection programs, chronic disease management, and dental and mental health care. The delivery model includes basic as well as advanced levels of care:

- ambulatory clinics in 83 prisons, state jails, and other facilities
- infirmaries in 13 TDCJ prisons with a combined capacity of more than 400 beds
- regional medical facilities, specialty clinics, and “Hospital Galveston.”

•**Telemedicine.** Over the past 15 years, UTMB-CMC and TTUHSC have used telemedicine to deliver medical care to thousands of TDCJ offenders. Because most TDCJ units are located in rural areas, the technology has proved to be highly effective in providing timely access to specialty providers without incurring the costs and safety issues of transporting offenders over considerable distances

# CMC Agency Program History

funding=rolls into time accountability

\*Legislature sessions

\*Austin Statesman

\*20% RN 80% LVN

\*RN Dialysis w/ Charge

\*PCT Dialysis

\*PT/PTA/OT

\*Utilization Review – RN – BSN required

The agency program began in 2006 after Mr. Eubanks(UTMB-CMC, CNO) was seeking alternative sources for medical coverage for the units.

The agency staffing program has grown from 1 to 3 fulltime UTMB- CMC staff members and from managing roughly 40 FTE's to around 170 FTE's since its inception. We are looking to continue to expand the Agency program within the next 12 months.

This program staffs a variety of disciplines: With the majority of clinic staff being 20% RN and 80% LVN. Units around the state are still in need of RN Dialysis with Charge, PCT Dialysis, and PT/PTA/OT/ COTA. Utilization Review- RN- BSN- are also a discipline that is staffed through the program.

The UTMB system is funded in whole by legislature, this includes the CMC agency program, thus making the program budget driven, not census driven like similar “free-world” programs. The Texas legislature makes budget decisions on a biennial basis unless a special session is needed for a certain bill etc.

**We are directly responsible for time accountability** IE spend etc. With the level of fiscal responsibility that we are accountable for to the legislature it makes responsible scheduling and time reporting an even bigger necessity.

# CMC – Mission, Vision and Corporate Resolutions

**MISSION** – Why we exist - To address the healthcare needs of underserved patient populations.

**VISION** – What we want to become To be the recognized world leader in the delivery of correctional health care services.

**CORPORATE RESOLUTIONS** – Action items we support CMC will:

- Provide high quality health care services to our patients
- Demonstrate compassion to our patients and their families.
- Manage itself in a manner that reflects the highest ethical and moral standards.
- Embrace and encourage diversity and value its contributions to our organization.
- Promote life-long learning for our staff and patients.
- Cultivate innovative and creative solutions to challenging health care delivery problems

# How do you fit in/Why we need you

The agency program has grown to over 170 FTE's in 2017, this is huge, and we have no plans of stopping! But, we can not continue to have this success without our vendors.

We rely on you to help us fill the needs of UTMB- CMC. It's not merely placing a nurse in a shift. We have to consider a facet of things before filling a shift.

There are several factors that have to be considered when staffing the facilities. First, we have to consider the units need, the availability of agency nurses, and the population of the unit. We do our best to maintain a continuity of care for the units as well as also having to be the most fiscally responsible as possible.

Your agency nurses directly impact the medical needs of the population for the 83 units that we staff, this is a huge undertaking for any program.

# Just a Glimpse

Contract language is PRN, however, UTMB-CMC understands the commitment the healthcare professionals make and thus we book 4 weeks at a time. UTMB-CMC, in general, does not offer 13 week contracts. Although the shifts could be cancelled at any time, UTMB-CMC has less than a 1% cancellation rate, at this time. At time, we are on a course to spend 15M this fiscal year. Our fiscal year runs Sept-Aug.

Schedule is done by block booking a month at a time. Typical schedule worked is 36/48 working every other weekend. Most facilities are staffed by medical 24/7 (12 hr shifts), however, there are some facilities that only provide medical services for 8 hrs a day.

Nurses must float not only w/in the facilities to different areas such as clinics, mental health, CMA & infirmary but they must also float to other facilities w/in 50 mile radius.



# How to Get Started

\*Contract – Intro to Kane @ HCSS. Vendor Application & fully executed contract must be in place to start the on boarding process with us.

\*Rates – present the rate you feel is competitive w/in the marketplace. As stewards of the budget the lowest bill rate will get priority staffing. NOTE: 2% fee will be assessed by HCSS for time keeping management.

\*\*Currently, all agencies are billing at CRISIS rates of \$46.50 LVN & \$66.50 RN. However, the program will not be able to maintain that rate and will eventually revert back to individual contracted rates.

\*On boarding training with Account Rep/After Hours Specialist and any other personnel that we will be working with. During this time we will discuss: Compliance, orientation, orientation schedules, submission for orientation, CLP, Day to day operations, Needs, Remaining needs, schedules – block booking, after hours – 24/7 coverage, cancellations, tardiness, extended time (definition in our operating reality), time sheets – Payroll process – 2% paid to HCSS (VMS so to speak), time line for whole process

# Tx Dept. of Criminal Justice Websites

Below is a list of important websites for you to become familiar with.

Texas Department of Criminal Justice –

TDCJ <https://www.tdcj.state.tx.us/>

TDCJ – Unit Directory

<http://www.tdcj.state.tx.us/stat/unitdirectory/all.htm>

TDCJ – Offender Information

[http://www.tdcj.state.tx.us/offender\\_information.htm](http://www.tdcj.state.tx.us/offender_information.htm)

UTMB Correctional Managed Care -

<http://ehn.utmb.edu/correctionalmanagedcare/>

# Correctional Lingo

- SCR (Sick Call Requests)/Kites – inmates complete form stating they want to be seen by medical for a particular reason.
- HS – High Security
- CO – Correctional Officers
- Ad Seg – Administrative Segregation (not in general population)
- EMR – Electronic Medical Records
- CMC – Correctional Managed Care
- RMF – Regional Medical Facility

# Conclusion

We thank you for your interest in UTMB-CMC. It is a program that Kirk, Jenny and Caitlin are invested and committed to providing the best customer service to TDJC, UTMB-CMC nursing services and patient care.

## Questions?

# UTMB - CMC

What good looks like

# Who we depend on?

## Who makes the best recruit

- Must have at least 1 yr experience w/ highest licensure they hold.
- LVN's must be IV Therapy Certified and RN's must have ACLS.
- Acute care – Medical Surgical experience in an Acute Care setting is a MUST. With the aging population the amount of chronic care is on the rise. Anything of high acuity levels are transferred to local hospitals, Hospital Galveston.
  - Estelle – Regional Medical Facility (RMF)
  - Carol Young – Regional Medical Facility
  - Stiles, Michael, Pack/Luther, McConnell – Major Hubs
- Flexible to location (w/in reason)
- Independent worker, likes to stay busy
- Does not participate in gossip, internal issues. Understand the environment they are working in.
- Maintains professionalism at all times
- Confident in their emergency response skill set

# RN/LVN - Generic Job Description

## TYPICAL TASKS:

Provides nursing services, treatments and diagnostic and preventive procedures appropriate for inmate care and safety; interprets physicians' orders; administers prescribed medication; when physician is present, assists physician with sick call; applies surgical dressings and bandages; provides emergency first aid care; checks and records vital signs; instructs inmates concerning discharge planning; observes signs and symptoms during sick call when physician is not present; reports reactions to treatments and medications as well as changes in the inmates' emotional or physical condition; may instruct and supervise correctional staff concerning inmate health care and needs; consults with supervisor on problem cases; checks and orders supplies; maintains accurate medical records; provides health care education inmates.

# Time line – UTMB Submission Process

- TDCJ Clearance – Typically takes 12-14 business days for response from TDCJ. TDCJ is UTMB's customer. You will receive a "SUBMITTED" email back from CMC Agency Coordinator w/in 12hours of submission. Expect delays if they have been previously employed TDCJ or UTMB, associated with a current or previous offender, answer Yes to question #17 on clearance form, etc. This form CANNOT be digitally signed and only valid for 30 days from date of signature. Please wait 12 business days before asking for a status check as we cannot request before that time.

- Orientation – scheduled is emailed each quarter with class dates and submission deadlines. Typically classes are held ever other weekend. Nurse must be 100% compliant and CLP's must be completed before submission.

- Dates of submission are found on the Orientation schedule. Profiles are to be sent on that date, not prior.
- Orientation class – First 16 hours is Non-Billable
  - Day One - Electronic Medical Record (EMR)
  - Day Two – Clinical Skills Review (CSR)



# So you find “the one”

Discuss the opportunities w/ them and find out the locations they are willing to work.

Discuss pay package before you start the clearance process as it does cost money to process.

Complete the *Texas Department of Criminal Justice Non-Employee Background Questionnaire*.

- *Most frequent mistakes:*
  - Not filling out the form in it's entirety
  - Using outdated forms; Should have *PERS 263 (11/09)* at the bottom
  - Question #17 - Important: For purposes of contract employment with TDCJ, convictions include sentenced to confinement, paid fine, time served, placed on probation (includes deferred adjudication), and court ordered restitution. See Falsification Policy on Page 3 of this questionnaire



# Clearance con't

- No Record - In many cases it was a long time ago and the court has no record – they need to provide a statement on court letterhead stating “no record”.
- DL & SS - Please be sure it is legible. Fax copies of copies are the worst so please try to obtain nice clean copies.
- ZERO tolerance – if something comes back on their background and they did not place it on the form TDCJ believes they are trying to hide something and DNR's them from the system forever.
- When submitting talent for clearance please let me know what unit talent is interested in working at so that I can send the clearance form to the appropriate department. My goal is to have them submitted same day and I will send you an email letting you know they have been submitted.

# Clearance Received...Now what?

## Submit for orientation

### 4 Separate attachments

- 1. Profile with Employment Overview Coversheet
- 2. Attestation Page
- 3. EMR Forms
- 4. Clearance form and clearance approval email

### Why?

- Each attachment is sent to a different contact, sometimes being sent multiple times.
- Every time a nurse works at a unit, Clearance forms are sent to the Warden.

# Compliance for UTMB

- Profile Includes:
  - Employment Overview (coversheet)
    - SELL SELL SELL YOUR TALENT'S CAPABILITIES!
  - BNE website License Verification
    - No more than 3 months old
  - CPR/BLS card (copy front and back; card must be signed)
    - No online courses that lack hands on skills demonstration are permitted
    - American Heart Association highly recommended
  - Current applicable certifications
    - ACLS, IV Therapy Certification, etc
  - Current state Drivers License
    - Must be copy of same identification used to get onto the unit (DO NOT INCLUDE SS CARD)
  - UTMB-CMC specific forms
  - Attestation Page – Flu documentation included during flu season
  - Clearance – must contain cleared email along w/ clearance documents
  - EMR form – No electronic signatures accepted, only valid for 30 days. Annual requirement

# New Orientation Paperwork/Expectations

Because their clinical setting is so unique, UTMB has developed a revised orientation program. The two day EMR and CSR courses remain, but they have expanded on the PowerPoint presentation “Changing the Delivery of Correctional Health Care in our World” by adding an orientation booklet.

Please provide them w/ the Power Point presentation, Correctional Managed Care , Agency Orientation Booklet and Agency Orientation\_RN Telephone Triage forms to view, sign and return BEFORE submitting for consideration. This will facilitate a more thorough facility orientation benefitting all parties involved. **Please have them sign and return Agency Orientation\_RN Telephone triage forms to you before submitting for orientation. These forms need to be attach to the end of their profile.**

During orientation there will be a CSR portion (Clinical Skills Review) where a nurse preceptor will check off their skills. If you talent can obtain a copy of this completed form and return to me that would be great. If not, we will have to request from the Nurse Manager.

# Your talent is accepted to orientation

Provide new orientation paperwork to talent for them to review.

Picture Badge – A MUST!

- Include picture, last name & licensure

Review security guidelines

Review timesheet procedures

Review dress code – No white, red or orange scrubs

The first two days are in a classroom setting so they must be on time – if late, they will not be allowed into the class. Scrubs is appropriate attire and recommend they bring their lunch; they're given a break but it may not be enough time to leave the facility, eat, and return. There are vending machines available. Please make sure you communicate w/ your talent and they understand the importance of attendance. If they miss this opportunity they may not be afforded another one. Upon confirmation of attendance for the second day of orientation, we'll get a schedule together ASAP.

# Timesheets/Record Keeping

## •Effective September 27, 2009

- Time starts from arrival to Medical, not arrival to unit
- If longer than 8 or 12 hours, must document on timesheet reason and have NM sign
- Client = UTMB, Facility = Unit Name
- Client Signature and Print Name
  - Nurse Manager → Charge Nurse → RN → LVN
    - Call if no one is there! (This indicates an internal problem)
    - There is one internal nurse working EVERY shift
    - Same process in place for internal staff
    - Timesheet will be rejected if instructions not followed!

# UTMB New Hires – Talent Cheat Sheet

## Picture Badge & Drivers License

- Agency name, last name, licensure
- MUST HAVE FOR EVERY SHIFT

## Security Guidelines

- 1 gallon ziplock bag
- NO CELL PHONES - #1 violation
- Includes vehicle
- If contraband found, immediate DNR

Always arrive 15 min early to unit!

- Allow time to get through security
- Shift starts upon arrival of medical, not arrival at unit

Never leave a unit!

- If problems upon arrival, call the office immediately. Please don't leave until issue is resolved; will compensate for your time.



Please email with any questions at or feel free to call me at  
[jrmelton@UTMB.EDU](mailto:jrmelton@UTMB.EDU) 972-998-3963.  
Thanks! Jenny Melton ☺



# Huntsville District



Lovelady  
★ Eastham

★ Ferguson

★ Estelle

★ Polunsky

★  
Byrd  
Eastham  
Ellis  
Goree  
Holliday