CORRECTIONAL HEALTH CARE LEADERSHIP INSTITUTES

JULY 28–29, 2017
BALLY’S LAS VEGAS HOTEL

A Multidimensional Approach to Correctional Health Care

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Thanks for coming to the 2017 Correctional Health Care Leadership Institutes, designed for emerging and seasoned clinical leaders and administrators. The conference has been planned to provide the tools needed to return to work feeling inspired, energized and ready to put great new ideas into practice. During the next few days you will enjoy:

- Two days of educational sessions
- Plenary session
- Educational luncheons on Friday and Saturday
- Roundtable breakfast discussions on Saturday
- Conference app and networking tool
- Daily networking and exhibit breaks
- Access to exhibits
- Downloadable presentation materials
- Up to 15 hours of continuing education credit

The following companies have made generous grants and sponsorship investments to help support this event.

**Alkermes** provided an independent educational grant in support of an educational luncheon on the treatment of schizophrenia.

**Wexford Health Sources, Inc.** provided funding in support of attendee portfolios.
Conference Educational Objectives

- Examine the role of correctional health care leaders including administrative roles, organizing health services and applying legal and ethical practices
- Employ process improvement systems such as quality improvement, utilization review and risk management
- Identify recruitment, retention and supervision best practices for effective staff management
- Describe strategies for integrating health care services and personnel into a correctional setting

Continuing Education Credit

**CCHPs:** Certified Correctional Health Professionals may earn up to 15 contact hours of Category I continuing education for recertification.

**Nurses:** The National Commission on Correctional Health Care is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center’s Commission on Accreditation.

NCCHC designates this educational activity for a maximum of 15 contact hours.

**Physicians:** The National Commission on Correctional Health Care is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians. NCCHC designates this live activity for a maximum of 15 AMA PRA Category 1 Credit(s)™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**Psychologists:** The National Commission on Correctional Health Care is approved by the American Psychological Association to sponsor continuing education for psychologists. NCCHC maintains responsibility for this program and its content. This educational activity has been approved for up to 15 hours of credit.

Faculty Disclosure Statement

In accordance with the disclosure policy of the National Commission on Correctional Health Care, everyone who is in a position to control the educational content of the Correctional Health Care Leadership Institutes (including planners, speakers and moderators) has been asked to disclose all relevant financial interests with any commercial interest that might be germane to the content of the presentations. Such disclosure is not intended to suggest or condone bias in any presentation but rather is elicited to provide information that attendees might deem important to their evaluation of a given presentation. No individuals have disclosed a relevant financial relationship with a commercial interest outside of any employers listed in the program.

Photography

Registration for, attendance at or participation in NCCHC conferences and other associated activities constitutes an agreement by the registrant to permit NCCHC to use and distribute (both now and in the future) the registrant’s or attendee’s image or voice in photographs, videotapes, electronic reproductions and audiotapes of such events and activities.

Obtaining Continuing Education Credits

To receive continuing education credit, you must complete the conference evaluation form. Visit [https://orders.ncchc.org/evaluations.aspx](https://orders.ncchc.org/evaluations.aspx) to access the form. Simply log in with the same username and password you used when you registered. Once you complete the evaluation, you may print your continuing education certificate. Please help us plan the best in correctional health care education by evaluating each session you attend.

Thanks to the Leadership Institutes Program Committee

This program would not be possible without the hard work and dedication of the NCCHC Leadership Institutes Program Committee:

- Nancy White, MA, LPC (chair)
- Eileen Couture, DO, RN, CCHP-P
- Rebecca Lubelczyk, MD, CCHP-P
- Pauline Marcussen, MS, RHIA, CCHP
- Sue Smith, MSN, RN, CCHP-RN
- Marc Stern, MD, MPH
- Jim Voisard, CCHP-A
- Todd Wilcox, MD, MBA, CCHP-P, CCHP-A

Staff liaisons: Brent Gibson, MD, MPH, CCHP-P; Deborah Ross

No relevant financial relationships were disclosed.
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<td><strong>FRIDAY, JULY 28</strong></td>
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<tr>
<td>7 am – 5:15 pm</td>
<td>Las Vegas Registration Desk</td>
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<td>8 am – 5 pm</td>
<td>Las Vegas 1/2</td>
<td>Exhibits Open</td>
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<tr>
<td>8 am – 9 am</td>
<td>Jubilee 1</td>
<td>200 Plenary Session: Leadership Lessons Learned From a 25-Year Career in Correctional Health Care</td>
<td>Newton Kendig MD</td>
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<td>Richard Kosierowski MD CCHP</td>
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<td>Carl Keldie MD CCHP</td>
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<td>Jubilee 2</td>
<td>L1 Educational Luncheon: Professional Liability Insurance Primer: The 10 Things You Need to Know</td>
<td>Deana Johnson JD</td>
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<td>208 Correctional Staffing: Strategies to Improve Recruitment and Retention</td>
<td>Rebecca Pinney MSN RN CCHP-RN; Karen Busch</td>
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<td>4:15 pm – 5:15 pm</td>
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<td>209 Supreme MDs: What to Do When Lawyers and Judges Practice Medicine (Part 2)</td>
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<td>210 Sticking Together: A Cohesive Correctional Health Delivery System</td>
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<td>SATURDAY, JULY 29</td>
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<tr>
<td>7 am – 8 am</td>
<td>Jubilee 2</td>
<td>Roundtable Discussions and Breakfast (see page 9 for list of topics)</td>
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<td>8:15 am – 9:15 am</td>
<td>Jubilee 1</td>
<td>SESSION 6</td>
<td>Steven Shelton MD CCHP-P CCHP-A</td>
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<td>Las Vegas 3/5</td>
<td>212 Physicians as Managers: Writing Effective Policies and Procedures</td>
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<td>Jubilee 3</td>
<td>214 Practical Tips for Managing Provider Burnout</td>
<td>Andrew Angelino MD</td>
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<td>9 am – 2 pm</td>
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<td>9:45 am – 11:15 am</td>
<td>Jubilee 1</td>
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<td>Todd Wilcox MD MBA CCHP-P CCHP-A</td>
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<td>Las Vegas 3/5</td>
<td>215 How to Stay Out of Trouble as the Medical Director</td>
<td>Deana Johnson JD</td>
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<td>Jubilee 3</td>
<td>217 Correctional Health Care Accreditation: The Benefits to Your Program</td>
<td>Tracey Titus RN CCHP-RN</td>
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<td>10 am – 12 pm</td>
<td>Las Vegas 6</td>
<td>CCHP-P Content Review Course</td>
<td>Brent Gibson MD MPH CCHP-P</td>
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<td>10 am – 12 pm</td>
<td>Las Vegas 7</td>
<td>CCHP-MH Content Review Course</td>
<td>Sharen Barboza PhD CCHP-MH</td>
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<td>11:30 am – 12:45 pm</td>
<td>Jubilee 2</td>
<td>L2 Educational Luncheon: Pharmacologic Treatment of Schizophrenia: How Far Have We Come? (Supported by an independent educational grant from Alkermes)</td>
<td>Andrew Angelino MD</td>
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<td>12:45 pm – 1:15 pm</td>
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<td>1:15 pm – 2:15 pm</td>
<td>Jubilee 1</td>
<td>SESSION 8</td>
<td>Raymond Herr MD CCHP</td>
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<td>Las Vegas 3/5</td>
<td>218 In-Custody Medication-Assisted Treatment: Lessons Learned</td>
<td>Joel Andrade PhD LICSW CCHP</td>
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<td>Jubilee 3</td>
<td>220 Working Together: Health Services and Custody Fostering Better Relationships</td>
<td>Jim Martin CCHP</td>
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<td>2:30 pm – 3:30 pm</td>
<td>Jubilee 1</td>
<td>SESSION 9</td>
<td>Marc Stern MD MPH</td>
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<td>Las Vegas 3/5</td>
<td>221 What Would YOU DO? Navigating Medical Ethical Dilemmas</td>
<td>Newton Kendig MD</td>
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<td>Jubilee 3</td>
<td>223 Resiliency: An Essential Element of Effective Leadership</td>
<td>Helena Valenzuela PhD CCHP</td>
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<td>3 pm – 5 pm</td>
<td>Las Vegas 6/7</td>
<td>CCHP Exams (Check-in 2:30 pm)</td>
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<td>3:45 pm – 5 pm</td>
<td>Jubilee 1</td>
<td>SESSION 10</td>
<td>Mark Fleming PhD CCHP-MH</td>
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**PROCEEDINGS**

Presentation materials are available for download at [www.ncchc.org/2017-leadership-proceedings](http://www.ncchc.org/2017-leadership-proceedings)
PLENARY SESSION
JUBILEE 1
8 am – 9 am

200 Leadership Lessons Learned From a 25-Year Career in Correctional Health Care
Newton Kendig, MD, George Washington University, Federal Bureau of Prisons (retired)
The former medical director of the Federal Bureau of Prisons and a former admiral in the U.S. Public Health Service will share his perspective on leadership, providing correctional health care administrators and medical directors practical guidance for enhancing their leadership skills. The information is based on the occupational psychology literature as well as Dr. Kendig’s experience from over 25 years of executive leadership in state and federal corrections. A light breakfast will be served.

Educational objectives
• Explain and prioritize key leadership skill sets
• Review key leadership vulnerabilities and how to avoid them
• Discuss ways to be a more effective agent of change

SESSION 1
9:15 am – 10:15 am

201 Cost-Effective Medical Management
Richard Kosierowski, MD, CCHP, Corizon Health – Brentwood Regional
Practicing evidence-based medicine is cost-effective. Cost-effective medical management is a collaborative effort. Dr. Kosierowski will review a number of strategies for achieving maximal cost savings while adhering to best practices in the correctional environment.

Educational objectives
• Review the role of pharmacy in controlling medical costs
• Identify point-of-service opportunities for cost savings
• Describe advances in radiation therapy that result in cost savings

202 Legal Dilemmas With Special Implications in Corrections
Deana Johnson, JD, MHM Correctional Services
Ms. Johnson will acquaint those new to the correctional health care environment or new to a management role with the major legal issues they will face. Topics will include the litigious environment in corrections, constitutional protections afforded to your patients, documentation, scheduling systems, involvement in your patient’s outside legal matters and HIPAA.

Educational objectives
• Describe health professionals’ rights and obligations in the litigious corrections environment
• Explore legal issues involved in the ever-changing documentation systems used in corrections
• Provide real-world examples of attempts to involve correctional providers in patients’ other legal matters

203 Clinical Leadership in Corrections: What’s Your Style?
Clayton Ramsue, MD, CCHP-P, Centurion of Mississippi
Very little formal leadership training is provided in the clinical environment. In this talk, which is intended for clinicians and administrators, Dr. Ramsue will examine various styles of leadership and their effective use in the clinical corrections environment. With this knowledge, leaders will be able to identify their current leadership style, understand when it is appropriate to use and recognize alternative styles that may be beneficial in daily management circumstances.

Educational objectives
• Differentiate between leadership and management
• Describe five styles of leadership
• Identify which leadership style is most common when serving underserved populations
EDUCATIONAL LUNCHEON

JUBILEE 2
12 pm – 1:15 pm

Professional Liability Insurance Primer: The 10 Things You Need to Know
Deana Johnson, JD, MMH Correctional Services

While the topic of insurance evokes thoughts of dread, a thorough understanding of this important protection will change your mind. Most correctional practitioners have misperceptions about the cloak of immunity and the need for professional liability insurance. In this lecture, Ms. Johnson examines the topics of immunities, types of liability insurance, covered claims, deductibles and consent-to-settle clauses, plus five hints for getting the most out of your insurance policy.

Educational objectives
• Explore the interplay between sovereign and qualified immunities and professional liability insurance
• Differentiate between professional and commercial liability insurance, primary and excess coverages and claims-made versus occurrence-based policies
• Discuss the provider’s notice duty and the carrier’s corresponding coverage and reporting obligations in the context of a Section 1983 civil rights lawsuit

SESSION 2
10:45 am – 12 pm

204 Managing Successful Vendor-Client Relationships
Carl Keldie, MD, CCHP, Correct Care Solutions

Successful vendor-client relationships start with reframing the terms “vendor-client” and “outsourcing” health care. The relationship must start with a partnership model, and the partnership objectives must be identified. Dr. Keldie will explain the use of STEEEP health care, defined by the Institute of Medicine as Safe, Timely, Effective, Efficient, Equitable and Patient-Centered. To be STEEEP requires a learning management system for staff development, leverages information technology applications and is founded on effective clinical decision support tools and personnel.

Educational objectives
• Define a quality partnership
• Articulate the advantages and disadvantages of information technology
• Describe the scope of clinical decision support

SESSION 3
1:45 pm – 2:45 pm

205 One Step at a Time: Effective Guide to CQI
Todd Wilcox, MD, MBA, CCHP-P, CCHP-A, Salt Lake County Metro Jail

Effective continuous quality improvement programs advance patient care, improve efficiencies in health services delivery, help us practice smarter, enable analysis of outcomes and lead to objective analyses of areas needing improvement. A well-formulated CQI program also enables facilities to effectively respond to litigation. However, health professionals often view CQI as an accreditation requirement rather than an essential function. Dr. Wilcox will describe the clinical and administrative value of a comprehensive CQI program and how to implement a useful program.

Educational objectives
• List the necessary components of a comprehensive continuous quality improvement program
• Outline specific strategies to develop a comprehensive CQI program
• Explain how to implement a comprehensive CQI program

SESSION 4
3 pm – 4 pm

206 Supreme MDs: What to Do When Lawyers and Judges Practice Medicine (Part 1)
Donald Kern, MD, MPH, CCHP, Quality Correctional Health Care

Correctional health care is a practice environment closely intertwined with the legal system. On occasion, representatives of that system may try to influence the doctor-patient relationship between the correctional health provider and the inmate. Dr. Kern will give practical advice on how correctional providers may stay within ethical and legal bounds when responding to situations where “prudence” may be lacking from the “juris.”

Educational objectives
• Describe obligations concerning court orders
• Examine techniques to use with legal advocates
• Identify resources to assist the provider

Part 2 of this session will be presented at 4:15 pm today.
207 Communicating With State-Level Elected Officials
Jennifer Clifton, DNP, FNP, CCHP, University of Utah

When you step forward as a spokesperson, local politicians from your state will listen and appreciate the expertise that you provide. Becoming a successful communicator on the legislative front is a matter of learning about new audiences (legislators and their staffs) and new environments (state capitols and legislative hallways). Dr. Clifton’s talk will focus on accepted methods of communicating with lawmakers and their key staff members.

Educational objectives
• Summarize the legislative process and where to begin
• Describe effective strategies for communicating with professional organizations and legislators
• Examine the role of national politics and policy

208 Correctional Staffing: Strategies to Improve Recruitment and Retention
Rebecca Pinney, MSN, RN, CCHP-RN, and Karen Busch, Corizon Health

Recruitment and retention of qualified employees is a challenge that correctional health care leaders must cope with daily. We find ourselves competing for employees in a thinly spread market pool while dealing with stagnant wages and high benefit costs, and recruiting for a work environment that is unknown to the general public. Ms. Pinney and Ms. Busch will outline keys to success: hiring A-players and then engaging them so they add value to your organization for years to come.

Educational objectives
• Identify the links between recruitment, retention and engagement efforts in decreasing turnover
• Examine the root causes of employee turnover
• Discuss the critical elements to proactively address retention and engagement as a leader

209 Supreme MDs: What to Do When Lawyers and Judges Practice Medicine (Part 2)
Donald Kern, MD, MPH, CCHP, Quality Correctional Health Care

Correctional health care is a practice environment closely intertwined with the legal system. On occasion, representatives of that system may try to influence the doctor-patient relationship between the correctional health provider and the inmate. Dr. Kern will give practical advice on how correctional providers may stay within ethical and legal bounds when responding to situations where “prudence” may be lacking from the “juris.”

Educational objectives
• Describe obligations concerning court orders
• Examine techniques to use with legal advocates
• Identify resources to assist the provider

Participants do not need to have attended Part 1 of this session.

210 Sticking Together: A Cohesive Correctional Health Delivery System
Kimberly Pearson, MBA, RN, CCHP, Orange County Health Care Agency

Inmate-patients can have complex medical and mental health needs. Often these differing needs are delivered by two entirely separate entities. Ms. Pearson will describe how the Orange County Jail merged the medical and mental health programs into one entity called Correctional Health Services. Benefits of the merger include stronger team cohesiveness, better patient care, lower pharmaceutical costs and less inmate movement.

Educational objectives
• Review the correctional health care models used in jails
• Articulate the advantages to merging medical and mental health programs
• Discuss the potential successes that might be realized by merging medical and mental health programs

211 Managing the Difficult Patient
Steven Shelton, MD, CCHP-P, CCHP-A, Consultant

Every physician has had this experience: You look at the name of your next patient and your heart sinks. There is medical literature dealing with the “difficult” patient. Is the situation any different in correctional health? Dr. Shelton, an experienced correctional physician, will examine this question and discuss what constitutes a difficult patient in a correctional setting. Case presentations will illustrate helpful management techniques.

Educational objectives
• Identify characteristics of the difficult patient in the correctional setting
• Describe why certain patients are perceived as difficult in the correctional setting
• Review techniques for managing the difficult patient
EDUCATIONAL SESSIONS

SATURDAY, JULY 29

ROUNDTABLE BREAKFAST DISCUSSIONS

JUBILEE 2
7 am – 8 am

NCCHC invites you to participate in facilitated roundtable discussion groups. This one-hour gathering is a perfect opportunity for you to voice your opinion, debate important issues and connect with colleagues in a small, informal setting.

Educational Objectives
• Identify emerging trends and issues for leaders in correctional health care
• Describe solutions to common problems in correctional health care
• Outline strategies and techniques for improving health care delivery

#1 Accreditation: Tips for Preparing for Success
Tracey Titus, RN, CCHP-RN, National Commission on Correctional Health Care

#2 Cost-Effective Management
Richard Kosierowski, MD, CCHP, Corizon Health, Inc.

#3 Chronic Pain Management
Steven Shelton, MD, CCHP-P, CCHP-A, Consultant

#4 How to Reduce Burnout
Rebecca Pinney, MSN, CCHP-RN; Karen Bush, Corizon Health, Inc.

#5 Legal Implications of Malingering
Deana Johnson, JD, MHM Correctional Services, Inc.

#6 Managing Ethical Dilemma
Joel Andrade, PhD, LICSW, CCHP, MHM Correctional Services, Inc.

#7 Minimize the Effects of Diagnostic Error
Carl Keldie, MD, Correct Care Solutions

#8 Patient Safety
Don Kern, MD, MPH, CCHP, Quality Correctional Health Care

EDUCATIONAL SESSIONS

SESSION 6
8:15 am – 9:15 am

212 Physicians as Managers: Writing Effective Policies and Procedures
Steven Shelton, MD, CCHP-P, CCHP-A, Consultant
Dr. Shelton will discuss what constitutes a mission statement and a policy statement in a correctional health care environment. He will also address elements of policy and procedure statements with an emphasis on how to write an effective policy. Working in teams, attendees will dissect and analyze sample policies on complex correctional health care issues. Time permitting, attendees will have an opportunity to obtain feedback on one of their own institutional health care policies.

Educational objectives
• Explain the elements of policy statements
• Write an effective correctional health services policy statement
• Analyze several policy and procedure examples of complex medical-legal issues

213 Six Sigma Principles in Correctional Medicine
Clayton Ramsue, MD, CCHP-P, Centurion of Mississippi
The Six Sigma approach is recognized in manufacturing as the gold standard for quality. It uses proven quality principles to provide a consistent, reproducible method for problem solving and project management. Dr. Ramsue will define Six Sigma, review its guiding philosophy and discuss how it can be applied in correctional health care, including practical project implementation strategies for a clinical setting.

Educational objectives
• Review the definition and key features of Six Sigma
• Describe how the Six Sigma approach can be applied to correctional health care
• Examine DMAIC (Define, Measure, Analyze, Improve and Control) methodology
214 Practical Tips for Managing Provider Burnout
Andrew Angelino, MD, Johns Hopkins University School of Medicine
As the demands of health care in the modern era mount, providers are under increasing pressures to do more in less time and with fewer resources. Not surprisingly, more and more providers are facing burnout—a diverse cluster of symptoms including both mental and physical manifestations. Join Dr. Angelino as he discusses the causes, symptoms and treatments for this syndrome that plagues providers at every level.

Educational objectives
• Describe symptoms of burnout among oneself and fellow providers
• Outline steps to alleviate burnout, from the personal to the programmatic
• Examine the underlying causes of provider burnout

215 How to Stay Out of Trouble as the Medical Director
Todd Wilcox, MD, MBA, CCHP-P, CCHP-A, Salt Lake County Metro Jail
This talk is an introduction to medical, operational and legal problems that frequently arise in correctional health care settings and tend to be problematic from the standpoint of quality, efficiency, accreditation and litigation. Dr. Wilcox will present the checklist items to be aware of and potential solutions for implementing changes to address the problems.

Educational objectives
• Identify basic operational issues that frequently impact correctional health care delivery systems
• Review potential areas of risk for providers and health care systems that are frequently part of plaintiff cases
• Explore tricks, mechanisms and policy changes to address these problem areas

216 Important Techniques in Communicating with Counsel
Deana Johnson, JD, MHM Correctional Services
For health care providers particularly, being accused of wrongdoing by a patient and served with a lawsuit can be an uncertain time. Ms. Johnson will educate participants about what to expect at each stage of the litigation process and provide tips on how you can best work with your lawyer to optimize the legal defense.
• Demonstrate an understanding of each stage of the litigation process
• Describe how to best assist your lawyer in defending your claim
• Review what to expect in deposition and how to disarm the cross examiner

217 Correctional Health Care Accreditation: The Benefits to Your Program
Tracey Titus, RN, CCHP-RN, National Commission on Correctional Health Care
Limited resources, grievances, litigation and providing the three basic rights can be a challenge in correctional health care. A well-managed, organized health care system enables administrators and staff to minimize these challenges. NCCHC’s Standards for Health Services are recognized by the medical profession and courts as the benchmark for establishing and measuring a correctional health services system. Ms. Titus will provide attendees with a better understanding of the importance and benefits of accreditation.

Educational objectives
• Review the legal context of accreditation
• List at least three reasons why accreditation is important
• Describe the use of the Standards for Health Services to prepare for accreditation

CCHP-P Content Review Session
Brent Gibson, MD, MPH, CCHP-P, National Commission on Correctional Health Care
Whether you are taking the CCHP-P exam later in the day or just interested in learning more, you are invited to a content review session taught by NCCHC’s chief health officer, Dr. Brent Gibson. He will describe the examination, including the resources used to develop the test items and what the exam is intended to measure. He will review the NCCHC Jail and Prison Standards in detail, helping participants to think critically, apply these standards to practice and prepare for the exam.

You do not need to be registered for the exam to attend the content review session.
There is no additional fee, and no CE credit is available.
EDUCATIONAL SESSIONS

SATURDAY, JULY 29

LAS VEGAS 7

10 am – 12 pm

CCHP-MH Content Review Session
Shareen Barboza, PhD, CCHP-MH, MHM Correctional Services, Inc.

If you are considering becoming a CCHP with specialty certification in mental health or simply want to learn about the CCHP-MH exam, this session is for you. Dr. Barboza, Vice President of Clinical Operations - Mental Health at MHM Correctional Services, Inc., will explain the process of becoming a CCHP-MH candidate and what you need to know about the exam, including what it is intended to measure and the resources used to develop the test items. The NCCHC Mental Health Standards will be reviewed and participants will learn how to apply the standards to real-life practice and prepare for the exam.

You do not need to be registered for the exam to attend the content review session.

There is no additional fee, and no CE credit is available.

EDUCATIONAL LUNCHEON

JUBILEE 2

11:30 am – 12:45 pm

Pharmacologic Treatment of Schizophrenia: How Far Have We Come?
Andrew Angelino, MD, Associate Professor, Johns Hopkins University School of Medicine

Medication treatment adherence is a central concern in the management of schizophrenia. Even among patients who respond to treatment, the number remaining on therapy is low; in one study, 74% of all subjects discontinued antipsychotic therapy within 18 months. Among the numerous reasons for noncompliance are the development of adverse events, poor or limited ongoing patient education and lack of case management upon release. Dr. Angelino will discuss the innovative new treatments available and the potential effectiveness of adherence.

Educational objectives
• Assess the value of an innovative intervention to treat schizophrenia
• Review the estimated potential cost saving and impact to the community
• Discuss the new innovative treatments available

Supported by an independent educational grant from Alkermes

SESSION 8

1:15 pm – 2:15 pm

218 In-Custody Medication-Assisted Treatment: Lessons Learned
Raymond Herr, MD, CCHP, Correctional Healthcare Companies

With the opioid epidemic ravaging communities across the country, a nonprofit organization in Santa Cruz County and the county jail’s medical provider have partnered to address this problem to the benefit of the jail and the community. Dr. Herr will outline the origin of this partnership, the implementation of a medication-assisted treatment program and the issues surrounding these types of programs in jails.

Educational objectives
• Review findings on the effectiveness of MAT for opioid use disorders among criminal justice populations
• Describe how an effective MAT program can work in county jail settings
• Identify several barriers to successful implementation of an in-custody MAT program and ways to overcome them
219 Segregation: Creating Policies to Ensure Quality Care
Joel Andrade, PhD, LICSW, CCHP, MHM Correctional Services, Inc.
Due to potential risks and documented bad outcomes, the use of segregation has received increased attention in recent years. Dr. Andrade will review the various forms of segregated housing, the current use (and overuse) of segregated housing nationally and the short- and long-term risks patients face when placed in segregation. He will discuss how health care administrators and providers can improve outcomes, effectively advocate for patients and work with correctional departments to reduce the use of segregation.

Educational objectives
• Discuss the use (and often overuse) of segregated housing in correctional institutions
• Articulate the risks patients face when placed in segregation
• Explore ways to improve services provided to patients in segregated housing settings

220 Working Together: Health Services and Custody Fostering Better Relationships
Jim Martin, CCHP, National Commission on Correctional Health Care
In today's correctional landscape, there's no room for overly competitive departments bickering. When departments cooperate to achieve organizational goals, tasks are completed faster and more efficiently, leading to a better health care delivery system. Lt. Martin's workshop will discuss challenges to groups working as one and identify key components for fostering better relationships, with content informed by NCCHC's standards for health services, personal experience in a jail setting and trends in collaboration.

Educational objectives
• Describe challenges between correctional health services and custody officials
• Identify ways to eliminate barriers to collaboration between correctional health services and custody officials
• Discuss key components that can drive collaboration between health services and custody officials

221 What Would YOU Do? Navigating Medical Ethical Dilemmas
Marc Stern, MD, MPH, University of Washington Medical School
Correctional health professionals face unique ethical challenges. This session will explore many of those dilemmas, discuss specific solutions and present an ethical framework as well as tools for analyzing other situations. Dr. Stern will engage the audience to discuss common correctional ethical challenges such as organ transplant, confidentiality and custody, body cavity searches, condoms, needle exchanges, forensic tissue samples, hunger strikes, gender dysphoria, execution, restraints and medical devices that interfere with the other party's job.

Educational objectives
• Evaluate whether a specific scenario presents a moral, ethical or legal challenge (or some combination of the three)
• Explain the elements of the health profession's ethical framework, including the relative importance of each element
• Discuss how to apply the ethical framework to propose possible solutions to a specific ethical dilemma

222 Risk Management and Hepatitis C
Newton Kendig, MD, George Washington University, Federal Bureau of Prisons (retired)
The recent availability of curative direct-acting antiviral (DAA) medications for chronic hepatitis C viral infection poses extraordinary challenges and opportunities for correctional health care. In this session, Dr. Kendig will provide an overview of the rapidly evolving correctional standard of care for treating inmates with chronic HCV infection in 2017, describe hepatitis C risk management concerns commonly encountered by correctional systems and discuss administrative and clinical strategies for mitigating these risk management issues.

Educational objectives
• Articulate correctional standard of care for managing hepatitis C patients in 2017
• Detail major risk management issues in caring for large inmate populations with hepatitis C
• Review strategies for mitigating risk management concerns
223 Resiliency: An Essential Element of Effective Leadership
Helena Valenzuela, PhD, CCHP, Arizona Department of Corrections – Phoenix Complex

Correctional health care management requires leadership skills to assist in adapting to unforeseen circumstances. Dr. Valenzuela will examine beliefs regarding personal leadership style and maintaining resilience. Integration of effective correctional leadership skills and ethical health care practices promotes optimum management. Discussion will include how an effective leader motivates, guides, inspires and maintains a sense of personal emotional balance. Areas of examination include communication, mediation, team building, crisis management and ethics.

Educational objectives
- Examine effective leadership communication involving resource building, motivation, team building and mediation
- Demonstrate knowledge of leadership techniques for organization of correctional health care service, improved staff accountability and provision of quality health care
- Identify techniques to promote proactive thinking to develop strategies for crisis management

224 Gender Dysphoria: A Comprehensive Approach to Treatment and Policy Management
Mark Fleming, PhD, CCHP-MH, Corizon Health – Brentwood Regional

Multiple systems are affected when treating patients with gender dysphoria in the correctional environment. Dr. Fleming will explore current thoughts on treating gender dysphoria and managing in multiple areas including mental health, psychiatry, nursing, correctional administration, PREA and legal issues. He will provide concrete examples on what to include in creating policy for this population and will share examples of policies used across the country.

Educational objectives
- Review the latest approaches to treating patients with gender dysphoria using national standards as a guideline for treatment planning
- Describe how to create a gender dysphoria policy for a correctional environment
- Discuss how to address specific issues when treating this population from six major areas: mental health, psychiatry, nursing, administration, PREA and legal
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Correct Care Solutions is a health care company in the public sector serving the needs of patients in correctional environments and forensic mental health facilities.

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MHM Correctional Services, Inc.
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703-245-9030
www.mhm-services.com
MHM Correctional Services is a wholly owned subsidiary of MHM Services, Inc. MHM and its subsidiaries are under contract with correctional systems nationwide to provide a wide range of behavioral health, medical specialty and comprehensive medical services. In 2017, MHM provides services on site to over 350 facilities in 16 states nationwide.

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National Commission on Correctional Health Care
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773-880-1460
www.ncchc.org
With support from the major national organizations representing the fields of health, law and corrections, the National Commission on Correctional Health Care is committed to improving the quality of health care in jails, prisons and juvenile confinement facilities. Visit our booth to learn about standards, accreditation of health services, mental health services and opioid treatment programs, as well as other resources to help correctional health care systems provide efficient, high-quality care.

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Leveraging NCCHC’s expertise in correctional health care, NCCHC Resources, Inc., provides customized performance improvement initiatives, technical assistance and education to correctional facilities interested in health care quality improvement. NRI will assemble a team of experts — clinicians, educators, administrators or other thought leaders — to address any sized project or challenge. A nonprofit organization, NRI works to support NCCHC’s mission: to improve the quality of health care in jails, prisons and juvenile confinement facilities.

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- High Desert State Prison – Susanville

Chief Support Executives

- Multiple locations

For more information, please contact Melinda Martinez at (916) 691-2364 or Melinda.Martinez@cdcr.ca.gov.
THANKS to our attendees, speakers, moderators, surveyors, volunteers, exhibitors and sponsors!

See you soon!

UPCOMING EVENTS

2017

JULY 30-31, Correctional Mental Health Care Conference
Bally’s Las Vegas Hotel

NOVEMBER 4-8, National Conference on Correctional Health Care
Hyatt Regency Chicago

2018

APRIL 21-24, Spring Conference on Correctional Health Care
Hyatt Regency Minneapolis

Correctional Mental Health Care Conference
DETAILS TO COME!

OCTOBER 20-24, National Conference on Correctional Health Care
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