

Nursing Sick Call: Sharing Ideas and Best Practices

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Learning Objectives

- Describe various systems for conducting sick call
- Discuss at least 3 nursing scope-of-practice issues related to sick call
- Identify at least two best practices related to managing sick call

Sick Call: National Standards Requirements



NCCHC

E-07 Nonemergency Health Care Requests and Services (for jails and prisons):

- All inmates, regardless of housing assignment, are given the opportunity to submit oral or written *health care requests* at least *daily*
 - For the purposes of this standard, *health care requests* refer to oral or written petitions for medical, dental, or mental health services. Not every written request is a health care request requiring a face-to-face evaluation (e.g., extra blanket, religious diet, copayment question)
 - *Daily* means seven days per week including holidays

NCCHC

E-07 Nonemergency Health Care Requests and Services (for jails and prisons):

- The health care requests are picked up daily by health staff (implied: or health care liaison)
- Health care requests are reviewed and prioritized daily by qualified health care professionals, or the health care liaison, if applicable

E-07 Nonemergency Health Care Requests and Services (for jails and prisons):

- A face-to-face encounter for a health care request is conducted by a qualified health care professional, or the health care liaison (if applicable), within 24 hours of receipt
 - Who can conduct the face-to-face evaluation?
 - What does it include?
 - Should it be documented?
 - What about mental health and dental requests?
 - What happens after face-to-face? Timeliness?

Why Face-to-Face?

Any Jail or Prison
Sick Call Request Slip

Name: John Doe DOB: Cell#: APod Today's Date: 8/6/19

Write your medical problem in this space and turn in the WHITE and YELLOW copy. You will receive a response back on the yellow form.

Hey nurse! I need to see the dentist.

My tooth hurts!!!

(Medical Staff Use Only)

<p>Staff Intervention:</p> <p><input type="checkbox"/> Treated during sick call</p> <p><input type="checkbox"/> Patient refused sick call</p> <p><input type="checkbox"/> Patient scheduled for: _____</p> <p>Staff Notes:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>You have been prescribed medication to take::</p> <p><input type="checkbox"/> For _____ days</p> <p><input type="checkbox"/> Every day</p> <p>The medicine will begin on _____ at _____.</p> <p>You will receive your medication during the following medication distribution times:</p> <p><input type="checkbox"/> 8:00am</p> <p><input type="checkbox"/> 12:00pm</p> <p><input type="checkbox"/> 4:00pm</p> <p><input type="checkbox"/> 8:00 pm</p> <p>Co-payment amount charged for this visit: \$ _____</p>
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Why So Soon?

Is it this?



Or this?



Why Face-to-Face?

Any Jail or Prison
Sick Call Request Slip

Name: Smith DOB: Cell#: 83 Today's Date: Saturday/10

Write your medical problem in this space and turn in the WHITE and YELLOW copy. You will receive a response back on the yellow form.

I have a bite on my arm.

(Medical Staff Use Only)

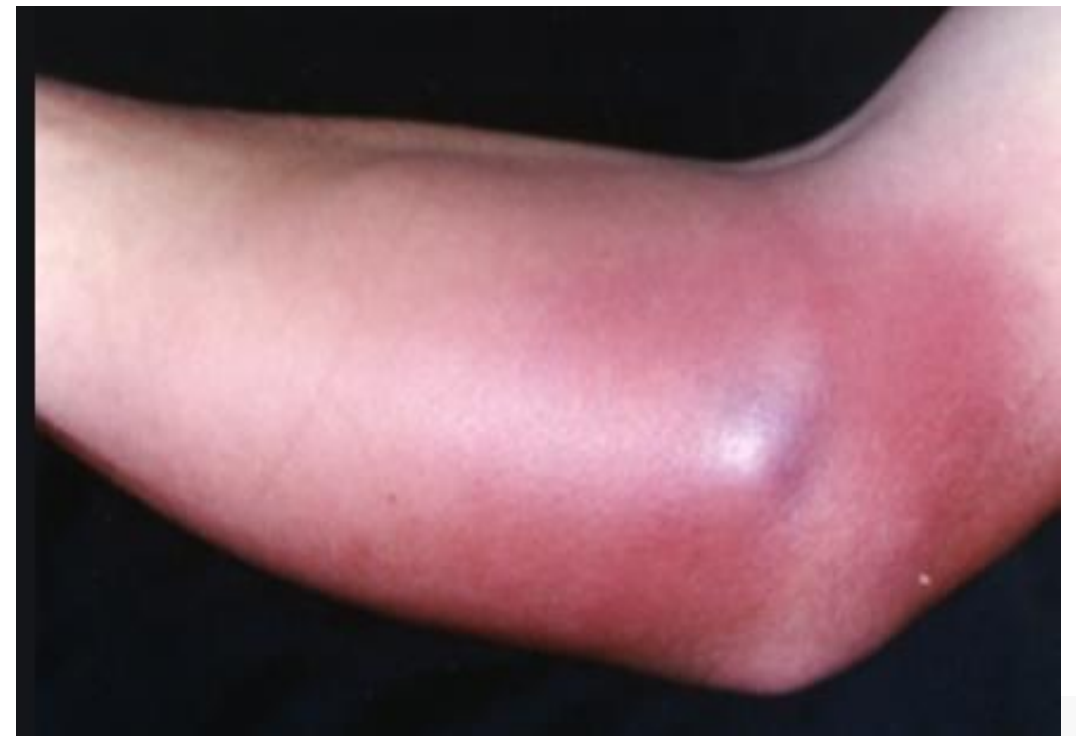
<p>Staff Intervention:</p> <p><input type="checkbox"/> Treated during sick call</p> <p><input type="checkbox"/> Patient refused sick call</p> <p><input type="checkbox"/> Patient scheduled for: <u> </u></p> <p>Staff Notes:</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>You have been prescribed medication to take::</p> <p><input type="checkbox"/> For <u> </u> days</p> <p><input type="checkbox"/> Every day</p> <p>The medicine will begin on <u> </u> at <u> </u>.</p> <p>You will receive your medication during the following medication distribution times:</p> <p><input type="checkbox"/> 8:00am</p> <p><input type="checkbox"/> 12:00pm</p> <p><input type="checkbox"/> 4:00pm</p> <p><input type="checkbox"/> 8:00 pm</p> <p>Co-payment amount charged for this visit: \$ <u> </u></p>
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Why So Soon?

Is it this?



Or this?



NCCHC

E-07 Nonemergency Health Care Requests and Services (for jails and prisons):

- Patients are evaluated in a *clinical setting* as indicated
 - *Clinical setting* refers to an examination or treatment room appropriately supplied and equipped to address the patient's health care needs
 - Do we have to bring the patient to the clinic to do the face-to-face?
 - What if we do sick call at the housing unit?
 - Who can conduct sick call?



E-07 Nonemergency Health Care Requests and Services (for jails and prisons):

- All aspects of the health care request process, from review and prioritization to subsequent encounter, are documented, dated, and timed
- The frequency and duration of response to health services requests is sufficient to meet the health needs of the inmate population
 - What is the backlog, meaning patients who should have been seen, but weren't in required time frame?



Y-E-07 Nonemergency Health Care Requests and Services (for juvenile detention and confinement facilities):

- Picked up daily by qualified health care professionals and triaged within 24 hours
- If clinical symptom described – face-to-face within 48 hours (72 on weekends)
- Timely assessments in clinical setting
- Provide treatment or schedule patients as clinically appropriate
- All juveniles, regardless of housing, have access to sick call
- Frequency and duration sufficient to meet needs of population



Other National Standards - American Correctional Association (ACA)

- Standards for Corrections, Detention, and Juvenile
- All with similar requirements:
 - A process
 - Daily requests
 - Triage daily
 - Priority system
 - Clinical setting
 - Five days per week

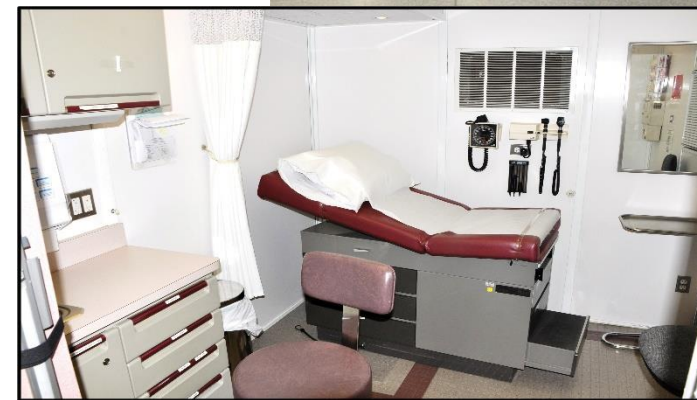


Sick Call Systems



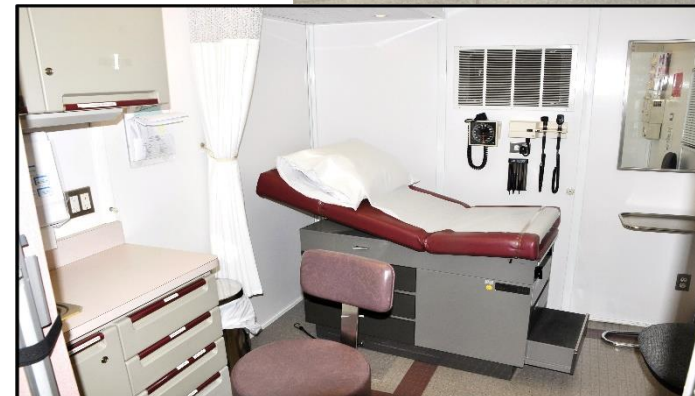
Scheduled Sick Call

- ▣ Patient write requests on paper
- ▣ Patient write requests through kiosk
- ▣ Patient calls clinic to make appointment



Scheduled Sick Call

- How does it work?
 - When are slips picked up?
 - When are kiosks checked?
 - Who is responsible?
 - Where are the slips located?



Open Sick Call

- How does it work?
 - Patient shows up to clinic
 - Patient sign-up sheets in housing or dining areas
 - Announcing sick call availability in each housing area



Open Sick Call

- Things to consider:
 - Sufficient hours allowed
 - Enough staff scheduled
 - Workload is less predictable
 - Anticipate higher # of sick call requests initially



Best Practices for Sick Call

- Know your site-specific policy and procedure
- Know your Nurse Practice Act
 - Scope of Practice for RNs vs LPNs
 - Supervision vs. Delegation
 - Accountability of RNs and LPNs
 - Benefits of Using Nursing Assessment Protocols



Best Practices: Monitoring Your Sick Call

- Is your sick call effective?
 - Are providers overwhelmed with referrals?
 - Are referrals to providers appropriate?
 - Are nurses effectively using nursing protocols?
 - Are all nurses trained to conduct sick call based on policy, nursing protocols and NPA?

Common Pitfalls with Sick Call

- Not allowing daily requests and/or pick up daily
- Custody staff picking up written health care requests
- Lack of face-to-face encounter and/or documentation of encounter
- Not fully examining a patient due to the lack of clinical setting
- Delaying dental and/or mental health evaluations until dental/mental health staff on-site

Common Pitfalls with Sick Call

- Repeated complaints with no provider input and/or evaluation
- RN and LPN scope of practice
- Improper use of nursing assessment protocols
- Not using nursing assessment protocols at all or incomplete documentation, e.g., no vital signs or weight
- Inappropriate clinical decisions when making dispositions

Common Pitfalls with Sick Call

- Telling a patient to sign up for sick call as a standard response when custody calls to relay an unscheduled complaint
- Silos between medical and mental health creating barriers in treatment and jeopardizing care
- Backlog for sick call
 - Not enough hours
 - Not enough health care staff
 - Lack of custody escort staff
 - High number of segregated or special needs inmates

Sick Call: Past, Present & Future

- Traditional nurse sick call (pre-pandemic)
 - Patient encounters with nurse (RN/LPN)
 - Resolved by nurse or referred to provider
- Post-pandemic sick call
 - Disrupted by nursing and custody shortages
 - Creative staffing solutions
 - Technology – current and future opportunities

Sharing Ideas and Best Practices

- What systems work best for you?
- Why?
- Any pitfalls we haven't discussed?
- What other challenges have you faced?
- How have you resolved those challenges?



Questions?



For questions about this presentation contact:

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References:

- Schoenly, L. & Knox, C. (2013). *Essentials of correctional nursing*. New York, NY: Springer Publishing Company, LLC.
- National Commission on Correctional Health Care
- American Correctional Association



National Commission on
Correctional Health Care