

# APPENDIX 1

**FEDERAL RECEIVER'S TURNAROUND PLAN OF ACTION MATRIX  
CCHCS PROJECT DEPLOYMENT BY INSTITUTION as of August 31, 2013**

New Facilities

TPA Goals & Objectives	Description	ASP	CAL	CCC	CCI	CCWF	CEN	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP	CHCF	DWN				
<b>Goal 1 - Timely Access to Health Care</b>																																								
<b>Objective 1.1 Redesign and Standardize Screening and Assessment Processes at Reception/Receiving and Release</b>																																								
<b>Access to Care-Reception Center</b> <i>Actions 1.1.2 &amp; 1.1.4</i>	Establish identification and timely treatment of contagious diseases by providing initial triage to CDCR inmates on day of arrival. (Project closed with implementation of medical classification and reception center processes)																																							
<b>Objective 1.2 Establish Staffing and Processes for Ensuring Health Care Access at Each Institution</b>																																								
<b>Establish Custody Units</b> <i>Action 1.2.1</i>	Develop health care access processes and implement Health Care Access Units at all CDCR institutions.	July 2008	Jan 2009	Jun 2009	Dec 2008	Jan 2009	Jan 2009	June 2009	Jan 2009	Aug 2008	July 2008	Dec 2008	Jan 2009	Dec 2008	Jan 2009	Jan 2009	Jan 2009	Jan 2010	July 2008	Feb 2009	Feb 2009	Jan 2009	Feb 2009	Jan 2010	Nov 2008	Jan 2010	Dec 2008	Aug 2008	May 2009	Jan 2010	Dec 2009	Dec 2008	Jan 2009	Feb 2009						
<b>Custody Operational Assessments</b> <i>Action 1.2.2</i>	Institutional Operational Assessment reviews.	Nov 2010	April 2011	April 2011	April 2011	April 2011	May 2010	May 2011	June 2011	May 2010	Oct 2010	April 2010	April 2010	March 2011	Feb 2011	Oct 2010	April 2010	Dec 2010	March 2011	Feb 2011	Nov-Dec 2010	June 2010	Jan 2011	Feb-March 2011	Jan 2011	June 2011	Sept 2010	Dec 2010	March 2011	Aug-Sep 2010	May 2011	Nov 2010	Jan 2011	May 2011						
<b>Objective 1.4. Establish A Standardized Utilization Management System</b>																																								
<b>Access to Care - Utilization Management</b> <i>Action 1.4.2</i>	Provide evidence based decision tools and interdisciplinary review processes to increase access to specialty care, infirmary beds and hospitalization. (Project Closed)																																							
<b>Goal 2 - Continuum of Health Care Services</b>																																								
<b>Objective 2.1. Redesign and Standardize Access and Medical Processes for Primary Care</b>																																								
<b>Access to Care - Episodic Care</b> <i>Action 2.1.2</i>	Implement an Episodic Care model that will set new policy standards, streamline the process by which patient request care, improve appointment scheduling and implement Local Operating Procedures at all institutions. (Project Closed)																																							
<b>Objective 2.2. Improve Chronic Care System to Support Proactive, Planned Care</b>																																								
<b>Access to Care - Primary Care</b> <i>Action 2.2.1 (2.1.1)</i>	Implement a Primary Care model that will set new policy standards, streamline clinic communication and implement Local Operating Procedures at all institutions. (Project Closed)																																							
<b>Access to Care (Chronic Care)</b> <i>Action 2.2.1</i>	Assess failures in chronic care and implement a program of remediation to address conditions such as cardiovascular disease, diabetes, immune system impairment (including HIV), liver disease and asthma. (Project Closed)																																							
<b>Objective 2.3. Improve Emergency Response to Reduce Avoidable Morbidity and Mortality</b>																																								
<b>Emergency Response Initiative</b> <i>Action 2.3.1, 2.3.2 and 2.3.3</i>	Standardize structure and organization of CDCR Emergency Medical Response System. (Project Closed)																																							
<b>Goal 3 - Medical Care Workforce</b>																																								
<b>Objective 3.1. Recruit Physicians and Nurses to Fill Ninety Percent of Established Positions</b>																																								
<b>Nursing Positions</b> <i>Action 3.1.1</i>	Fill 90% of nursing positions	70-89% filled	90-100% filled	70-89% filled	90-100% filled	70-89% filled	90-100% filled	90-100% filled	70-89% filled	70-89% filled	70-89% filled	70-89% filled	70-89% filled	70-89% filled	90-100% filled	70-89% filled	70-89% filled	70-89% filled	70-89% filled	90-100% filled	70-89% filled	70-89% filled	70-89% filled	70-89% filled	70-89% filled	70-89% filled	70-89% filled	70-89% filled	70-89% filled	70-89% filled	70-89% filled	70-89% filled	70-89% filled	70-89% filled	70-89% filled	70-89% filled	70-89% filled	70-89% filled		
<b>Physician Positions</b> <i>Action 3.1.2</i>	Fill 90% of physicians positions	70-89% filled	70-89% filled	90-100% filled	90-100% filled	90-100% filled	90-100% filled	90-100% filled	70-89% filled	90-100% filled	90-100% filled	90-100% filled	90-100% filled	70-89% filled	69% or less filled	90-100% filled	70-89% filled	90-100% filled	90-100% filled	70-89% filled	70-89% filled	70-89% filled	90-100% filled	69% or less filled	70-89% filled	70-89% filled	90-100% filled	70-89% filled	90-100% filled	70-89% filled	70-89% filled	90-100% filled	69% or less filled	90-100% filled						
<b>Goal 4 - Quality Improvement Programs</b>																																								
<b>Objective 4.2. Establish a Quality Improvement Program</b>																																								
<b>Business Information System (BIS) Supply Chain Management</b> <i>Action 4.2.3</i>	Automated procurement system																																							
<b>Business Information System (BIS) Organization Mgmt/Personnel Administration</b> <i>Action 4.2.3</i>	Provides organizational structure foundation (position, classification, unit, and personal data) for all HR modules.																																							
<b>Business Information System (BIS) Registry Planning</b> <i>Action 4.2.3</i>	Facilitates efficient and cost effective management of CCHCS Registry services. (Scope of this project is met through CDCR Time & Shift project)																																							
<b>Medication Administration Process Improvement Project (MAPIP)</b> <i>Action 4.2.3</i>	Develop and implement efficient medication management system to reduce patient medication errors and maximize quality in medication administration. (Objective met and project is closed).																																							
<b>Objective 4.5. Establish a Health Care Appeals Process, Correspondence Control and Habeas Corpus Petitions Initiative</b>																																								
<b>Health Care Appeals Tracking</b> <i>Action 4.5.1</i>	Improvement of appeals process and reporting. (Objective met and project is closed. This effort expedites the appeal process).																																							
<b>Goal 5 - Medical Support Infrastructure</b>																																								
<b>Objective 5.1. Establish a Comprehensive, Safe and Efficient Pharmacy Program</b>																																								
<b>Pharmacy: CPHCS Guardian Rx</b> <i>Action 5.1.2</i>	Implement a computerized prescription software management system in all 33 institutions to improve tracking, safety and dispensing of drugs with enterprise wide information availability. (Project Closed)																																							
<b>Objective 5.2. Establish Standardized Health Records Practice</b>																																								
<b>Centralized Dictation &amp; Transcription</b> <i>Action 5.2.1</i>	Implement a centralized dictation and transcription solution that standardized health record documentation at the enterprise-level. (Project Closed)																																							
<b>Objective 5.3. Establish Effective Radiology and Laboratory Services</b>																																								
<b>Clinical Imaging Services</b> <i>Action 5.3.1</i>	Imaging/radiological services renovation including enterprise imaging solution. (Objective met, this project is part of implementing the strategy).																																							
<b>Laboratory Services Management</b> <i>Action 5.3.1</i>	The Electronic Health Record System (EHRs) will provide CCHCS with an integrated solution and Laboratory Information System will be part of the overall solution.																																							
<b>Objective 5.4. Establish Clinical Information Systems</b>																																								

