



Lifeline

NEWSLETTER

CALIFORNIA PRISON HEALTH CARE SERVICES

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Do you know?

The Business Information System (BIS), a computer program that allows CPHCS to manage their procurements, accounting, budgeting and contracts has now entered the pilot stage.

BIS tracks data that couldn't be captured before, such as emergency contact information, performance appraisal due dates and much more.

E-MEDICAL RECORDS ON THE WAY CLINICAL DATA REPOSITORY PILOT BEGINS



Above: SATF Health Care Worker updates records manually.

Have you ever struggled to locate a patient-inmate's medical history at the point of care? It can be a frustrating process. In order to run smoothly and efficiently, any health care organization must have reliable and accessible patient medical records.

The California prison health care system has long suffered from the curse of inadequate patient medical history. In one case, a particular California inmate who had been seeking access to care for weeks finally got in to see a physician, only to have his appointment cancelled because his medical records were not present. That inmate was named Marciano Plata, a name you might recognize because his legal complaint formed the basis of the class-action court case which led to the establishment of the Receivership. In another example, one of his fellow plaintiffs suffering from a serious medical condition was also denied care because his medical records did not follow him when he was transferred from prison to prison. Clearly, something had to change.

Since the establishment of the Receivership and the renewed focus on improving access to care across the prison system, much progress has been made, but primary care providers must still

rely on physical paper medical records. As California Prison Health Care Services (CPHCS) moves forward, the next step towards improving patient medical records is to go electronic. Welcome to the Clinical Data Repository project.

The Clinical Data Repository project is an effort to establish the framework for electronic medical records within the California Prison System. At this time, the project is still in development, but the Clinical Data Repository should pilot during the week of August 3rd-7th. During the pilot stages, the online medical records will contain only basic information like demographic data, location history, lab results, and medication information, but the records will be able to be built out over time. This is important because electronic medical records have several advantages over the traditional physical paper records. For starters, finding the medical record of a certain patient-inmate is much easier to do electronically than physically. Also, because electronic medical records will be stored online, they can be accessed from anywhere within the California Prison System at the click of a mouse. That means that a patient-inmate's medical file will no longer have to chase them around the State whenever they are transferred.

Once the system is established, the Clinical Data Repository will combine the medical, mental health, and dental patient records into a unified, accessible format. Glen Moy, project director for the Clinical Data Repository, described some of the advantages of the new system. "This is the first time that clinicians will have medical information at the point of care," he says. "They will have all the data in one place, and that data will be timelier than with paper."



Quick action contains virus.



H1N1 OUTBREAK AVERTED ENTIRE CLINICAL AND CUSTODY STAFF COMMENDED FOR FAST AND EFFECTIVE RESPONSE

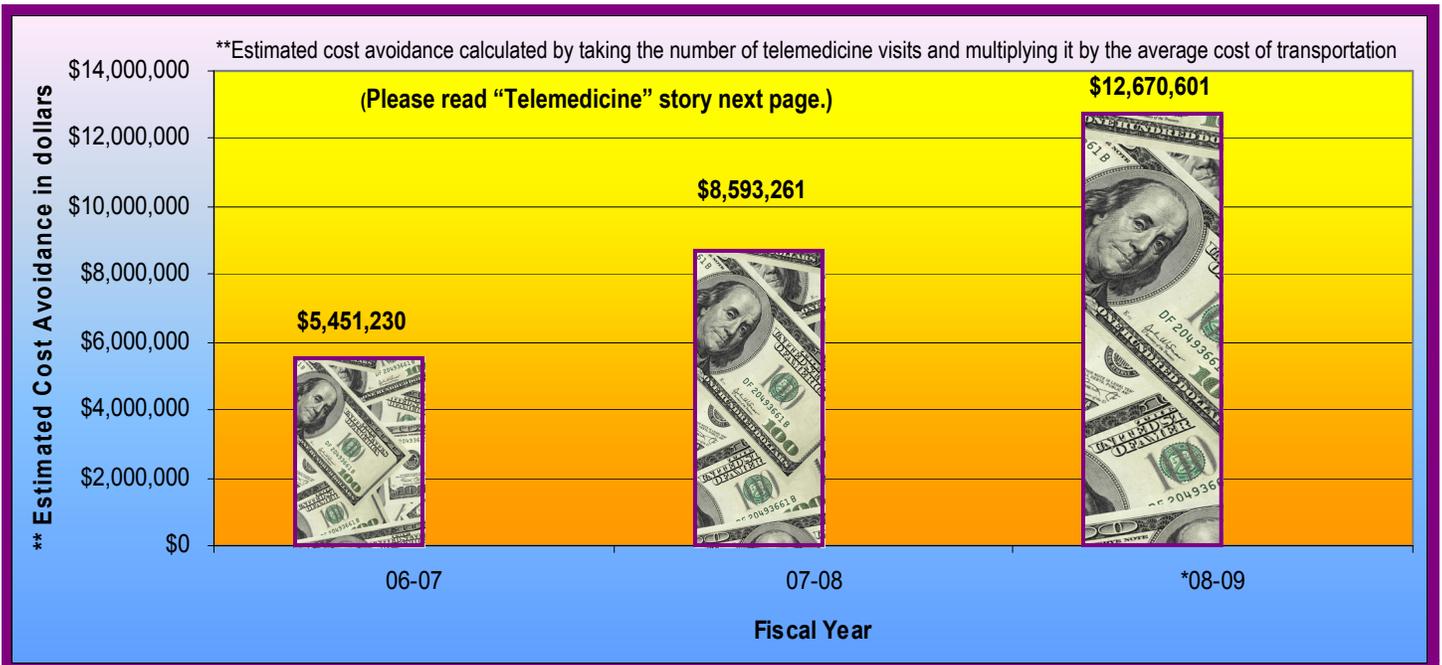
During the international outbreak of the H1N1 “Swine Flu” virus in late April and May, quick action on the part of California Prison Health Care Services (CPHCS) and the California Department of Corrections and Rehabilitation (CDCR) may have avoided a medical crisis within the California Prison System. On May 3rd, 2009, the California Prison System diagnosed its first probable case of the H1N1 “Swine Flu” virus and as a precaution to protect against further spread of the virus, all California correctional institutions were closed to outside visitors on a strong recommendation from CPHCS medical experts. On May 6th, the test results from the California Prison System’s first probable influenza case came back positive, indicating that it was indeed the H1N1 “Swine Flu” virus and prisons remained closed to visiting as other probable cases were tested.

Although closing to visitors was considered necessary to minimize the possibility of an influenza pandemic, it came at an unfortunate time for many- the prisons were closed on the weekend of Mother’s Day. CPHCS Chief Physician Executive, Dr. Dwight Winslow, explained the closure by saying “we fully understand that this decision has unfortunate consequences for the families of the inmates and the inmates themselves,

especially over Mother’s Day weekend, but we must protect the general public, the staff, and the inmates from a further spread of the H1N1 influenza.” In pursuit of this goal, CPHCS and CDCR worked collaboratively to produce informational videos for inmates and staff in both Spanish and English detailing how to avoid catching or spreading the flu. A system-wide visitation hotline was also established in order to keep the public informed about the situation at all times.

Fortunately for all involved, only a very small percentage of CDCR’s pending probable cases of the H1N1 “Swine Flu” virus were confirmed by the State Testing Lab and the virus was contained. Dr. Winslow attributes this success to “fast and effective action by our medical and custody staff throughout the State.” He goes on to note that the steps taken by CDCR and CPHCS during the flu outbreak “appear to have helped avoid a potentially dangerous situation.” Visitation has since resumed and the previously cancelled Mother’s Day visitation trip has been rescheduled for June 26th, but precautionary health measures have been implemented to ensure the continued containment of the H1N1 “Swine Flu” virus.

TELEMEDICINE SAVE\$ ON INMATE TRANSPORTS



ANCILLARY SERVICES DIVISION UNITES ALL ALLIED HEALTH PROS

When people think of health care, the image that usually comes to mind is of doctors and nurses. In fact, about 40% of the workforce is doctors and nurses, but what about the other 60%? This labor force is incredibly diverse as it represents over 200 occupations including: Clinical Laboratory Scientists, Diagnostic Medical Sonographers, Emergency Medical Technicians, Medical Radiographers, Medical Transcriptionists, Pharmacists, Pharmacy Technicians, Physical Therapists, and Respiratory Therapists, just to name a few. This group of professionals



Bonnie Noble,
Director, CPHCS
Clinical Operations

is commonly categorized as Allied Health. The significance of Allied Health in California has recently been highlighted by Governor Schwarzenegger in the form of an Allied Health Initiative. This initiative is designed to bolster the shortages in allied health professionals through increased funding for educational and training programs. The California Prison Health Care System (CPHCS) employs numerous allied health professionals, many of whom are now overseen by the Division of Ancillary Services under the leadership of Bonnie Noble. The following is a partial listing of Allied Health programs offered through the Division of Ancillary Services of the CPHCS: Telemedicine; Health Information Management; Pharmacy; Dietary; Laboratory; Radiology; Physical Medicine and Rehabilitation; Optometry; Dialysis; Podiatry; Respiratory Therapy; Transcription.

Given the importance of Allied Health in the provision of medical care, the Division of Ancillary Services will be a monthly contributor to the Lifeline Newsletter.

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WHAT'S A FIZZ EYE AT' TRIST?

Physiatrists (pronounced fizz eye at' trist), or rehabilitation physicians, are nerve, muscle, and bone experts who treat injuries or illnesses that affect how people function. Physiatrists address functional limitations by diagnosing pain, neurological and musculoskeletal problems and treating them with injections, medications, and rehabilitation therapies, often in a multidisciplinary team approach. Their goal is to enhance performance without surgery, decrease pain, and maximize quality of life.

Physical medicine and rehabilitation (PM&R) is the branch of medicine that emphasizes the prevention, diagnosis, and treatment of disorders which produce disabilities – particularly related to the nerves, muscles, and bones. The Ancillary Services Division of California Prison Health Care Services has been working toward building a PM&R program to meet the needs of our prison population in the areas of disability assessment, treatment for acute and chronic pain, and rehabilitation following stroke, spinal cord injury, or traumatic brain injury.

There are several key members of a PM&R team, including physical and occupational therapists, speech/language pathologists, social workers, and physiatrists. Rehabilitation physicians have completed training in the medical specialty of physical medicine and rehabilitation. Physiatrists can acquire additional subspecialty training in pain medicine, spinal cord injury, neuromuscular medicine or traumatic brain injury, pediatrics, sports medicine, and electrodiagnostic medicine.



Dr. Gabriel
Williams

Recognizing the importance of a PM&R program, the Receiver authorized the hiring of the first physiatrist in the California Prison Health Care Services system, Dr. Gabriel Williams. Dr. Williams did his residency at Baylor College of Medicine and University of Texas Health Science Center. In addition, he has recently completed an Interventional Pain Fellowship. His resume is diverse, including three years as a Sports Medicine doctor for the Baylor College of Medicine – Sports Medicine, as well as being a primary researcher on recording in vitro DNA degradation using biochemical models. Dr. Williams has partnered with California Medical Facility to develop an ongoing PM&R clinic and has plans to expand that service to San Quentin and Folsom Prison. In addition, he has been providing consultation for difficult cases throughout the State and is an important member of the Pain Management Committee. Dr. Williams is a fabulous addition to the Ancillary Services core team and represents another important building block to the growing sophistication of the California Prison Health Care Services.

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TELEMEDICINE HITS THE 100,000 MARK !



Dr. Walcott, Attending Psychiatrist with the CPHCS Telemedicine program, online with CSP Corcoran.

In February of this year, the Office of Telemedicine Services hit the 100,000 mark in the number of inmate-patient appointments conducted since the program's inception in 1997. Telemedicine allows for physician specialists and psychiatrists around the state to conduct their consultations on a video-monitor via a remote transmission link. Consultations are enhanced by the use of peripheral monitoring devices such as electronic stethoscopes, dermatology cameras and ENT (Ear-Nose-Throat) scopes. Objective 5.5, in the Receiver's Turn Around Plan of Action, is to "Expand and Improve Telemedicine Services".

The success from a hard-working Telemedicine team toward this objective is very clear (**Chart Pg. 2**). This year, 14 medical specialties and psychiatry services are offered, which is a 14% increase in services offered overall. Program growth for the 08-09 Fiscal Year is projected at 47% with the estimated cost avoidance in custody and transportation costs of over \$12 million. Tele-

medicine is one of the key delivery methods in health care where increased access to care can be accomplished, thus saving the State millions of dollars and maximizing public safety.



Guardian Rx Pharmacy System Expands to SVSP

Salinas Valley State Prison and Salinas Valley Psychiatric Program implemented the GuardianRx Pharmacy system several weeks ago. This was a unique implementation with special challenges due to the parallel implementation of two separate institutions: the California Department of Corrections and Rehabilitation and the Department of Mental Health. The staff of both institutions worked together diligently through this challenging time and remained positive throughout the implementation. Of particular note, the two staff members pictured at right were exceptionally dedicated to this process and were instrumental to the program's success in their individual institutions. One of those employees, Nursing Coordinator Emanuel Pascua, explained the advantages of the Guardian Rx system during its implementation. "The new pharmacy system will ensure that that our patients are getting their medication on time" says Pascua. "The nursing staff who are directly involved in the process have substantially decreased their time in processing medication orders, thus increasing time allotted for patient care and interaction."

In addition to improving efficiency, the GuardianRx implementation will also save money by allowing unused medication to be returned to the institution's pharmacy. Tony Tran, Pharmacist-In-Charge for Salinas Valley Psychiatric Program and Salinas Valley State Prison, described the benefit of the "Return to Stock" (RTS) process: "We generated around \$40,000 per week in Return to Stock (RTS) medication for DMH/SVSP under the new Guardian System. These are drugs that would be wasted and unaccounted for under the old system. I guess you could say that DMH & SVSP pharmacy is (partially) 'Self-Funded' under the RTS program."

The GuardianRx implementation process has now been successfully completed at 20 sites to include

CCC, CCWF, CIW, CMC, COR, CVSP, DVI, FSP, HDSP, ISP, KVSP, LAC, MCSP, NKSP, PVSP, SAC, SATF, SQ, SVSP/SVPP & VSPW. The next sites include the CCI implementation Go-Live on May 18th and the WSP Go-Live on June 8th. The



Left: Tony Williams, LVN—SVSP Right: Emanuel Pascua , Nursing Coordinator, SVPP

remaining prisons are anticipated to complete implementation by early 2010. In addition to initial implementation, sites have also been involved in follow up supplemental training and software enhancement installations. An example of these enhancements is the prescription imaging system which allows the pharmacies to image all prescriptions and move to a paperless process inside the pharmacy. The imaging system allows prisons to work share and support each other when necessary. Imaging has been installed at 15 sites to include CCWF, CIW, CMC, COR, CVSP, DVI, ISP, KVSP, LAC, MCSP, PVSP, SAC, SATF, SQ, SVSP/SVPP & VSPW.

CDCR Formulary

The CDCR formulary is now available and can be viewed or downloaded from several sources:

- *A PDA version is available on Epocrates for PDA download free of charge.*
- *A desktop version is also available from Epocrates. Both versions may be accessed through the Epocrates website at www.epocrates.com by anyone with a log in (free) for Epocrates.*
- *An up-to-date copy is also available on the CPHCS website at: <http://www.cphcs.ca.gov/docs/projects/>*



CALPERS RETIREMENT PLANNING FAIRS

Benefits

Learn about your CalPERS benefits and the retirement planning services available to you at a **free** CalPERS Retirement Planning Fair at

organizations. Use this one-stop shopping guide to access all of your planning needs. For May-September 2009 fair schedules, workshop descriptions, and a list of exhibitors, visit the CalPERS 2009 Retirement Planning Fairs website:

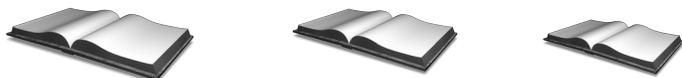
one of 17 different locations throughout the State. Meet representatives from our Regional Offices, programs, and

<http://www.calpers.ca.gov/index.jsp?bc=/member/retire-plan-fair/home.xml>

Teach learn TRAINING

CORNER **What is the training corner?** It's a monthly update from the Education and Training Unit (ETU) on current and upcoming training and education. It will also include updates on initiatives, invitations to become a subject matter expert, and much more! So stay informed in the training corner! For information on upcoming classes please check out the training calendar. It's located on the intranet: http://intranet/phr/publications/TrainingCalendar_04_0609.pdf. If you have training initiatives in your unit/division/institution please share with us so we may post online. Please send information to [Veronica Wolfram](#).

Health Care New Employee Orientation (HCNEO) for field staff is currently on hold due to the budget restrictions on traveling. ETU is researching alternative methodologies to assist in cost reduction for the delivery of the HCNEO, including, web based training, satellite training, and working with the CDCR Office of Training and Professional Development to combine efforts. One HCNEO course is scheduled in Sacramento from May 18th – 20th, please contact [Lisa Blutman](#) or [Rabbil Green](#) to sign up. While HCNEO is on hold regionally, CPHCS employees in the field are to attend their local institution's In-Service Training (IST) NEO.



Did you know the State Library offers access to e-books for state employees? You can access the books from your work computer, (it must be from a State IP address). There are many topics and books to choose from. Visit the site for more detailed information:

<http://proquest.safaribooksonline.com/>

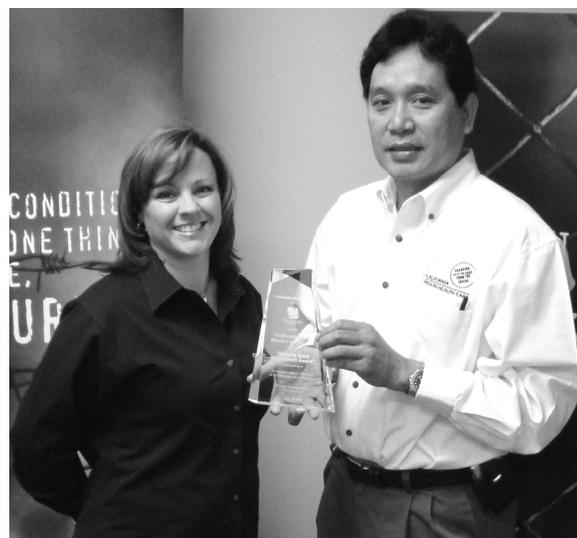
Upcoming Events:

- Office of Employee Wellness workshops, including: "Coping with the Stress of Economic Uncertainty", "Home loans Workshop", etc. June / July 2009 (contact Rabbil Green for more information)
- Golden 1 "Financial Education" Workshops June / July 2009 (contact Rabbil Green for more information)

Education and Training Unit Intranet Page

Visit the ETU page on the intranet:

<http://intranet/phr/workforceEducationTraining.asp>



Diversity Award- California Prison Health Care Services (CPHCS) received the "Diversity Spirit Achievement Award" from Diversity Recruiters Network for actively supporting diversity in the community and the workplace. Juanice Pruitt, Psychiatric Technician and Fernando Reyes, Registered Nurse accepted the award on behalf of CPHCS.



Nurses Appreciation Week

NOW IS THE TIME FOR NURSING...

We all know that nurses care for people, whether it's for the very sick or for the teenager looking for health advice. Nurses are the people who spend more time with patients than any other health professional, who get to know them and who care for the whole person, whatever their needs.

Nursing is not just one career; it is a set of careers linked by a belief in giving high quality care to patients. Nursing opens the door to careers which can constantly evolve, present new challenges, and develop the individual. Nursing allows you to be a leader, a caregiver and a clinician. The support is there to help nurses to develop, to help their careers to evolve and to make sure that the nursing experience informs the direction of healthcare. Nursing has come a long way from its old image of the doctor's handmaiden.

These days, a nurse may be leading a team of experts in a specialist hospital, helping a 40-a-day smoker to quit or caring for a sick baby in an intensive care unit. They are the glue which holds the health service together, from care in hospitals to care given in local surgeries or in patient's homes. As the healthcare system deals with an aging population, that care is always going to be in demand.

The nursing family includes all sorts of roles performed by dedicated people. A nurse can be somebody caring for the elderly in their homes, an assistant in an operating room or even a nurse consultant or director of nursing. They can inform the direction hospitals and care services take and the care they can offer to patients. This is why it (*Nursing*) needs ambitious people,

and it offers the opportunities for ambitious people to develop their skills throughout their careers.

That is why now is the time for nursing. The aging population and the fact that many nurses are due to retire in the next 10 years means that the demand for nurses is high. The days of "a job for life" may be over, but a career in nursing can offer skills which can be used for many different nursing roles. Nurses also have the certainty that their work is absolutely vital all of the time.

That is why NOW is the time for ambitious people to take up nursing careers, and to develop themselves as leaders in healthcare.

By Dr. Peter Carter written in *The Independent*, April 23, 2009.

KAREN'S CORNER

Karen Rea, Chief Nurse Executive

Privilege - a special favor granted to some person or group. We, you and I, have been granted the favor of employment during one of the most difficult economic crises to hit our nation.

Purpose - determination. We are determined to deliver on our commitment to provide high quality care to our patient-inmates.

Price - the cost, as in labor, of obtaining some benefit. We make a daily decision to pay the price of professionalism by performing our duties according to the standards of the nursing profession.

Prize - anything worth striving for. What is it that you are striving for? What is your prize at the end of the day? We support employees who provide proactive, planned, informed, patient-centered and professional care.

"... make a daily decision to pay the price of professionalism ..."



Los Angeles County - SRN Staff Back row: B. Lee SRN II, Front Row From left to right: J. Moore SRN II, M. Mitchell SRN II, L. Esteban SRN II, N. Motz DON, Z. Fernandez SRN II (Not pictured include T. Ford SRN II, B. Betton SRN II, V. Pegues SRN II, A. Pangilinan SRN II, and M. Pruitt SRN II(A)).



NURSING



INTRODUCING NURSE EXECUTIVES

Just as the population of nurses has multiplied statewide in the last year, the headquarters' leadership has also seen some expansion.

Under the leadership of **Karen Rea**, recently appointed Statewide Chief Nurse Executive for California Prison Health Care System, Nursing Services is definitively headed in the right direction.

Serving as the Assistant Statewide Chief Nurse Executive is **Catherine Knox**. Ms. Knox unites with the Regional Chief

Nurse Executives to combine strong leadership and clinical expertise for the entire statewide nursing staff.

Jane Robinson - Northern Regional Chief Nurse Executive

Larry Schmidt - Central Regional Chief Nurse Executive

Cheryl Schutt - Mini Regional Chief Nurse Executive

Susan Scott - Southern Regional Chief Nurse Executive

Thanks Nurses!

J. Clark Kelso, Federal Receiver:

Plans, concepts and policies are nothing more than words on paper without dedicated and hardworking people to turn ideas into action. Here at CPHCS, we are fortunate to have great people like our nurses who overcome challenges everyday to serve their fellow human beings. It is with sincere and heartfelt gratitude that I thank each and every nurse on our team for their commitment and dedication.

Dr. D. Winslow, Chief Medical Executive CPHCS to Nursing Services May 12, 2009:

"I need to thank all of you and your staff for doing a terrific job under very difficult circumstances. There have been huge changes...and we are making progress in many areas. Progress could not have been made without your leadership. I want to offer many thanks and congratulations to you and your nurses."

Excerpt from letter by Warden J. F. Salazar at Chuckawalla Valley State Prison to all Staff Members on May 6, 2009:

"CVSP proudly employs over 50 nurses, working in a variety of positions and upholding the highest nursing traditions. CVSP's nurses have been recognized for their patient advocacy, their responses to emergencies, and their overall teamwork. CVSP's nurses represent a variety of nursing backgrounds and experience. National Nurses Week is devoted to highlighting the importance of the largest health care profession, Nursing. The depth and breadth of the nursing profession is meeting the expanding health care needs of the American Society. We celebrate National Nurses Week and especially, CVSP's nursing staff."

Folsom State Prison's Health Care Manager/Chief Medical Officer, Renee Kanan, M.D. writes to all Health Care Staff May 11, 2009:

"...I want to take this opportunity to thank each and every one of you for the contributions you have made, which improve people's lives. In fact, at times, you save people's lives.

As we continue to create a better future, we also need to celebrate our progress and celebrate our people as we did today. My vision for the true measure of our success is that our patients, the public, and you are better off and better served through the work we do.

As a team, we not only are "raising the bar, behind bars", but beyond the perimeter of prison. The caliber of work and service that you provide not only rivals but surpasses that of many others outside of corrections who also are in the business of care."

HOW WE CELEBRATED NURSES WEEK 2009



Cris Legaspi, AGPA and RN Ruffel Galura stand next to art work done by the "Arts in Correction" inmates.

By: N. Motz, LAC Director of Nursing

California State Prison-Los Angeles County celebrated National Nurse Week. As the nursing staff has grown (tripled) we limited the celebration to one very special day for the nurses. Last year was the first year we approached the institutional "Arts in Corrections" program, which consists of a select group of talented individuals, and a very special instructor by the name of Lucinda Thomas. Several fabric posters and a large banner were painted last year by the patient-inmates and were displayed throughout the institution May 6th-12th. This year, Arts in Corrections accommodated us by creating original art work, which was distributed to every RN, LVN, LPT and contract staff as a nurse week

card. The card features a male and female nurse, arm in arm, proudly working as a team and thanked each one of them for being a very important team member. New posters with the same artwork were proudly exhibited in the Administration lobby, facility clinics and hallways of the Central Health building. On May 8th, all nursing staff were served a meal by their supervisors, they received a nurse gift bag which included a printed whistle that states "keeping our nurses safe", a note pad/pen set that states "Celebrating Nurses Week 2009", entertained with a slide show from previous years' nurse week pictures, and given the possibility to win one of more than 30 prizes. A special welcome was given to our Regional Administrators and Susan Scott, Regional Chief Nurse Executive.



SCHOLARSHIPS AND LOAN REPAYMENT PROGRAMS CAN BOOST YOUR CAREER

The Office of Statewide Health Planning and Development, or OSHPD, provides a wealth of information about opportunities for scholarship and loan repayment programs for health care professionals. The Health Professions Education Foundation and National Health Services Corp award thousands of dollars each year to health care professionals working in medically underserved communities. Many of our adult correctional facilities are designated as medically underserved areas for purposes of these programs. If you are one of the many health care providers working for California Prison Health Care Services, you may qualify for one of the many scholarship or student loan repayment programs. The OSHPD website, www.oshpd.ca.gov, has information on how to obtain assistance with the application process and has links to the Health Professions Education Foundation's website www.healthprofessions.ca.gov and National Health Services Corp's website www.nhsc.hrsa.gov. All of this information is very helpful in your search for scholarship or loan repayment money. Health care professionals from all levels and specialties may apply for these programs, including ancillary, primary care, mental and dental. Awards vary from \$4,000 to \$105,000. Along with the monetary award, there is also an obligation to serve an underserved community for one to three years, depending on the program. The requirement details vary, as do the application deadlines.

New Funds Available

The American Recovery and Reinvestment Act of 2009 provided additional funding for the National Health Service Corps (NHSC) Loan Repayment Program (LRP). From June 2009 through September 30, 2010, NHSC LRP awards will be available for Primary Care Allopathic or Osteopathic physicians, Certified Nurse Practitioners, Certified Nurse Midwives, Physician Assistants, General Practice Dentists, Pediatric Dentists, Dental Hygienists, Health Service Psychologists, Licensed Clinical Social Workers, Psychiatric Nurse Specialists, Marriage and Family Therapists, and Licensed Professional Counselors. For more information and an application, go to www.nhsc.hrsa.gov.



Award for Excellence— CPHCS Project Manager Amy Zhou, (2nd from left) was recently recognized for her dedication and excellence by Receiver J. Clark Kelso (far left.) Amy developed project cost information using the Department of Finance Economic Analysis Worksheets (EAW) framework. This allows Project Managers to publish project costs for project prioritization and fiscal planning. She is joined by Chief Information Officer, Jaime Mangrum, (to her right,) Project Management Office Director, Claudina Nevis, and the Receiver's Chief Deputy, Elaine Bush.

CALIFORNIA PRISON HEALTH CARE SERVICES

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Phone: 916-323-1923 www.cphcs.ca.gov

RECRUITMENT : DO YOU KNOW SOMEONE INTERESTED IN JOINING OUR HEALTH CARE TEAM?

www.ChangingPrisonHealthCare.org 1-877-793-HIRE (4473)

RECEIVERSHIP'S MISSION

Reduce unnecessary morbidity and mortality and protect public health by providing patient-inmates timely access to safe, effective and efficient medical care, and integrate the delivery of medical care with mental health, dental and disability programs.



Inmate health-related concerns or complaints? Call the CALIFORNIA PRISON HEALTH CARE SERVICES HOTLINE: (916) 324-1403

EMAIL STORY IDEAS, COMMENTS, OR QUESTIONS TO: lifeline@cdcr.ca.gov