

San Quentin Medical News

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Warden's Message

Robert L. Ayers, Jr.
Warden



As we start winding down 2007, it's a good time to reflect on a year of accomplishment. Considerable effort has been expended to recruit and hire quality staff. And, it has been hugely successful. We have a new TTA – a source of pride for everyone. We now have a functioning Access to Care Team that enables everyone to better do their jobs. All staff should end this year with a well-deserved sense of achievement.

Did You Know...?

You can access Receiver News...
On the Web

Read the Receiver's Plan of Action, laying out the next three years of activities to improve CDCR's medical system. Find it at www.cprinc.org.

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Message from the Receiver's San Quentin Program Manager

Jayne R. Russell, M.Ed., CCHP-A
Program Manager



It's been a while since our last newsletter and the level of activity has increased dramatically. Although we all have been *too* busy it's important to stay connected and continue communication and information sharing to all staff and inmates.

To date, our efforts at San Quentin have resulted in the development of new health care programs, reorganization of care delivery, new policies and staff, cleaner clinic areas and faster attention to medical appeals. These changes now require training, orientation and collecting data. At the same time staff must continue with the fast-paced management meetings, architectural design, emergency planning, medication team meetings, new reception program, and so forth. WHEW!!

Let's slow the pace and take a deep breath -- I've heard it from many of you and I'm listening. The encouraging letters, emails, and comments from inmates as well as staff tell us that we're heading in the right direction. Everyone notices a welcome change in health care services such as increased response time and faster scheduling. Lab and X-ray reports are completed and filed quickly into the medical record. Incoming inmates now receive their essential medications on the day of arrival, 100% of the time. All of this translates into improved quality of health care.

It's an invigorating time seeing these changes and improvements come to life, so let's continue on our productive course. And, remember to do something positive and enriching each day for yourselves. Let's all enjoy the holidays!

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Welcome New Staff

We are delighted that the changes at San Quentin, improved salaries and working conditions have attracted qualified, talented people to our team. We have filled all RN and CNA positions. All health record tech positions are filled and we recently hired two new physicians. All but one pharmacy tech position is filled and most other areas have limited vacancies. A big welcome to all who have joined our staff! We are so glad you're here!

Congratulations to AW Booker Welch on his retirement at the end of this month. We are sorry to see him go. He will be missed!

Greetings from the Director of Nursing

Tonya Church, RN, BSN



The last few months have been a time of learning and growing for the entire Nursing Department. Many improvements in access to care have taken place. Nurse Managers are now available on the weekends and holidays to continue to provide patient care. We have weekly stand-up meetings, and the supervisors are making a concerted effort to listen. I am excited about the suggestions. We are all elated by the recent LVN pay raise. Congratulations! LVN's are a special cadre of nurses who are out in the units each day with the inmate patients. I am thankful for all the nurses who are excited to work here and have a passion for patient care. You are vital to the daily operation and mission of quality. Thank you all for your hard work and dedication.

Prevent Disease:

WASH YOUR HANDS



Congratulations to all inmates who got flu shots this year! More than half of you joined the effort to prevent the arrival of winter's worst. Keep the battle against illness going by **frequent hand washing with soap and water** – the number one protection against getting or spreading germs. Also, **do not share personal items** such as towels, soap, razors and clothes.

San Quentin's Medical Face-Lift



There is construction aplenty at San Quentin these days, as the Receiver moves forward with plans to improve medical delivery and support space.

All systems are go to proceed with the demolition of Building 22 and the creation of a new five-story Central Health Services Center in its place, providing 50 beds, mental health and dental services, clinics, R&R, administration, lab, X-Ray, medical records and pharmacy for the entire institution. That \$146 million project has passed all the environmental review and financing hurdles and will become a reality in 2010.

The opening of the new TTA was only the beginning. Since then, modifications have been completed on the receiving and release area. Soon we will build a modular unit for clinical and administrative space in the upper yard. Another project -- to build out the West and East Block rotundas for clinics -- is on its way. We are also working on the design for a new personnel building and a medical warehouse.

Inmates: Tips for Using & Improving the Medical Care

- Please utilize the #7362 Process to request services. **Do not use #602 Appeals to request routine care.** We continue to be swamped daily with complaints regarding medications and scheduled visits. Give us sufficient time to schedule your appointments; and check with your unit nurses before you submit appeals. Let's put our efforts towards patients -- not paperwork!
- Read the new health care policies available in your library.
- We are making an orientation video for reception inmates. Give us your thoughts on what newcomers need to know. Submit ideas in writing to Grace Dodd through the med nurses.