

REPORT TO THE LEGISLATURE
Pursuant to P.A. 114 of 2009
Section 420
Department's Response to Performance Audits

Food Service – June 2008 (last update requested 03/09/11)

Findings/Recommendations MDOC will comply with:

1. Food Services Cost Savings Measures

The Food Service CQI Team has finished the Implementation of the State Wide Standard Menu. The measuring of this process will never cease as it is truly a Continuous Quality Improvement (CQI) process, with monthly measurements being put in place. Targeted date for this is early summer 2011; this process will help ensure continued compliance.

The Food Service CQI Team along with the planning team now moves into the "Push" Versus "Pull" Supply Chain Strategy-see attached document to give an explanation of this process.

2. Food Production (last update requested 03/09/11)

As of December 2010, this implementation plan using the same standards, nutritional menu and relative paperwork to include projection worksheets will be used at all facilities. This approach is 100% completed, there again with the measuring of this process beginning in early summer of 2011 this process will help ensure continued compliance. MDOC will continue teaching and training of this in-depth program and in ongoing, using a continuous quality improved approach.

Health Care – January 2008 (last update requested 2/01/10)

MDOC's focus on transforming prisoner health care based on the NCCHC recommendations continues with many major milestones being completed in the past year. The health care contract was redesigned and awarded to a new vendor, Prison Health Services in April 2009. This contract will reduce costs, improve prisoner access to care, document evidence-based quality of care, maintain security issues to the community and continuously improve quality by utilizing NCCHC and NCQA standards of care in service delivery. In addition, a contract for third party reviewer services was awarded in October 1, 2009. A contract involving special populations including the Medically Fragile and the mentally ill was also awarded in the fall 2009. Currently out for bid, is a contract for psychiatric services that will work in conjunction with those already provided by the Community Mental Health Program.

Progress continues in revising the programming for Sex Offenders and Assaultive Offenders. The Assaultive Offender Program (AOP) is being transitioned to a Violence Prevention Program (VPP) that will utilize evidence-based practices and will be conducted by custody staff. A workgroup will be assigned to assess the Sex Offender Program (SOP) content and form recommendations. The workgroup is slated to start in February 2010. Much work has been done to not only improve health care and mental health services, but to also redesign the administrative structure. There has been a significant transformation for MDOC's Bureau of Health Care Services that will continue this year.