

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES (CCHCS)

NEED

On June 15, 2005 the United States District Court for Northern California appointed a Receiver to take control of health care services to inmates in California state prisons. In 2007 the Receiver filed the *Turnaround Plan of Action* as the roadmap for implementing a constitutional level of care to California inmates. The Correctional Health Care Services (CCHCS) was created to fulfill the program established in the Turnaround Plan.

APPROACHES

Discovery Period 2007 – 2008

JKCS led three procurements of national consulting firms hired to analyze ancillary healthcare services needs and to provide roadmaps for improved patient care at lower costs in the areas of:

- Laboratory Services
- Imaging Services
- Health Information Management

Implementation Period 2008 - 2011

As the focus transitioned to execution of the Plan, JKCS led several key automation efforts. Of note was the Health Care Appeals Tracking System (HCATS). HCATS met the critical for accurate and timely reports to the Court. JKCS provided procurement, planning, and project management services for this project.

OUTCOMES

Procurement Services

Operations under the Receiver were under Court jurisdiction and conditionally exempt from normal state processes, including procurement. Even so, all JKCS lead procurements reflected Department of General Service standards. As a result, JKCS procurements were among those that passed audit by the Bureau of State Audits in 2009 (California State Auditor Bureau of State Audits: California Prison Health Care Services: Improper Contracting Decisions and Poor Internal Controls January 2009 Report I2008-0805).

Project Management Services

Projects managed by JKCS successfully completed and were implemented in production. Subsequently systems and customer support were properly transferred to departmental maintenance and operations teams. HCATS, in particular, was implemented in all thirty-three prisons and at headquarters six weeks ahead of schedule, and 5% under budget.

