

Florida Department of Corrections
Office of Health Services
CMA CAP Process for Contracted Partners

The Florida Department of Corrections' (FDC) comprehensive health care contractors and Department of Management Services' private correctional facility contractor (DMS contractor) shall designate a point of contact for Correctional Medical Authority (CMA) survey issues at each correctional institution/facility. Lacking alternate written designation, the Health Services Administrator (HSA) will serve in this capacity.

After a survey/review by the Correctional Medical Authority (CMA), the CMA will issue a preliminary report containing potential findings. The contractor's institutional Health Services Administrator (HSA) or designee shall work with the appropriate individuals to develop a Corrective Action Plan (CAP). All proposed responses must be reviewed by FDC, Office of Health Services (OHS), prior to submission to CMA. As responses need to be submitted to CMA within 30 days of the issuance of the CMA report, the contractor's HSA or designee must submit a draft CAP to OHS Central Office **within 20 days**.

The routing and approval process is as follows:

1. The contractor's HSA or designee shall work with the institutional health services staff and other contractor staff as required to develop Physical Health (PH), Dental, Mental Health (MH) and Pharmacy (input from the Consultant Pharmacist in Charge of the facility's Pharmacy Permit) CAPs, if applicable.
2. The HSA or designee will submit an electronic draft CAP for all findings within 20 days to the Central Office QM Coordinator, Cynthia Jevyak (Cynthia.Jevyak@fdc.myflorida.com), and the Chief of Health Services Administration, Laura Carter (Laura.Carter@fdc.myflorida.com) in the FDC Office of Health Services (Central Office in Tallahassee).
3. The Office of Health Services (OHS) will complete the routing and approval process within 3-5 business days.
 - a. The following discipline director positions or designee in OHS will review the draft CAP and provide feedback:
 - Physical Health – Chief of Medical Services
 - Mental Health – Chief of Mental Health Services
 - Dental – Chief of Dental Services
 - Nursing – Chief of Nursing Services
 - Administration – Chief of Health Services Administration
 - Pharmacy – Chief of Pharmaceutical Services
 - b. After the discipline directors have reviewed the CAP(s), it may be sent to the FDC Office of General Counsel for review and feedback. The QM Coordinator is responsible for tracking reviews of CAPs.
 - c. The Office of Health Services QM Coordinator will forward the CAP(s) with all edits, comments and recommendations to the contractor's HSA or designee.
4. The institutional HSA or contractor designee will be responsible for submitting the final CAP(s) to CMA electronically, within the 30 day time period as required. Copies of the final CAP(s) shall be sent electronically to the Central Office QM Coordinator.
5. The CMA will release their final report to all involved parties.
6. The contractors will be responsible for carrying out all corrective action outlined in the CAP(s).
7. The Department of Corrections may monitor the contractor's compliance with CMA CAP(s) at any time.