

HEALTH SERVICES ADMINISTRATOR PERSONNEL ORIENTATION

Sr. Health Services Administrator
Health Services Administrator and
Nurse Manager (at small institutions)

A. PURPOSE:

To ensure that all health services administrators/nurse managers receive adequate orientation to perform their job requirements according to Department of Corrections' Health Services guidelines.

B. DEFINITION:

Preceptor: The individual assigned as the primary contact for new health services administrators for the duration of the orientation period. The role of the preceptor is to assist the new employee in learning the required Florida Department of Corrections (FDC) and Health Services (OHS) policies and procedures and to help them understand their role in overseeing the effective delivery of health care services.

C. OBJECTIVES

1. Learn how to coordinate administrative functions for all disciplines and areas in the health services unit or institution, to ensure health care systems and processes are working properly and efficiently, in accordance with established FDC procedures, health services bulletins, and care manuals.
2. Learn special care requirements that resulted from Costello V. Wainwright and the Osterback Close Management Litigation.
3. Learn and understand special care requirements for inmates in special housing (confinement, inpatient units, etc.).
4. Understand supervision requirements for all subordinate staff, including: health records management, medical purchasing and inventory control, regulatory compliance and audits, and daily operations.
5. Understand the process for dealing with employee disciplinary issues.
6. Understand Utilization Management Guidelines, including how to process and track consultations for routine, urgent and emergent hospital and specialty care.
7. Learn the process for medical and mental health transfers.

8. Understand legal requirements under the Health Insurance Portability and accountability Act (HIPAA) for confidentiality of protected health information.
8. Learn and understand statutory requirements for proper response to inmate grievances under Ch 33-103, F.A.C.
9. Learn and understand the components of the Department's Quality Management Programs, particularly institutional requirements.
10. Learn and understand requirements for internal and external audits, including: Correctional Medical Authority (CMA) Surveys; American Correctional Association (ACA) accreditation reviews; DOC Operational Audits, and OHS Contract Monitorings and site visits.
11. Learn about the Department's specialty programs, including: Mental Health Aftercare Re-Entry; and two partnerships with the Department of Health (the 340b Specialty Care Program for inmates with STDs and HIV; and the HIV Pre-Release Planning Program).
12. Learn and understand the process for providing services to Impaired Inmates and inmates needing accommodations under the Americans with Disabilities Act (ADA).
13. Learn and understand the requirements of the Prison Rape Elimination Act (PREA).
14. Learn about the Department's licensed hospital At Reception and Medical Center at Lake Butler.
15. Learn requirements for procurement and inventory control
16. Learn budget tracking responsibilities.
17. Learn and understand reporting functions in OBIS how to utilize these reports to monitor the effective delivery of health care services.

D. RESPONSIBILITY:

18. The Regional Health Services Manager (RHSM) or Regional Director (RD) is responsible for ensuring that each newly hired health services administrator is provided with a comprehensive orientation, under the direction of a preceptor to perform his/her job responsibilities.
19. The RHSM/RD is responsible for maintaining training and orientation files for each newly hired health services administrator and to document compliance.

Noncompliance with standards of this HSB must be reported to the Chief of Health Services Administration.

E. ACTION:

DC4-654F, *Health Services Administration Personnel Orientation Process Checklist* will be utilized to assure all primary areas of responsibility are addressed during the orientation period. Additional areas of necessary training will be identified by the preceptor based on need and on the objectives outlined in section C above.