



University Correctional HealthCare

October 2008



University Correctional HealthCare:
We Care. We Heal. We Teach.

Welcome to the University Correctional HealthCare (UCHC) team. Within our name, we are reminded of our purpose: to *care* for inmates when they become sick, to *heal* them when possible and finally, to *teach* them how to manage their illnesses and to live healthy lives.



Going forward, we plan to build upon the current inmate healthcare system, which those of you who have already been working in the New Jersey Department of Corrections (NJDOC), have been providing. **As we proceed, unless instructed otherwise, we ask that you continue your pre-existing job duties.** During this transition, one of our goals will be to minimize any changes and to assure as smooth a transition as possible.

For instance, even though the company providing medications has changed (Maxor), the process related to filling medication orders will remain the same. Likewise, while LabCorp is the new laboratory service, the process for

running lab tests will remain the same. Many of the other health care providers will be familiar. These include: Mid Jersey IPA, St. Francis Medical Center, Cooper Infectious Disease Group, Cocco Enterprise (interim), and JJC for Eyeglasses. The various appointments for specialty clinics have continued to be scheduled.

With regards to electrocardiograms, we do have a change in providers. The Robert Wood Johnson (RWJ) Medical School of the University of Medicine and Dentistry of New Jersey (UMDNJ) will be reading them. We plan to have instructions on the machine specifying where the electrocardiograms are to be sent and where the cardiologist is to return them once they are read.

As we roll out new processes, i.e. minor changes to the Objective Performance Indicator (OPI), we will provide you with the information needed to make these changes. For instance, we are now in the process of training staff on changes to the OPI process.

There is one small change with regards to



Welcome from the Statewide Medical Director

I am extremely honored to welcome you to University Correctional Health Care (UCHC) and pleased that most of the staff decided to continue their work within the New Jersey Department of Corrections (NJDOC) by joining the UCHC team. As mentioned by Dr. Dickert, unless otherwise in-

structed it is important to continue to provide care as you have done in the past. Dr. Dickert has described some important changes in ancillary services which are integral in your ability to provide quality health care. In addition, it is important for you to continue to provide the same level of commitment and dedication that you have provided over the years. This is important to ensure a smooth and seamless transition. With your integral involvement, over time UCHC will look at oppor-

tunities for improvement.

I believe many of you know I am new to NJDOC. I feel privileged to be given this opportunity to work with you. Over the past 20 years working in correctional health care, I have had the pleasure to meet and even work with some of you. However, I know I have much to learn from you.

Other members of the Medical Physician Leadership team include: Dr. Yasser Soliman, Associate Statewide Medical Director, responsible for Utilization Management; Dr. Jon Hershkowitz, Regional Medical Director for the Northern Region, based at East Jersey State Prison (EJSP); Dr. Johnny Wu, Regional Medical Director for the Central Region, based at Central Reception and Assignment Facility (CRAF) and New Jersey State Prison (NJSP); and Dr. Hesham Soliman, Regional Medical Director for the Southern Region, based at Mid-State Correctional Facility (MSYCF). Dr. Soliman and Dr. Soliman are known by most of you from their previous roles with Correctional

swiping, for those of you who were employed by Correctional Medical Services (CMS). CMS had required you to swipe their time-clock in order to get paid. With UCHC, you will need to complete timesheets that will be provided over the next day or two. Indicate your arrival and departure time on the timesheet. Unless otherwise specified, a 30 minute lunch break will be assumed. Except for this change, all other NJDOC procedures regarding time-clocks, exception reports, and sign-in/sign-out procedures, remain unchanged.

Over the next few weeks we will be sharing various procedural changes. Again, if we have not told you otherwise, please continue your job duties as previously assigned. And together, let us further advance the healthcare system for inmates in the State of New Jersey. Thank you for choosing to become a member of our team!

Jeff Dickert, PhD
Vice President

Medical Services (CMS). Dr. Hershkowitz and Dr. Wu may also be familiar as they both have worked within the NJDOC system. I am pleased to be able to work with such a talented group of physicians.

I am certain that with the support of the Senior Medical Leadership and the Medical Staff (21 Physicians, 14 Advance Practitioners and 5 Physician Assistants) we will continue to provide quality health care to inmates within the NJDOC.

Over the next several days, I plan to visit all of the sites and look forward to meeting as many of you as possible. Again, please continue to provide the level of service you have provided with CMS. I look forward to meeting you all.

Arthur M. Brewer, MD
Statewide Medical Director



Welcome to UMDNJ's University Correctional HealthCare!
Below is information that may be helpful as you transition from CMS to UCHC.

Did you know...

*There are three Paid Holidays remaining in this calendar year: 11/27/08 & 11/28/08 for the Thanksgiving holiday and 12/25/08, Christmas Day. The 2009 list of holiday dates will be available the end of December and will be sent to all employees.

*UCHC employees have an Employee Assistance Program (EAP). This program provides confidential assessment, referral, and short term counseling to you and members of your household. You or a family member can contact the EAP by calling:

Newark	973 972 5429
Piscataway	732 235 5930
Camden/Stratford	856 770 5750
24 hour Crisis Line	1-800-327-3678

*All University employees have been assigned an alternate ID number to help protect your identity. When you receive your first paycheck, your ID number is on the top line, to the far left. It will begin with "A00". Anytime you need to complete University forms, use your A00 number, **not** your social security number.

*Tuition Reimbursement is available to employees after they have completed one year of service with the University.

* Employees are paid bi-weekly; there are 26 pay checks per year. Employees have the option of having their paycheck mailed to their home or direct deposit to their bank. It is recommended that employees take advantage of the direct deposit option for quick deposit of their monies instead of waiting for federal mail delivery of their check. Direct Deposit forms can be found at www.umdny.edu/cntrlweb/payroll, select "Forms". You will be able to view your pay stub on line the Monday before a pay day, by accessing www.umdny.edu select "My UMDNJ".

If you experience a problem with your paycheck, contact your support staff person. The support staff is the first point of contact to rectify payroll errors as they have your attendance records and employee timesheets.

*Are you relocating/moving? The central office needs to know. Although UMDNJ allows you to change your address on-line, this information also needs to be sent to the Central Office for your file.

*If you have a problem with your PC contact the UBHC-UCHC helpdesk at 732-235-4715.

*Benefit information and forms can be located on the UMDNJ Human Resources web site at: www.umdny.edu/hrweb/benefits/sitemap_be.htm. A benefits orientation video is available on http://www.umdny.edu/hrweb/training/orientation_video.htm.

The Central Office staff welcomes your questions and will assist you as needed.



Ask Mechele



Handling Inmate Threats

What should I do in the event an inmate makes a threat against someone or some group of individuals in the community?

As mental health staff, our first responsibility would be to complete an assessment in order to determine whether or not the inmate's remarks are resulting from, or influenced by, their mental health status. If the threat is determined to be the result of psychiatric decompensation, follow the appropriate protocol i.e. suicide watch, consultation with psychiatry, etc. The incident should be documented in the EMR and your immediate supervisor should be informed. If the inmate appears to be clinically stable, it is important that you immediately notify the following authorities and document the encounter on the EMR as soon as possible:

- *Officers in your immediate area **who may take it upon themselves to notify their supervisors, SID and administration*
- *Your clinical supervisor **who will also notify the clinician supervisor and/or UCHC central administration*
- *Site administration if not already notified by custody staff
- *Special Investigations Division (SID) if not already notified by custody staff

The New Jersey Department of Corrections is the first line authority in **all** security matters. Their mission, "To Protect the Public, Changing Lives" clearly speaks to their encompassing commitment to safety. Concurrently, the Special Investigations Division at each institution has the task of being, "**responsible for investigations into violations of the laws of the State of New Jersey and violations of the administrative code for the NJDOC by inmates, employees and those individuals who visit NJDOC facilities.**"

As mental health professionals, our role in such situations is to communicate the pertinent information to the administrative staff of UCHC and NJDOC. If at any point in time there is a question as to who to contact, **DO NOT HESITATE** to contact UCHC administration. After hours, the on-call list can be used to contact UCHC administrative staff and at each site, Center Control has 24 hour access to DOC administration. Do not take it upon yourself to go outside of either department in such matters. Report the occurrence and allow the system in place to determine the appropriate resolution.



Pharmacy

As of October 1, 2008 Maxor Correctional Pharmacy Services (MCPS) will replace PharmaCorr as the provider of medications for inmates of the New Jersey Department of Corrections (NJDOC). The formulary and floor stock choices will not change. The current community pharmacies (back up pharmacies) are being contacted and we anticipate retaining their services.

In addition, the process for ordering medications will not change. Providers will enter orders into the Electronic Medical Record (EMR); those orders will be printed and faxed to the pharmacy. Deliveries will occur most days with the exception of Sundays and major holidays. PAR levels will still be in effect. What will be changing is detailed below.

There will be new facility numbers (formerly called cost center numbers). Each site will have only one facility number. For instance, if SouthWoods is facility number 007 under the new system (which it is not), any and all units faxing the MCPS pharmacy would use number 007. The unit, however, must be identified, as this takes the place of the letters used in the old cost center number system. Of course, the pharmacy fax number will change. The MCPS fax# is 800-641-2444. Fed Ex will once again be delivering medications.

On October 1st each facility will receive a facility specific Maxor Fax Cover Sheet. MCPS has a sophisticated order tracking and verification system but it only works if a Maxor Fax Cover Sheet is used. **Please make sure to use a Maxor Fax Cover Sheet each and every time you fax!** We will be distributing a manual of pharmacy procedures which will explain everything in detail.

After each fax to MCPS, you will automatically receive a fax confirmation report back to the sending fax machine, as long as the cover sheet was completed correctly. This confirmation contains a distinct serial number used to track faxed orders. If any problems occur during fax transmission, the MCPS fax conformation will alert you to the problem.

The four critical pieces of information needed on each fax sheet are:

- 1) Facility number (pre-printed on the form)
- 2) Senders name, i.e. Jane Doe LPN, Med Aide, etc.
- 3) Date and time of the fax
- 4) Unit you are faxing from (if your facility has more than one faxing location)

If you do not receive a fax confirmation report from MCPS within 30 minutes, you must call the number on the form (888-367-4641) to confirm whether or not the fax was received.

Kyle Mason, PharmD
Pharmacy Director

Dental Team Welcome



On Aug 15, 2008, the Dental Department began a new chapter as 23 dentists joined University Correctional Health Care (UCHC) in continuation of our services to the inmates of the New Jersey Department of Corrections (NJDOC). Looking ahead, we anticipate having the opportunity to both improve and expand services. Toward this end, our involvement in Continuous Quality Improvement (CQI) projects will be crucial toward realizing our goals of increased dental visits and additional service provision.

As representatives of the University of Medicine and Dentistry of New Jersey (UMDNJ), quality is a must. Under the supervision of Dr. Thomas Golden in the Northern Region and Dr. Robert Zamrin in the South, procedures will be closely monitored so that we can ultimately achieve the best possible outcomes. Through our united efforts, standards of excellence will continue to be achieved and surpassed.

With the start of the medical contract, 23 Dental Assistants and four Dental Hygienists will also be joining UCHC. I want to take this time to welcome the entire dental team. You are a first class group and I look forward to all of us working together as we build a program that is sure to become a national model.

Man Lee, DDS
Dental Director



Bienvenido

Welcome to our Team!

It is a pleasure to welcome you to the staff of University Correctional Healthcare (UCHC). We are excited to have you join our team, and hope that you will enjoy working within our organization.

We have a long and distinguished history characterized by excellence in nursing at the University of Medicine and Dentistry of New Jersey (UMDNJ). Nursing staff at UCHC pride themselves on launching quality improvement initiatives to improve patient care. The aspect that I have found to be most exciting is when nurses encourage and challenge each other to find ways to make improvements. These collegial efforts have more than paid off. Patient safety, patient care outcomes and customer service have all improved over the past four years.

I feel extremely privileged to be able to come to work every day in a place where the staff are dedicated to providing world-class service in

everything they do. In this, our nursing staff leads the way through their excellent work, dedication and compassion.

A critical part of our Strategic Plan is the commitment to continued staff education. We care about our employees and provide a professional environment in which the potential to advance in the provision of quality care is maximized. We encourage all of our employees to expand their horizons both personally and professionally by offering our support and assistance toward continuing education and specialized training.

Once again, I would like to take this opportunity to wish you success in your new role as a team player with University Correctional Healthcare.

Magie Conrad, MSN, MPA, RN, BC, CTN
Nursing Administrator



Community Supervision for Life Program

The Parole/Community Supervision for Life (CSL) Program offers assessment and treatment services to sex offenders referred by the New Jersey State Parole Board. We currently have approximately 500 individuals involved in 50 weekly treatment groups throughout the state. We work closely with the supervising Parole Officers, and together we strive to protect the community by assisting these individuals to become productive members of society.

Our record is one of success. Our motto is "No New Victims," and we strive to fulfill this aspiration by maintaining effective and efficient services based upon empirical research and a sound belief in personal redemption.

Tay Bosley, PsyD
Clinician Administrator



Quality Improvement: It's Everyone Business

If you are saying, "I wasn't hired into the Quality Improvement Department, so why do I need to know about Performance Improvement (PI)?" then the booklet available at:

http://www.ubhcisweb.org/trainingresources/QI/PI%20WORKBOOK_2007.pdf is for you. In the ever-changing health care environment, continuous quality improvement (CQI) programs have become essential; not only because of the need to monitor and improve services, but also to ensure that programs adhere to the standards set by accrediting organizations like the National Commission on Correctional Health Care (NCCHC). CQI helps fulfill the mission of providing the best possible treatment and services to those under our care. Better services make a difference and help clients achieve their goals, overcome difficulties, and live better lives. We can achieve excellence through the collaboration of multidisciplinary Performance Improvement (PI) teams

who identify areas in need of improvement, discover the root causes of problems, and take action by generating and implementing interventions, and monitoring improvement over time. The workbook, available at the aforementioned website, is designed to help staff follow step-by-step guidelines for carrying out PI projects from selecting and prioritizing issues for improvement all the way to presenting the final product at the Performance Improvement Fair. The workbook can also be used as a tool to document and track the progress of individual projects. It was designed solely, to make your job easier. If you have any feedback, suggestions or questions please send them to me at debillia@umdnj.edu. Over the course of the year, be on the lookout for regional trainings which will help as you participate in PI activities.

Lisa DeBilio, PhD
Director of Quality Improvement



Üdvözöljük

Reflections on Change

Why is change so scary? Experts on motivation, self-help, and those tools designed to help us overcome our fears, consistently tell us how uplifting change can be; how free we can become, but only if and when we let go of our wish to completely control the world around us.

Let's face it, even though change is inevitable...sometimes it just stinks. I recall my move from CMS to UMDNJ nearly four years ago and all the mixed emotions that came along with it. From the anxiety of leaving a company I'd worked for since 1996, to working for someone new, to the insecurity of wondering whether or not my experience and hard work would be valued by my new employer.

Luckily for me, I had been here before. Having worked in the field of privatized correctional healthcare for years, I knew that initially, the only significant change would be the company name on my paycheck. I would still be working with people I had known for years and the day to day operations would roll along without too much disruption. The biggest catastrophe I encountered was when the telephone lines were turned off. I still remember that sense of panic and thinking, "What if we have an emergency? How will we be able to complete transfers? What if I have to call home? We should have stayed with CMS!" It's as if there was something really wrong, like when the car breaks down, or running late for a meeting then getting stuck in traffic, or forgetting your cell phone while expecting that important call! After all, those are real crises aren't they? And by the way, the phones were working by the end of the day.

As I look back now, I can laugh and be grateful for the lesson I learned. In life, there will be many things beyond my control, but somehow, I'll manage to survive. So, since I cannot change the universe around me, I can at least make a paradigm shift in myself. It was amazing how such a small tweak in my thinking brought me such an overwhelming feeling of relief. It was like making a tiny adjustment to a car carburetor and suddenly, the engine was running like new! Of course as time goes on, regular tune-ups will be necessary in order to maintain the adjustment or the car, like our thoughts, will break down.

In case you wonder how it's been for me these past four years. Well all in all, it's been OK, pretty good in fact. The "we never had to do it this way before," comments are heard less and less. Also, I now regularly get supervision each week with my boss. Never had that before...not sure I even know how to use it yet, but I can never say that my boss has no idea what I'm doing.

A friend recently gave me one of those motivational, "lift your soul and your mind and body will follow," self-help, books for my birthday (now I know I'm middle aged). It says that I'm supposed to stay positive and surround myself with positive people. That's getting easier to do...at least at work!

I've learned a lot in four years. For example, performance improvement is no longer such an awful experience; in fact, the way UCHC approaches it can actually be fun. We work in teams instead of just counting numbers. The inmates actually say they're getting better and that we're doing a good job, according to the Basis 24 and Satisfaction Surveys. And mostly, I've learned about myself and my ability to grow in the face of challenges, and at times, frustrations. I'm proud of where I am today compared to four years ago, even though it hasn't always been easy. So that's what I've learned about change. And now, when it does occur, as it always will, I figure that I'll give it a try knowing that if this doesn't work out, I can always change it...again.

I wish you all the best as we move forward and hope this helps. In case you're wondering, the book is called The Four Agreements by Don Miguel Ruiz.

Marci L. Masker, PhD
Clinician Administrator



Hepatitis B Vaccination

A three-shot vaccination series is available for the Hepatitis B virus. Employees who have potential exposure to blood borne pathogens are entitled to the vaccination. Personnel with potential exposure to blood borne pathogens are required to provide proof of immunity to Hepatitis B, get the vaccine or sign a refusal form.

Environmental and Occupational Health and Safety Services (EOHSS) Campus Locations

Newark	t. (973) 972-4812
Stanley S. Bergen Building, Room 443	f. (973) 972-3694
Scotch Plains	t. (908) 889-2486
SHRP Building, Room 323	f. (908) 889-2496
Piscataway/New Brunswick	t. (732) 235-4058
Liberty Plaza, Suite 2250	f. (732) 235-5270
Stratford/Camden	t. (856) 566-6189
University Education Center, Suite 1031	f. (856) 566-6352



The EOHSS Web page (<http://www2.umdnj.edu/eohssweb>) provides up-to-date, comprehensive information on training and publications, as well as a large variety of outside resources.



Flu shots will be scheduled beginning mid-October through December. Further information will be faxed to all sites.

UMDNJ Professional and General Liability Program of Self-Insurance Coverage

The University provides professional and general liability coverage of UMDNJ staff with respect to activities performed within the scope of the staff member's UMDNJ employment (http://www.umdnj.edu/opmweb/Policies/HTML/financial/00-01-50-86_03.html). This liability coverage is provided for through a Program of Self-Insurance which is governed by the terms and provisions of the New Jersey Tort Claims Act, **N.J.S.A. 59:1-1, et seq.** Further information about the terms, provisions and conditions of coverage are available through the University Risk Management Department at (973) 972-6277 and also, are addressed within the aforementioned policy and Legislative Act.

Incident Reporting

If a person is injured or becomes ill from a workplace incident, employees are required to complete an appropriate Incident Report. There are two types of Incident Reports: the Clinical Incident Report (for an incident involving a patient) and the UMDNJ Form 70-2 (for an incident involving staff, faculty, students, visitors, damage or loss of property, etc.). Your supervisor should have copies of these forms and will instruct you on the proper procedures for reporting. Otherwise, contact UCHC Central Administration at (609) 341 3093.



To report a work-related injury or illness and to schedule an appointment with a physician following exposure to a hazardous material or following a minor injury contact Risk and Claims at (973) 972-6277

General Information

Contractor Contact Information

Medical Transportation:

Invalid Coach and BLS – primary all facilities except Bayside, Southern State and South Woods:

Able Medical Transportation, Inc.

24 hour dispatch: (800) 323-2253

Back up: (908) 203-9400

Fax: (908) 203-0823

Problem resolution: Fred Simko

Invalid Coach, BLS and Specialty Care Transport (equiv. to ALS) - all facilities:

Med-X Medical Management Services

24 hour dispatch: (888) 777-9022

Back up (732) 721-2828

Fax: (888) 777-4799

Problem resolution: Joann Simoes

Laboratory Services:

LabCorp

Normal pick ups and STATS: (800) 221-1481

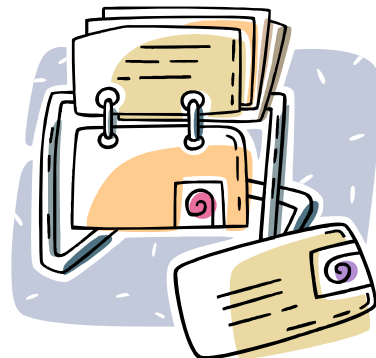
Customer Service: (800) 745-0233

Physician Supplies: (800) 631-5250 x2502

Fax: (800) 458-1932 Include account number on request

Main laboratory assistance: (800) 631-5250 press “0”

Ask for technical support by department





November 2, 2008

General Information



Test your pager on a routine basis - any problems should be reported to Melody Massa at 609-341-3095



University Correctional HealthCare
c/o NJDOC
Colpitts Modular Unit
P.O. Box 863
Whittlesey Road
Trenton, NJ 08625

609-341-3093
609-341-9380 - fax

ADDRESS



UCHC has an email mailbox.
You can forward your newsletter articles to:
uchccorectsvcs@umdnj.edu



UCHC Leadership Staff



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Jeff Dickert:	609-341-3093	732-580-1055	
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Rusty Reeves	973-465-0068 x4382	973-632-3194	973-312-5040
Rich Cevasco:	609-984-6474	201-407-3114	732-396-6768
Hesham Soliman:		609-238-0513	856-223-2262
Jon Hershkowitz:		732-570-5727	732-206-3157
Johnny Wu		609-238-0993	609-229-0675
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Submit your articles by November 21st for the December newsletter