



**PROPOSAL FOR THE DELIVERY OF COMPREHENSIVE  
HEALTHCARE FOR THE MACON COUNTY JAIL**

March 12, 2018

**ORGANIZATION OVERVIEW**

**1. Crossing Healthcare**

The Community Health Improvement Center dba Crossing Healthcare (Crossing) is a 501(c) (3) not-for-profit corporation located in Decatur, Macon County, IL. Founded in 1972 when a group of VISTA volunteers identified and wanted to address the lack of access to affordable medical care for underserved populations in the community of Decatur. Crossing was designated a Section 330 federally funded Community Health Center in 1983 and has maintained this Federal designation to date. Crossing continues to grow and expanded its sites and services and now employs a staff of more than 30 medical and behavioral health providers including Psychiatry and Tele-Psychiatry services and more than 70 clinical and administrative support staff providing comprehensive medical and behavioral healthcare to over 19,000 patients annually. Crossing Healthcare has earned the highest awarded PCMH designation for quality from the National Committee for Quality Assurance (NCQA) and continues to be recognized each year for superior clinical quality by The Health Resources Services Administration's Bureau of Primary Health Care. Crossing Healthcare maintains a license and certification from Illinois Department of Human Services Division of Alcohol and Substance Abuse (DASA). (Attachment A & B)

Crossing offers its comprehensive primary and preventive and behavioral health services from six delivery sites in Macon County, including the following locations: 1) Crossing Healthcare main site; 2) Crossing Healthcare on Water Street 3) Crossing Healthcare at Heritage Behavioral Health; 4) Crossing at Macon County Health Department; 5) Oasis Day Center; and, 6) Crossing at Decatur Memorial Hospital.

Crossing's mission is to provide excellent comprehensive healthcare that is affordable and accessible for the medically underserved. This mission has afforded our team with the opportunity to serve the most vulnerable members of our community. Our team has developed the competencies necessary to provide needed care to a population that is struggling from the effects of poverty, trauma, psychiatric conditions, multiple illness and substance abuse. The population held within the Macon County Jail has similar background and physical and mental health needs as our current patient population. For this reason, our Medical Staff are suited to provide care within the Macon County Jail and can do so in a way that is respectful and appropriate.

**2. Minimum Qualifications**

1. Crossing Healthcare has a 45 year history of providing high quality comprehensive medical and behavioral healthcare and is experienced at managing multiple offsite care delivery locations. In 2017 in response to a local professional shortage of Psychiatry services Crossing entered into a contractual arrangement with Regroup Telehealth to provide Tele-Psychiatry services. Currently, through this agreement Crossing Provides 16 hours per week of Psychiatry Care to our patients. Increasing the scope and size of this contractual arrangement has been explored and our organization will be able to provide the requested 3 hours of Psychiatric services for the Macon County Jail through this established contract within 30 days of a fully executed contract.



# Crossing HEALTHCARE

## Exhibit A

to discuss the circumstance or situation to provide Macon County Jail Staff with direction. In the event it is deemed the medical provider needs to present to the Jail in person, to assess an after hour emergency, they will be incentivized by Crossing Healthcare to do so within one hour of the call. Response to after hour calls is an item that should be measured and discussed monthly in quality meetings to ensure the needs of the Jail are being addressed.

3 Hours of Psychiatric Services will be provided each week via an existing contractual relationship between Crossing Healthcare and Regroup Telehealth utilizing existing equipment owned and maintained by the Macon County Jail.

80 Hours of Behavioral health staffing will be provided by staff with sufficient behavioral health qualifications and experience to ensure the screening and treatment needs of the jail are met. Crossing Healthcare recognizes that these roles are currently being filled by staff within the jail and will offer fulltime employment to these behavioral health professionals. Crossing healthcare currently employs 5 fulltime counselors who are capable of meeting the needs in the jail and could provide ongoing services while staff are identified and hired or in the event of vacancies to ensure no disruption of services to the jail.

## 5. Daily Operations

Conditions that place an inmate at the highest risk for negative outcomes while incarcerated include withdrawal from alcohol and drugs, suicide and poorly controlled diabetes. For this reason, special consideration to these conditions will be given to ensure inmates with a history of substance abuse disorder, suicide risk and diabetes are rapidly identified and medical and behavioral health interventions are put into place within 48 hours. Currently, nursing staff provide coverage to the jail Monday thru Friday 6 AM to 10 PM with morning and evening weekend hours to cover medication administration. All inmates are screened at the time of booking with a tool that addresses medical, behavioral health, substance abuse and trauma history. Each day, Monday thru Friday, the screenings of the previous 24 hours will be reviewed by nursing staff with weekend screenings reviewed by the weekend day nurse. Positive responses to the screening questionnaire will result in further review by the nurse or as appropriate, by the behavioral health staff member. Emphasis of nursing and medical staff time and daily procedures will be determined upon review of screening results and addressing identified needs of inmates within the first 48 hours. Crossing Healthcare is the largest primary medical provider for the low income and Medicaid population in Macon County. Many inmates in the Macon County Jail receive medical care from Crossing Healthcare making the identification of significant medical and behavioral health needs easier for our team.

A comprehensive assessment including all required components will be completed within 12 days of admission and reviewed by the medical staff within 14 days. The Crossing Healthcare Medical team will work closely with the Macon County Jail leaders to identify a tool to meet this requirement. As the Jail transitions to a facility wide electronic record it will be important to evaluate any documentation tools that currently exist within the purchased system. If no documentation tool that meets the History and Physical Requirements outlined in the RFP exists Crossing Healthcare Medical team will develop such tool for use by the medical staff.

Medication administration is currently being completed two times per day at the jail. For the majority of inmates this is appropriate, however for patients suffering from diabetes this practice can and should be modified. In an effort to streamline the medication process Crossing Healthcare will contract with Dales Southlake Pharmacy in Decatur. Crossing Healthcare has contracted with Dales Pharmacy to administer its 340B Federal Pharmacy Discount program and has had this relationship for more than ten years. Dales Pharmacy is an established and trusted care delivery partner. Dales Pharmacy currently provides medication in a bubble pack for ease of administration by the nursing team for multiple nursing facilities in the community and is capable of providing this service for the Macon County Jail. Further, Dales Pharmacy is owned and operated by licensed pharmacists who can provide oversight of the medication storage and administration processes to ensure compliance with all state and federal regulations.



## Exhibit A

### 6. Cost and Assignment of Responsibility

The following are summaries of those items covered by this proposal or those that will need to be covered additionally by Macon County.

- A. Nurse wages and benefits. With the goal of ensuring a qualified and capable staff to provide healthcare in the Macon County Jail, Crossing Healthcare will cover jail services up to 160 hours per week. The nursing schedule that is currently being deployed can remain in place with adjustments to the hours nurses are on site being made to support the goals of the team. Coverage will be 7 days per week.
- B. Physician medical director on-site. 12 hours of on-site medical care will be provided by Nurse Practitioners and Physicians Assistants under the supervision of Dr. Dana Ray the Chief Medical Officer of Crossing Healthcare. Administrative oversight of the medical program will be provided by Dr. Ray. Crossing Healthcare plans to have medical staff in the jail 5 days per week Monday through Friday to ensure any concern identified by nursing staff can be addressed by the medical provider in a timely fashion. In order to ensure access to medical staff in the event of an emergency Crossing Healthcare will establish a subset of medical providers to remain on call for the jail. The Medical providers will be available by phone to discuss the circumstance or situation to provide Macon County Jail Staff with direction. In the event it is deemed the medical provider needs to present to the Jail in person to assess an after hour's emergency they will be incentivized by Crossing Healthcare to do so within one hour of the call.
- C. Psychiatric services. 3 Hours of Psychiatric Services will be provided each week via an existing contractual relationship between Crossing Healthcare and Regroup Telehealth utilizing existing equipment owned and maintained by the Macon County Jail.
- D. Mental health clinician. 60 Hours of Behavioral health staffing will be provided by staff with sufficient behavioral health qualifications and experience to ensure the screening and treatment needs of the jail are met. Crossing Healthcare recognizes that these roles are currently being filled by staff within the jail and will offer fulltime employment to these behavioral health professionals.
- E. Medical supplies. Medical supplies include medications and other supplies necessary for the treatment of individuals and will be covered by this proposal.
- F. Medical equipment. It is anticipated there will be no equipment necessary to operate Health Services. Equipment identified as necessary will not be covered in this proposal.
- G. Over the counter medications. Medications are included in Medical supplies and are a part of this proposal.
- H. Clinical lab procedures. Through the Crossing Healthcare agreement with LabCorp, lab testing is being provided by Crossing Healthcare. These will include basic screening tests and other tests deemed necessary by the medical staff.
- I. Office supplies – Office supplies will be covered under the agreement with Crossing Healthcare.
- J. Folders and forms – Folders and forms are included in the Office supply category and are a part of this proposal.
- K. Any necessary pharmacy licenses/permits. Pharmaceuticals will be covered under the contract with Crossing Healthcare and be supplied by Dales Southlake Pharmacy. Necessary licenses and permits will be through Dales.
- L. All required insurance including malpractice insurance. Malpractice insurance will be provided by Crossing Healthcare, according to the terms of this RFP (\$1,000,000 per occurrence, \$5,000,000 aggregate), and is evidenced by the Certificate of Insurability attached to this document. Worker's compensation insurance will be provided by Crossing Healthcare for all employees covered under this proposal. General Liability insurance is not provided under this proposal and will be the responsibility of the County.
- M. Administrative services (cell phone). Administrative services are covered under this proposal.
- N. Training for officers in the jail on various topics. Training on health related topics will be provided at no additional charge under this proposal.



## Exhibit A

as primarily responsible for carrying out the QI/QA program and for recommending provider credentialing and re-credentialing for the organization.

Crossing Healthcare uses the Plan, Do, Study, Act (PDSA) approach to continuous quality improvement. Data is collected and analyzed looking to identify trends, patterns, performance levels that suggest opportunities for improvement. Reduction of malpractice exposure is accomplished through risk management, peer review, and credentialing closely coordinated within the QM program. The Medical Director is responsible for identifying evidence based guidelines for Providers to follow as an integral part of QM in order to design or improve processes that evaluate and treat specific diagnoses, conditions, or symptoms. The Medical Provider is responsible for ensuring that peer review and clinical audits are conducted on a quarterly rotation and designed to provide periodic assessment of service utilization and the appropriateness and quality of services. The Medical Director is responsible for instituting changes when indicated and for the resolution of any clinical problems identified.

As a component of an ongoing quality management plan for the Macon County Jail Crossing Healthcare recommends weekly interdisciplinary meetings at the Jail to discuss inmate specific concerns. Included in these meetings would be jail staff, nursing, behavioral health and medical staff. On a monthly basis a meeting shall occur to review the quality metrics listed below. This meeting will be attended by Jail supervisor and staff, nursing staff, behavioral health staff, Medical Director and Operations Director. On a quarterly basis a programmatic overview meeting shall occur including the Leadership of the Macon County Jail, Macon County Sheriff, Crossing Healthcare CEO, Medical Director and Operations Director. The purpose of this meeting is to review program level data, set quality improvement goals and initiatives as well as evaluate the overall effectiveness of the medical program and compliance with the contract.

Crossing Healthcare's credentialing and privileging process is conducted by the Medical Director and Human Resources staff to ensure that all contracted and employed providers meet appropriate qualifications necessary to provide care and services to our patients.

The Risk Management program monitors the presence and effectiveness of patient risk minimization activity; including incident reports, sentinel events, infection control, lab quality control, and patient safety. These risk management minimization activities will be proactive whenever possible incorporating safeguards against medical malpractice.

Crossing Healthcare will maintain health records in a manner that is current, detailed, secure, confidential, complete, accurate, legible, authenticated and readily available to all appropriate health care practitioners and other necessary parties in strict accordance with HIPPA guidelines.

On-going Quality Assurance/Improvement activities shall include tracking the following data specific to the jail site on a monthly basis including:

1. Inmate's requests for various services
2. Inmates seen at sick call – including complaints and outcomes
3. Inmates seen by physician
4. Inmates seen by dentist
5. Inmates seen by psychiatrist
6. Inmates seen by Mental Health Counselor
7. Off-site hospital admissions to include ER and general physician referrals
8. Intake medical screenings
9. Fourteen day history and physical assessments
10. Psychiatric evaluations
11. Diagnostic studies



## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

4/2/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

|   |   |                       |
|---|---|-----------------------|
| <b>PRODUCER</b><br>Mesirow Insurance Services, Inc.<br>353 N. Clark St 11th fl<br>Chicago, IL 60654 | <b>CONTACT NAME:</b> Nick Mishevich         |                       |
|   | <b>PHONE (A/C, No, Ext):</b> (312) 595-6200 | <b>FAX (A/C, No):</b> |
| <b>E-MAIL ADDRESS:</b> nick.mishevich@alliant.com   |   |                       |
| <b>INSURER(S) AFFORDING COVERAGE</b>  |   | <b>NAIC #</b>         |
| <b>INSURER A:</b> Homeland Insurance Company of New York  |   | <b>34452</b>          |
| <b>INSURER B:</b>   |   |                       |
| <b>INSURER C:</b>   |   |                       |
| <b>INSURER D:</b>   |   |                       |
| <b>INSURER E:</b>   |   |                       |
| <b>INSURER F:</b>   |   |                       |

|   |
|---|
| <b>INSURED</b><br>Community Health Improvement Center<br>dba Crossing Healthcare<br>320 E Central Ave.<br>Decatur, IL 62521 |
|---|

## COVERAGES

## CERTIFICATE NUMBER:

## REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

| INSR LTR | TYPE OF INSURANCE  | ADDL INSD | SUBR WVD | POLICY NUMBER        | POLICY EFF (MM/DD/YYYY) | POLICY EXP (MM/DD/YYYY) | LIMITS  |
|----------|--|-----------|----------|----------------------|-------------------------|-------------------------|---|
|          | <b>COMMERCIAL GENERAL LIABILITY</b><br><input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR<br><br>GEN'L AGGREGATE LIMIT APPLIES PER:<br><input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC<br>OTHER: |           |          |                      |                         |                         | EACH OCCURRENCE \$<br>DAMAGE TO RENTED PREMISES (Ea occurrence) \$<br>MED EXP (Any one person) \$<br>PERSONAL & ADV INJURY \$<br>GENERAL AGGREGATE \$<br>PRODUCTS - COMP/OP AGG \$<br>\$                                      |
|          | <b>AUTOMOBILE LIABILITY</b><br><input type="checkbox"/> ANY AUTO<br><input type="checkbox"/> ALL OWNED AUTOS<br><input type="checkbox"/> HIRED AUTOS<br><input type="checkbox"/> SCHEDULED AUTOS<br><input type="checkbox"/> NON-OWNED AUTOS                     |           |          |                      |                         |                         | COMBINED SINGLE LIMIT (Ea accident) \$<br>BODILY INJURY (Per person) \$<br>BODILY INJURY (Per accident) \$<br>PROPERTY DAMAGE (Per accident) \$<br>\$   |
|          | <input type="checkbox"/> UMBRELLA LIAB<br><input type="checkbox"/> EXCESS LIAB<br><input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$   |           |          |                      |                         |                         | <input type="checkbox"/> OCCUR<br><input type="checkbox"/> CLAIMS-MADE<br>EACH OCCURRENCE \$<br>AGGREGATE \$<br>\$  |
|          | <b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b><br>ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)<br>If yes, describe under DESCRIPTION OF OPERATIONS below  |           |          |                      |                         |                         | <input type="checkbox"/> Y/N <input type="checkbox"/> N/A<br>PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/><br>E.L. EACH ACCIDENT \$<br>E.L. DISEASE - EA EMPLOYEE \$<br>E.L. DISEASE - POLICY LIMIT \$ |
| <b>A</b> | <b>Professional Liabili</b>  | <b>X</b>  |          | <b>MFL0043711117</b> | <b>11/15/2017</b>       | <b>11/15/2018</b>       | <b>\$1M Ea Claim/\$5M Agg</b>   |

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

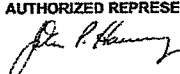
This certificate is specific to the following exposure/healthcare provider services rendered at Macon County Jail as described in the Inmate Medical and Mental Health Services Request for Proposal.

Macon County, the Macon County Sheriff, their Officers, employees and agents are included as additional insureds when required by written contract.

This coverage is effective 5/1/2018.

## CERTIFICATE HOLDER

## CANCELLATION

|   |  |
|---|--|
| Macon County, the Macon County Sheriff, their Officers,<br>Employees and Agents | SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.<br><br>AUTHORIZED REPRESENTATIVE<br> |
|---|--|