



GUIDE TO SERVICES and RESOURCES

DESKTOP REFERENCE GUIDE

FOR QUALITY
IN CORRECTIONAL
HEALTH CARE

SUPPORTING ORGANIZATIONS

Academy of Correctional Health Professionals Academy of Nutrition and Dietetics American Academy of Child and Adolescent Psychiatry American Academy of Family Physicians American Academy of PAs American Academy of Pediatrics American Academy of Psychiatry and the Law American Association of Nurse Practitioners American Bar Association American College of Correctional Physicians American College of Emergency Physicians American College of Healthcare Executives American College of Obstetricians and Gynecologists American College of Physicians American College of Preventive Medicine American Counseling Association American Dental Association American Jail Association American Medical Association American Nurses Association American Osteopathic Association American Pharmacists Association American Psychiatric Association American Psychological Association American Public Health Association American Society of Addiction Medicine National Association of Counties National Association of Social Workers National Medical Association National Sheriffs' Association Society for Adolescent Health and Medicine

Dear Colleague,

At the National Commission on Correctional Health Care, we have always known that strong partnerships are the key to success. For more than 40 years, we have held steadfast to our mission with strong partnerships to help us further our mutual goals.

We are pleased to share our story with you — the story of how we came to be and how our evolution has placed us at the forefront of the movement to improve health care for incarcerated people. This reference guide outlines the services and resources we offer and how we can partner with you.

Your organization's goals align with ours. Let's talk about how we can reach them together.

Best regards,

Deborah Ross, CCHP
Chief Executive Officer



OUR INDEPENDENCE MATTERS

The National Commission on Correctional Health Care has no membership or dues. NCCHC does not require any affiliation to be considered for accreditation, certification, or employment as a consultant or surveyor, or to serve on committees or the board of representatives. NCCHC is impartial, unbiased, and dedicated to recognizing and fostering improvements in correctional health care.

NCCHC SENIOR LEADERSHIP TEAM

Along with a multidisciplinary board of representatives, the NCCHC senior leadership team has experience, certifications, and advanced degrees in law enforcement, medicine, nursing, public administration, business, and not-for-profit management.



MISSION STATEMENT

The mission of the National Commission on Correctional Health Care is to improve the quality of health care in jails, prisons, and juvenile confinement facilities.

NCCHC ORIGINS

NCCHC's origins date to the early 1970s, when an American Medical Association study of jails found inadequate, disorganized health services and a lack of national standards. In collaboration with other organizations, the AMA established a program that in 1983 became NCCHC, an independent, not-for-profit 501(c)(3) organization whose early mission was to evaluate and develop policy and programs for a field clearly in need of assistance.

NCCHC TODAY

Today, NCCHC's leadership is recognized internationally. To help correctional health care systems provide efficient, high-quality care, we offer a broad array of services and resources. We establish standards for health services in correctional facilities, operate a voluntary accreditation program for institutions that meet those standards, produce resource publications and tools, conduct educational conferences, and offer certification for correctional health professionals.

NCCHC is supported by the major national organizations representing the fields of health, mental health, law, and corrections. Each supporting organization has named a liaison to the NCCHC board of representatives to create a robust, multidisciplinary structure that reflects the complexities of correctional health care.

www.ncchc.org



Contact Jim Martin to learn how NCCHC can best work with your facility, system, or program to improve your health care services. jamesmartin@ncchc.org, (773) 880-1460, ext. 273

Jim Martin, MPA, CCHP (Ret. Lt.)
Vice President of Program Development

PATHWAYS TO EXCELLENCE

Amid shrinking budgets and growing challenges in corrections, the nation's jails and prisons are required to provide constitutionally acceptable care. NCCHC has the resources and programs you need to meet the challenge of correctional health care excellence.

NCCHC STANDARDS

NCCHC's highly respected *Standards* serve as a framework to ensure that systems, policies, and procedures are in keeping with nationally recognized best practices. (page 4)

VALIDATION THROUGH ACCREDITATION

Accreditation provides public recognition that correctional facilities are meeting NCCHC's nationally recognized standards for quality health care services. Accreditation reduces exposure to costly liability and recognizes the institution's commitment to meeting quality goals and using best practices. (page 5)

PROFESSIONAL CERTIFICATION

The Certified Correctional Health Professional program provides formal recognition for individuals who have engaged in a process of ongoing, focused, and targeted professional development. (page 9)

EDUCATION AND MEETINGS

NCCHC conferences are renowned for their exceptional programming, abundant networking, and the best commercial exhibitions in this field. NCCHC hosts three annual conferences, webinars, and other programs. (page 11)

PUBLICATIONS

NCCHC keeps the field informed with CorrectCare online and in print as well as the Journal of Correctional Health Care. (page 12).

NCCHC RESOURCES, INC.

A nonprofit organization, NCCHC Resources serves the increasing demand for high quality technical assistance and consulting services for correctional health care systems. As jails, prisons, and juvenile detention facilities strive to deliver constitutional health care, improve quality, and reduce risk, NCCHC Resources can offer unique expertise from the world's leaders in correctional health care. (page 13)

NCCHC FOUNDATION

The Foundation gives back by championing the correctional health care field and serving the public by supporting research, professional education, scholarships, and patient reentry into the community. (page 16)

THE NCCHC STANDARDS: A FRAMEWORK FOR QUALITY

When it comes to delivering quality care in correctional settings, the NCCHC *Standards* provide the framework to ensure that systems, policies, and procedures are in place to produce the best outcomes in the most cost-efficient and effective manner.

Developed by leading experts in the fields of health, mental health, law, and corrections, the *Standards* are our recommendations for managing the delivery of health services. These authoritative manuals have guided the field toward continual improvement of care for the incarcerated, strengthening organizational effectiveness, and reducing the risk of adverse legal judgments. The *Standards* are also the foundation of NCCHC's accreditation program.

All five editions — for jails, prisons, juvenile facilities, mental health services, and opioid treatment programs — have a strong focus on quality and outcomes and offer flexibility in how to achieve results. Only NCCHC and NCCHC Resources are qualified and authorized to assess compliance with NCCHC Standards.

NCCHC Standards are widely accepted by the courts and are the benchmark for an acceptable level of health care in corrections.



Standards for Health Services in Jails

Standards for Health Services in Prisons

Standards for Health Services in Juvenile Facilities

Standards for Mental Health Services in Correctional Facilities

Standards for Opioid Treatment Programs in Correctional Facilities

In ordering an end to a class action case after nearly 40 years of litigation, a U.S. District Court judge stated that compliance with NCCHC standards constitutes "powerful evidence" of compliance with the Eighth Amendment prohibiting cruel and unusual punishment. In finding no constitutional violation in the health care provided to incarcerated individuals in the case, the judge wrote that NCCHC accreditation and compliance tied to NCCHC standards, while not determinative, "constitute substantial evidence of adequate medical care."

Balla v. Board of Corrections (D. Idaho 2020)

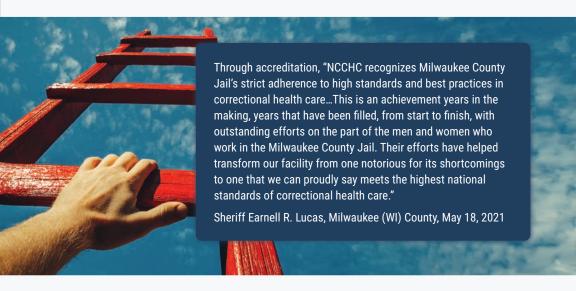
NCCHC ACCREDITATION

BENEFITS OF NCCHC ACCREDITATION

- Protects the institution by minimizing the occurrence of adverse events, thus avoiding health care-related lawsuits and grievances and often reducing liability premiums
- Promotes and documents an efficient, wellmanaged system of health care delivery with feedback from knowledgeable correctional health professionals
- Validates with objective criteria the areas in which the health care facility is doing well or has room for improvement
- Educates and trains staff on NCCHC Standards, with the benefit of introducing new efficiencies and uniform practices
- Recognizes staff contributions and excellence, improves morale, and aids recruitment and retention
- Helps obtain community support and provides justification for budget requests
- Protects the health of the public, staff, and incarcerated people by ensuring that residents and those released receive adequate and appropriate health care

WHAT SETS US APART?

- Survey teams are customized to the facility's programs (e.g., mental health surveyors for extensive mental health programs, dentist surveyors for facilities with on-site dental care).
- We can survey one facility at a time or the entire system in the span of a week, depending on your needs.
- Survey teams have specific expertise in correctional health care and each team includes a physician.
- NCCHC accreditation staff and surveyors have worked in corrections – we understand how to implement standards because we've used them and can offer pre- and post-survey support.
- Plus: free webinars on how to prepare for NCCHC accreditation, and for states that are bringing on numerous facilities, on-site, indepth standards training.





NCCHC OFFERS FIVE TYPES OF ACCREDITATION:

- 1 Health Services in Jails
- 2 Health Services in Prisons
- 3 Health Services in Juvenile Confinement Facilities
- **4** Mental Health Services in Correctional Facilities
- **5** Opioid Treatment Programs in Correctional Facilities

Can reduce the risk of unfavorable legal judgments and costly liability

For more than 40 years, NCCHC has set the standards for quality constitutional care and awarded accreditation to facilities that demonstrate their commitment to those standards.

Accreditation from NCCHC validates a correctional facility's commitment to quality care and quality improvement in its clinical, administrative, and legal obligations.

NCCHC is the first and only accrediting body dedicated exclusively to health care in the nation's jails, prisons, and juvenile facilities, and its accreditation program is the only one overseen by correctional health care experts.

Accreditation is an external peer review in which NCCHC, an independent nonprofit organization, recognizes correctional facilities that meet its nationally recognized standards, the benchmark for quality correctional health care services and the most rigorous standards available.

A STEP-BY-STEP GUIDE TO NCCHC ACCREDITATION

STEP 1 PREPARE FOR ACCREDITATION

- Become familiar with the NCCHC standards that pertain to your setting or program.
- Assess your facility's compliance with the standards.

STEP 2 COMPLETE THE APPLICATION

- · Complete the full application at MyNCCHC.org.
- Have the application signed by the individual legally responsible for the facility.

STEP 3 USE THE SELF-SURVEY QUESTIONNAIRE

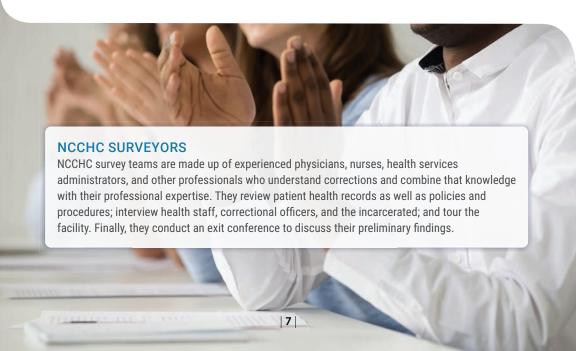
- This information helps both NCCHC staff and your facility prepare for the on-site survey.
- Use the "Suggested Preparation & Planning for Accreditation Site Visits" tip sheet.

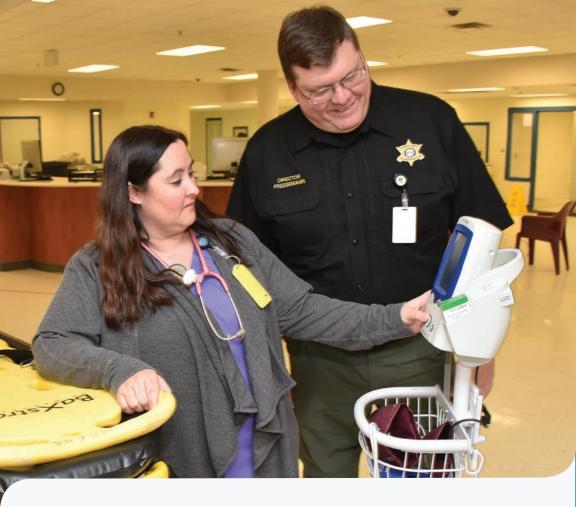
STEP 4 SCHEDULE THE SURVEY

- The survey will be scheduled when you feel you are ready.
- · NCCHC will work with you on the date.
- Surveys typically take two to three days, depending on facility size and any special considerations.
- A team of correctional health experts will be assigned to your facility.

STEP 5 THE SURVEY

- Structured to be a professional learning experience for the staff
- Opportunity for collaboration between health staff, correctional staff, and NCCHC
- · Survey process involves these elements:
 - An entrance conference
 - Review of health records
 - Review of other documents, including policies and procedures
 - Facility tour
 - Structured interviews with health staff, administrators, custody staff, other personnel, and the incarcerated
 - An exit conference to provide preliminary feedback and answer questions





AFTER THE SURVEY

- · The lead surveyor submits the report to the accreditation committee.
- The accreditation committee carefully evaluates the findings for compliance with the standards.
- · The committee will decide: accredited, accredited upon verification, deferral, or denial.
- NCCHC will send a comprehensive survey report to the responsible official and health services administrator within two weeks of the committee meeting.
- · Facilities will be asked to provide corrective action for standards found to be out of compliance.

ONGOING ACCREDITATION

- · Each year the facility will submit an Annual Maintenance Report with updates.
- · As part of the accreditation cycle, a survey team will conduct a visit every three years.

PROFESSIONAL CERTIFICATION

Certification through NCCHC's Certified Correctional Health Professional program signifies one's leadership, commitment, and expertise. Certification recognizes the mastery of national standards and the knowledge expected of leaders in this complex, specialized field. The CCHP credential is a professional designation and symbol of achievement and is highly valued not only by participants but also by employers.

CCHP PROFESSIONE

Basic certification is available for all professionals working in correctional health care, including administrative, correctional, and support staff. It is a stepping-stone (and an eligibility requirement) toward advanced and specialty certifications.

CCHP CERTIFICATION IN 4 EASY STEPS

- 1. Submit initial application (online form and fee); you will then receive the candidate handbook and instructions for completing the application.
- 2. Complete application (provide resume and license).
- 3. Submit registration to take the exam (NCCHC site, test center, or online).
- 4. Study for and take the exam; you will receive results within two weeks.

CCHP EXAM PREPARATION TIPS

The CCHP exam is based on the content of NCCHC's *Standards*, so learning the standards is critical to passing the exam. Successful candidates often undertake study sessions, either alone or in a group. Other good ways to prepare are to attend a standards seminar at an NCCHC conference or online, or to schedule a group seminar and exam at your facility. Sample test questions provide an idea of what to expect (see **ncchc.org/sample-questions**).

- · Standards for Health Services in Jails
- · Standards for Health Services in Prisons
- · Standards for Health Services in Juvenile Detention and Confinement Facilities
- Correctional Health Care: Guidelines for the Management of an Adequate Delivery System

RECERTIFICATION

Certification is valid for one year. All CCHPs must apply for continuing certification annually. Continuing certification requires participation in 18 hours of continuing education per year, at least six of which are specific to correctional health care. Documentation of these activities need not be submitted, but we highly recommend that you maintain documentation of your continuing education activities.

STANDARDS REVIEW + CCHP EXAM + YOUR LOCATION = CONVENIENCE & EXPERTISE

Bring the full-day *Standards* review and CCHP exam to your facility. The course includes a copy of the relevant *Standards* book (jails, prisons, or juvenile facilities), a full day of on-site training, and administration of the CCHP exam.

ncchc.org/professional-certification

WHY IS CERTIFICATION IMPORTANT?

MORE THAN 90%

of respondents to a survey about the CCHP program said they pursued certification because it:

- Provides personal satisfaction
- · Enhances feelings of personal accomplishment
- · Provides evidence of professional commitment
- · Enhances professional credibility
- · Indicates professional growth
- · Validates specialized knowledge
- · Enhances personal confidence in professional abilities
- Indicates mastery of professional standards

"The CCHP credential indicates to my colleagues, managers, and patients a commitment to obtaining knowledge and providing a higher level of care."



ADVANCED CERTIFICATION

The CCHP-Advanced program recognizes CCHPs who have demonstrated excellence, commitment, and contribution to the field of correctional health care and their own discipline or profession. Advanced certification requires at least three years of participation in the certification program and demonstration of extensive experience in and knowledge of correctional health services delivery.

SPECIALTY CERTIFICATION

Correctional health professionals face unique challenges. They must provide effective, efficient care to a high-acuity population while facing strict security regulations, crowded facilities, and myriad legal and public health concerns. Specialty certification provides validation of a commitment to maintain the knowledge necessary to provide care to incarcerated patients. Specialty exams measure mastery of the standards, with focus on the roles and responsibilities germane to the discipline.



CCHP-Mental Health



CCHP-Physician



CCHP-Registered Nurse

EDUCATION AND MEETINGS

Educating the field is a key strategy in fulfilling the NCCHC mission. Professional education also helps with career advancement, satisfaction, and staff retention. Our programming is driven by rigorous ongoing needs assessment of professionals augmented by input from a committee of experts in diverse disciplines.

ADVANCING PROFESSIONAL DEVELOPMENT

NCCHC conferences are renowned for their exceptional educational programs, abundant networking, and the best exhibit halls in the field.

NCCHC webinars and online conferences offer convenient education that helps participants meet continuing education requirements.

NCCHC and our consulting arm, NCCHC Resources, Inc., also offer on-site training, including a full-day standards seminar followed by on-site administration of the CCHP exam.

PARTNER OPPORTUNITIES

The professionals who attend NCCHC conferences are leaders and hands-on practitioners in the field. For conference sponsors and exhibitors, these events provide an unparalleled opportunity to help these

professionals provide high-quality care. Reach this important audience:

- Exhibit at NCCHC educational conferences: Spring Conference on Correctional Health Care, Correctional Mental Health Care Conference, and National Conference on Correctional Health Care
- Expand your reach through advertising and sponsorships: print, digital, and on-site educational and exhibit hall opportunities
- · Sponsor an NCCHC educational webinar

CONTINUING EDUCATION

NCCHC is accredited by ACCME, ANCC, APA, and NASW to provide continuing education for physicians, nurses, psychologists, and social workers, as well as general credit for CCHPs and professionals in other disciplines. Our conferences and webinars offer approximately 100 hours of CE each year.

WHAT ARE ATTENDEES LOOKING FOR?

84% are looking for new products and services

48% want to meet with current suppliers

89% visited the exhibits two or more times

WHO ARE OUR CONFERENCE ATTENDEES?

20% health services, dental, or mental health staff

16% facility medical directors and directors of nursing

15% department managers/supervisors

10% health services administrators

3% state directors

ncchc.org/education

PUBLICATIONS

JOURNAL OF CORRECTIONAL HEALTH CARE



The Journal of Correctional Health Care is the only national, peer-reviewed scientific journal to address correctional health care topics.

Indexed in the National Library of Medicine's PubMed database, JCHC features original research, case studies, best practices, literature reviews, and more to keep correctional health care professionals informed of important trends and developments. Topics include clinical care, health services and support, personnel and staffing, ethical issues, medical records, quality improvement, risk management, and medical-legal issues.



CORRECTCARE®

The official voice of the preeminent organization in correctional health care, published semi-annually, *CorrectCare* reaches 25,000 individuals, including key personnel at correctional facilities, CCHPs,

members of the Academy of Correctional Health Professionals, and other qualified professionals. It is also posted online at **ncchc.org/correctcare**.

CORRECTCARE EXTRA

NCCHC's e-newsletter is designed for the way readers consume content today. *CorrectCare Extra* is emailed to 23,000+ correctional health professionals every other week – 26 issues a year – to keep them informed of industry news and important NCCHC updates. *CorrectCare Extra* uses artificial intelligence to deliver the most pertinent news to each individual reader based on their past newsletter reading preferences.

POSITION STATEMENTS

The National Commission's position statements express NCCHC's expert opinion on important issues that are not addressed in the *Standards*. These position statements assist correctional facilities in designing policies and procedures. Topics address medical, technical, ethical, and managerial issues such as managing chronic pain, restraint of pregnant individuals, transgender health care, restrictive housing, medical autonomy, and much more.

ncchc.org/position-statements



LOOKING FOR DIGITAL, PRINT, OR IN-PERSON OPPORTUNITIES?

Contact **Sales@ncchc.org** to talk about how to reach NCCHC's unique correctional health care audience.





UNIQUE EXPERTISE

Our team has deep core competencies in both clinical settings and correctional facilities and systems. We are a bridge between these two worlds — and that dual focus touches everything we do as your partner.

RISK AND LIABILITY REDUCTION

We help you avoid costly and time-intensive litigation, mitigate a wide array of correctional health care risks, and reduce risk of undesirable outcomes for staff and incarcerated people.

PROACTIVE SOLUTIONS

We will assemble a team of clinicians, administrators, and other subject matter experts to address any challenges you face, identify potential future issues, and develop effective, evidence-driven solutions.

Full-service consulting **FOR** correctional health systems **BY** correctional health experts to help you identify, solve, and prevent your most important challenges.

REDUCE RISK THROUGH QUALITY AND CONSISTENCY

Only NCCHC Resources can guarantee reliance on evidence-based practices, comprehensive familiarity with NCCHC standards and positions, and expertise in applying the standards. Work with NCCHC Resources to:

- · Objectively validate the areas where your health care facility is doing well
- · Identify areas for improvement
- Protect you by minimizing the occurrence of adverse events, thus avoiding health care-related lawsuits and grievances and often reducing liability premiums
- · Educate and train staff
- Introduce new efficiencies and standardized practices
- · Protect the health of the public, staff, and the incarcerated
- · Ensure that those incarcerated and released receive adequate and appropriate health care



I am convinced that the decision to ... reach out to you for technical assistance is undoubtedly one of the best that I have made since my arrival.

—Medical Director Department of Youth Rehabilitation Services Washington, DC



OUR SERVICES

RFP AND CONTRACT DEVELOPMENT AND MANAGEMENT

- RFP development and evaluation for all levels of services complexity. Your health services are only as good as the contract requiring them.
- Industry-leading Active Contract Management to help you and your vendor succeed in providing high quality, cost-effective health services

PERFORMANCE ANALYSIS & SUPPORT SYSTEM

 Independent monitoring of health services contractor compliance with ongoing oversight, analysis, and support

OPIOID TREATMENT PROGRAMS

 Help navigating one of the most challenging areas of correctional health care. Our experts can support you wherever you are in the spectrum of caring for patients with substance use challenges.

OFF-SITE CLAIMS MANAGEMENT

 Off-site medical and mental health services are among the most expensive items in your budget. Whether you use a vendor or selfoperate, our expert analysts can help you get control of this costly area and provide higher quality care in the process.

HEALTH SERVICES TECHNICAL EVALUATIONS

- Comprehensive review of medical and mental health services with targeted recommendations for improvement
- System readiness for accreditation and compliance verification, including on-site assessments and feedback

SUICIDE PREVENTION

 Detailed evaluation of suicide prevention with examination of all pertinent aspects of security, health care, and facility design

HEALTH SERVICES SPACE PLANNING AND DESIGN

- Correctional health services-focused review and management of facility design and utilization in partnership with national architectural experts. Define and analyze needed services to optimize space utilization with consideration of appropriate levels of care.
- Prevent costly and dangerous errors and omissions by serving as your advisor or representative before or during construction.

TRAINING

- Online or in-person training for staff on all aspects of health services, crisis intervention training, opioid use disorder, and medicationassisted treatment
- Tailored on-site standards training and certification examinations. NCCHC Resources has authoritative information on NCCHC standards



The NCCHC Foundation's mission is to champion the correctional health care field and serve the public by supporting research, professional education, scholarships, and patient reentry into the community.

The NCCHC Foundation serves as the fundraising and philanthropic arm of the National Commission on Correctional Health Care, raising money for research and education to further the field.

The Foundation leverages donations and industry partnerships to lead research initiatives, share best practices, expand education for correctional health professionals, and improve support for patients during reentry into the community.

EDUCATION

Each year, more than 3,000 health care professionals participate in NCCHC educational offerings on-site or online. Many work for states and counties with limited funding for travel and participation. The Foundation will use its funding to support scholarships for health care professionals and expand learning opportunities for correctional health staff, corrections staff, and community health care professionals.



RESEARCH

Clinical research spending in the United States is estimated at \$171 billion per year, and yet very little is spent on researching outcomes and best practices for incarcerated patients. There is a huge need for centralized data collection and analysis to identify best practices and support optimal outcomes for correctional patients.

COLLABORATION

The Foundation seeks to collaborate with individual donors, corporations, nongovernmental organizations, and government agencies to make a real difference in outcomes for patients in corrections and the communities they come from. Key areas of concern include substance use, mental health, chronic health conditions, geriatric care, and infectious disease.

The Foundation is poised to accelerate NCCHC's work to meet the increasingly complex needs of today's incarcerated populations and the health professionals who care for them.

NCCHCFoundation.org

JOIN US IN TRANSFORMING PATIENT CARE

GIFTS ENABLE THE FOUNDATION TO:

- · Support research that identifies best practices and leads to better outcomes in correctional settings
- · Gather, analyze, and disseminate data to support high quality correctional health care
- Encourage health care efficacy and efficiency through support for evidence-based medicine
- Mentor the next generation of correctional health professionals and support their continuing education needs
- · Provide resources to incarcerated individuals on supporting their own health

To support the work of the NCCHC Foundation, please make a donation at ncchc.org/donate-now.

JOIN THE PARTNERS IN ANNUAL GIVING SOCIETY

SOCIETY BENEFITS	
Supporter \$250 - \$999	listing in the Foundation annual report, on the Foundation website, on Giving Society signage at NCCHC conferences, and a Foundation lapel pin
Champion \$1,000 - \$2,500	all above plus one free webinar annually, a Foundation donor conference ribbon, and a consultation with NCCHC's Chief Health Officer on a trending topic in correctional health care
Bronze Partner \$2,501 - \$5,000	all above plus an invitation to an exclusive cocktail party at conferences with the NCCHC Board, NCCHC Foundation Board, and NCCHC leadership team
Silver Partner \$5,001 - \$10,000*	all above plus one complimentary registration for NCCHC's annual National Conference
Gold Partner \$10,001 - \$24,999*	all above plus recognition in a named scholarship fund
Platinum Partner \$25,000 and above*	all above plus recognition as a sponsor of a white paper on a trending topic in correctional health care

^{*}Customized corporate packages can be created.



YOUR CONNECTION TO QUALITY CORRECTIONAL HEALTH CARE

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EDUCATION

NCCHC conferences are renowned for their educational programming, networking, and commercial exhibitions.

Spring Conference on Correctional Health Care Correctional Mental Health Care Conference National Conference on Correctional Health Care

For more information, visit www.ncchc.org

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