

CASE STUDY: Rutherford County Adult Detention Center



Correctional Electronic Medical Records System

# Rutherford County Adult Detention Center

## CorrecTek Case Study – February 18, 2008

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### Company information

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Phone number	270.744.0404

Contact name	Jana Barnes
Title	Chief Operating Officer
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### Facility profile

Facility name	Rutherford County Adult Detention Center
Address	940 New Salem Highway
City, state, ZIP Code	Murfreesboro, TN 37129
Phone number	615.898.7942
Web site address	<a href="http://www.rutherfordcounty.org/so/detention.htm">www.rutherfordcounty.org/so/detention.htm</a>
Inmate population	750 – 800
Intakes per year	14,000
Medical staff	1 MD, 3 NPs, and 20+ Nurses
CorrecTek go-live	November 2006
Healthcare costs without CorrecTek	In excess of \$10.00 per day, per inmate County liable
Healthcare costs with CorrecTek	Under \$ 8.00 per day, per inmate Costs continue to drop regularly County not liable

Contact name	Dr. Dan Rudd
Title	Medical Director

**All information gathered in this case study was compiled by CorrecTek, Inc. in interviews with Dr. Dan Rudd and the healthcare staff at the Rutherford County Jail. Dr. Rudd has no financial interest in CorrecTek. CorrecTek has no financial interest in any of Dr. Rudd's medical or business interests.**

### Facility profile

- The Rutherford County Adult Detention Center is a combined facility under the sheriff of the county. All inmates within that facility are provided with a safe, secure and humane environment.
- The Rutherford County Adult Detention center is a primary holding facility that confines pretrial male and female inmates as well as sentenced prisoners in a popular single cell environment.
- The detention facility operates its own kitchen and laundry facilities and provides medical services, a library, a law library and outdoor recreation area for use by residents.
- The facility complies with the laws of Rutherford County, the State of Tennessee and the United States.

### Facility situation

To address increasing liability concerns and other potential medical issues, Rutherford County contracted with Dr. Dan Rudd to serve as the jail's medical director in December of 2005. Dr. Rudd agreed to assume liability in exchange for the authority to revamp healthcare policies in the jail and implement an electronic medical records (EMR) system.

### Facility goals

After detailed review and observation, Dr. Rudd concluded that the root problem for the facility was the paper-based records management system in place at the facility - not the staff confined to the system.

To successfully overhaul the jail's approach to healthcare, Dr. Rudd established three primary goals:

1. Decrease legal liability of the jail and its providers
2. Improve quality of medical care for inmates
3. Ensure medical information is manageable and easily accessible

To prevent future lawsuits against the Rutherford County Adult Detention Center, the ideal electronic medical records system (EMR) must allow for the documentation of detailed and accurate medical information. The EMR must enable healthcare providers to demonstrate improved quality of care for patient inmates. Because two to four hours was spent each day locating misplaced paper charts, the EMR of choice would ensure medical information is easily managed and readily accessible to appropriate staff members. By implementing the most appropriate EMR system in the facility, Dr. Rudd could not only meet all of his defined goals but increase staff morale and restore "sanity" to his staff.

After considering several EMR systems, Dr. Rudd selected the CorrecTek system from CorrecTek, Inc. in Paducah, Kentucky. In November of 2006, the jail went "paperless" with the CorrecTek system.

## Transition

As with any major change, the transition to a completely paperless environment was not easy. Dr. Rudd used the analogy of a heart bypass surgery - "tough, but necessary". CorrecTek trainers were on-site at the facility for a total of two weeks. During the first week, CorrecTek trainers facilitated hands-on, intense training sessions. During the second week, the medical staff went "live" with CorrecTek and began using the software with the assistance of the CorrecTek training staff.

During the initial transition period, policies and procedures were changed to take advantage of the efficiencies offered by CorrecTek. Healthcare staff assumed new responsibilities. Using a high-speed scanner, one staff member scanned all existing inmate paper charts into the new CorrecTek system. The inmates' old and new records became immediately and simultaneously accessible to all authorized users. Dr. Rudd's idea of restoring "sanity" through better information management was becoming a reality.

Another staff member developed management-by-exception reports. These reports were used to track everything from outstanding medication orders to inmate healthcare grievances. Prior to CorrecTek, inmates placed an average of 20 healthcare grievances each day. With CorrecTek in place, the average number of daily healthcare grievances has dropped to 1.5.

During the transition period, some staff resistance was experienced and not all staff members remained. In spite of some initial problems, Ken Tucker, Director of Healthcare Services for the facility, stated that in the twelve years he spent in computer and EMR conversions in nursing home environments, the CorrecTek implementation was one of the "smoothest transitions" he had experienced.

It should be noted that several enhancements to the CorrecTek software were requested by the healthcare staff. The staff was complimentary of the "speed and understanding" at which CorrecTek representatives made those enhancements to the CorrecTek software system. The electronic medication administration record (MAR) was one specific area that was significantly updated.

By the end of the third month, all staff members had embraced CorrecTek and had become experienced users.

## Benefits

In the year since the Rutherford County Adult Detention Center implemented the CorrecTek software system, it has not been named in a lawsuit of any significance. Dr. Rudd attributes this directly to policy changes and the implementation of CorrecTek. He is confident that the underlying reasons for the prior lawsuits have been addressed and that his first goal of decreased liability has been realized.

His second goal, to improve the quality of medical care offered to inmates, has also been realized. Consider these examples:

1. Medication reports are run to identify every inmate on drugs that require follow-up lab tests (such as Coumadin). Such reports ensure inmates receive necessary lab tests on time.
2. During each "med pass", the healthcare staff member carries a tablet PC on the drug cart that is in constant, wireless connection to the CorrecTek database. The staff member can respond to inmate questions about their health, record immediate observation notes, and send "To Do Requests" and/or "Orders" to other staff members for actions needed on behalf of the inmates. In short, having complete access to the inmate's medical records allows the medical staff to provide better care and perform actions not possible in a paper-based medical environment.
3. Because CorrecTek can track the location of inmates in the facility (due to the automated interface with the jail management system), healthcare staff are able to run "proximity reports"

to identify inmates who have been in contact with specific “inmates of concern”. For example, when an inmate tests positive for tuberculosis (TB), jail staff are able to locate all inmates who may have been exposed. During a recent flu outbreak, over 300 potentially exposed inmates were evaluated and treated.

Dr. Rudd’s final goal, to ensure medical information is manageable and easily accessible, has also been realized. The implementation of CorrecTek has remedied the obvious problems associated with paper-based systems - lost charts, duplicate charts, and illegible charts. With CorrecTek, healthcare providers can instantly and simultaneously access inmate information.

Other, less obvious benefits have also been achieved through the implementation and use of the CorrecTek software. Staff morale has improved. Data is captured faster. Data is more accurate. Errors in data created and imported by the facility (such as duplicate social security numbers) are discovered immediately with CorrecTek.

### Staff testimonials

- “I absolutely love it. The amount of time it has cut down is amazing.” - Office Manager
- “I love it. It has been really good for us.” – Pharmacy Tech
- “There are additional enhancements I would like to see, but it has been a definite plus.”  
– Ken Tucker, Director of Health Services
- “I could not have implemented my approach to healthcare in the jail without CorrecTek.”  
-Dr. Rudd, Medical Director
- “One of the best run medical clinics in a county jail in the state of Tennessee.” – State of Tennessee Departments of Corrections official after a recent state inspection of the Rutherford County Jail

### Summary conclusion

The implementation of CorrecTek at the Rutherford County Adult Detention Center in Murfreesboro, Tennessee is a success. With all the initiatives that have been implemented there has been a substantial savings to the county far exceeding the initial investment in CorrecTek. Liability concerns have been reduced. The quality of care has improved. Staff morale is high.

Dr. Rudd attributes this success to:

1. Improved policies and procedures in the management of healthcare at the jail.
2. The implementation of the CorrecTek EMR software system.
3. The dedication and hard work of the staff.