



Mahoning County Justice Center

By Nicole Lewis, RN-BNS HSA



On January, 1 2017, a local municipality brought in a new arrest to be booked and detained with charges including domestic violence and aggravated menacing. The patient required medical assessment at intake at which time the staff determined that the patient had existing medical needs and was thereby cleared to the medical housing division of the justice center. The patient was unable to perform ADL's, was a 1:2 assist at all times, a falls risk, incontinent of both bladder and bowel and suffered from intermittent confusion that increased in the evenings and early mornings to a full delirious state.

After a few days, the medical staff began to understand the complexity of the patient. Of particular concern was the evidence of cognitive decline and dementia. It was also determined that the patient's reason for incarceration involved a physical altercation with his caretaker and the police officers who were called to the scene.

Having limited information, the medical staff connected with the local Area Agency on Aging (AAOA) where they learned that the patient had an existing case and a case worker. Through consultation with the AAOA case worker and the facility's medical director, the medical team contacted the prosecutor's office the share their concerns about the patient's health and safety.

The judge overseeing the case ordered a forensic evaluation of the patient for competency. The evaluation came back as expected, suggesting that the patient be placed in a long-term care facility to ensure his well-being. The concern then arose that placement would be difficult if he was charged with a crime. This concern was discussed with the prosecutor's office who decided they would drop the charges in the interest of the patient's pending placement.

With assistance from the AAOA, a facility was found that was willing to consider bringing the patient into their care which had a specialty unit for males. Arrangements were made for the admissions nurse to visit the justice center and assess the patient.

The admissions nurse determined the patient would fit the milieu of the male unit and decided to speak with her legal department for guidance since the patient had not yet been probated and would also be in need of a guardian. The legal department suggested the court order for placement, and once the order was issued, the facility would take over the patient's guardianship.

continued on page 12

Inside this Issue:

Mahoning County Justice Center	1
Message from Patrick Cumiskey	2
CCS Salutes Our Veterans	3
CCS Spotlight	3
Lives Saved	8
Congratulation	11
Who to Contact	12



The News is Awesome, If You Know Where to Watch!

By Patrick Cummiskey, President

Typically the news is not the best place to find uplifting stories. Unfortunately, now more than ever, the news creates significant anxiety and stress for so many of us because it paints such a bleak picture of the world around us.

However, my heart was recently warmed by the story of a young man from Baltimore, Maryland named Zion Harvey. I stumbled on his story while navigating away from the news over the weekend, and regret I did not know about Zion earlier. Apparently, he has been an inspiration for many people since he made history as the first patient to undergo a successful double-hand transplant surgery about 18 months ago.

The future looks bright for Zion Harvey, age 9, but it will require constant vigilance and he will be a patient for life. Zion lost his **hands and feet** when he was as a toddler after he contracted a life-threatening infection and had to have them amputated. In the summer of 2015, a team of surgeons, nurses and anesthesiologists performed the 11-hour surgery resulting in Zion becoming the first successful double hand transplant in history.

This is an inspirational story about a young boy and his medical team overcoming tremendous odds. Like Zion, so many of our patients are battling illnesses contracted early in life; often a behavioral health diagnosis. Unlike Zion, our patients typically cannot be “cured” through an eleven hour surgery.



Like Zion, many of our patients will have life-long challenges and will be dependent on health care professionals to assist them through their physical and mental situations.

You probably won't turn on the news and see a story about one of our patients finding quality healthcare even though these success stories — in some cases miracles — occur daily at our facilities across the country and overseas. Daily we have mentally challenged patients who are finding peace; patients designated as incompetent reach the competency to stand trial; chronic, non-compliant diabetics finding stability; behavioral health patients feeling respected by health care professionals for the first time in his/her life. These are the results that we are achieving every single day, and it can be very frustrating that they never make the headlines.

Zion Harvey is certainly worthy of his press. At the same time, so are the CCS professionals who we commend on [page 8](#): Terrific individuals and teams who have assisted and facilitated the saving of lives.

But it's important to remember that for every life saved through CPR or early diagnosis, there are hundreds of lives we successfully touch through our daily responsibilities and medical service. That is another reason that I was thrilled to learn about Zion. His story reminded me that there is phenomenal news all around us; we just need to appreciate it when we see it. It also made me realize that while the press may not report it, we are making our own positive news stories one patient at a time. ■



CCS Salutes Our Veterans: Jeremy Nation

Current Position at CCS: LPN at Kentucky State Reformatory

Previous Branch of Service: United States Army

Jeremy was a Sargent, E5 in the US Army on active duty from 2004-2008 and then in the Kentucky National Guard from 2008-2010. During his time, he was a combat medic attached to an infantry Battalion and deployed to Iraq from 2006-2007. "Correctional nursing was a good fit for me when I got out of the military because it gave me a chance to fit in well in a similar military manner. The professionalism of CCS was an easy adjustment".

CCS would like to thank **Jeremy Nation** for his service and for being a part of our company. ■



Yuma Juvenile Detention Center

Gena Kramer, HSA at Yuma Juvenile Detention Center was awarded the 2016 Director's Award. "This award is one that our Directors give to those who go above and beyond in their work and efforts in serving the youth. This award has never before been given to someone who is not directly employed by the Juvenile Court. The fact that it was awarded to Gena speaks volumes on the quality of work that she provides for use. Please know that Gena represents your company VERY well. There is no doubt that Gena well deserves this award and I am very happy that she received it this year." **Jolene Hefner, Division Manager Juvenile Justice Center**

"Words cannot express how proud I am you. You continually represent CCS in a positive list and I am honored to work with you. Keep up the great work". **Cory Turco, CCS Regional Vice President, Operations**

CCS congratulates **Gena Kramer** for a job well done! ■



On January 9th, 2017 at approximately 9:00 am CCS staff members **Lauri Greiner LPN, Tamara Crawford-Fields RN** and KY DOC Nurse **Ann Raisor LPN** responded to the Roederer Correctional Complex parking lot to render aid to a KY DOC Security staff member who was struck by a forklift sustaining injuries to his head, arm and leg.

Our Warden and Deputy Warden praised these nurses for their rapid response time, professionalism and caring demeanor expressed while on the scene. These nurses went above and beyond by comforting the officer in the bitter cold putting his needs before their own. We would like to recognize these nurses for a job well done! ■



Ann Raisor, LPN



Tamara Crawford-Fields, RN



Lauri Greiner, LPN



Suicide—High-Risk Time Periods During Incarceration

By Jerome Norton, Psy.D. CCHP-MH, NY Director of Mental Health Services

There are some very specific point in time during an inmate’s incarceration that are associated increased risk of suicide:

Admission: Many suicides in jails occur during the first 24 hours of detention. Jails are often the gateway into the justice system and the setting for the inmate’s initial confrontation with their situation. Many newly-admitted inmates face a first-time “shock of confinement”. They may find themselves at risk of losing their job, housing, and basic sense of normalcy and dignity. They often feel overwhelmed and hopeless, leading some to choose suicide as a means of psychological escape.

Suicide risk at the point of admission is amplified when the inmate is additionally under the influence of alcohol or other drugs, lacking the ability to cope rationally with his or her situation. Risk can additionally be amplified when the newly admitted inmate is an adolescent arrested for a nonviolent offense. The adolescent or young adult may be afraid of the jail setting, embarrassed, and afraid of reactions of their family and friends to their arrest. They may feel guilty about their alleged offense and dread the public humiliation that may lie ahead.

Conviction and Sentencing: According the a 2015 Federal Bureau of Justice report, the rate of suicide among presentenced inmates is seven times higher than for convicted inmates. Nonetheless, an inmate’s

conviction and sentencing (actual or anticipated) present heightened periods of suicide risk. The inmate’s sentence length and feelings regarding their sentence are important in determining potential suicide risk. Newly sentenced inmates and those with longer imposed sentences are generally at greater risk. As with the newly admitted inmates, the newly convicted or sentenced inmate may feel overwhelmed and hopeless, leading to the choice of suicide as a means of “escape”.

Anniversary Dates: As with non-correctional populations, anniversaries of losses (e.g. the death of a loved one or separation from a significant other) presents a time of heightened suicide risk for the incarcerated individual. The anniversary date might be the date of the loss itself, or it might be an occasion such as a birthday, Mothers’ Day or Fathers’ Day.

NATIONAL
SUICIDE
PREVENTION
LIFELINE
1-800-273-TALK (8255)
suicidepreventionlifeline.org
**Learn the
Warning
Signs.**

Crisis Text Line
Text a trained crisis counselor, 24/7.
Always CONFIDENTIAL.
Always FREE.
Need Help Now?
TEXT "START" TO 741-741
Crisis Text Line has processed over 10 million texts to date!
www.AllianceforSafeKids.org ASK

Other Precipitation events: in additional to jail admission, scheduled court appearances, and known anniversary dates, there are other events that can precipitate a suicide attempt including receiving bad news from home (e.g. relational or family problems, deaths or illness), conflict with other inmates, and legal setbacks. Sexual coercion can also elevate an inmate’s risk of suicide. Such events are difficult for staff to anticipate and speak to the need to constantly assess for changes in mood and behavior suggestive of distress. ■



CCS ACADEMY IS HERE

Wednesday, February 1, 2017 was the ribbon cutting of the new CCS Academy of Learning & Leadership Development website.



CCS ACADEMY

Learning & Leadership Development

CCS Sites

Corporate Compliance Annual Training Previously on WeComply will be available

CCRS Sites

CCRS Employees will be assigned training on how to navigate the CCS Academy website. Additional training assignments to follow





Polar Plunge—Dorchester County

The Dorchester County Medical, Mental Health, and Custody Staff participated in the 2017 Polar Plunge on Saturday, January 28, 2017 and raised close to \$7000.00. All proceeds go to support the Special Olympics. The outside temperature was 43 degrees and water temperature was 32 degrees. ■



The trio are preparing to tour the Marshall Infirmery renovation project at the New Mexico Military Institute in Roswell, New Mexico. The renovation began in December 2016. The medical team has been temporarily located in portable buildings while the 97 year old Infirmery is remodeled. ■

Pictured are (L-R) **Kristy Bell, RN, HSA**; **Jessie Phelps - Regional Manager**; and **Dorothy Travelstead, RN**

Fort Bend Texas— Behind the Badge “Boots and Badges”

Behind the Badge is a local Fort Bend County Charity. It supports First Responders And Law Enforcement in the area. They hold this event every year to help raise funds. CCS has held the contract at Fort Bend since October 2013. Our first event was February of 2014 and we have attended as a Gold sponsors every year since. The event was held on Saturday February 11th and over \$200,000 was raised to support the Charity. ■

Pictured in the photo are L-R

John Roth, Fallon Johnson, Kevin Johnson, Mitchell Johnson (Sheriff for the Day), Tammy Johnson with Melody, Fort Bend County Sheriff Troy Nehls with Tory Nehls, Cory Turco, Durelle Cardiff, Matt Zipprian, Louise Wobbe and Jennifer Wright.





Gatlinburg, TN Fire Help

In November/December, historic Gatlinburg, Tennessee was devastated by a horrific fire that killed 14 people, destroyed 2,013 homes and 53 commercial structures.

Chris Phillips, one of CCS' Home Office Nurse Recruiters, solicited the assistance of his Home Office team members to collect donations for the families displaced from the fires in Gatlinburg, TN. Here is the picture of Chis and the items collected. We are very proud that Chris volunteered to help provide to the thousands of displaced individuals that were affected by this very sad event. ■

Mayor of Harrisburg Honors CCS Employee for Community Outreach

CCS Pennsylvania Regional Office Application Support Trainer, Dominick Santiago, recently received a proclamation from the Mayor of Harrisburg, Pennsylvania, for his community outreach as a Volunteer Chaplain at Pinnacle Health Hospitals. He is a Certified Chaplain in Pennsylvania after completing Pinnacle Health's required courses to become a Chaplain for their hospitals. He was also selected to be a mentor to new Chaplains that are just entering into the healthcare field. In addition, Dominick, also known as Nick, performed Chaplaincy work for St. Francis Hospital in Poughkeepsie, New York, for seven years prior to relocating to Pennsylvania. Since joining the CCS team in April of 2016, Nick as been and continues to be someone with a compassionate ear to listen when any CCS staff member may need to discuss personal issues in their life. He has been a blessing and we are thankful to have him as part of our CCS family. ■



Ottawa County Correctional Facility — C-Collar Training

Having a c-collar on site is very new to our site. While we have all been trained how to apply a c-collar there is nothing better than practice! At our last staff meeting we practiced on each other, discussed what works best when applying, and how to direct the officers when they are assisting in an emergency. We learned a great tip during the practice! Just because the patient may be an adult, make sure you still have pediatric collars available, some of our patients may be too small for an adult and be in need of a pediatric size! Pictured: **Mindy Navis LPN** holding C-spine, **Lacey Tober RN** applying the c-collar, and **Megan Vink RN, HSA** acting as the patient. ■



Wicomico County Detention Center - Life Saved



On January 29, 2017 an "all available" was called to the male holding tank in booking. A sheriff had come in to serve an inmate with a warrant and found him unresponsive. **Nurse Christina Spanos, LPN** responded to the holding tank to find an inmate slumped over on his bunk. His HR was 39, his RR was 12, and he had pinpoint pupils. She immediately recognized that the inmate had overdosed and instructed security to call 911. **Nurse Amanda Swift, RN** arrived and administered Narcan, with little to no effect on the

patients LOC. A second dose of Narcan was administered and at that time EMS arrived and transported the patient to the hospital. Amanda later said that she remembered the timing of the Narcan doses to be 2-3 minutes apart because we had just reviewed the Narcan training in the weeks prior. The patient later admitted that he had ingested a large amount of Percocet, as well as heroin. He was discharged from the hospital later that night and made a full recovery. Thank you to Christina and Amanda for their quick thinking and saving a life! ■



Nurse Amanda Swift, RN



Nurse Christina Spanos, LPN



Chesapeake Correctional Center - Life Saved



On 12/4/16 **Nurse Calhoun** was en-route to the 87 edition. While en-route she was stopped by a deputy who asked her to sign the segregation log book. Nurse Calhoun informed him she can't sign unless he does a round and if all is well she will sign on her way back through. She proceeded to the 87 edition, while on her way a medical emergency was called on the Landing (segregation housing.) Nurse Calhoun was the first from medical to respond to an inmate hanging in his cell. She guided jail staff on cutting him down and she began performing CPR. She continued CPR until EMS arrived and intubated the inmate. He was then transported the inmate to Chesapeake Regional Medical Center. He remained in ICU for several days. On 12/8/16 the patient was noted to have no clinical residual deficits from recent suicide attempt except for a sore neck. Due to Nurse Calhoun's work ethic and sharp clinical skills the inmate received timely life saving care. ■

CCS POTLIGHT



Mental Health Christmas Party
Some holiday cheer at Criminal Justice Center and fun between CCS and El Pasco County



Worcester County Jail—Pictured are: back row: M. Hickman, W. Marshall, C. Hickman, C. Dickens, Y. Jolley, J. Lynch, M. Copening Front row: Briana Cox, E. Klein, M. Delva, S. Trader



Annual CCNO Christmas Open House for all CCNO employees and contract staff. The facility holds a raffle during the event and the money this year was donated to St Jude's Children's Hospital.

Each Department at the Florida Civil Commitment Center had a wonderful time this holiday season giving back to the DeSoto County Community. Staff volunteered buying gifts for five DeSoto County families in need. FCCC also donated toys and food for Toys for Tots, and the Angels program helping DeSoto County Homeless Coalition.



CCS POTLIGHT



Home Office participates with the American Heart Association on National Wear Red Day!

Let's
Go Red



Go Red For Women is nationally sponsored by



Go Red For Women is locally sponsored by



Unite & Go Red with the American Heart Association and Saint Thomas Heart on National Wear Red Day to celebrate and raise awareness for women's heart health!



Staff at **Hampton Roads Regional Jail** participates with the American Heart Association on National Wear Red Day!



Congratulations

We Congratulate these team members on their recent promotions:

CONGRATS

Name	Position	Location
Emma Schaffhauser	Infection Control Coordinator	Arkansas Regional Office
Taewoo Khang	RN	Benton County Jail
Amy Booms	Health Services Administrator	Grand Traverse County Jail
Kimberly Murphy	Application Support Trainer	Home Office Information Technology
Michele Terry	Regional Nurse Manager	Home Office Operations
Sylvia Hill	RN Supervisor	Kentucky State Reformatory
David Moore	RN Supervisor	Kentucky State Reformatory
Tommie Howard	Health Services Administrator	Marion County KY Detention Center
Dexter Donahoe	Psychiatric Safety Officer CCRS	Montgomery County Mental Health Treatment Facility
Ricardo Garcia	Rehabilitation Therapist CCRS	Montgomery County Mental Health Treatment Facility
Jennifer Hardy	Director of Nursing	Oakland County Jail
Sherri Rice	Director of Nursing	Ouachita River Correctional Unit
Dirk Larson	Clinical Service Coordinator	Outagamie County Jail
Kimberly Perez	RN	Pima County Adult Detention Center
Benjamin Robinson	Medical Director	SCI Chester
Tina Thomas	LPN CCRS	Treasure Coast Forensic Treatment Center
Nicole Watts	Assistant HSA	Trousdale Turner Correctional Facility



Michele Terry
Regional Nurse Manager
Home Office Operations



Sherri Rice
Director of Nursing
Ouachita River Correctional Unit



Nicole Watts
Assistant HSA
Trousdale Turner Correctional Facility



IDEAS? COMMENTS? SUGGESTIONS?

This is your CCS *LifeLine*! CCS *LifeLine* is for all employees, so this publication highlights CCS activities and interests happening all across the organization.

If you would like to submit articles, information, ideas, or photos for future newsletters, please contact:

newsletter@correctcaresolutions.com

Who to Contact?

Contact Numbers	
CCS Home Office	(800) 592-2974
Benefits Hotline	(844) 378-0630
Payroll Hotline	(615) 312-7290
IT Helpdesk	(866) 631-0051
Operations	(615) 324-5701

Contact Information for Home Office Needs		
Finance	<i>Territory 1</i>	T1finance@correctcaresolutions.com
	<i>Territory 2</i>	T2finance@correctcaresolutions.com
	<i>Territory 3</i>	T3finance@correctcaresolutions.com
	<i>Territory 4</i>	T4finance@correctcaresolutions.com
	<i>Territory 5</i>	T5finance@correctcaresolutions.com
	<i>Territory 6</i>	T6finance@correctcaresolutions.com
	<i>Territory 7</i>	T7finance@correctcaresolutions.com
	<i>Territory 8</i>	T8finance@correctcaresolutions.com
	<i>DOC</i>	DOCfinance@correctcaresolutions.com
	<i>FBOP</i>	FBOPfinance@correctcaresolutions.com
	<i>Private Prison</i>	PrivatePrisonfinance@correctcaresolutions.com
	<i>Accounts Payable</i>	AccountsPayable@correctcaresolutions.com
	<i>Concur Expense</i>	concur@correctcaresolutions.com
	<i>Payroll</i>	CCS-Payroll@correctcaresolutions.com
Operations Support	<i>Operations Services</i>	Operations-Services@correctcaresolutions.com
IT	<i>Help Desk</i>	Helpdesk@correctcaresolutions.com
Human Resources	<i>HRIS</i>	hris@correctcaresolutions.com
	<i>Human Resources</i>	hr-ccs@correctcaresolutions.com
	<i>Provider Contract Request</i>	onsite.contracting@correctcaresolutions.com
Legal	<i>Worker's Compensation</i>	workerscompensation@correctcaresolutions.com
	<i>Safety</i>	safety@correctcaresolutions.com
Claims	<i>Claims Customer Service</i>	ccs_claimscustomerservice@correctcaresolutions.com
	<i>ERMA Corrections</i>	ERMACorrections@correctcaresolutions.com
Care Management	<i>Care Management</i>	Care-Management@correctcaresolutions.com
Nursing Services	<i>Nursing Services</i>	clinicaltraining@correctcaresolutions.com

Mahoning County Justice Center *continued from page 1*

By communicating and collaborating with outside agencies, the medical staff at the justice center learned the patient was alone with no family or friends left to assume his guardianship. The arrest of this patient seemed unfair to many of the members of the medical staff at first; however, as time passed it became apparent that perhaps this patient's arrest was in his best interest. Due to his arrest, he was placed in the jail's medical division where he was safe, clean, fed and cared for. The medical staff of the Mahoning County Justice Center learned first-hand how proactive communication and outreach can directly and positively impact the health and welfare of the patients they serve.

Congratulations on a job extremely well done! ■