Health Services Division
Fundamentals Map
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Results DOC

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Health Services Division
Washington State
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Department of Corrections WASHINGTON STATE

The Health Services Division supports the DOC mission
To improve public safety by positively changing lives
By delivering high-quality, efficient, and effective healthcare services, and employee engagement to improve lives in a safe and secure environment

The Health Services Division fundamentals map was developed by those employees doing the work

Health Core Processes	Health Operating Processes (HOP)			Health Supporting Processes (HSP)		
	HOP 01 *Delivering Health Care*	HOP 02 *Managing Population Health*	HOP 03 *Caring for Special Populations*	HSP 01 *Demonstrating Social Responsibility*	HSP 02 *Managing Health Care Costs*	HSP 03 *Increasing Employee Engagement*
Health Sub-Processes	• Medical Services • Dental Services • Mental Health Services • Optical Services • Nursing Services/Nurse Desk • Ancillary Services • Palliative Services • Pharmacy Services • Sex Offender Services • Substance Use Disorder Services • Medication Assisted Treatment • Care Review Committee • Coordinated Quality Improvement Program • Assessments & Referrals • Off-site Consultations/Emergencies • Infirmary • Medication Management • Transfer/Release Meds • Outpatient Care • Patient Education • Infectious Disease & Prevention • Chronic Care Management • Emergency Response	• Facility Management • Crisis Management • Health Records Management • Co-Pay Coordination • Public Disclosure • Grievances • Reentry • Access to Care • Quality of Care • Efficiency of Care • Effectiveness of Care	• Sage Unit • Assisted Living Patients • Substance Use Disorder Residential Care • Violators • Gender Dysphoria/Transgender • Residential Treatment Units • Americans with Disabilities Act • Dialysis • Coordination of High Needs Patients • Skill Builder Unit	• Office of Correctional Ombuds • Advocacy & Interest Groups • Community Partners	• Fiscal Management • Data Management & Analysis • Medical Bill Pay • Medical Supply Chain Management • Waste Management • Medical Contracts • Contract Management for Community Treatment Services • Catastrophic Care Costs • Substance Abuse Recovery Unit • Substance Use Disorder Community Residential Care – Drug Offender Suntencing Alternative/Intensive Inpatient Unit • Tort Claims	• Staff Training • Leadership Development • Mentoring • Human Resources • Recruitment, Hiring & Retention • Supporting equity, diversity, inclusion, and respect • Engaging employees to achieve results • Succession Planning
Measures	a. Patient satisfaction b. Clinical quality indicators c. Incarcerants on Medication Assisted Treatment	a. Annual Department of Health operation audit b. Grievances c. Medicaid applications d. Release plan encounters prior to release	a. Substance Use Disorder treatment completions b. Sex offender treatment completions c. Patient falls (Inpatient Units/Sage Units) d. Violator placements into community-based treatment or services	a. Substantiated Disability Rights Washington/Ombuds claims b. Mutual aid agreements	a. Healthcare costs per offender b. Pharmacy waste c. Timely medical bill payments d. Tort claims	a. HS EDIR Index b. HS Results Index c. Workplace harassment claims