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GOVERNMENT OVERSIGHT COMMITTEE

**Follow-Up Review of  
Health Care Services in State Correctional Facilities**

In late 2013, a group of advocacy organizations requested that the Government Oversight Committee (GOC) direct OPEGA to conduct additional review of healthcare services in the correctional system. At the time, OPEGA was conducting regular follow-up on its 2011 “Health Care Services in State Correctional Facilities” report. The advocates explained that, despite the Department of Corrections’ (DOC) actions on OPEGA’s report and a change in the contracted health care provider, they were still receiving, and trying to assist with, a significant number of inmate healthcare complaints. They felt this was an indication that there were still serious systemic issues with the healthcare services provided to inmates. DOC, however, had improved its oversight of the contracted health provider and taken other actions to improve inmate care. The Department did not feel the complaints advocates were receiving were indicative of serious, systemic issues.

The GOC voted unanimously at its 2/28/14 meeting to assign OPEGA to conduct a formal follow-up review seeking to determine the root causes for the volume of continued complaints to advocacy groups and whether those complaints represented ongoing systemic issues with inmate healthcare.

OPEGA’s work plan on this limited follow-up review is designed to answer the following questions as directed by the Committee’s discussions:

- Why do advocacy groups continue to receive so many complaints if prior healthcare issues have been effectively addressed?
- What appears to be the root causes of healthcare issues that inmates and advocates continue to see as unresolved?

OPEGA expects to complete this review by year end 2014.