

NaphCare statements to Arizona Luminaria

April 14 statement:

NaphCare's mission is to improve and save lives. We aim to ensure that every patient we treat within the Pima County Detention Center receives community standard of care to support a healthy return to their community. All NaphCare policies and procedures are designed to follow industry standards set by the National Commission on Correctional Health Care (NCCHC).

- NaphCare provides orientation and training to all staff. We use multiple modes of training, including on-demand courses in our online learning platform, interactive videos and peer-to-peer skills training. All new hires are also assigned a peer for orientation at the detention center. Additionally, staff have ongoing opportunities for continuing education.
- Every individual booked into the Pima County Detention Center is asked specific questions about alcohol and drug use to determine risk of withdrawal. The assessment protocols used are nationally recognized and accepted as standard of care both in the community and in corrections.

We have specific protocols for caring for patients at risk of withdrawal from opioids. Patients who show mild to moderate symptoms of opiate withdrawal are provided a taper of buprenorphine (Subutex) to address their symptoms. Our protocol provides for starting this medication at the earliest point that it is clinically safe to do so. NaphCare is the only correctional healthcare provider to use buprenorphine (Subutex) to care for our patients in opioid withdrawal at all of our facilities nationwide.

NaphCare also offers Medication Assisted Treatment (MAT) for opioid use disorder. We are in the process of expanding our MAT program in partnership with Pima County under the terms of our latest contract that commenced October 1, 2022.

- All patients have access daily to directly request medical care. Registered Nurses (RNs) review the requests twice a day and triage for follow-up by the appropriate provider. Emergent requests are addressed immediately. Non-emergent requests are addressed via a face-to-face patient encounter within 24 hours.
- NaphCare follows our proactive, preventative model of healthcare to ensure that every patient is thoroughly screened and treatment is initiated as quickly as possible upon intake. Nurses conduct medical, mental health and substance use screenings of everyone booked into the detention center to ensure medications and treatments are initiated in the critical first hours following booking. Medications that a person may be taking are verified through community

providers and retail pharmacies. Patients are typically administered medications within 24 hours of booking. Additionally, any medications brought with a patient from outside the facility must pass a security check to ensure no contraband is brought into the detention center.

- The Pima County Detention Center and NaphCare partner with a pharmacy vendor, Clinical Solutions Pharmacy, that experienced a breach in June 2022. NaphCare staff were able to seamlessly continue electronic tracking and administration of medications using our electronic health record. At no point were patients without medications.

April 18 statement:

- We contact the VA to request a release of information upon notification that a patient has medications prescribed by the VA. Once the release is provided by the VA, we administer the medications, typically within 24 hours. The timing of receipt of the release of information can vary.
- Regarding administering buprenorphine (Suboxone) to patients with Opioid Use Disorder (OUD), we use buprenorphine for patients experiencing opioid withdrawal and for patients enrolled in the Medication Assisted Treatment (MAT) program.
 - For opioid withdrawal, most correctional facilities use comfort medications and blood pressure management as the primary treatments. NaphCare goes a step further. We have incorporated an advanced protocol to administer a taper of buprenorphine (Subutex) for patients experiencing withdrawal. We start a taper of buprenorphine as soon as the patient starts to enter mild withdrawal at the earliest point that it is safe to start the medication. The medication is based on a score that assesses symptoms and is typically provided for a period of 5 to 7 days to reduce the symptoms and risks associated with opioid withdrawal. All pregnant patients are given buprenorphine (or methadone) regardless of their assessment score.
 - NaphCare also offers Medication Assisted Treatment (MAT) for opioid use disorder, which includes buprenorphine (Subutex) as a treatment option. For patients enrolled in the MAT program, we maintain community-verified doses of buprenorphine while they are in custody indefinitely until release or until transfer to prison or another jurisdiction. There is no “cap” on how long these patients receive the medication.