

Daniela Zyskowski
Contracts Manager
Charleston County Sheriff's Office



Office: 843-529-7379
dzyskowski@charlestoncounty.org
Charleston County Detention Center
3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-002

Date: 5/26/2022

Date of complaint: 5/25/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Resident [REDACTED] in B1A filed grievance that he never received medication for that day and his shoulder was in extreme pain.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within 2 **weeks / months**

Contracts Manager Signature

Vendor's Signature

.....
Date of review: _____

Findings: Improved Same Worse

Notes:

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3841 Leeds Ave
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Quality Non-Conformance Report

Non-Conformance #: DC-22-001

Date: 5/26/2022

Date of complaint: 5/25/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Resident [redacted] in B1A filed grievance that he did not receive his medication in the morning.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within 2 **weeks / months**

Contracts Manager Signature

Vendor's Signature

.....
Date of review: _____

Findings: Improved Same Worse

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Quality Non-Conformance Report

Non-Conformance #: DC-22-003

Date: 5/26/2022

Date of complaint: 5/26/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Resident in AIC filed grievance that he was not receiving proper wound care. Resident explained that doctor put him on wound care for five days but after the five days was completed his wound had not healed. Informed that daytime nurses would ensure him they were going to return with bandages but then did not. Nurse Short informed resident if he does not receive it during the day it is considered refusal by resident.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within 2 **weeks / months**

Contracts Manager Signature

Vendor's Signature

.....
Date of review: _____

Findings: Improved Same Worse

Notes:



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Quality Non-Conformance Report

Non-Conformance #: DC-22-004

Date: 5/26/2022

Date of complaint: 6/1/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Resident filed grievance regarding feeling ignored about pain in hand and arm. Explained that he was given ibuprofen but was not seen by a doctor and needs an x ray.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within 2 **weeks / months**

Contracts Manager Signature

Vendor's Signature

.....
Date of review: _____

Findings: Improved Same Worse

Notes:

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Quality Non-Conformance Report

Non-Conformance #: DC-22-005

Date: 6/2/2022

Date of complaint: 6/1/2022


Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Resident  filed grievance that a nurse did not come with his meds the night prior, 5/31.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within 2 **weeks / months**

Contracts Manager Signature

Vendor's Signature

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Date of review: _____

Findings: Improved Same Worse

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Quality Non-Conformance Report

Non-Conformance #: DC-22-006

Date: 6/3/2022

Date of complaint: 6/2/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Resident : filed grievance that he requested on 4/19 to be seen for pain in his right shoulder. Resident shared that he was seen on 4/20 and the medical person he saw didn't examine shoulder but gave him Tylenol and told him she ordered an x ray. Resident confirms that he requested an exam or x ray on 5/5 and on 5/9 the grievance was closed out without a response and without seeing him. Resident claims he filed two more on 5/21 and 5/30, and both times has still been neglected. Resident still needs to be seen for pain in right shoulder.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within 1 **weeks / months**

Contracts Manager Signature

Vendor's Signature

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Date of review: _____

Findings: Improved Same Worse

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Quality Non-Conformance Report

Non-Conformance #: DC-22-007

Date: 6/13/2022

Date of complaint: 6/8/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Per DHEC: For one (1) of three (3) medical records reviewed, medications were not administered in accordance with the orders of the legally authorized healthcare provider for Patient A, admitted 04/22/21 - Humulin R Regular U-100 unit/ml. Injection Solution: give o unit subcutaneous Diabetic BID AM & PM for 90 days. Not documented on electronic Medical Administration Record (eMAR) as given and or refused (blank) at 6 AM on 04/10/22, 04/15/22, 04/24/22, 04/25/22 and 5 PM on 04/08/22, 04/13/22, 04/14/22, 04/18/22, 04/19/22, 04/23/22, 04/27/22, and 04/28/22. Per staff, Patient A has pattern of refusing medication. There was no documentation available for review of Refusal of Services, pursuant to the Facility's Wellpath Charleston County Detention Center Policies & Procedures title: HCD-100_D-20 Medication Service, Section 6. Procedure: Section 6.3.2 (p.2) "The Quality Health Care Professional (QHP) will note that the medication was refused" and Refusal of Services (p.6) "Refusal of Service form will be completed for patients refusing medications after 4 refusals in a 7 day period or patient has a pattern of refusals".

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within 2 **weeks / months**

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Date of review: _____

Findings: Improved Same Worse

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Quality Non-Conformance Report

Non-Conformance #: DC-22-009

Date: 6/16/2022

Date of complaint: 6/10/2022


Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Resident  filed grievance that they have been submitting requests to medical since April and have not been responded to, until he was informed that he denied them on 4/16, 5/15/, and 5/16, but resident refutes, that nobody called to see them.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within 2 **weeks / months**

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Findings: Improved Same Worse

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Quality Non-Conformance Report

Non-Conformance #: DC-22-011

Date: 6/16/2022

Date of complaint: 6/11/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Resident filed request to have blood drawn and was told they needed to be checked for diabetes. Resident confirmed that nobody ever went to see him and his stomach is swelling and he is in constant pain.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within 2 **weeks / months**

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Findings: Improved Same Worse

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Quality Non-Conformance Report

Non-Conformance #: DC-22-013

Date: 6/16/2022

Date of complaint: 6/14/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Resident filed grievance that has submitted three requests to be seen by medical due to pain in his chest and stomach area and has still not been seen, as of a month ago.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within 2 **weeks / months**

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Findings: Improved Same Worse

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Quality Non-Conformance Report

Non-Conformance #: DC-22-014

Date: 6/16/2022

Date of complaint: 6/14/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Resident : filed grievance that he has been request help because he cannot see out of his left eye properly since January and has yet to be seen by anyone.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within 2 **weeks / months**

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Findings: Improved Same Worse

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Quality Non-Conformance Report

Non-Conformance #: DC-22-014

Date: 6/16/2022

Date of complaint: 6/14/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Resident filed grievance with medical that he has been requested to be seen for his eye issues since April and has yet to be seen.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within 2 weeks / months

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Findings: Improved Same Worse

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Quality Non-Conformance Report

Non-Conformance #: DC-22-008

Date: 6/15/2022

Date of complaint: 6/15/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Security Sergeant informed that MA Bell in WellPath was in one of the units and took resident ML171's food tray and warmed it up for him. Security Sergeant verified this on camera footage. Confirmed that this has been an ongoing issue.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within 2 **weeks / months**

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Findings: Improved Same Worse

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Quality Non-Conformance Report

Non-Conformance #: DC-22-010

Date: 6/16/2022

Date of complaint: 6/15/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Resident filed grievance that they made a medical request to be seen for his leg and back, was informed his request was under review, then the grievance was closed out with no explanation. Resident affirms that Nurse Burch told them they'd be seen the following week, but they were not.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within 2 **weeks / months**

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Findings: Improved Same Worse

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Quality Non-Conformance Report

Non-Conformance #: DC-22-012

Date: 6/16/2022

Date of complaint: 6/15/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Resident : filed grievance that dialysis provider Carrie Fable allowed him to cramp intentionally for 25 minutes. Resident shared that Carrie argued with him that because he was unable to sit up, he needed to lay down. Resident shared that Carrie refused to give him any saline because the line would not reach him, even though she could have moved him closer. Resident shared that once he began to yell for help and the doctor and deputy came rushing on, Carrie finally moved closer so the saline line could reach him.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within 2 **weeks / months**

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Date of review: _____

Findings: Improved Same Worse

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Quality Non-Conformance Report

Non-Conformance #: DC-22-015

Date: 7/5/2022

Date of complaint: 6/30/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Housing Team 4 reported that at 0100, in A1D, bottom floor never received morning or afternoon meds. At 0320 in A3L, bottom floor residents finally received meds that should have been distributed at 2048.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA who filed a Plan of Action.

Follow up required: Yes No

Review within ___ weeks / months

Daniela Zyskowski
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Findings: Improved Same Worse

Notes:



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Quality Non-Conformance Report

Non-Conformance #: DC-22-016

Date: 7/5/2022

Date of complaint: 7/5/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Accreditation Coordination was in medical lab area week prior that was left opened. When she walked in and checked the cabinets, they were unlocked even though they are supposed to be locked. She took a pair of the metal forceps from the cabinet and as of today the discrepancy has yet to be reported by medical, suggesting that they have not been taking count as they are supposed to daily.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within ___ **weeks / months**

Daniela Zyskowski
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Vendor's Signature

.....
Date of review: _____

Findings: Improved Same Worse

Notes:

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Quality Non-Conformance Report

Non-Conformance #: DC-22-018

Date: 7/5/2022

Date of complaint: 7/5/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Accreditation Coordination reported that she has been requesting documentation to complete NCCHC folders since May 13, 2022 from WellPath. She sent them a list on June 6, 2022 listing documents needed for compliance. She has yet to receive any of the documents.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within ___ weeks / months

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

.....
Date of review: _____

Findings: Improved Same Worse

Notes:



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Quality Non-Conformance Report

Non-Conformance #: DC-22-019

Date: 7/5/2022

Date of complaint: 7/5/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Accreditation Coordination reported that on 6/14 she took a sharp from the lab after finding the area unsecured and the cabinets with sharps unlocked. The missing sharp was not reported until 6/24.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within ___ weeks / months

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

.....
Date of review: _____

Findings: Improved Same Worse

Notes:

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Quality Non-Conformance Report

Non-Conformance #: DC-22-020

Date: 7/5/2022

Date of complaint: 7/5/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Accreditation Coordination reported that a drill was conducted on 6/21/22 at 6:15pm. Medical did not arrive on scene until 8 minutes after response was called. Furthermore, when they arrived, they did not have any emergency equipment with them. This is a violation of both NCCHC and ACA as both standards require a four minute response time.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within ___ weeks / months

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

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Date of review: _____

Findings: Improved Same Worse

Notes:

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Quality Non-Conformance Report

Non-Conformance #: DC-22-021

Date: 7/5/2022

Date of complaint: 7/5/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Accreditation Coordination reported that new WellPath staff hired are not completing the forty hour minimum training acquired by ACA.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within ___ weeks / months

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Date of review: _____

Findings: Improved Same Worse

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Quality Non-Conformance Report

Non-Conformance #: DC-22-024

Date: 7/11/2022

Date of complaint: 7/6/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

End of shift report concluded that there was no infirmity nurse all shift.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within ___ weeks / months

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Findings: Improved Same Worse

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Quality Non-Conformance Report

Non-Conformance #: DC-22-022

Date: 7/7/2022

Date of complaint: 7/7/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Received report that nurses did not distribute evening medication due 7/6 until the morning of 7/7, at 4:45am.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within ___ weeks / months

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Date of review: _____

Findings: Improved Same Worse

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Quality Non-Conformance Report

Non-Conformance #: DC-22-023

Date: 7/11/2022

Date of complaint: 7/11/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Received report that nurses did not distribute evening medication due 7/10 until the morning of 7/11, at 3:00am.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within ___ weeks / months

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Findings: Improved Same Worse

Notes:



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Quality Non-Conformance Report

Non-Conformance #: DC-22-025

Date: 7/19/2022

Date of complaint: 7/15/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Training Department informed WellPath that they had until 7/15 to submit CPR, First Aid, and Narcan certifications -- WellPath failed to do so.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within ___ weeks / months

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Findings: Improved Same Worse

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Quality Non-Conformance Report

Non-Conformance #: DC-22-027

Date: 7/26/2022

Date of complaint: 7/26/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

WellPath did not perform med pass during night shift.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within ___ weeks / months

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North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-026

Date: 7/27/2022

Date of complaint: 7/27/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Grievance coordinator informed that WellPath has 600 unanswered grievances.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within ___ weeks / months

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

.....
Date of review: _____

Findings: Improved Same Worse

Notes:

Daniela Zyskowski
Contracts Manager
Charleston County Sheriff's Office



Office: 843-529-7379
dzyskowski@charlestoncounty.org
Charleston County Detention Center
3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-028

Date: 7/28/2022

Date of complaint: 7/28/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Per sergeant in unit B1A;

Nurse Cook entered the unit with a med cart the same time I entered to relieve Deputy Carmack. I did a unit count, took a 30 second turn over from Carmack, and then noticed Cook exiting the unit. She waited less than two minutes before leaving. Carmack mentioned she did not have a nurse in the unit the entire day. She called SSgt Roderick and I started an incident report but was directed to cancel the report as supervision was already aware several units did not get a med pass.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within ___ weeks / months

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

.....
Date of review: _____

Findings: Improved Same Worse

Notes:



Daniela Zyskowski
Contracts Manager
Charleston County Sheriff's Office

Office: 843-529-7379
dzyskowski@charlestoncounty.org
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3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-027

Date: 7/28/2022

Date of complaint: 7/28/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Medical inspection was conducted and found the lab area was not secured, sharp count was not checked by two supervisors, the medication carts were not locked, the sharps container was not available, upright, mounted, and less than 3/4 full and secure, the pharmacy was not organized and clean, all the medication carts were unlocked in the pharmacy area, the pharmacy door was purposely propped open, the fire extinguisher was blocked by multiple items.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within ___ weeks / months

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

Date of review: _____

Findings: Improved Same Worse

Notes:

Daniela Zyskowski
Contracts Manager
Charleston County Sheriff's Office



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3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-029

Date: 8/3/2022

Date of complaint: 8/2/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Units B2H and B2J as of 1pm on 8/2 did not receive their medication.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within ___ weeks / months

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

.....
Date of review: _____

Findings: Improved Same Worse

Notes:

Daniela Zyskowski
Contracts Manager
Charleston County Sheriff's Office



Office: 843-529-7379
dzyskowski@charlestoncounty.org
Charleston County Detention Center
3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-029

Date: 8/3/2022

Date of complaint: 8/3/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

On Friday, July 29th, there was an attempted suicide in A1C. Deputy Wright was involved in helping to stop the bleeding, and on Monday, August 1st, a possible bloodborne exposure was reported. Mr. Hydar, our Safety Compliance Specialist, began the Detention Center's protocol per policy. Medical needed to have blood drawn on the resident, _____, on Monday.

As of Wednesday, August 3rd, Mr. Hydar has yet to receive any results. Risk Management contacted him this morning explaining the results should have been provided within 1-4 hours, on Monday. If not, then the resident should have been taken to the hospital. Mr. Hydar confirmed that he communicated this to WellPath on Monday and was met with pushback, being informed that WellPath is understaffed.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within ___ weeks / months

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

Date of review: _____

Findings: Improved Same Worse

Notes:

Daniela Zyskowski
Contracts Manager
Charleston County Sheriff's Office



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dzyskowski@charlestoncounty.org
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3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-030

Date: 8/22/2022

Date of complaint: 8/23/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Med pass was not distributed in BMU and SMU. WellPath staff informed Command Staff this was due to staff shortage.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within 1 **weeks / months**

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

.....
Date of review: _____

Findings: Improved Same Worse

Notes:



Daniela Zyskowski
Contracts Manager
Charleston County Sheriff's Office

Office: 843-529-7379
dzyskowski@charlestoncounty.org
Charleston County Detention Center
3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-031

Date: 8/29/2022

Date of complaint: 8/29/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Training department informed this Contracts Manager that majority of WellPath employees have yet to complete their required 40 hours of training and submit CPR/BLS. This has been an ongoing issue for the last few months.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within 2 **weeks / months**

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

Date of review: _____

Findings: Improved Same Worse

Notes:

Daniela Zyskowski
Contracts Manager
Charleston County Sheriff's Office



Office: 843-529-7379
dzyskowski@charlestoncounty.org
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3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-032

Date: 9/26/2022

Date of complaint: 9/26/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Per inspection report: sharp count was not checked by two supervisors; the sharps container is full and has not been replaced; the counts were inaccurate; the med cart in the infirmary was left unlocked and three cups of pre-poured medication were available; there were also random pills scattered in the back of the cart.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within 2 **weeks / months**

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

.....
Date of review: _____

Findings: Improved Same Worse

Notes:



Daniela Zyskowski
Contracts Manager
Charleston County Sheriff's Office

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dzyskowski@charlestoncounty.org
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3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-039

Date: 10/25/2022

Date of complaint: 10/5/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Nurse Harris administered incorrect medication to resident in SMU. It was noticed that he switched the two resident's medications and when he went to see what incorrect medication he gave to the resident, he stated it was a blood thinner and a blood pressure pill. Nurse Harris stated "that's not the worst thing he could take, it will just make him sleepy." Incident report attached.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath.

Follow up required: Yes No

Review within 2 **weeks / months**

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

Date of review: _____

Findings: Improved Same Worse

Notes:



Daniela Zyskowski
Contracts Manager
Charleston County Sheriff's Office

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Charleston County Detention Center
3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-033

Date: 10/7/2022

Date of complaint: 10/7/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

B/C tower units did not start receiving night meds until after 2:30am. A3K and A1C did not receive evening meds until after 4am.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath HSA.

Follow up required: Yes No

Review within 2 **weeks / months**

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

.....
Date of review: _____

Findings: Improved Same Worse

Notes:

Daniela Zyskowski
Contracts Manager
Charleston County Sheriff's Office



Office: 843-529-7379
dzyskowski@charlestoncounty.org
Charleston County Detention Center
3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-034

Date: 10/12/2022

Date of complaint: 10/10/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Resident was placed in BMU on suicide precaution due to not receiving mental health medication consistently.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath: Dr. Patel was able to see resident and confirm that resident had not been receiving her prescription, so Dr. Patel wrote her a new prescription.

Follow up required: Yes No

Review within ___ **weeks / months**

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

.....
Date of review: _____

Findings: Improved Same Worse

Notes:



Daniela Zyskowski
Contracts Manager
Charleston County Sheriff's Office

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dzyskowski@charlestoncounty.org
Charleston County Detention Center
3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-035

Date: 10/12/2022

Date of complaint: 10/11/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Units A1C, A3L, A3M, and C2J are not given evening med pass. Furthermore, there was no nurse coverage.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath and had meeting with two WellPath staff members who informed me there is no sufficient plan of action to tackle these issues.

Follow up required: Yes No

Review within 2 **weeks / months**

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

Date of review: _____

Findings: Improved Same Worse

Notes:



Daniela Zyskowski
Contracts Manager
Charleston County Sheriff's Office

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3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-036

Date: 10/12/2022

Date of complaint: 10/12/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

From 1830- 2330 hrs, there was no nurse to do screenings. From 2330-0430 hrs, there was no nurse in intake, no individuals were screened.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath.

Follow up required: Yes No

Review within 2 **weeks / months**

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

Date of review: _____

Findings: Improved Same Worse

Notes:

Daniela Zyskowski
Contracts Manager
Charleston County Sheriff's Office



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3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-037

Date: 10/14/2022

Date of complaint: 10/13/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

SMU never received morning meds. Nurse claimed this was because she was turned away 3 times from unit A3L – when asked to clarify how A3L impacted SMU, WellPath failed to respond. When the nurse finally went to SMU at 4:20pm, nurse had the wrong med cart, then couldn't sign into the system because it was too late to do morning meds.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath.

Follow up required: Yes No

Review within 2 **weeks / months**

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

Date of review: _____

Findings: Improved Same Worse

Notes:



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Contracts Manager
Charleston County Sheriff's Office

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3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-038

Date: 10/17/2022

Date of complaint: 10/16/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

There was no nurse for the evening shift to do screenings.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath.

Follow up required: Yes No

Review within 2 **weeks / months**

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

.....
Date of review: _____

Findings: Improved Same Worse

Notes:

Daniela Zyskowski
Contracts Manager
Charleston County Sheriff's Office



Office: 843-529-7379
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Charleston County Detention Center
3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-040

Date: 11/9/2022

Date of complaint: 11/8/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

There was no nurse at juvenile and no nurse in Processing for the night shift. When officers were attempting to contact the infirmary, nobody answered.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath.

Follow up required: Yes No

Review within 2 **weeks / months**

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

Date of review: _____

Findings: Improved Same Worse

Notes:



Daniela Zyskowski
Contracts Manager
Charleston County Sheriff's Office

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Charleston County Detention Center
3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-041

Date: 11/9/2022

Date of complaint: 11/9/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Received the following letter from attorney Haley:

"Ms. Symonette,

I represent _____ as a result of federal charges against him. He has been prescribed the following medications, but the jail is not giving him the medications. _____ has a very serious heart condition and it is imperative that he receive the prescribed medications. Can you please look into the matter?

Sincerely,
Bob Haley

Carvedilol 3.125 mg
Valsartan 40 mg
Furosemide 40 mg
Spironolactone 25 mg

All of these meds are prescribed for once daily.

"Carvedilol is used to treat high blood pressure and heart failure." <https://www.webmd.com/drugs/2/drug-5574/carvedilol-oral/details>

“Valsartan is used to treat high blood pressure and heart failure.” <https://www.webmd.com/drugs/2/drug-849/valsartan-oral/details>

“Furosemide is used to reduce extra fluid in the body (edema) caused by conditions such as heart failure, liver disease, and kidney disease.” <https://www.webmd.com/drugs/2/drug-5512-8043/furosemide-oral/furosemide-oral/details>

“Spironolactone is used to treat high blood pressure and heart failure.” <https://www.webmd.com/drugs/2/drug-6288/spironolactone-oral/details>”

This is something that was already addressed with WellPath and continues to be neglected.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath.

Follow up required: Yes No

Review within 2 weeks / months

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

.....
Date of review: _____

Findings: Improved Same Worse

Notes:



Daniela Zyskowski
Contracts Manager
Charleston County Sheriff's Office

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dzyskowski@charlestoncounty.org
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3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-042

Date: 11/10/2022

Date of complaint: 11/9/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Per the end of shift report, residents and were not cleaned nor changed. This falls under medical neglect.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath.

Follow up required: Yes No

Review within 2 **weeks / months**

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

Date of review: _____

Findings: Improved Same Worse

Notes:



Daniela Zyskowski
Contracts Manager
Charleston County Sheriff's Office

Office: 843-529-7379
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Charleston County Detention Center
3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-043

Date: 11/10/2022

Date of complaint: 11/10/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center · **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Accreditation admin was informed by WellPath the previous day that WellPath employees here at Charleston have not taken any medication administration tests or post exam evaluations since August 2020 audit.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath.

Follow up required: Yes No

Review within 2 **weeks / months**

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

Date of review: _____

Findings: Improved Same Worse

Notes:



Daniela Zyskowski
Contracts Manager
Charleston County Sheriff's Office

Office: 843-529-7379
dzyskowski@charlestoncounty.org
Charleston County Detention Center
3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-044

Date: 11/16/2022

Date of complaint: 11/15/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

WellPath informed staff that their computer system was down and morning med pass could not be completed. Later on at 5pm it was confirmed again that the computer system was still down, so again the next med pass was not completed.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath.

Follow up required: Yes No

Review within 2 **weeks / months**

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

.....
Date of review: _____

Findings: Improved Same Worse

Notes:



Daniela Zyskowski
Contracts Manager
Charleston County Sheriff's Office

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3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-045

Date: 11/16/2022

Date of complaint: 11/16/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Both residents and : were not cleaned and changed in infirmary.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath.

Follow up required: Yes No

Review within 2 **weeks / months**

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

Date of review: _____

Findings: Improved Same Worse

Notes:

Daniela Zyskowski
Contracts Manager
Charleston County Sheriff's Office



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3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-046

Date: 11/28/2022

Date of complaint: 11/28/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

WellPath has no dialysis provider. A resident on Friday, 11/25, did not receive their dialysis treatment. As of right now WellPath has provided the response that residents will be transported out of the facility to the hospital to receive dialysis. They are already aware that this puts a strain on Detention staff where there is already a shortage; this was also the reason that the contract requires dialysis to be conducted on site. WellPath waited until the dialysis contract expired to attempt to put their own plan into place; when they did so, they did not notify this Contracts Manager accordingly, nor did they explain the plan appropriately.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath.

Follow up required: Yes No

Review within 2 **weeks / months**

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

Date of review: _____

Findings: Improved Same Worse

Notes:

Daniela Zyskowski
Contracts Manager
Charleston County Sheriff's Office



Office: 843-529-7379
dzyskowski@charlestoncounty.org
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3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-047

Date: 12/2/2022

Date of complaint: 12/2/2022

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Was informed by the Caitlin at the Charleston Center that residents have been complaining to her that for the MAT program they are being told they can only receive the injection. Expectations were made clear that residents are to be given education on why the injection is the best option, however the choice is up to the resident.

Dr. Drago argued with Caitlin that he personally did not agree with this and that he knew more about the subject matter than Caitlin because he is a doctor. After going through the contract and expectations, the entire team came to the same conclusion that best practice is to offer both. Dr. Drago agreed to this.

When questioned on 12/2, Dr. Drago shared that based off of his medical experience, he does not agree that both should be offered. He informed WellPath HSA that this is due to concerns of diversion. He failed to communicate this with the rest of the team and went against what the team agreed upon.

Caitlin found out on 12/2 that 3 residents earlier in the week were administered the injection, despite vocalizing several times that they did not want the injection. There was one more resident who started his first dose on 12/1 and on 12/2 was denied MAT services.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath.

Follow up required: Yes No

Review within 2 **weeks / months**

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

.....

Date of review: _____

Findings: Improved Same Worse

Notes:

Daniela Zyskowski
Contracts Manager
Charleston County Sheriff's Office



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dzyskowski@charlestoncounty.org
Charleston County Detention Center
3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-048

Date: 1/30/2023

Date of complaint: 1/29/2023

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

The following incident report was filed:

On 1/29/23 at 2150 Nurse Mitchell entered unit B1A for evening medication pass. I DFC Carmack approached the sally port doors to escort her and was trying to turn on my camera, Spare 2. As I let the nurse in and placed a resident in the sally port for an unrelated matter, Nurse Mitchell told me "I'm going to be a bitch tonight. I'm not doing the same shit I did last night" in reference to her having to return to the unit several times last night for medications she forgot. I got my body camera to come on after this statement and escorted her to the front of the unit. Nurse Mitchell spent the next hour doing med pass and was extremely rude without provocation towards me and the residents. Whenever a resident asked her where the rest of their medicine was, she would reply with "Didn't I tell you that I don't have it on this cart?" or "I just take the cart and go, I'm not coming back tonight." Even though the medicine is in the building, Nurse Mitchell said she would not go and get it for a majority of residents. She was very rude and aggressive with everyone and seemed to not know what she was doing. She made many residents in the unit very upset that they were not receiving their medication that regulates their blood pressure, heart rate, HIV/AIDS, antibiotics, ie medications that they truly need to live. S/Sgt Mathewes was informed on Nurse Mitchell's unwarranted disrespect after she left the unit and I suggested that Nurse Mitchell should not come back for her own safety due to her attitude. This report is for informational purposes only.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath.

Follow up required: Yes No

Review within 2 weeks / months

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

.....
Date of review: _____

Findings: Improved Same Worse

Notes:

Daniela Zyskowski
Contracts Manager
Charleston County Sheriff's Office



Office: 843-529-7379
dzyskowski@charlestoncounty.org
Charleston County Detention Center
3841 Leeds Ave
North Charleston, SC 29405

Quality Non-Conformance Report

Non-Conformance #: DC-22-049

Date: 1/30/2023

Date of complaint: 1/30/2023

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Was informed by a night shift lieutenant that there was no medical provider on night shift for 1/29/2023 into the morning shift of 1/30/2023.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath.

Follow up required: Yes No

Review within 2 **weeks / months**

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

Date of review: _____

Findings: Improved Same Worse

Notes:

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Quality Non-Conformance Report

Non-Conformance #: DC-22-050

Date: 3/4/2023

Date of complaint: 3/4/2023

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Nurse called unit deputy at 0159am to inform them that WellPath would not be doing med pass in BMU, SMU, and A1D due to it being too close to morning medication.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath.

Follow up required: Yes No

Review within 2 **weeks / months**

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

.....
Date of review: _____

Findings: Improved Same Worse

Notes:



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Quality Non-Conformance Report

Non-Conformance #: DC-22-051

Date: 2/1/2023

Date of complaint: 3/7/2023

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

Sharps count in laboratory of infirmary was not completed for the entire month of February, 2023.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath.

Follow up required: Yes No

Review within 2 **weeks / months**

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

Date of review: _____

Findings: Improved Same Worse

Notes:



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Quality Non-Conformance Report

Non-Conformance #: DC-22-052

Date: 3/14/2023

Date of complaint: 3/10/2023

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

According to end of shift report, Resident was not cleaned and changed.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath.

Follow up required: Yes No

Review within 2 **weeks / months**

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

.....
Date of review: _____

Findings: Improved Same Worse

Notes:

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Quality Non-Conformance Report

Non-Conformance #: DC-22-053

Date: 3/23/2023

Date of complaint: 3/23/2023

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

WellPath team was not prepared for medical distribution of residents partaking in Ramadan. This has been discussed in the past few Friday contractors' meetings, and was discussed in the Friday meeting on 3/17/23. WellPath claims they were unaware even though they were present for 3/17/23 meeting.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath.

Follow up required: Yes No

Review within 2 **weeks / months**

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

.....
Date of review: _____

Findings: Improved Same Worse

Notes:

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Quality Non-Conformance Report

Non-Conformance #: DC-22-054

Date: 3/24/2023

Date of complaint: 3/25/2023

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

No provider or infirmary nurse was on site the evening of 3/24. Contract requires in person provider and infirmary nurse to be present.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath.

Follow up required: Yes No

Review within 2 **weeks / months**

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

Date of review: _____

Findings: Improved Same Worse

Notes:

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Quality Non-Conformance Report

Non-Conformance #: DC-22-055

Date: 3/25/2023

Date of complaint: 3/25/2023

Contractor/ Vendor: WellPath

Contract No: 5443

Location: Charleston County Detention Center **Address:** 3841 Leeds Ave, North Charleston, SC 29405

Pictures and/ or documentation attached: Yes No

Description of Non-Conformance:

No provider on site 3/25.

Corrective Action/ Preventative Measures/ Remediation:

Submitted report to WellPath.

Follow up required: Yes No

Review within 2 **weeks / months**

Daniela Zyskowski
Contracts Manager Signature

Vendor's Signature

Date of review: _____

Findings: Improved Same Worse

Notes: