

# EXHIBIT

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**Meeting with the Arizona Governor's Office  
November 8, 2012**

**I. Introduction**

Karen Mullenix, CCM, Director of Operations

- i. Commitment to achieving a common goal: providing appropriate health care
- ii. Lack of full disclosure about program conditions
- iii. Health care program non-compliant with industry standards and constitutional requirements
- iv. Change in ADC approach
- v. Interference
- vi. Media relations
- vii. Culture

**II. Provider and other clinical issues**

Thomas Lehman, MD, CCHP, Corporate Medical Director, Clinical Services  
Neil Fisher, MD, Utilization Management Medical Director

- i. Introductions and experience
- ii. Intake issues and concerns
- iii. Medical record issues and concerns
- iv. Issues/concerns with chronic clinics and Health Needs Requests
- v. Issues/concerns with Hepatitis & HIV
- vi. Issues/concerns with patient returns from offsite encounters
- vii. Utilization management issues and concerns
- viii. Nonclinical management of clinical issues
- ix. Conclusions

**III. Nursing and quality management issues**

Martha Ingram, RN, CCHP, CPHQ, Director of Quality Management & Performance Improvement  
Glenn Thomas, RN, MHA, Director of Operations

- i. Introductions and experience
- ii. Widespread quality deficiencies
- iii. ADC failure to maintain clinically proficient nursing staff
- iv. Unworkable, counterproductive culture and environment
- v. ADC process failures
  1. Medication administration
  2. Keep-on-Person program
  3. Medical records

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- 4. Lack of security support
- 5. Unsafe work environment
- vi. Technological infrastructure failures
- vii. Conclusions

**IV. Pharmacy issues**

Denise Mervis, PharmD, Director of Pharmacy and Ancillary Services

- i. Introductions and Experience
- ii. Pharmacy variances between RFP and reality
- iii. Inappropriate pharmacy roles & responsibilities
- iv. Conclusions

**V. Behavioral Health Issues**

Ron Smith, PsyD, CCHP, Director of Behavioral Health Services

- i. Introductions and experience
- ii. Making ASPC-Yuma a corridor facility
- iii. Administration of psychotropic medications
- iv. Mental health monitoring of segregated inmates
- v. Creation/maintenance of mental health treatment plans
- vi. Lack of ADC cooperation to implement a plan for mental health improvement and success
- vii. Conclusions

**VI. Human resource and risk management issues**

Elaine Gedman, CCHP, Senior Vice President of Human Resources & Risk Management

- i. Introductions and experience
- ii. Staffing challenges
  - 1. ADC failure to recruit & retain quality staff
  - 2. Clearance process
  - 3. Formation of contract monitoring team
- iii. Employee relations challenges
  - 1. ADC failure to create an engaged, committed workforce/culture
  - 2. Disruptive Contract Monitor model and approach
- iv. Retention challenges
- v. Risk management challenges
- vi. Public/media relations
- vii. Conclusions

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**VII. Client/vendor perspectives**

Jim Reinhart, Regional Operator

- i. Introductions and experience
- ii. ADC failed to foster a cooperative approach to privatization and contract transition
- iii. Cultural issues
  1. Wrong model/philosophy for contract monitoring team
  2. ADC never held employees accountable for their poor work performance
  3. ADC community relations programs interfere with staff's ability to efficiently provide health services
  4. ADC security staff has been uncooperative and sometimes hostile since privatization
- iv. Conclusions

**VIII. Conclusions**

Karen Mullenix, CCM, Director of Operations

- i. After working within the ADC inmate health care system for four months, Wexford Health finds the current class action lawsuits to be accurate.
- ii. The ADC system is broken, and does not provide a constitutional level of care.
- iii. Now what are we and the ADC going to do about it?

**IX. Preliminary high-level plan components**

- i. Communication and trust
- ii. Culture
- iii. Operational clean-up
- iv. Contract Monitors
- v. Security staff
- vi. Facility physical plant
- vii. AIMS
- viii. Staffing re-assessment
- ix. Media/advocate relations
- x. Governor's Office liaison
- xi. Cooperation with legislature
- xii. Next steps