STATE OF CONNECTICUT
DEPARTMENT OF CORRECTION

Office of the Commissioner

Ned Lamont
Governor

Angel Quiros
Commissioner

TO: DeVaughn L. Ward, Correction Ombuds
Office of Correction Ombuds

FROM: Angel Quiros, Commissioner
Connecticut Department of Correction

DATE: April 2, 2026

SUBJECT: Department of Correction Inmate Medical Services and the Provision of Specialty Care

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The Department of Correction (DOC), together with the Office of Policy and Management (OPM), is conducting a focused evaluation of DOC's medical services for the incarcerated population. This effort will also address the backlog in specialty clinical care by applying targeted, immediate resources as outlined below.

This evaluation will involve UConn Health, community partners, and the state Administrative Services Organization.

The following plan and implementation timeline are now underway:

- Within the next 14 Days:
  Rapidly validate data for needed outpatient specialty care appointments requiring scheduling.
  - Specifically verifying patient status (morbidity and carceral status).
  - Assignment of patient priority.
  - Conduct rapid, targeted case reviews for high acuity needs.

- Within the next 30 Days:
  Creation of a scheduling matrix
  - Differentiate and quantify care requiring specialty medical facilities (e.g., diagnostic imaging, surgical interventions, and procedures such as colonoscopies), versus specialty consults (e.g., cardiology, oncology), and primary care or consultations (either in-person or through telehealth) that can occur within a regular clinical setting.
  - Identify high-volume services suitable for targeted, rapid, on-site clinical deployments.
  - Identification of system capacities for exterior priorities.

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- Within the next 45-60 Days:
  Begin physical booking based on the scheduling matrix and identified clinical service lines and providers. Continue to engage care partners.

- Within the next 90 Days:
  Develop a new and sustainable paradigm for patient specialty care scheduling.

The DOC and OPM Implementation Teams will meet at least weekly to review progress and agree on schedules and action items for the coming week.

DOC and OPM are working together to identify and secure the fiscal resources necessary to implement the plan above.

As to the second recommendation identified in the report, DOC will provide monthly updates as requested and work with the Office of the Correction Ombuds to do so without compromising safety and security.

As to the third recommendation identified in the report, DOC and OPM will continue to develop and implement the plan identified herein. DOC will continue to work with outside providers to obtain timely appointments for the incarcerated population and engage in prioritization as delineated in the plan above. As this effort continues, DOC will continue to communicate with the Office of the Correction Ombuds as to additional details.

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