APPENDIX 5

CALIFORNIA CORRECTIONAL
HEALTH CARE SERVICES

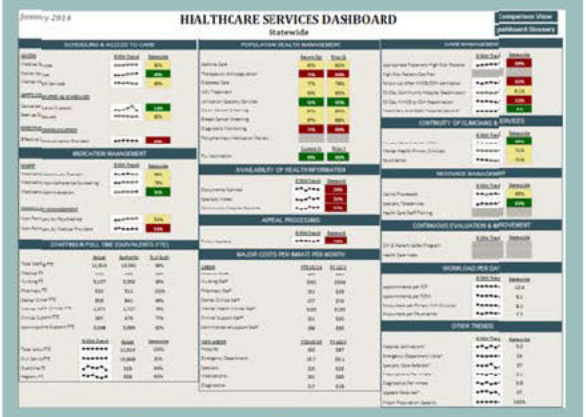
MEMORANDUM

Date	:	February 28, 2014
To	:	All Healthcare Staff
From	:	Quality Management Section
Subject	:	New and Improved Health Care Services Dashboard 4.0

The Health Care Services Dashboard is back – with new measures, functions, and tools to help you manage health care system performance.

In2013, California Correctional Health Care Services (CCHCS) updated the statewide Performance Improvement Plan (PIP), retaining some performance measures from the previous plan and adding a set of new measures. The Dashboard had to be taken offline temporarily to be reconfiguredin accordance with the new plan, and during that period CCHCS developed and tested the methodology for new measures, modifiedthe database infrastructure, and increased web-based functionality.

What is the Dashboard?



- **Strategic performance information** from over 183 performance measures across clinical and administrative program areas, organized into a single report.
- **A monthly status update** on performance objectives from the statewide Performance Improvement Plan, with statewide averages and trend lines.
- Data reported at the **statewide and individual institution levels**, and a customizable **comparison view** that allows for easy assessment across institutions.

WHAT'S NEW?

NEW MEASURES, NEW DOMAINS

The 2014 Dashboard includes 183measures in 13 domains plus an additional domainin the Comparison View. Benchmarked (color-coded) measures tie to specificobjectives from the 2013-2015 Performance Improvement Plan, and domains have been changed to align more closely with the major domains of the Integrated Care Model.

NEW DATA SOURCES

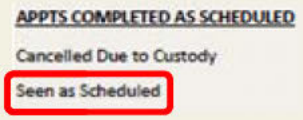
Dashboard 4.0 taps into new data sources for performance measurement: centralized medical, dental, and mental health scheduling systems; the Patient Health Information Portal, and the Medication Administration Process Improvement Program (MAPIP) audit results. With access to these data sources, CCHCS can lessen the burden of reporting requirements for institutions, which often entailed inputting data in Excel spreadsheets and submitting them to headquarters.

CALIFORNIA CORRECTIONAL
HEALTH CARE SERVICES

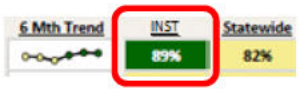
TEST NEW DASHBOARD FEATURES

Dashboard 4.0 offers more detailed performance information than ever before, accessible with thesimple click of a mouse. Try the new functionalities described below to make the best use of the new Dashboard.

- Click on the title of a measure to view the definition. Click on the title of the measure and get a pop-up box with a more detailed description of the measure including how it is defined and calculated. In the pop-up box, you will also see a link to the Dashboard Glossary to access measure specifications, which provides a detailed description of each measure, including data sources and any relevant exclusions.



- Click on the most recent institution score to get a drilldown report. Many measures from Dashboard 4.0 are composites of multiple component measures. To get more detail on any one measure, click on the score for the most recent reporting period. A pop-up window will appear with any measures that roll up into the overall performance score that you see on the Dashboard. Click on the institution percentage for Access to Dental Services, for example, and you will be directed to the five component Dental Access measures that make up the overall institution score.



- Choose a group of institutions to compare and create a custom Dashboard. At the top right of most Dashboard views, you will find a "Comparison View" button. The Dashboard's Comparison View lists scores for Dashboardmeasures in a single column by institution. Customization filters in the Comparison View will allow users to group institutions by region, mission, or other criteria; show or hide drilldown data; and select other Dashboard reporting periods. Click on the "View Report" button to apply chosen filters and refreshthe report.

- Access previous versions of the Dashboard. The most recent Dashboard reporting period will be the default view. Use the drop-down box option to select previous months. Click on the "View Report" button to apply the chosen month and refresh the report.

- Navigate between Dashboard reports. You will be presented with a "home page" based on your log-on information, but by clicking on the drop down box under "Select an Institution" at the top of the page, you can quickly move from one Dashboard report to another. Click on the "View Report" button to apply the chosen institution and refresh the report.

Please clickthe Dashboard 4.0 Featureslink on the next page for screenshots of the features described above.

CALIFORNIA CORRECTIONAL
HEALTH CARE SERVICES

DASHBOARD TOOLS

To accompany the Dashboard 4.0 release, Quality Management created resources to help orient users to new and updated features and functions. These tools are available through the Dashboard Tools webpage or by clicking on the title of the document below.

Click here to view Dashboard Tools online.

- **How to Access the Dashboard**: Learn how to access the Dashboard from Lifeline, QM Portal or CPHCS internet website.
- **Dashboard Glossary**: See descriptions and detailed specifications for each measure.
- **Dashboard 4.0 Features**: Learn important features of the Dashboard.
- **Frequently Asked Questions**: See common questions asked about the Dashboard and access links to the various tools and guides.

HELP US RAISE AWARENESSABOUT THE NEW DASHBOARD

Please make it a priority to notify staff of the updates to the Dashboard and make staff aware of the available tools and training. To ensure widespread awareness of Dashboard information, please discuss relevant Dashboardinformation in a variety of forums, such as the local Quality Management Committee, Program Subcommittees, Quality Improvement Teams, supervisory meetings and care team meetings.

Dashboard 4.0 is currently a beta version and CCHCS will continue to refine it over the next few months so we appreciate any feedback you may have about the Dashboard, especially as it relates to the recent changes, as your input helps us to make this tool more useful to you and your staff.

In fact, in mid-March and April, QM staff will facilitate weekly forums with the field to solicit feedback. Please send any comments about the Dashboard to qmstaff@cdcr.ca.gov. Thank you for your continued efforts to monitor and improve patient care.

ARE YOU READY TO SEE THE DASHBOARD?

CLICK HERE ›››