

WHAT IS THE HEALTH CARE SERVICES DASHBOARD?

Click the icons below for more information:

A monthly report that:

- ✓ Consolidates key performance indicators and other important organization metrics across health care programs and service areas.
- ✓ Provides information typically monitored by health care organizations, such as patient outcomes, access to care, and utilization and cost.
- ✓ Helps the organization regularly assess progress in meeting annual performance objectives.
- ✓ Helps health care executives and managers identify areas that may need improvement.



Statewide Dashboard

View statewide performance trends



Institution Scorecards

See performance data for a specific institution



Institution Comparisons

Compare results for all measures among California prisons

The Dashboard is intended to support headquarters and institution staff in identifying opportunities for improvement and monitoring progress toward performance objectives. However, there are limitations to the information: California Correctional Health Care Services (CCHCS) has standardized many data collection processes, provided training to promote consistency in data reporting, and invested in information system modifications to improve data quality. However, much of the data featured in the Health Care Services Dashboard is gathered through multiple networked databases or self-reported by institutions, and the data have not been validated or verified. Performance objectives and benchmarks were generated internally for quality improvement purposes and are not necessarily intended to reflect compliance with court mandates or a determination regarding constitutional levels of care.

STATEWIDE HEALTH CARE SERVICES DASHBOARD

April 2012, Version 3.0

Dashboard Links:

[MONTHLY INSTITUTION COMPARISON](#)

[INSTITUTION SCORECARDS](#)

[GLOSSARY](#)

Other Quality Management Resources:

[PERFORMANCE REPORTS](#)

[DECISION SUPPORT](#)

[FEEDBACK](#)

KEY:

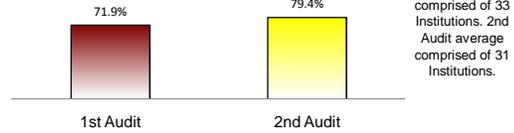
HIGH ADHERENCE

MODERATE

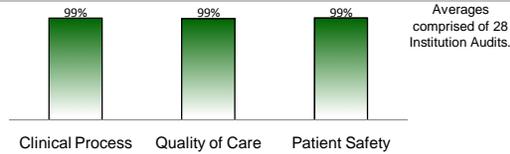
LOW

*Per 1,000 inmates

MEDICAL PROGRAM INSPECTIONS



DENTAL PROGRAM PEREZ AUDIT



MENTAL HEALTH TIMEFRAME COMPLIANCE



PREVENTION / DISEASE MANAGEMENT

	Prior Quarter	Recent Quarter
Diabetes Care	73%	74%
Asthma Care	76%	79%
Therapeutic Anticoagulation	46%	62%
Potentially Avoidable Hospitalizations (per year)*	21	21
Colon Cancer Screening	59%	72%
Breast Cancer Screening	94%	84%

	Prior Year	Current Year
Flu Vaccination	-	95%

ACCESS AND CONTINUITY

	6 Month Trend	Feb. 2012
ACCESS		
RN Episodic Care	[Line Chart]	96%
PCP Episodic Care	[Line Chart]	85%
PCP Chronic Care	[Line Chart]	82%
Specialty Consultation	[Line Chart]	92%
PCP Specialty Follow-up	[Line Chart]	78%
PCP Hospital Follow-up	[Line Chart]	92%
CONTINUITY		
Primary Care Provider (PCP)	[Line Chart]	70%
Mental Health Primary Clinician	[Line Chart]	79%
Psychiatrist	[Line Chart]	77%

MEDICATION MANAGEMENT

	6 Month Trend	Feb. 2012
Access to Medications	[Line Chart]	82%
Med. Provider Non-Formulary Prescribing	[Line Chart]	5.9%
Psychiatrist Non-Formulary Prescribing	[Line Chart]	2.6%
Prescriptions per Inmate	[Line Chart]	3.5
KOP Meds from Central Fill	[Line Chart]	65%

SPECIALTY AND HOSPITAL SERVICES

	6 Month Trend	Most Recent
Specialty Care Referrals*	[Line Chart]	68
Specialty Appts via Telemedicine	[Line Chart]	54%
Admin. Hospital Bed Days (per year)*	[Line Chart]	30
Hospital Admissions*	[Line Chart]	7.3
Emergency Department Visits*	[Line Chart]	4.1

STAFFING IN FULL TIME EQUIVALENTS (FTE)

	Actual Jan. 2012	Authorized Jan. 2012	% of Auth.
TOTAL	12,000	12,279	98%
Medical FTE	479	507	94%
Nursing FTE	4,718	4,707	100%
Pharmacy FTE	528	324	163%
Dental Clinical FTE	835	921	91%
Mental Health Clinical FTE	1,360	1,512	90%
Clinical Support FTE	389	358	109%
Admin. Support FTE	3,691	3,951	93%

MAJOR COSTS PER INMATE PER MONTH

	FY 10/11	YTD 11/12
LABOR		
Medical Staff	\$83.75	\$86.69
Nursing Staff	\$320.66	\$333.75
Pharmacy Staff	\$30.77	\$29.27
Dental Clinical Staff	\$75.86	\$75.90
Mental Health Clinical Staff	\$143.67	\$150.70
Clinical Support Staff	\$18.09	\$18.46
Admin. Support Staff	\$132.83	\$146.76

WORKLOAD PER DAY

	6 Month Trend	Feb. 2012
Patient Encounters per PCP	[Line Chart]	12
Patient Encounters per Primary Mental Health Clinician	[Line Chart]	7
Patient Encounters per Psychiatrist	[Line Chart]	10
Prescriptions Per Pharmacist	[Line Chart]	121

OTHER TRENDS

	6 Month Trend	Most Recent
Appropriately placed High Risk Patients	[Line Chart]	47%
Mental Health High Utilizers*	[Line Chart]	9
Appeals Received*	[Line Chart]	36
Health Care Appts. Missed due to Custody	[Line Chart]	1.9%
Prison Population Capacity	[Line Chart]	155%
Cell Bed Changes	[Line Chart]	53%
Average Document Scan Time (in days)	[Line Chart]	3.8

	6 Month Trend	Actual Jan. 2012	% of Total
Total Actual FTE	[Line Chart]	12,000	100%
Civil Service FTE	[Line Chart]	10,693	89%
Overtime FTE	[Line Chart]	547	5%
Registry FTE	[Line Chart]	759	6%

	FY 10/11	YTD 11/12
NON LABOR		
Hospital	\$116.71	\$91.00
Emergency Department	\$7.84	\$4.11
Specialty	\$29.15	\$30.24
Medications	\$104.51	\$102.57
Diagnostics	\$22.33	\$21.17

DASHBOARD MONTHLY COMPARISON - April 2012

	ASP	CAL	CCC	CCI	CCWF	CEN	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSPW	WSP	STATE	
MEDICAL PROGRAM INSPECTIONS																																			
Date of 1st Round Inspection	Jul-09	Apr-10	Oct-09	May-09	Feb-09	Dec-08	May-10	Jun-09	Feb-09	Oct-08	Mar-10	Jun-09	Apr-10	Mar-10	Jan-09	Dec-09	Sep-09	Feb-10	Dec-09	Apr-09	Apr-10	Nov-09	Jun-10	Apr-09	Nov-08	Sep-08	Feb-10	Mar-09	Jan-10	Aug-09	May-10	Jan-10	Jun-10	71.9%	
Overall Score	70.4%	76.6%	73.4%	64.3%	77.9%	74.4%	81.4%	69.6%	71.3%	72.4%	68.9%	74.3%	72.0%	69.4%	72.6%	83.2%	62.4%	68.3%	64.0%	71.7%	74.5%	72.2%	81.0%	64.5%	68.0%	65.2%	68.1%	76.1%	67.1%	68.2%	74.1%	80.0%	75.9%		
Date of 2nd Round Inspection	Nov-11	Oct-11	Jun-11	Apr-11	Nov-10	Dec-10		Oct-10	Dec-10	Sep-10	Jun-11	Jan-11	Aug-11	Nov-11	Jun-11	Jun-11	May-11	Oct-11	Apr-11	Feb-11		Feb-11	Sep-11	Jan-11	Oct-10	Sep-10	May-11	Feb-11	Jul-11	Mar-11	Sep-11	Mar-11	Dec-11	79.4%	
Overall Score	86.9%	83.0%	89.5%	79.8%	77.5%	74.7%	-	77.5%	80.0%	79.0%	76.2%	75.9%	74.5%	82.2%	75.4%	89.1%	77.8%	78.6%	76.1%	78.4%	-	79.3%	82.8%	73.3%	73.0%	76.3%	75.7%	87.5%	76.7%	81.5%	78.0%	82.2%	84.3%		
DENTAL PROGRAM PEREZ AUDIT																																			
Clinical Process	100%	99%	100%	99%	100%	100%	99%	99%	99%	-	99%	100%	99%	98%	99%	100%	99%	98%	99%	-	100%	100%	98%	100%	98%	99%	-	100%	-	98%	100%	100%	-	99%	
Quality of Care	99%	98%	99%	98%	99%	100%	99%	99%	100%	-	99%	99%	99%	100%	100%	99%	98%	97%	100%	-	98%	87%	100%	99%	100%	99%	-	100%	-	96%	100%	100%	-	99%	
Patient Safety	100%	99%	99%	99%	96%	100%	100%	100%	100%	-	100%	99%	100%	100%	99%	100%	97%	99%	99%	-	99%	100%	100%	99%	100%	99%	-	100%	-	100%	100%	100%	-	99%	
MENTAL HEALTH TIMEFRAME COMPLIANCE																																			
Contact Intervals	100%	100%	100%	99%	98%	99%	98%	92%	98%	91%	98%	99%	98%	100%	99%	100%	97%	-	96%	98%	94%	95%	-	96%	97%	97%	94%	100%	98%	97%	94%	97%	94%	97%	97%
Mental Health Referrals	97%	87%	99%	83%	96%	99%	91%	92%	94%	99%	62%	92%	81%	97%	97%	94%	81%	100%	77%	88%	71%	39%	-	68%	95%	73%	74%	95%	84%	100%	85%	88%	51%	78%	
Level of Care Change Requests	73%	85%	75%	48%	76%	89%	94%	97%	100%	63%	99%	100%	92%	78%	63%	93%	95%	54%	93%	100%	98%	71%	-	92%	63%	84%	98%	81%	96%	85%	90%	100%	64%	81%	
PREVENTION/DISEASE MANAGEMENT																																			
Diabetes Care	79%	89%	85%	69%	76%	77%	77%	80%	80%	63%	38%	82%	73%	82%	74%	82%	75%	81%	64%	74%	74%	67%	82%	68%	71%	76%	75%	83%	78%	79%	62%	71%	78%	74%	
Asthma Care	81%	81%	88%	71%	76%	81%	80%	83%	96%	74%	75%	79%	82%	78%	80%	66%	85%	93%	70%	96%	89%	56%	78%	78%	88%	88%	81%	80%	91%	90%	87%	97%	71%	79%	
Therapeutic Anticoagulation	71%	100%	100%	83%	62%	71%	81%	80%	67%	68%	0%	75%	56%	50%	100%	64%	67%	100%	33%	88%	80%	50%	75%	73%	53%	53%	65%	60%	75%	67%	17%	75%	100%	62%	
P. Avoidable Hospitalizations	18	6	1	25	14	10	29	20	6	64	39	20	12	18	19	7	5	14	34	19	16	23	0	30	46	14	57	5	19	16	27	7	51	21	
Colon Cancer Screening	88%	87%	50%	95%	40%	57%	97%	69%	96%	85%	53%	70%	62%	79%	75%	96%	77%	97%	26%	57%	91%	54%	67%	71%	66%	53%	60%	99%	47%	85%	47%	66%	76%	72%	
Breast Cancer Screening	-	-	-	-	89%	-	-	59%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	96%	-	84%	
Flu Vaccination	100%	97%	95%	99%	100%	96%	89%	99%	100%	100%	97%	100%	98%	100%	40%	100%	98%	100%	100%	93%	93%	100%	100%	97%	99%	93%	97%	55%	98%	100%	93%	100%	100%	95%	
ACCESS AND CONTINUITY																																			
RN Episodic Care	99%	100%	100%	97%	83%	96%	100%	98%	90%	100%	91%	100%	90%	100%	97%	97%	95%	100%	90%	93%	89%	85%	100%	98%	98%	91%	96%	96%	100%	100%	88%	100%	99%	96%	
PCP Episodic Care	87%	100%	80%	90%	92%	88%	81%	96%	67%	95%	71%	91%	68%	56%	75%	80%	93%	100%	76%	84%	89%	80%	57%	95%	75%	93%	72%	98%	71%	96%	71%	100%	93%	85%	
PCP Chronic Care	95%	80%	100%	88%	91%	67%	88%	94%	64%	86%	65%	88%	81%	65%	86%	73%	80%	74%	55%	100%	100%	67%	54%	88%	70%	80%	92%	96%	65%	83%	-	96%	70%	82%	
Specialty Consultation	98%	99%	97%	94%	100%	95%	100%	100%	85%	90%	100%	95%	70%	99%	92%	99%	100%	90%	90%	96%	99%	100%	93%	96%	82%	75%	88%	99%	93%	88%	89%	99%	100%	92%	
PCP Specialty Follow-up	62%	97%	81%	100%	100%	96%	88%	92%	59%	74%	52%	77%	44%	57%	70%	86%	86%	74%	65%	76%	52%	88%	67%	97%	56%	64%	73%	100%	88%	91%	70%	92%	81%	78%	
PCP Hospital Follow-up	100%	100%	93%	100%	93%	91%	97%	100%	93%	94%	80%	91%	76%	100%	80%	100%	100%	93%	93%	97%	84%	92%	100%	100%	97%	94%	80%	100%	97%	97%	92%	94%	93%	92%	
Primary Care Provider (PCP) Continuity	66%	79%	80%	83%	68%	78%	76%	79%	70%	50%	58%	81%	85%	79%	60%	87%	73%	83%	67%	54%	65%	56%	86%	60%	41%	65%	56%	85%	85%	69%	66%	65%	55%	70%	
Mental Health Primary Clinician Continuity	-	-	-	-	79%	-	-	76%	81%	72%	77%	-	-	-	-	-	-	-	-	-	94%	85%	-	-	76%	78%	83%	-	-	69%	77%	-	84%	79%	
Psychiatrist Continuity	-	-	-	-	-	-	-	85%	96%	70%	79%	-	-	-	-	-	-	-	-	88%	54%	94%	-	-	40%	78%	92%	-	-	77%	91%	-	93%	77%	

DASHBOARD MONTHLY COMPARISON - April 2012

	ASP	CAL	CCC	CCI	CCWF	CEN	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSPW	WSP	STATE
MEDICATION MANAGEMENT																																		
Access to Medications	84%	100%	63%	84%	90%	72%	85%	95%	69%	70%	100%	89%	79%	97%	73%	100%	58%	96%	71%	82%	73%	91%	83%	89%	70%	76%	64%	90%	73%	99%	68%	92%	90%	82%
Med. Provider Non-Formulary Prescribing	5.0%	6.2%	4.8%	3.8%	6.1%	3.3%	4.1%	6.4%	5.1%	8.8%	7.5%	3.3%	2.9%	3.9%	3.4%	5.0%	3.2%	2.8%	2.6%	4.0%	6.5%	3.1%	2.3%	4.3%	11.1%	7.0%	3.6%	3.8%	15.6%	11.0%	6.9%	9.3%	5.3%	5.9%
Psychiatrist Non-Formulary Prescribing	0.7%	-	-	0.7%	3.1%	-	0.2%	2.1%	2.0%	4.8%	2.9%	3.4%	1.0%	-	1.3%	0.7%	0.9%	-	1.2%	0.7%	4.6%	2.5%	5.5%	4.9%	1.3%	4.0%	2.9%	0.6%	4.3%	6.0%	4.9%	3.0%	1.3%	2.6%
Prescriptions per Inmate	3.4	1.7	1.0	3.0	6.5	1.6	3.9	5.2	4.1	7.6	3.8	3.4	4.2	2.3	3.8	2.5	2.1	1.7	2.8	4.3	5.2	2.8	1.8	4.0	5.5	5.4	4.5	1.4	4.5	4.3	3.4	4.9	2.5	3.5
KOP Meds from Central Fill	80%	42%	77%	4%	70%	79%	92%	65%	-	29%	-	67%	67%	-	-	94%	72%	-	-	-	92%	-	-	81%	-	84%	-	92%	-	-	62%	66%	-	65%
SPECIALTY AND HOSPITAL SERVICES																																		
Specialty Care Referrals per 1,000 Inmates	83	45	31	37	84	36	78	106	103	141	72	41	64	81	62	34	60	83	44	72	86	42	22	75	170	16	62	45	104	100	87	86	50	68
Specialty Appointments via Telemedicine	46%	76%	29%	64%	43%	69%	17%	38%	17%	36%	76%	42%	43%	75%	52%	36%	46%	85%	49%	67%	51%	65%	9%	56%	88%	44%	60%	27%	19%	13%	49%	69%	69%	54%
Administrative Hospital Bed Days per 1,000 Inmates	40	0	-	9	0	0	0	-	0	0	33	-	0	8	15	0	0	0	44	0	10	82	0	234	9	4	240	12	0	0	0	-	50	30
Hospital Admissions per 1,000 Inmates	10.1	4.0	2.5	3.4	5.2	3.0	9.6	6.7	4.5	19.1	9.9	3.8	4.9	3.7	5.9	3.1	2.6	3.4	5.3	4.8	4.9	7.5	1.0	9.6	11.0	4.7	18.3	0.4	7.6	7.4	6.5	3.2	11.0	7.3
Emergency Dept. Visits per 1,000 Inmates	2.4	4.4	1.7	1.9	9.4	2.2	2.7	5.2	1.9	2.5	2.1	6.8	4.8	1.0	5.9	2.8	1.7	2.2	5.2	9.3	5.4	0.9	2.8	3.2	6.8	8.5	4.8	2.7	2.9	3.6	6.6	7.6	3.1	4.1
STAFFING IN FULL TIME EQUIVALENTS																																		
Total	323	203	156	347	356	207	535	276	471	735	488	234	306	147	317	154	284	189	307	363	312	348	248	285	473	436	366	166	286	430	343	323	392	10,806
Medical FTE	16	10	9	15	16	10	21	10	17	30	15	11	14	8	16	11	8	8	13	13	12	14	7	13	19	11	15	9	15	18	10	14	16	442
Nursing FTE	140	90	66	149	151	87	256	109	191	379	218	95	144	63	144	57	134	82	134	161	121	138	96	122	192	188	175	56	105	172	134	145	170	4,663
Pharmacy FTE	12	9	5	19	20	9	21	11	20	35	20	13	14	4	12	7	9	8	14	15	13	14	8	11	25	16	17	5	22	14	25	18	15	480
Dental Clinical FTE	33	26	22	31	23	26	23	17	27	16	30	24	34	20	20	23	21	26	30	30	24	30	21	27	25	21	34	28	27	23	26	21	28	835
Mental Health Clinical FTE	21	7	2	39	48	7	68	44	83	88	76	23	18	4	46	13	28	4	31	58	50	53	39	30	93	94	40	13	29	68	52	39	55	1,360
Clinical Support FTE	9	3	6	13	16	6	19	10	24	39	22	7	6	3	7	4	9	5	10	11	12	14	6	7	19	19	12	4	12	12	16	11	15	389
Admin. Support FTE	92	59	46	82	82	63	128	75	109	148	108	60	78	45	72	40	75	55	75	75	81	85	71	76	99	87	73	51	76	122	80	75	92	2,637
Total Actual FTE	323	203	156	347	356	207	535	276	471	735	488	234	306	147	317	154	284	189	307	363	312	348	248	285	473	436	366	166	286	430	343	323	392	10,806
Civil Service FTE	302	185	144	301	333	188	498	255	432	644	419	205	272	130	283	145	243	174	238	316	286	293	225	273	360	368	313	158	247	399	271	291	318	9,510
Overtime FTE	8	12	4	20	9	12	10	7	26	63	34	10	16	9	15	6	22	7	27	20	10	23	8	3	28	22	20	3	10	16	25	11	22	537
Registry FTE	12	5	7	26	14	6	28	15	13	28	35	19	18	8	19	3	20	9	42	27	17	31	15	9	84	47	32	5	29	15	47	22	52	759

DASHBOARD MONTHLY COMPARISON - April 2012

	ASP	CAL	CCC	CCI	CCWF	CEN	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSPW	WSP	STATE
MAJOR COSTS PER INMATE PER MONTH																																		
Medical Staff	\$64	\$51	\$42	\$80	\$103	\$57	\$107	\$133	\$93	\$280	\$96	\$76	\$58	\$64	\$98	\$66	\$69	\$62	\$73	\$72	\$83	\$84	\$56	\$70	\$101	\$101	\$53	\$46	\$81	\$92	\$60	\$100	\$80	\$79
Nursing Staff	\$215	\$228	\$131	\$248	\$346	\$220	\$404	\$702	\$429	\$1,319	\$582	\$226	\$216	\$214	\$399	\$175	\$300	\$192	\$319	\$383	\$308	\$313	\$408	\$230	\$407	\$746	\$280	\$114	\$211	\$345	\$388	\$336	\$285	\$327
Pharmacy Staff	\$15	\$13	\$8	\$26	\$44	\$20	\$31	\$57	\$26	\$121	\$35	\$24	\$14	\$8	\$37	\$16	\$17	\$16	\$18	\$27	\$25	\$20	\$21	\$27	\$40	\$38	\$25	\$9	\$39	\$32	\$53	\$39	\$22	\$27
Dental Clinical Staff	\$71	\$69	\$51	\$71	\$78	\$77	\$56	\$105	\$60	\$68	\$69	\$69	\$59	\$86	\$64	\$77	\$60	\$69	\$70	\$94	\$75	\$87	\$75	\$78	\$68	\$91	\$61	\$68	\$68	\$74	\$66	\$77	\$79	\$71
Mental Health Clinical Staff	\$63	\$23	\$6	\$121	\$196	\$28	\$183	\$374	\$205	\$525	\$217	\$80	\$49	\$16	\$205	\$52	\$98	\$11	\$126	\$204	\$225	\$157	\$157	\$107	\$326	\$562	\$94	\$44	\$107	\$271	\$174	\$175	\$144	\$146
Clinical Support Staff	\$10	\$5	\$7	\$14	\$27	\$10	\$20	\$34	\$31	\$107	\$34	\$14	\$5	\$5	\$11	\$9	\$12	\$7	\$13	\$19	\$29	\$18	\$16	\$12	\$33	\$51	\$11	\$7	\$18	\$21	\$23	\$20	\$18	\$18
Admin. Support Staff	\$76	\$68	\$43	\$77	\$122	\$75	\$112	\$219	\$90	\$280	\$108	\$76	\$53	\$78	\$106	\$56	\$93	\$80	\$92	\$98	\$121	\$92	\$122	\$81	\$107	\$170	\$55	\$47	\$78	\$154	\$100	\$103	\$79	\$93
Hospital	\$113	\$36	\$22	\$65	\$65	\$34	\$108	\$105	\$40	\$286	\$107	\$84	\$83	\$74	\$82	\$48	\$44	\$37	\$103	\$78	\$102	\$108	\$16	\$140	\$194	\$103	\$184	\$39	\$117	\$129	\$105	\$55	\$119	\$91
Emergency Department	\$6	\$4	\$1	\$3	\$7	\$4	\$2	\$3	\$2	\$6	\$3	\$5	\$4	\$4	\$3	\$1	\$3	\$4	\$7	\$9	\$5	\$3	\$5	\$3	\$6	\$6	\$4	\$2	\$4	\$6	\$8	\$4	\$3	\$4
Specialty	\$31	\$32	\$11	\$25	\$60	\$15	\$25	\$26	\$40	\$69	\$35	\$24	\$30	\$26	\$13	\$9	\$17	\$20	\$28	\$37	\$41	\$34	\$4	\$36	\$49	\$17	\$53	\$13	\$42	\$45	\$28	\$27	\$28	\$30
Medications	\$75	\$29	\$18	\$57	\$142	\$33	\$166	\$130	\$162	\$416	\$110	\$126	\$68	\$46	\$78	\$49	\$62	\$32	\$73	\$145	\$222	\$78	\$65	\$75	\$219	\$282	\$110	\$32	\$113	\$118	\$87	\$93	\$81	\$103
Diagnostics	\$15	\$15	\$8	\$18	\$37	\$9	\$37	\$35	\$21	\$29	\$10	\$17	\$12	\$9	\$32	\$9	\$18	\$11	\$10	\$47	\$24	\$38	\$10	\$16	\$40	\$17	\$16	\$9	\$25	\$36	\$15	\$32	\$33	\$21
WORKLOAD PER DAY																																		
Patient Encounters per PCP	11	13	13	9	-	12	9	12	14	11	13	13	19	11	10	10	12	13	15	13	11	13	8	14	13	10	15	11	13	10	15	18	11	12
Patient Encounters per Primary Mental Health Clinician	8	3	3	8	8	4	7	6	8	5	7	6	7	3	7	9	7	-	8	8	7	6	-	8	5	9	7	8	5	5	7	7	8	7
Patient Encounters per Psychiatrist	13	-	-	12	9	7	8	6	11	7	10	10	10	4	9	11	8	-	11	12	11	9	-	15	10	11	10	8	7	6	9	10	12	10
Prescriptions per Pharmacist	227	98	223	108	164	79	104	73	174	51	103	111	246	890	94	131	141	66	127	113	192	140	86	153	105	140	190	127	119	204	61	169	94	121
OTHER TRENDS																																		
High Risk Patients	600	243	66	242	287	150	680	124	772	822	351	297	583	184	101	144	186	164	232	352	428	164	117	301	457	292	704	153	565	422	261	153	157	10,754
Mental Health High Utilizers per 1,000 Inmates	2	1	0	5	4	1	9	20	14	70	18	2	1	0	9	0	3	0	18	21	14	3	6	3	21	38	10	1	1	6	30	9	7	9
Appeals Received per 1,000 Inmates	38	7	6	40	48	16	43	44	25	64	74	20	38	12	57	7	37	19	36	25	48	23	36	55	53	78	49	8	28	32	53	52	24	36
Health Care Appts. Missed Due to Custody	0.0%	0.0%	0.1%	0.0%	0.0%	0.4%	1.2%	0.0%	14.2%	0.1%	0.6%	0.2%	1.5%	0.6%	2.2%	0.0%	1.2%	0.3%	0.4%	2.1%	0.3%	0.3%	0.7%	0.4%	1.7%	0.9%	1.3%	0.0%	0.5%	6.4%	17.6%	3.1%	0.0%	1.9%
Prison Population Capacity	183%	182%	127%	167%	151%	161%	174%	121%	143%	103%	143%	160%	182%	165%	153%	126%	167%	168%	171%	162%	182%	176%	129%	164%	165%	153%	170%	130%	175%	128%	151%	129%	167%	155%
Cell Bed Changes	40%	47%	69%	46%	66%	58%	53%	70%	63%	50%	54%	28%	45%	37%	85%	57%	51%	51%	53%	59%	41%	73%	46%	56%	60%	54%	53%	56%	40%	50%	56%	76%	82%	53%
Current Scanning Backlog (in days)	2.6	2.6	3.3	4.0	4.6	3.1	3.5	2.8	3.4	3.6	4.4	2.7	4.2	3.6	4.3	1.9	3.5	2.4	4.3	5.0	3.0	3.8	7.5	4.1	2.4	4.5	5.0	3.3	3.1	4.4	4.7	2.5	4.4	3.8

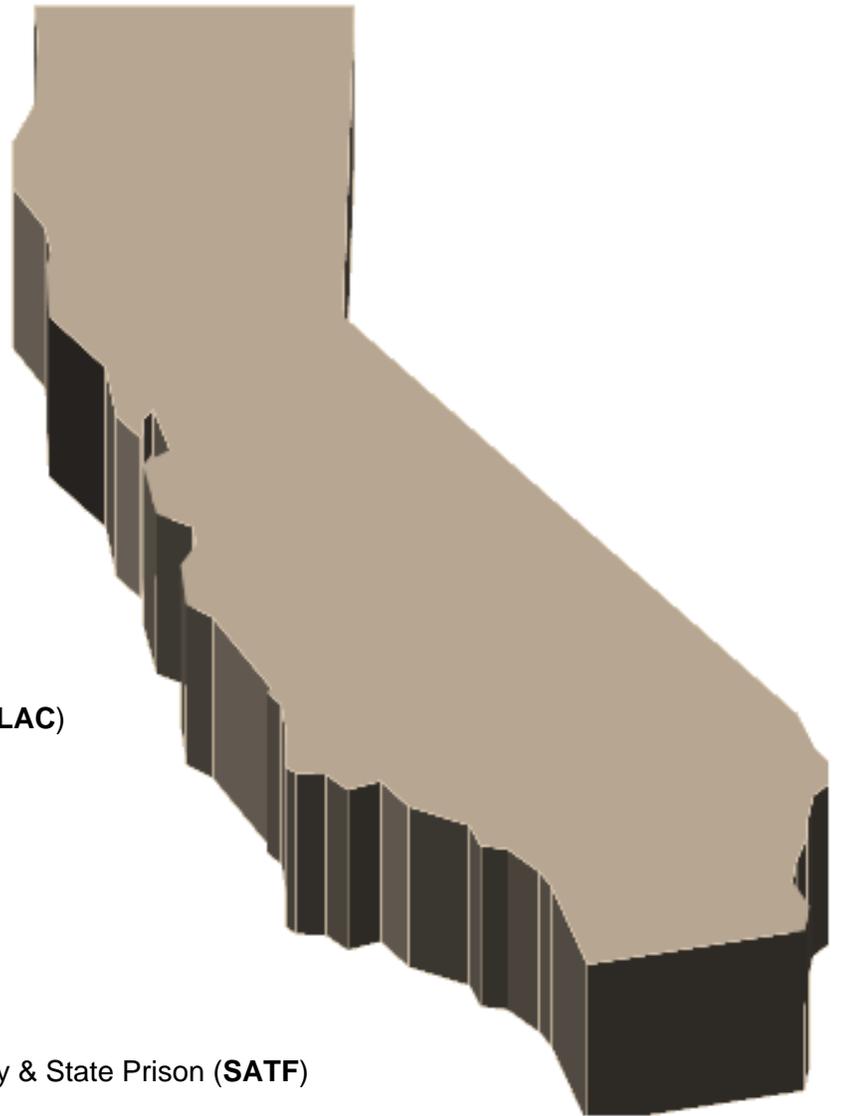
DASHBOARD MONTHLY COMPARISON - April 2012

	ASP	CAL	CCC	CCI	CCWF	CEN	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSPW	WSP	STATE
INSTITUTION AND POPULATION CHARACTERISTICS																																		
High Risk Priority 1	2%	1%	0%	1%	4%	1%	4%	2%	4%	14%	2%	2%	3%	2%	1%	1%	2%	1%	1%	3%	4%	1%	1%	2%	5%	3%	4%	1%	5%	3%	2%	2%	1%	2%
High Risk Priority 2	9%	5%	1%	4%	6%	3%	9%	6%	10%	20%	6%	6%	7%	5%	3%	4%	3%	4%	4%	6%	10%	3%	3%	6%	8%	8%	8%	3%	8%	8%	5%	4%	2%	6%
Medium Risk	54%	31%	23%	54%	51%	30%	51%	47%	50%	53%	55%	50%	52%	35%	39%	51%	43%	36%	54%	61%	64%	37%	43%	64%	62%	65%	56%	29%	55%	54%	63%	60%	35%	48%
Low Risk	34%	63%	76%	41%	39%	66%	35%	45%	36%	13%	37%	42%	38%	58%	57%	44%	52%	60%	40%	30%	22%	59%	54%	28%	26%	24%	32%	67%	32%	35%	30%	33%	62%	43%
Enhanced Outpatient Program-Mental Health	14	-	-	14	46	-	56	67	613	507	238	-	10	-	15	-	14	-	92	378	507	55	198	7	569	663	284	9	9	51	409	13	81	4,919
Patients with Disability (ADA)	451	101	38	138	213	101	400	78	291	768	275	144	270	118	113	110	260	82	208	184	200	115	59	443	394	143	979	103	344	212	288	94	143	7,860
Licensed Outpatient Beds	28	18	24	32	39	15	160	37	37	293	99	10	22	14	29	-	35	15	22	18	12	16	20	17	30	29	38	13	18	-	27	26	18	1,211
Inmates ≥ 50 years old	1,436	331	365	658	470	407	1,257	235	1,565	980	685	690	1,766	583	279	484	358	510	296	544	853	507	270	841	706	383	1,377	585	1,296	1,180	481	335	444	23,157
Women/Men Institutions	M	M	M	M	W	M	M	W	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	W	M	-
Total Population	5,222	4,001	4,836	4,728	2,852	3,715	5,256	1,637	5,540	2,413	4,504	3,950	5,713	2,723	2,597	2,928	3,786	3,509	4,174	3,894	3,065	4,714	3,091	3,734	3,659	2,786	5,770	4,699	4,489	3,966	3,532	2,459	5,218	129,160

INSTITUTION MENU

STATEWIDE PERFORMANCE MANAGEMENT DASHBOARD

Avenal State Prison (**ASP**)
Calipatria State Prison (**CAL**)
California Correctional Center (**CCC**)
California Correctional Institution (**CCI**)
Central California Women's Facility (**CCWF**)
Centinela State Prison (**CEN**)
California Institution for Men (**CIM**)
California Institution for Women (**CIW**)
California Men's Colony (**CMC**)
California Medical Facility (**CMF**)
California State Prison, Corcoran (**COR**)
California Rehabilitation Center (**CRC**)
Correctional Training Facility (**CTF**)
Chuckawalla Valley State Prison (**CVSP**)
Deuel Vocational Institution (**DVI**)
Folsom State Prison (**FSP**)
High Desert State Prison (**HDSP**)
Ironwood State Prison (**ISP**)
Kern Valley State Prison (**KVSP**)
California State Prison, Los Angeles County (**LAC**)
Mule Creek State Prison (**MCSP**)
North Kern State Prison (**NKSP**)
Pelican Bay State Prison (**PBSP**)
Pleasant Valley State Prison (**PVSP**)
R. J. Donovan Correctional Facility (**RJD**)
California State Prison, Sacramento (**SAC**)
California Substance Abuse Treatment Facility & State Prison (**SATF**)
Sierra Conservation Center (**SCC**)
California State Prison, Solano (**SOL**)
San Quentin State Prison (**SQ**)
Salinas Valley State Prison (**SVSP**)
Valley State Prison for Women (**VSPW**)
Wasco State Prison (**WSP**)



WASCO STATE PRISON (WSP)

April 2012

MEDICAL PROGRAM INSPECTIONS					DENTAL PROGRAM PEREZ AUDIT					MENTAL HEALTH TIMEFRAME COMPLIANCE																																																																																																					
					<p>AUDIT PENDING</p> <p>Clinical Process Quality of Care Patient Safety</p>					<table border="1"> <thead> <tr> <th></th> <th>6 Month Trend</th> <th>Feb. 2012</th> <th>Statewide</th> </tr> </thead> <tbody> <tr> <td>Contact Intervals</td> <td></td> <td>97%</td> <td>97%</td> </tr> <tr> <td>Mental Health Referrals</td> <td></td> <td>51%</td> <td>78%</td> </tr> <tr> <td>Level of Care Change Requests</td> <td></td> <td>64%</td> <td>81%</td> </tr> </tbody> </table>						6 Month Trend	Feb. 2012	Statewide	Contact Intervals		97%	97%	Mental Health Referrals		51%	78%	Level of Care Change Requests		64%	81%																																																																																	
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VALLEY STATE PRISON FOR WOMEN (VSPW)

April 2012

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SALINAS VALLEY STATE PRISON (SVSP)

April 2012

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SAN QUENTIN STATE PRISON (SQ)

April 2012

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CALIFORNIA STATE PRISON, SOLANO (SOL)

April 2012

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SIERRA CONSERVATION CENTER (SCC)

April 2012

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SUBSTANCE ABUSE TREATMENT FACILITY (SATF)

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MODERATE ADHERENCE

LOW ADHERENCE

*Per 1,000 inmates

CALIFORNIA STATE PRISON, SACRAMENTO (SAC)

April 2012

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KEY: HIGH ADHERENCE

MODERATE ADHERENCE

LOW ADHERENCE

*Per 1,000 inmates

R. J. DONOVAN CORRECTIONAL FACILITY (RJD)

April 2012

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PLEASANT VALLEY STATE PRISON (PVSP)

April 2012

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NORTH KERN STATE PRISON (NKSP)

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MULE CREEK STATE PRISON (MCSP)

April 2012

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KEY: HIGH ADHERENCE

MODERATE ADHERENCE

LOW ADHERENCE

*Per 1,000 inmates

CALIFORNIA STATE PRISON, LOS ANGELES COUNTY (LAC)

April 2012

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KERN VALLEY STATE PRISON (KVSP)

April 2012

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IRONWOOD STATE PRISON (ISP)

April 2012

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HIGH DESERT STATE PRISON (HDSP)

April 2012

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CHUCKAWALLA VALLEY STATE PRISON (CVSP)

April 2012

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CORRECTIONAL TRAINING FACILITY (CTF)

April 2012

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CALIFORNIA MEDICAL FACILITY (CMF)

April 2012

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April 2012

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KEY: HIGH ADHERENCE

MODERATE ADHERENCE

LOW ADHERENCE

*Per 1,000 inmates

CENTINELA STATE PRISON (CEN)

April 2012

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April 2012

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Measure	Goal	Definition	Sources
MEDICAL PROGRAM INSPECTIONS			
Overall Score	Goal: ≥85% adherence	The Office of the Inspector General (OIG) uses a series of “yes” or “no” questions to determine adherence in 20 components of medical delivery (e.g., Chronic Care). Each inspection question is weighted and scored by calculating the percentage of “yes” answers for each question from all items sampled. That percentage is then multiplied by the question’s weight to arrive at a weighted score. The total score is calculated by summing the number of weighted subject points earned and dividing that value by the overall number of weighted points possible. Reported percentages reflect the most recent OIG inspection results. See OIG website for details: http://www.oig.ca.gov/pages/reports/medical-inspections.php .	OIG Medical Inspection Results
	High: >85%		
	Moderate: 75%-84%		
	Low: <75%		
DENTAL PROGRAM AUDIT			
Clinical Process	Pass ≥ 75% Fail < 75%	Percentage adherence to standards in the Clinical Process category of the Perez Court Expert Dental Audit Tool.	Perez Court Expert Dental Audit Tool
Quality of Care	Pass ≥80% Fail < 80%	Percentage adherence to standards in the Quality of Care category of the Perez Court Expert Dental Audit Tool.	
Patient Safety	Pass ≥90% Fail < 90%	Percentage adherence to standards in the Patient Safety category of the Perez Court Expert Dental Audit Tool.	
MENTAL HEALTH TIMEFRAME COMPLIANCE			
Contact Intervals	High: ≥85% Moderate: 75%-84% Low: <75%	Percentage adherence to the Mental Health Services Delivery System’s (MHSDS) inmate-patient contact timeframes. Compliance is measured weekly through MHSDS and include routine Interdisciplinary Treatment Team (IDTT), psychiatrist, and primary clinician (PC) contacts. Aggregated percentage adherence represents adherence to contact type timeframes for each care program and housing placement [limited to Correctional Clinical Case Management System (CCCMS), Enhanced Outpatient Program (EOP), housed in Mainline (ML) or the Reception Center (RC)].	Mental Health Tracking System
Mental Health Referrals		Percentage adherence to timeframe requirements for entry into MHSDS, as defined by the MHSDS Program Guide.	
Level of Care Change Requests		Percentage adherence to timeframe requirements related to requests for Level of Care Changes for the following MHSDS areas: Correctional Clinical Case Management System (CCCMS), Enhanced Outpatient Program (EOP), and Mental Health Crisis Beds (MHCB) as defined by the MHSDS Program Guide.	

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD GLOSSARY

Measure	Goal	Definition	Sources
PREVENTION AND DISEASE MANAGEMENT			
Diabetes Care	Goal \geq 75%	Average of the following measures for inmate-patients 18 through 75 years of age with diabetes* who were continuously incarcerated during the preceding 12 months: <ul style="list-style-type: none"> • Most recent hemoglobin A1c (HbA1c) < 8% (under control) • Most recent low-density lipoprotein-cholesterol (LDL-C) < 100 mg/dL (under control) • Most recent blood pressure < 140/90 (under control) • Received medical attention for nephropathy (urine microalbumin checked or patient on an angiotensin-converting enzyme inhibitor (ACEI) or angiotensin II receptor blocker (ARB) medication) <p>*CCHCS assumes patients have diabetes based on the patient ever receiving a prescription of diabetes medication and/or laboratory hemoglobin A1c (HbA1c) result greater than or equal to 6.5% (\geq6.5%) excluding patients who only have 1 dispense of a diabetes medication greater than 3 months ago and no history of a HbA1c greater than or equal to 6.5% (\geq6.5%).</p>	Reference and Institution Laboratory Databases / Guardian Pharmacy Database / Strategic Offender Management System / Third Party Health Care Claims / Institution Inmate Refusal Data (Self-Reported)
	High \geq 75%		
	Moderate 65%-74%		
	Low < 65%		
Asthma Care	Goal \geq 85%	Percentage of inmate-patients 18 through 50 years of age who had persistent asthma* who were prescribed an inhaled corticosteroid (ICS) within the preceding 12 months among all inmate-patients prescribed four or more ICS or short-acting beta agonist (SABA) medications during the same 12-month period. <p>*CCHCS uses pharmacy data to identify an inmate-patient with persistent asthma – defined here as an inmate-patient ages 18 to 50 years who received four or more (\geq4) of the following asthma medication dispensing events in the last 12 months:</p> <ul style="list-style-type: none"> • 18-39 year old patients: SABA/ICS/LABA/SAAC/LAAC • 40-50 year old patients: SABA/ICS/LABA <p>SABA: short-acting beta agonist ICS: inhaled corticosteroid LABA: long-acting beta agonist SAAC: short-acting anticholinergic agents LAAC: long-acting anticholinergic agents</p>	
	High \geq 85%		
	Moderate 75%-84%		
	Low < 75%		
Therapeutic Anticoagulation	Goal \geq 75%	Percentage of inmate-patients who were prescribed warfarin/Coumadin for anticoagulation therapy and achieved a therapeutic international normalizing ratio (INR) between 2 and 3.5 in the preceding 30 days. To be eligible, inmate-patients must have been receiving anticoagulation therapy for at least the preceding four months.	
	High \geq 75%		
	Moderate 65%-74%		
	Low < 65%		

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD GLOSSARY

Measure	Goal	Definition	Sources
Potentially Avoidable Hospitalizations per 1,000 Inmates per Year	Goal <2	Rate of potentially avoidable hospitalizations per 1,000 inmates per year based on the Agency for Healthcare Research and Quality (AHRQ) criteria for the following conditions: cellulitis, pneumonia, diabetes and related complications, asthma, chronic obstructive pulmonary disease (COPD), altered level of consciousness or seizure disorders, urinary tract infections, dehydration, angina, and congestive heart failure. Figures also include readmissions within 30 days of discharge, end stage liver disease complications, self-injury, and medication-related events. Reported rates reflect an annualized rate of the most recent three-month period.	Reference and Institution Laboratory Databases / Guardian Pharmacy Database / Strategic Offender Management System/ Third Party Health Care Claims / Institution Inmate Refusal Data (Self-Reported)
	High <2		
	Moderate 2-10		
	Low >10		
Colon Cancer Screening	Goal ≥ 85%	Percentage of inmate-patients 50 through 75 years of age*, continuously incarcerated during the preceding 12 months who were offered colon cancer screening through one of the following methods: <ul style="list-style-type: none"> • an appropriate fecal immunochemical test (FIT) or fecal occult blood (guaiac) test (FOBT) within the preceding 12 months • a sigmoidoscopy within the last 5 years • a colonoscopy within the last 10 years <p>*Note: as per most other national performance indicators for colon cancer screening, although the category starts at age 50, 51 year olds are the earliest age eligible in order to allow every selected person to have at least 12 months of follow-up time after the starting age of 50.</p> <p>Colonoscopy and sigmoidoscopy data are available June 2008 and later. Please note that an inmate-patient was counted towards compliance if screening was offered but the inmate-patient declined.</p>	
	High ≥ 85%		
	Moderate 75%-84%		
	Low < 75%		
Breast Cancer Screening	Goal ≥ 85%	Percentage of female inmate-patients 50 through 74 years of age*, continuously incarcerated during the preceding 12 months who received a mammogram within the preceding two years or were offered a mammogram during the preceding 12 months. Mammography data are available June 2009 and later. Please note that an inmate-patient was counted towards compliance if screening was offered during the preceding 12 months but the inmate-patient declined.	
	High ≥ 85%		
	Moderate 75%-84%		
	Low < 75%		
		<p>*Note: as some other national performance indicators for breast cancer screening, although the category starts at age 50, 51 year olds are the earliest age used to allow every selected person to have at least 12 months of follow-up time to be offered a mammogram after the starting age of 50. CCHCS uses the age range of 50 to 74 years of age that the U.S. Preventive Services Task Force has determined as the age group that most likely benefits from breast cancer screening.</p>	

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Measure	Goal	Definition	Sources
Flu vaccination	Goal ≥ 85%	Percentage of inmate-patients who were offered influenza vaccination. Please note that an inmate-patient was counted towards compliance if screening was offered but the inmate-patient declined. This measure is assessed annually.	
	High ≥ 85%		
	Moderate 75%-84%		
	Low < 75%		
ACCESS AND CONTINUITY			
ACCESS			
RN Episodic Care	Goal ≥ 85% High ≥ 85%	Percentage of inmate-patients who submitted a medical Health Care Service Request form indicating symptoms and who were seen face-to-face by a nurse by the next business day.	Access Measure Audit Tool
PCP Episodic Care	Moderate 75%-84% Low < 75%	Percentage of inmate-patients who received a routine appointment with a primary care provider within 14 calendar days of a nurse referral.	
PCP Chronic Care		Percentage of inmate-patients enrolled in the chronic care program who received a follow-up evaluation by a primary care provider as ordered at the patient’s last chronic care visit, but not to exceed 180 calendar days after that visit.	
Specialty Consultation		Average percentage of <ul style="list-style-type: none"> inmate-patients evaluated by a specialist within 14 calendar days of approval of a high priority referral inmate-patients evaluated by a specialist within 90 calendar days of approval of a routine referral 	
PCP Specialty Follow-up		Average percentage of <ul style="list-style-type: none"> inmate-patients who were seen by a primary care provider within 3 business days after returning from a high priority specialty appointment inmate-patients who were seen by a primary care provider within 14 calendar days after returning from a routine specialty appointment 	
PCP Hospital Follow-up		Percentage of inmate-patients returning from a higher level of community care (a community hospital or emergency department) who received a follow-up evaluation by their primary care provider within 5 calendar days after return to the institution.	
CONTINUITY			
Provider	Goal ≥ 85% High ≥ 85% Moderate 75%-84% Low < 75%	Percentage of chronic care inmate-patients residing at their current institution during the preceding six months who had fewer than three primary care providers prescribing essential medications over that same six-month period.	Guardian Pharmacy Database, Mental Health Tracking System, Strategic Offenders Management System
Mental Health Clinician		Percentage of mental health clinician encounters occurring with a single mental health clinician for inmate-patients residing at their current institution during the preceding six months who have been enrolled in the Enhanced Outpatient Program for at least six months.	

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Measure	Goal	Definition	Sources
Psychiatrist		Percentage of psychiatrist encounters occurring with a single psychiatrist for inmate-patients residing at their current institution during the preceding six months who have been enrolled in the Enhanced Outpatient Program for at least six months.	
MEDICATION MANAGEMENT			
Access to Medications	Goal ≥ 85%	Average percentage of <ul style="list-style-type: none"> chronic care inmate-patients who received all prescribed chronic care medications during the preceding 90 days inmate-patients returning from a higher level of care (community hospital or emergency department) who received all prescribed medications by the next business day newly arriving or intra-system transfer inmate-patients who received all medications previously prescribed within policy timeframes (1 calendar day for newly arriving and next business day for Intra-system transfer) 	Access Measure Audit Tool
	High ≥ 85%		
	Moderate 75%-84%		
	Low < 75%		
Prescriptions per Inmate	Not Benchmarked	Average number of prescriptions dispensed per inmate per month.	Guardian Pharmacy Database/ Statewide Population Report
Medical Provider Non-Formulary Prescribing	Goal < 3%	Percentage of all non-mental health prescriptions filled for medications not on the formulary.	
	High < 3%		
	Moderate 3%-5%		
Psychiatrist Non-Formulary Prescribing	Goal < 5%	Percentage of all psychiatrist-generated prescriptions filled for medications not on the formulary.	
	High < 5%		
	Moderate 5%-7%		
KOP medications from Central Fill Pharmacy		Percentage of keep on person (KOP) medications that were dispensed from the Central Fill Pharmacy rather than from the institution's pharmacy.	
SPECIALTY AND HOSPITAL SERVICES			
Specialty Care Referrals	Goal: <75	Average number of referrals for specialist consultations submitted and approved per 1,000 inmates per month.	InterQual/Utilization Management Statewide Report/Statewide Population Report
	High: <75		
	Moderate: 75-85		
	Low: >85		
Specialty Appointments via Telemedicine	Goal: >30%	Percentage of non-psychiatric specialist visits appropriate for telemedicine (i.e., non-procedural evaluation, management, or consultation) delivered via telemedicine services.	Third Party Administrator Claims
	High: >30%		
	Moderate: 25%-30%		
	Low: <25%		

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Measure	Goal	Definition	Sources
Hospital Admissions	Not Benchmarked	Average number of community hospital admissions per 1,000 inmates per month.	Census and Discharge Data Information System/ Statewide Population Report
Emergency Department Visits	Not Benchmarked	Average number of community emergency department visits per 1,000 inmates per month.	Census and Discharge Data Information System/ Statewide Population Report
Administrative Hospital Bed Days	Goal: <2	Average number of potentially avoidable days spent occupying a community hospital bed (e.g., due to unavailability of Correctional Treatment Center beds) per 1,000 inmates per year.	Census and Discharge Data Information System/ Statewide Population Report
	High: <2		
	Moderate: 2 - 10		
	Low: >10		
STAFFING (FULL TIME EQUIVALENT)			
Full Time Equivalent (FTE)	Not Benchmarked	Measures one full calendar year of state employee paid employment, or the equivalent of 2,088 hours (the number of average available work hours in a year). A staff month is equivalent to 174 hours (the average available work hours in a month)(statewide figures on monthly composite and institution scorecards exclude headquarters staff FTEs).	Position Management Report, MIRS Report, HIDPSB Registry Report
Actual FTE		Number of current Full Time Equivalent (FTE) staff being utilized through Permanent Employee Filled Positions, Overtime and Registry (statewide figures on monthly composite and institution scorecards exclude headquarters staff FTEs).	
Authorized FTE		Number of ongoing positions approved in the budget of the preceding year (excluding positions abolished due to continued, extended vacancy) (statewide figures on monthly composite and institution scorecards exclude headquarters staff FTEs). Details about authorized positions by classification can be found in the Salaries and Wages Supplement for state organizations.	
Percent of Authorized		Percentage of number of actual FTE positions to number of authorized FTE positions (statewide figures on monthly composite and institution scorecards exclude headquarters staff FTEs).	
Medical Staff	Not Benchmarked	Number of actual and authorized FTE positions and percent of authorized FTE positions for medical staff, including non-psychiatric MD, DO, NP and PA hours (statewide figures on monthly composite and institution scorecards exclude headquarters staff FTEs).	Position Management Report, MIRS Report, HIDPSB Registry Report
Nursing Staff		Number of actual and authorized FTE positions and percent of authorized FTE positions for nursing staff, including RN, LVN, CNA and psychiatry technician hours (statewide figures on monthly composite and institution scorecards exclude headquarters staff FTEs).	
Pharmacy Staff		Number of actual and authorized FTE positions and percent of authorized FTE positions for pharmacy staff, including pharmacist and pharmacy technician hours (statewide figures on monthly composite and institution scorecards exclude headquarters staff FTEs).	

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Measure	Goal	Definition	Sources
Dental Clinical Staff		Number of actual and authorized FTE positions and percent of authorized FTE positions for dental clinical staff, including dentist and hygienist hours (statewide figures on monthly composite and institution scorecards exclude headquarters staff FTEs).	
Mental Health Clinician		Number of actual and authorized FTE positions and percent of authorized FTE positions for mental health clinician staff, including psychiatrist, psychologist, and licensed clinical social worker hours (statewide figures on monthly composite and institution scorecards exclude headquarters staff FTEs).	
Clinical Support		Number of actual and authorized FTE positions and percent of authorized FTE positions for clinical support staff, including physical therapist, laboratory, radiology and other licensed clinical staff hours not accounted for in other clinical categories (statewide figures on monthly composite and institution scorecards exclude headquarters staff FTEs).	
Administrative Support		Number of actual and authorized FTE positions and percent of authorized for administrative support staff (statewide figures on monthly composite and institution scorecards exclude headquarters staff FTEs).	
Total Actual FTE		Total number of actual FTE use for the following staff classification categories: Medical, Nursing, Pharmacy, Dental Clinical, Mental Health Clinician, Clinical Support, Administrative Support.	
Permanent Employees FTE		Total number of permanent employee FTE use for the following staff classification categories: Medical, Nursing, Pharmacy, Dental Clinical, Mental Health Clinician, Clinical Support, Administrative Support.	
Overtime FTE		Total number of overtime FTE use for the following staff classification categories: Medical, Nursing, Pharmacy, Dental Clinical, Mental Health Clinician, Clinical Support, Administrative Support.	
Registry FTE		Total number of registry/contract employee FTE use for the following staff classification categories: Medical, Nursing, Pharmacy, Dental Clinical, Mental Health Clinician, Clinical Support, Administrative Support.	

MAJOR COSTS PER INMATE PER MONTH

LABOR

Medical Staff	Not Benchmarked	The per inmate per month cost of salaries/wages, retirement, benefits, temporary help, registry, and overtime for medical staff (statewide figures on monthly composite and institution scorecards exclude headquarters staff costs).	MIRS Report, HIDPSB Registry Report
Nursing Staff		The per inmate per month cost of salaries/wages, retirement, benefits, temporary help, registry, and overtime for nursing staff (statewide figures on monthly composite and institution scorecards exclude headquarters staff costs).	
Pharmacy Staff		The per inmate per month cost of salaries/wages, retirement, benefits, temporary help, registry, and overtime for pharmacy staff (statewide figures on monthly composite and institution scorecards exclude headquarters staff costs).	

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Measure	Goal	Definition	Sources
Dental Clinical Staff		The per inmate per month cost of salaries/wages, retirement, benefits, temporary help, registry, and overtime for dental clinical staff (statewide figures on monthly composite and institution scorecards exclude headquarters staff costs).	
Mental Health Clinical Staff		The per inmate per month cost of salaries/wages, retirement, benefits, temporary help, registry, and overtime for mental health clinical staff (statewide figures on monthly composite and institution scorecards exclude headquarters staff costs).	
Clinical Support		The per inmate per month cost of salaries/wages, retirement, benefits, temporary help, registry, and overtime for clinical support staff (statewide figures on monthly composite and institution scorecards exclude headquarters staff costs).	
Administrative Support		The per inmate per month cost of salaries/wages, retirement, benefits, temporary help, registry, and overtime for administrative support staff (statewide figures on monthly composite and institution scorecards exclude headquarters staff costs).	
NON LABOR			
Hospital	Not Benchmarked	Dollar cost of inpatient treatment services per inmate per month.	Third Party Health Care Claims
Emergency Department		Dollar cost of emergency department visits per inmate per month.	
Specialty		Dollar cost of all non-psychiatric specialty services per inmate per month.	
Medications		Dollar cost of all prescriptions per inmate per month.	Guardian Pharmacy Database
Diagnostics		Dollar cost of all diagnostic services per inmate per month.	Third Party Health Care Claims
WORKLOAD PER DAY			
Patient Encounters per PCP	Not Benchmarked	Average number of inmate-patients seen per Primary Care Provider (PCP) per normalized eight hour day.	Provider Productivity Tool
Patient Encounters per Primary Mental Health Clinician		Average number of inmate-patients seen per primary mental health clinician (psychologist or social worker) per normalized eight hour day.	Mental Health Tracking System
Patient Encounters per Psychiatrist		Average number of inmate-patients seen per Psychiatrist per normalized eight hour day.	
Prescriptions per Pharmacist		Average number of prescriptions filled per Pharmacist per normalized eight hour day.	Guardian Pharmacy Database

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Measure	Goal	Definition	Sources
OTHER TRENDS			
Appropriately Housed Clinically Complex Patients	Goal > 75%	Percentage of Clinically Complex inmate-patients appropriately housed at institutions with Intermediate health missions. The monthly composite and institution scorecards data shows the total number of Clinically Complex inmate-patients.	Guardian Pharmacy, Quest/ Foundation Laboratory, Census and Discharge Data Information System, Third Party Health Care Claims, Strategic Offender Management System Guardian Pharmacy, Quest/ Foundation Laboratory, Census and Discharge Data Information System, Third Party Health Care Claims, Strategic Offender Management System
	High > 75%		
	Moderate 65%-75%		
	Low < 65%		
Mental Health High Utilizers	Not Benchmarked	Number of inmate-patients with two or more mental health-related placements/admissions to Suicide Watch, Outpatient Housing Unit, Mental Health Crisis Bed, or Intermediate Care Facility per 1,000 inmates per month.	Guardian Pharmacy, Quest/ Foundation Laboratory, Census and Discharge Data Information System, Third Party Health Care Claims, Strategic Offender Management System
Appeals Received	Not Benchmarked	Average number of appeals received (formal and informal) per 1,000 inmates per month.	Health Care Appeals Report/ Statewide Population Report
Health Care Appointments Missed Due to Custody		Percentage of all scheduled health care appointments missed due to custody factors per month.	Health Care Access Quality Report
Prison Population Capacity		Percentage of actual inmate-patient population over the designated population capacity at California Department of Corrections and Rehabilitation prisons.	Statewide Population Report
Cell Bed Changes		Percentage of inmates-patient continuously incarcerated during the preceding six months who moved cell beds 1 or more times during that same period.	Statewide Offender Management System

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Measure	Goal	Definition	Sources
Average Document Scan Time (In Days)		The average number of days between a document’s encounter date and its scan date	eUHR Database
INSTITUTION AND POPULATION CHARACTERISTICS			
High Risk Priority 1 & 2	N/A	<p>Patients who trigger at least one of the High Risk selection criteria. Please note that this category is further sub-divided into Priority 1 and 2 groups. High Risk Priority 1 includes patients who trigger 2 or more of the High Risk selection criteria, while High Risk Priority 2 includes patients triggering 1 criterion only.</p> <p>High Risk Selection Criteria:</p> <ul style="list-style-type: none"> • Sensitive Medical condition • High hospital, ED, Specialty Care and Pharmacy costs • Multiple hospitalizations* • Multiple Emergency Department visits* • High Risk Specialty consultations • Significant abnormal labs • Age • Specific High-Risk diagnosis/procedures <p>*A patient with a point for 2 or more inpatient hospital admissions cannot receive a second point for 3 or more Ed visits (and vice versa)</p>	Guardian Pharmacy, Quest/ Foundation Laboratory, Census and Discharge Data Information System, Third Party Health Care Claims, Strategic Offender Management System Guardian Pharmacy, Quest/ Foundation Laboratory, Census and Discharge Data Information System, Third Party Health Care Claims, Strategic Offender Management System
Medium Risk	N/A	Patients who do not fall into the High Risk category that have at least 1 chronic condition, excluding patients whose only chronic condition is well-controlled Asthma or Diabetes.	
Low Risk	N/A	Patients with no chronic conditions other than well-controlled Asthma or Diabetes who do not meet any of the criteria for High or Medium risk.	