

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

Aug 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																																																																																																																																		
<p>1st & 2nd Audit average comprised of 33 Institutions. 3rd Audit average comprised of 4 Institutions.</p>				<p>Averages comprised of 33 Institution Audits.</p>				<p>6 Month Trend Jun 2012</p> <p>Contact Intervals 97%</p> <p>Mental Health Referrals 79%</p> <p>Level of Care Change Requests 79%</p>																																																																																																																																		
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DASHBOARD MONTHLY COMPARISON - August 2012

[RETURN TO DASHBOARD](#)

LEGEND:

- Not Applicable

- Not Reported

	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	Dec-11	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	Aug-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	78.9%	
Overall Score	86.9%	83.0%	89.5%	79.8%	77.5%	74.7%	84.8%	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%	79.8%	79.3%	82.8%	73.3%	73.0%	76.3%	75.7%	87.5%	76.7%	81.5%	78.0%	82.2%	84.3%		
Date of 3rd Round Inspection									Mar-12	Mar-12															Apr-12	Feb-12								82.8%	
Overall Score	-	-	-	-	-	-	-	-	85.4%	79.1%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	87.3%	79.2%	-	-	-	-	-	-		
DENTAL PROGRAM PEREZ AUDIT																																			
Clinical Process	100%	99%	100%	99%	100%	100%	99%	99%	99%	100%	99%	100%	99%	98%	99%	100%	99%	98%	99%	100%	100%	100%	98%	100%	98%	99%	99%	100%	100%	98%	100%	100%	100%	99%	
Quality of Care	99%	98%	99%	98%	99%	100%	99%	99%	100%	98%	99%	99%	99%	100%	100%	99%	98%	97%	100%	98%	98%	87%	100%	99%	100%	99%	100%	100%	99%	96%	100%	100%	99%	99%	
Patient Safety	100%	99%	99%	99%	96%	100%	100%	100%	100%	99%	100%	99%	100%	100%	99%	100%	97%	99%	99%	100%	99%	100%	100%	99%	100%	99%	99%	100%	100%	100%	100%	100%	100%	99%	
MENTAL HEALTH TIMEFRAME COMPLIANCE																																			
Contact Intervals	100%	100%	100%	100%	98%	100%	99%	98%	99%	93%	96%	98%	99%	100%	99%	100%	96%	-	99%	99%	94%	93%	77%	98%	97%	95%	98%	100%	99%	98%	97%	98%	94%	97%	
Mental Health Referrals	99%	99%	100%	85%	98%	99%	86%	95%	97%	99%	68%	88%	85%	93%	98%	88%	93%	95%	88%	85%	74%	43%	-	66%	90%	74%	69%	95%	80%	100%	91%	98%	43%	79%	
Level of Care Change Requests	86%	95%	100%	100%	80%	95%	91%	100%	99%	44%	97%	100%	93%	67%	57%	96%	76%	89%	97%	100%	98%	36%	98%	100%	62%	88%	94%	100%	83%	70%	91%	94%	51%	79%	
PREVENTION/DISEASE MANAGEMENT																																			
Diabetes Care	77%	84%	80%	81%	78%	75%	83%	79%	81%	80%	69%	77%	72%	87%	79%	82%	73%	78%	63%	82%	74%	63%	78%	75%	74%	80%	69%	85%	76%	75%	64%	76%	78%	77%	
Asthma Care	95%	91%	100%	74%	78%	94%	91%	89%	98%	84%	84%	94%	84%	81%	100%	85%	91%	98%	68%	98%	92%	55%	91%	95%	87%	91%	85%	93%	90%	99%	84%	96%	71%	84%	
Therapeutic Anticoagulation	75%	100%†	-	100%†	57%†	75%†	60%	67%†	60%	73%	30%	40%†	54%	100%†	80%†	64%	80%†	100%†	50%†	86%†	83%	100%†	100%†	75%†	70%	63%†	80%	50%†	64%	43%†	78%†	100%†	33%†	65%	
P. Avoidable Hospitalizations	27	10	2	17	16	8	28	18	8	67	40	16	19	19	21	6	7	7	28	30	14	29	1	26	40	13	50	7	15	32	27	9	22	21	
Colon Cancer Screening	89%	82%	52%	84%	99%	86%	97%	97%	90%	99%	94%	75%	73%	100%	63%	98%	85%	100%	27%	75%	99%	50%	100%	82%	94%	52%	97%	100%	96%	80%	70%	97%	75%	85%	
Breast Cancer Screening	-	-	-	-	85%	-	-	96%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	95%	-	91%
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	96%	99%	100%	93%	100%	98%	97%	95%	84%	100%	92%	87%	78%	98%	96%	97%	100%	100%	100%	100%	82%	86%	94%	100%	97%	89%	93%	100%	86%	97%	98%	97%	99%	95%	
PCP Episodic Care	88%	78%	97%	85%	85%	98%	87%	92%	80%	91%	74%	86%	84%	86%	79%	95%	89%	94%	65%	74%	86%	57%	96%	92%	77%	95%	90%	100%	93%	92%	52%	91%	91%	86%	
PCP Chronic Care	90%	84%	84%	88%	87%	100%	88%	100%	67%	56%	94%	84%	84%	33%	89%	100%	67%	63%	37%	67%	95%	65%	65%	85%	58%	85%	75%	100%	48%	75%	88%	90%	94%	79%	
Specialty Consultation	95%	100%	94%	90%	100%	100%	100%	100%	91%	81%	100%	93%	85%	91%	97%	99%	96%	88%	94%	77%	100%	98%	74%	98%	83%	80%	100%	100%	93%	96%	89%	100%	100%	93%	
PCP Specialty Follow-up	81%	97%	76%	94%	100%	99%	86%	76%	83%	66%	88%	79%	55%	84%	78%	91%	74%	73%	70%	86%	91%	65%	92%	85%	67%	87%	74%	100%	90%	66%	57%	99%	74%	81%	
PCP Hospital Follow-up	93%	100%	91%	94%	86%	77%	100%	100%	100%	95%	85%	97%	78%	100%	96%	100%	100%	86%	85%	95%	81%	83%	86%	96%	80%	100%	85%	100%	88%	94%	81%	88%	91%	90%	
Primary Care Provider (PCP) Continuity	64%	73%	75%	78%	79%	71%	91%	84%	62%	58%	54%	81%	83%	79%	53%	71%	64%	76%	60%	43%	66%	57%	88%	75%	47%	64%	60%	83%	81%	64%	64%	63%	62%	69%	
Mental Health Primary Clinician Continuity	-	-	-	-	-	-	-	63%	78%	68%	88%	-	-	-	-	-	-	-	-	90%	91%	-	94%	-	89%	85%	80%	-	-	62%	79%	-	-	82%	
Psychiatrist Continuity	-	-	-	-	-	-	-	63%	93%	70%	86%	-	-	-	-	-	-	-	96%	52%	89%	-	87%	-	73%	88%	76%	-	-	91%	89%	-	-	81%	

† Institution has less than 10 eligible patients; compliance is not published.

DASHBOARD MONTHLY COMPARISON - August 2012

[RETURN TO DASHBOARD](#)

LEGEND:

- Not Applicable

- Not Reported

	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	95%	86%	98%	93%	96%	96%	91%	89%	65%	88%	98%	95%	90%	97%	93%	80%	59%	89%	88%	96%	87%	90%	93%	64%	68%	65%	93%	100%	75%	98%	84%	100%	93%	88%
Med. Provider Non-Formulary Prescribing	5.2%	4.2%	3.8%	3.4%	6.4%	2.8%	4.5%	5.2%	4.8%	9.2%	7.6%	3.8%	2.9%	3.6%	5.0%	4.4%	4.8%	2.7%	2.3%	3.6%	5.9%	2.3%	2.2%	4.0%	9.7%	6.5%	4.0%	3.9%	14.5%	8.6%	7.9%	5.6%	4.9%	5.5%
Psychiatrist Non-Formulary Prescribing	0.9%	-	-	0.5%	4.6%	-	0.7%	1.4%	2.3%	7.0%	4.9%	2.3%	0.7%	-	1.7%	0.7%	2.2%	-	1.8%	0.6%	2.6%	1.5%	4.1%	4.6%	1.3%	3.4%	2.4%	0.8%	4.1%	6.0%	9.1%	1.7%	1.3%	2.8%
Prescriptions per Inmate	3.3	1.8	1.0	3.2	6.1	1.7	4.1	5.4	4.3	7.0	3.8	3.4	4.1	2.2	3.7	2.5	2.2	1.8	2.4	4.2	4.9	2.9	1.7	4.0	5.3	5.7	4.7	1.6	4.5	4.6	3.6	4.9	2.5	3.5
KOP Meds from Central Fill	80%	75%	77%	54%	67%	85%	91%	66%	-	49%	27%	68%	71%	84%	52%	94%	68%	65%	46%	37%	93%	-	-	82%	-	82%	71%	93%	-	-	59%	66%	12%	66%
SPECIALTY AND HOSPITAL SERVICES																																		
Specialty Care Referrals per 1,000 Inmates	64	46	24	30	92	40	87	78	56	108	67	48	50	43	71	29	46	61	31	94	81	38	8	50	73	6	43	42	94	104	78	76	49	56
Specialty Appointments via Telemedicine	61%	48%	49%	61%	60%	77%	22%	63%	18%	36%	74%	66%	45%	68%	70%	30%	64%	87%	47%	62%	60%	78%	38%	42%	81%	61%	66%	43%	34%	23%	52%	87%	78%	54%
Administrative Hospital Bed Days per 1,000 Inmates	9	0	-	0	0	0	0	-	0	5	53	-	0	0	0	0	0	0	3	0	0	25	0	55	13	9	2	0	0	0	0	-	67	8
Hospital Admissions per 1,000 Inmates	9.0	5.0	0.7	5.8	3.3	1.9	10.4	6.7	5.0	18.7	12.4	4.7	1.6	3.0	5.6	2.4	2.4	3.5	8.7	6.1	4.3	4.6	0.0	6.9	16.9	6.7	13.7	2.5	5.7	4.1	8.7	4.0	8.1	6.2
Emergency Dept. Visits per 1,000 Inmates	8.5	3.0	3.5	2.6	9.6	3.5	3.1	5.0	5.2	5.9	2.2	4.5	4.4	4.7	6.0	3.7	5.3	3.5	4.5	9.9	4.3	1.9	1.9	6.7	9.3	6.9	6.1	0.9	4.0	1.9	12.3	4.7	2.7	4.8
STAFFING IN FULL TIME EQUIVALENTS																																		
Total	325	204	173	318	338	201	507	328	534	683	542	230	315	146	274	164	254	185	321	374	318	357	288	275	459	478	395	168	286	397	356	291	363	10,847
Medical FTE	15	10	8	15	14	9	20	10	17	30	16	11	14	5	16	10	11	8	11	12	11	14	8	12	17	11	14	10	15	17	10	14	17	431
Nursing FTE	148	95	74	147	155	90	243	161	252	345	290	101	147	71	131	68	116	88	153	175	126	159	136	116	200	241	196	62	107	167	158	141	159	5,016
Pharmacy FTE	12	8	6	19	19	8	22	13	20	32	19	11	18	4	12	8	11	8	11	14	13	16	8	13	21	17	17	7	24	13	28	15	13	479
Dental Clinical FTE	31	25	25	27	19	23	26	13	30	17	28	25	33	17	18	23	21	19	27	26	21	27	20	26	23	19	34	26	24	21	24	19	29	786
Mental Health Clinical FTE	22	5	2	28	36	8	56	32	82	90	68	16	20	2	30	12	24	5	34	62	58	48	41	27	88	96	48	12	33	62	51	26	41	1,264
Clinical Support FTE	9	5	5	11	14	5	19	11	23	36	22	8	7	3	7	4	7	5	9	10	11	12	6	8	18	18	15	4	12	14	15	10	13	374
Admin. Support FTE	87	56	52	72	81	58	122	88	110	134	100	59	76	43	60	39	64	52	77	75	79	81	70	74	92	76	70	48	72	103	70	67	92	2,498
Total Actual FTE	325	204	173	318	338	201	507	328	534	683	542	230	315	146	274	164	254	185	321	374	318	357	288	275	459	478	395	168	286	397	356	291	363	10,847
Civil Service FTE	305	189	163	284	324	183	487	314	510	625	482	215	275	136	261	153	227	172	271	329	293	311	265	265	377	406	352	161	252	375	294	277	314	9,849
Overtime FTE	5	7	7	9	4	11	4	6	18	39	24	5	14	3	3	7	17	4	14	19	9	16	8	4	20	15	14	3	7	16	17	4	12	368
Registry FTE	14	9	2	24	9	7	16	8	6	19	36	11	26	7	10	4	10	9	36	25	16	30	14	7	62	57	29	4	27	5	45	10	37	631

DASHBOARD MONTHLY COMPARISON - August 2012

[RETURN TO DASHBOARD](#)

LEGEND:

- Not Applicable

- Not Reported

	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	\$63	\$53	\$42	\$82	\$110	\$58	\$111	\$140	\$96	\$299	\$97	\$77	\$59	\$64	\$112	\$71	\$69	\$61	\$72	\$74	\$85	\$82	\$58	\$71	\$107	\$102	\$54	\$47	\$82	\$96	\$64	\$109	\$78	\$82
Nursing Staff	\$223	\$224	\$136	\$260	\$371	\$228	\$412	\$750	\$432	\$1,358	\$591	\$227	\$223	\$229	\$420	\$187	\$303	\$201	\$317	\$384	\$329	\$305	\$408	\$234	\$429	\$757	\$278	\$115	\$214	\$361	\$399	\$365	\$277	\$335
Pharmacy Staff	\$15	\$14	\$9	\$26	\$47	\$18	\$32	\$60	\$27	\$124	\$36	\$24	\$15	\$8	\$40	\$17	\$17	\$17	\$19	\$27	\$27	\$20	\$21	\$28	\$42	\$38	\$26	\$10	\$40	\$31	\$56	\$43	\$21	\$28
Dental Clinical Staff	\$73	\$69	\$56	\$76	\$81	\$82	\$60	\$104	\$63	\$73	\$72	\$71	\$63	\$81	\$73	\$81	\$62	\$68	\$71	\$86	\$75	\$83	\$78	\$81	\$72	\$89	\$62	\$68	\$70	\$80	\$69	\$86	\$82	\$73
Mental Health Clinical Staff	\$66	\$21	\$6	\$116	\$201	\$29	\$183	\$358	\$214	\$540	\$223	\$77	\$51	\$19	\$200	\$55	\$98	\$16	\$136	\$216	\$246	\$155	\$165	\$111	\$345	\$558	\$104	\$45	\$110	\$258	\$181	\$176	\$140	\$149
Clinical Support Staff	\$10	\$6	\$7	\$14	\$28	\$9	\$21	\$39	\$32	\$109	\$35	\$14	\$6	\$6	\$12	\$9	\$12	\$7	\$13	\$19	\$30	\$19	\$15	\$12	\$35	\$52	\$12	\$7	\$19	\$21	\$24	\$22	\$18	\$19
Admin. Support Staff	\$78	\$70	\$45	\$79	\$129	\$78	\$115	\$236	\$95	\$289	\$109	\$77	\$57	\$82	\$113	\$60	\$93	\$83	\$94	\$98	\$127	\$92	\$123	\$87	\$110	\$168	\$56	\$49	\$82	\$156	\$101	\$110	\$79	\$96
Hospital	\$118	\$40	\$20	\$58	\$70	\$46	\$116	\$98	\$46	\$364	\$122	\$79	\$105	\$74	\$85	\$55	\$38	\$37	\$97	\$72	\$113	\$107	\$11	\$138	\$176	\$97	\$194	\$36	\$112	\$139	\$105	\$58	\$106	\$94
Emergency Department	\$8	\$4	\$5	\$3	\$6	\$4	\$2	\$3	\$3	\$7	\$3	\$4	\$3	\$4	\$4	\$3	\$10	\$3	\$6	\$9	\$5	\$3	\$5	\$5	\$8	\$7	\$5	\$2	\$4	\$5	\$7	\$4	\$3	\$5
Specialty	\$32	\$32	\$11	\$22	\$55	\$15	\$30	\$26	\$42	\$73	\$35	\$25	\$32	\$27	\$13	\$11	\$18	\$21	\$26	\$40	\$40	\$32	\$4	\$34	\$50	\$15	\$56	\$12	\$41	\$46	\$29	\$30	\$29	\$31
Medications	\$71	\$27	\$17	\$55	\$139	\$32	\$165	\$121	\$161	\$414	\$111	\$122	\$65	\$42	\$76	\$50	\$58	\$34	\$69	\$132	\$222	\$68	\$61	\$73	\$207	\$266	\$111	\$32	\$118	\$112	\$88	\$91	\$75	\$100
Diagnostics	\$14	\$14	\$7	\$16	\$34	\$8	\$34	\$31	\$21	\$28	\$10	\$17	\$12	\$10	\$27	\$9	\$15	\$11	\$9	\$44	\$23	\$32	\$9	\$15	\$43	\$14	\$15	\$8	\$24	\$31	\$14	\$26	\$31	\$20
WORKLOAD PER DAY																																		
Patient Encounters per PCP	11	13	12	9	15	12	12	10	14	11	12	13	14	11	10	10	12	13	15	13	11	11	8	15	13	10	15	11	13	11	13	15	13	12
Patient Encounters per Primary Mental Health Clinician	8	4	3	8	7	5	6	6	8	5	8	6	7	3	8	6	7	-	10	8	7	7	3	7	6	8	8	9	6	6	7	7	11	7
Patient Encounters per Psychiatrist	11	4	-	10	8	7	8	7	12	7	11	14	11	5	10	9	7	-	13	11	10	8	2	12	9	9	9	10	9	7	9	9	11	9
Prescriptions per Pharmacist	189	89	114	110	143	103	100	68	171	66	105	109	224	1355	82	105	113	52	131	134	182	112	81	123	135	139	186	130	112	196	46	164	105	117
OTHER TRENDS																																		
High Risk Patients	483	225	52	229	252	158	842	127	825	860	338	299	539	143	98	143	191	191	230	403	465	122	113	312	545	302	716	135	617	459	282	145	124	10,965
Mental Health High Utilizers per 1,000 Inmates	2	0	0	5	4	1	5	20	14	57	16	2	0	0	4	0	3	0	14	24	22	1	8	4	17	39	12	1	1	4	46	6	2	9
Appeals Received per 1,000 Inmates	42	14	4	34	38	14	32	30	25	54	82	18	40	13	38	16	29	19	46	26	60	30	32	41	70	75	50	15	24	33	44	46	37	35
Health Care Appts. Missed Due to Custody	0.0%	0.3%	0.7%	0.9%	0.0%	0.0%	0.1%	0.1%	0.9%	0.4%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.2%	0.4%	0.6%	0.1%	0.2%	0.1%	0.0%	2.7%	1.6%	0.0%	0.0%	0.3%	0.1%	6.0%	0.3%	0.1%	0.7%
Prison Population Capacity	159%	162%	116%	168%	133%	162%	165%	110%	139%	102%	152%	146%	170%	153%	149%	115%	161%	156%	170%	172%	179%	172%	133%	165%	149%	145%	161%	116%	162%	120%	145%	101%	164%	148%
Cell Bed Changes	58%	63%	81%	78%	74%	69%	76%	83%	84%	58%	62%	37%	59%	53%	90%	65%	70%	67%	67%	66%	52%	83%	56%	66%	74%	64%	65%	69%	50%	61%	69%	85%	85%	67%
Average Document Scan Time	2.8	2.7	3.4	3.5	3.9	3.4	3.3	3.2	2.9	3.3	5.5	2.5	4.6	3.5	4.2	1.5	3.6	3.2	3.8	4.3	2.7	4.2	4.7	4.2	2.1	4.3	4.1	4.0	3.0	3.5	4.2	2.5	4.7	3.6

DASHBOARD MONTHLY COMPARISON - August 2012

[RETURN TO DASHBOARD](#)

LEGEND:

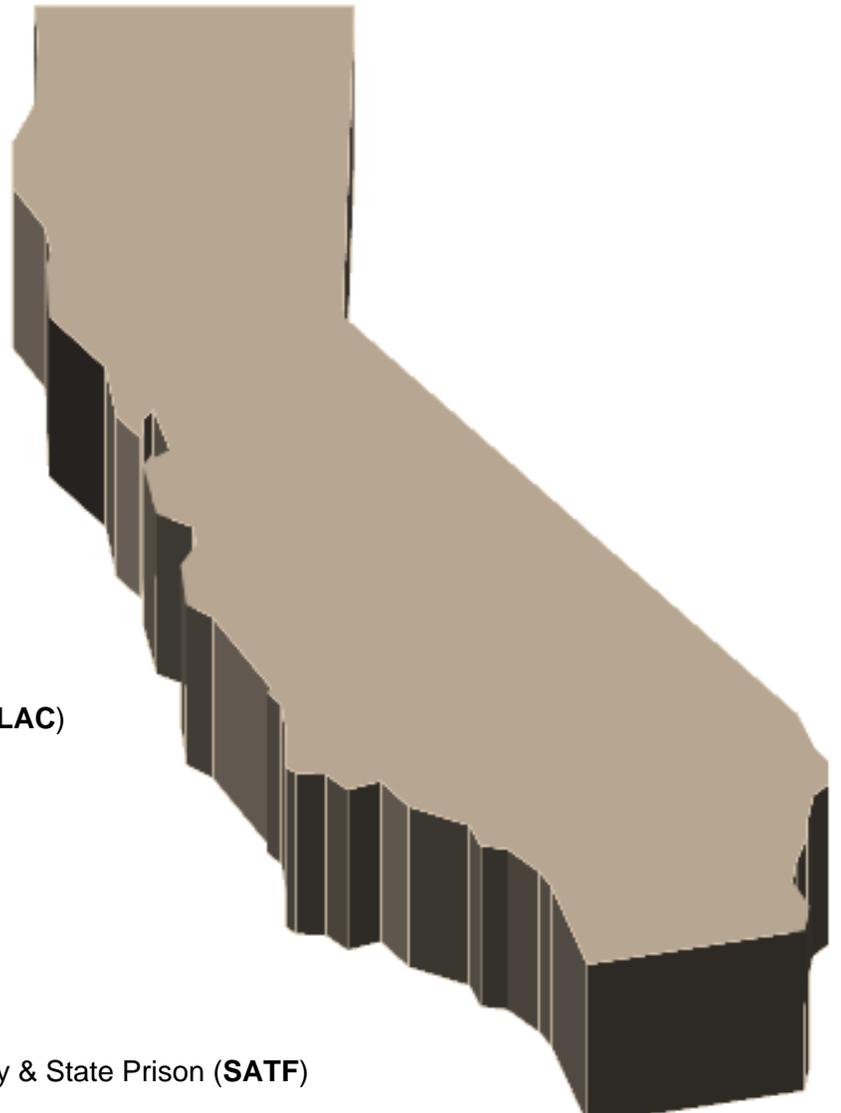
- Not Applicable
 - Not Reported

	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%	6%	2%	5%	15%	2%	2%	2%	1%	1%	1%	2%	1%	1%	3%	4%	0%	1%	2%	7%	3%	4%	1%	6%	3%	3%	3%	1%	3%	
High Risk Priority 2	9%	5%	1%	4%	6%	3%	11%	6%	11%	22%	5%	6%	7%	5%	3%	4%	4%	4%	4%	7%	11%	2%	2%	7%	10%	8%	9%	3%	9%	9%	5%	4%	2%	6%	
Medium Risk	53%	28%	20%	52%	49%	28%	48%	45%	50%	49%	53%	48%	51%	32%	33%	47%	41%	32%	52%	60%	62%	37%	40%	63%	63%	64%	54%	29%	52%	50%	60%	60%	35%	46%	
Low Risk	37%	66%	79%	43%	42%	68%	35%	46%	35%	15%	40%	44%	39%	62%	63%	48%	54%	62%	42%	29%	23%	61%	56%	28%	21%	25%	33%	68%	34%	38%	32%	32%	63%	45%	
Enhanced Outpatient Program-Mental Health	-	-	-	-	42	-	57	70	600	409	237	-	-	-	13	-	-	-	94	389	542	73	185	-	543	629	272	-	-	41	250	-	69	4,515	
Patients with Disability (ADA)	356	99	19	128	194	112	418	75	284	761	282	138	262	93	79	101	250	81	194	201	194	90	61	421	465	137	926	95	326	216	283	83	82	7,506	
Licensed 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	1,458	367	379	775	532	479	1,476	257	1,725	1,096	789	786	1,911	658	311	537	381	588	348	716	987	600	325	943	854	429	1,461	630	1,457	1,353	557	349	575	26,089	
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	M	W	M	-
Total Population	4,662	3,770	4,481	4,673	2,716	3,741	4,951	1,490	5,361	2,351	4,743	3,618	5,632	2,641	2,535	2,857	3,731	3,398	4,144	3,946	3,053	4,640	3,152	3,803	3,235	2,686	5,543	4,343	4,230	3,685	3,544	1,998	4,927	124,280	

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)

August 2012

MEDICAL PROGRAM INSPECTIONS					DENTAL PROGRAM PEREZ AUDIT					MENTAL HEALTH TIMEFRAME COMPLIANCE																																																																																																																																	
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VALLEY STATE PRISON FOR WOMEN (VSPW)

August 2012

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CALIFORNIA STATE PRISON, SOLANO (SOL)

August 2012

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SIERRA CONSERVATION CENTER (SCC)

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SUBSTANCE ABUSE TREATMENT FACILITY (SATF)

August 2012

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CALIFORNIA STATE PRISON, SACRAMENTO (SAC)

August 2012

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R. J. DONOVAN CORRECTIONAL FACILITY (RJD)

August 2012

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August 2012

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NORTH KERN STATE PRISON (NKSP)

August 2012

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MULE CREEK STATE PRISON (MCSP)

August 2012

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KERN VALLEY STATE PRISON (KVSP)

August 2012

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IRONWOOD STATE PRISON (ISP)

August 2012

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August 2012

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FOLSOM STATE PRISON (FSP)

August 2012

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CHUCKAWALLA VALLEY STATE PRISON (CVSP)

August 2012

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August 2012

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CALIFORNIA REHABILITATION CENTER (CRC)

August 2012

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CALIFORNIA MEDICAL FACILITY (CMF)

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CENTINELA STATE PRISON (CEN)

August 2012

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August 2012

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CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD GLOSSARY

Measure	Goal	Definition	Sources
MEDICAL PROGRAM INSPECTIONS			
Overall Score	Goal: ≥85% adherence High: >85% Moderate: 75%-84% Low: <75%	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
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 ≥ 75%	Average of the following measures for inmate-patients 18 through 75 years of age with diabetes*, who were continuously incarcerated during the last 12 months, whose: <ul style="list-style-type: none"> • Most recent hemoglobin A1c (HbA1c) result in the last 12 months was <8% (under control) • Most recent low-density lipoprotein-cholesterol (LDL-C) result in the last 12 months was <100 mg/dL (under control) • Most recent blood pressure in the last 12 months was <140/90 (under control) • Received medical attention in the last 12 months 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% (>=6.5%) 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% (>=6.5%).</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 ≥ 75%		
	Moderate 65%-74%		
	Low < 65%		
Asthma Care	Goal ≥ 85%	Percentage of inmate-patients 18 through 50 years of age who had persistent asthma*, who were continuously incarcerated in the last 12 months, who were prescribed an inhaled corticosteroid in the last 12 months <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 (>=4) dispensing events in the last 12 months for any of the following asthma medications:</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 ≥ 85%		
	Moderate 75%-84%		
	Low < 75%		
Therapeutic Anticoagulation	Goal ≥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 last 32 days. To be eligible, inmate-patients must have been receiving anticoagulation therapy for at least each of the last four months.	
	High ≥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. Hospitalizations considered potentially avoidable are based on the Agency for Healthcare Research and Quality (AHRQ) criteria for 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. CCHCS also includes end stage liver disease complications, self-injury, medication-related events, and hospital readmissions within 30 days of discharge. Reported rates reflect an annualized rate using the latest six-months.	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 last 12 months, who were offered or received 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) during the last 12 months • a sigmoidoscopy during the last 5 years • a colonoscopy during 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 eligible 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 last 12 months who received a mammogram in the last two years or were offered a mammogram during the last 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 last 12 months but the inmate-patient declined.	
	High ≥ 85%		
	Moderate 75%-84%		
	Low < 75%		

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD GLOSSARY

Measure	Goal	Definition	Sources
Flu vaccination	Goal ≥ 85%	Percentage of inmate-patients who were offered influenza vaccination between September 1 and December 31. Please note that an inmate-patient was counted towards compliance if flu vaccination was offered but the inmate-patient declined. This measure is reported annually by institutions.	
	High ≥ 85%		
	Moderate 75%-84%		
	Low < 75%		
ACCESS AND CONTINUITY			
ACCESS			
RN Episodic Care	Goal ≥ 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
	High ≥ 85%		
PCP Episodic Care	Moderate 75%-84%	Percentage of inmate-patients who received a routine appointment with a primary care provider within 14 calendar days of a nurse referral.	
	Low < 75%		
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%	Percentage of chronic care inmate-patients residing at their current institution during the last 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
	High ≥ 85%		
	Moderate 75%-84%		
	Low < 75%		
Mental Health Clinician		Percentage of mental health clinician encounters that occurred with a single mental health clinician for inmate-patients residing at their current institution during the last six months and enrolled in the Enhanced Outpatient Program for the last six months.	

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES

DASHBOARD GLOSSARY

Measure	Goal	Definition	Sources
Psychiatrist		Percentage of psychiatrist encounters that occurred with a single psychiatrist for inmate-patients residing at their current institution during the last six months and enrolled in the Enhanced Outpatient Program for the last 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 last 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: <60	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: <60		
	Moderate: 60-100		
	Low: >100		
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%		

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD GLOSSARY

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, CDCR Dental Facility Vacancy Report, Mental Health Institution Vacancy 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 last 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, CDCR Dental Facility Vacancy Report, Mental Health Institution Vacancy 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).	

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD GLOSSARY

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).	

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD GLOSSARY

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

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD GLOSSARY

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
	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.	Strategic Offender Management System, Census and Discharge Data Information System, Mental Health Tracking System, Fiscal Suicide Watch Logs
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 last six months who moved cell beds 1 or more times during that same period.	Statewide Offender Management System
Average Document Scan Time (In Days)		The average number of days between a document's encounter date and its scan date	eUHR Database

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD GLOSSARY

Measure	Goal	Definition	Sources
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
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.	