

WHAT IS THE HEALTH CARE SERVICES DASHBOARD?

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.

Click the icons below for more information:

Statewide Dashboard



Statewide
performance trends

Institution Comparison



Compare performance
for all institutions

Glossary



Detailed specifications
for Dashboard measures

INSTITUTION MENU

Select an institution below for more information:

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



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.

HEALTHCARE SERVICES DASHBOARD

Statewide

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT																																																																																																			
ACCESS Medical Services 87% Statewide Dental Services 90% Mental Health Services 89% APPTS COMPLETED AS SCHEDULED Cancelled Due to Custody 1.8% Seen as Scheduled 84% EFFECTIVE COMMUNICATION Effective Communication Provided 82%				Asthma Care 82% 83% Recent Qtr Prior Qtr Therapeutic Anticoagulation 73% 71% Diabetes Care 76% 77% HCV Treatment 90% 82% Utilization Specialty Services 91% 91% Colon Cancer Screening 92% 87% Breast Cancer Screening 88% 94% Diagnostic Monitoring 71% 73% Polypharmacy Medication Review Flu Vaccination 90% 95% Current Yr Prior Yr				Appropriate Placement High Risk Patients 71% Statewide High Risk Patient Care Plan Follow-Up After MHCB/DSH Admission 80% 30-Day Community Hospital Readmission 9.2% 30-Day MHCB or DSH Readmission 23% Potentially Avoidable Hospitalizations* 11.3																																																																																																			
MEDICATION MANAGEMENT MAPIP Medication Continuity-Transfer 86% Statewide Medication Non-Adherence Counseling 78% Medication Administration 89% FORMULARY MANAGEMENT Non-Formulary by Psychiatrists 3.4% Non-Formulary by Medical Providers 5.5%				AVAILABILITY OF HEALTH INFORMATION Documents Scanned 38% Statewide Specialty Notes 37% Community Hospital Records 59% APPEAL PROCESSING Timely Appeals 86% Statewide				CONTINUITY OF CLINICIANS & SERVICES Primary Care Provider (PCP) 89% Statewide Mental Health Primary Clinician 79% Psychiatrist 78% RESOURCE MANAGEMENT Claims Processed 100% Statewide Specialty Teleservices 62% Health Care Staff Training																																																																																																			
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* Rate Per 1,000 Inmates

DASHBOARD COMPARISON

April 2014

All Institutions

Scheduling & Access to Care	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Medical Services	87%	92%	82%	91%	92%	79%	73%	-	97%	92%	92%	87%	86%	96%	86%	76%	62%	96%	82%	85%	98%	74%	84%
RN FTF Triage 1 Business Day	96%	99%	95%	99%	99%	95%	96%	-	99%	100%	98%	98%	98%	100%	98%	99%	83%	98%	97%	94%	98%	81%	98%
PCP Urgent Referrals 1 Calendar Day	92%	97%	100%	96%	75%	100%	100%	-	100%	100%	-	50%	100%	100%	68%	40%	0%	100%	100%	67%	100%	0%	-
PCP Routine Referrals 14 Calendar Days	78%	90%	58%	91%	98%	56%	39%	-	98%	99%	89%	97%	83%	99%	61%	68%	46%	100%	54%	77%	100%	73%	71%
Chronic Care as Ordered	75%	78%	64%	84%	90%	44%	62%	-	88%	93%	89%	93%	63%	93%	89%	51%	52%	95%	74%	69%	97%	84%	49%
High Priority Specialty 14 Calendar Days	80%	100%	82%	86%	95%	69%	100%	-	100%	61%	81%	79%	74%	93%	96%	75%	67%	81%	71%	100%	100%	80%	93%
Routine Specialty 90 Calendar Days	94%	96%	87%	93%	88%	73%	93%	-	94%	97%	92%	94%	97%	95%	99%	97%	92%	96%	97%	93%	98%	90%	82%
Return from HLOC 5 Calendar Days	81%	75%	61%	91%	92%	81%	-	-	98%	90%	-	85%	73%	91%	67%	75%	29%	100%	-	79%	91%	90%	80%
Laboratory Services as Ordered	90%	90%	96%	92%	98%	89%	0%	-	93%	90%	95%	99%	82%	95%	97%	92%	92%	95%	81%	91%	97%	73%	96%
Radiology Services as Ordered	96%	100%	91%	92%	91%	100%	92%	-	100%	95%	100%	85%	100%	99%	100%	91%	94%	98%	-	98%	96%	98%	100%
Dental Services	90%	97%	81%	89%	92%	73%	94%	84%	94%	95%	77%	86%	85%	92%	93%	92%	89%	80%	78%	96%	93%	88%	95%
7362 Triage 3 or 10 Business Days	95%	99%	77%	90%	100%	98%	95%	88%	91%	99%	98%	93%	95%	98%	94%	97%	88%	99%	98%	98%	100%	91%	98%
Treatment within Timeframes	84%	89%	75%	82%	81%	80%	84%	74%	90%	85%	84%	84%	87%	82%	86%	82%	62%	82%	86%	90%	91%	83%	85%
RC Screening 60 Calendar Days	100%	-	-	-	-	98%	-	-	100%	-	-	-	-	-	-	-	99%	-	-	-	-	-	-
Patient Requested Exam 90 Calendar Days	96%	100%	72%	94%	99%	79%	100%	94%	95%	99%	98%	100%	98%	98%	98%	97%	95%	98%	94%	98%	100%	98%	97%
Notice of Exam 50 Y.O. or Chronic Care	77%	100%	100%	90%	89%	11%	98%	81%	94%	96%	29%	70%	58%	88%	95%	92%	100%	44%	36%	100%	80%	79%	99%
Mental Health Services	89%	98%	99%	100%	96%	96%	100%	90%	98%	92%	91%	97%	74%	94%	98%	99%	94%	99%	88%	94%	93%	91%	90%
Referral Timeframes	81%	96%	98%	100%	92%	92%	100%	93%	98%	81%	94%	100%	45%	91%	97%	98%	89%	99%	85%	96%	93%	87%	81%
EOP Structured Treatment	90%	N/A	N/A	N/A	N/A	100%	N/A	N/A	98%	100%	82%	95%	89%	N/A	N/A	N/A	96%	N/A	N/A	N/A	86%	87%	97%
Contact Timeframes	95%	100%	99%	100%	100%	97%	100%	86%	99%	94%	98%	96%	89%	96%	98%	100%	96%	98%	91%	93%	99%	99%	90%
Primary Clinician Contact Timeframes	95%	100%	98%	100%	100%	96%	100%	88%	100%	97%	99%	98%	81%	96%	99%	100%	97%	98%	85%	86%	98%	99%	95%
Psychiatrist Contact Timeframes	93%	99%	100%	100%	99%	99%	100%	73%	99%	90%	96%	91%	89%	99%	100%	100%	100%	99%	91%	100%	100%	99%	77%
IDTT Contact Timeframes	97%	100%	100%	100%	100%	96%	100%	97%	100%	96%	99%	99%	97%	93%	96%	100%	91%	98%	96%	93%	100%	100%	99%
Cancelled Due to Custody	1.8%	0.2%	2.6%	0.2%	0.2%	0.6%	0.0%	0.3%	0.4%	0.6%	3.0%	0.4%	6.6%	0.1%	0.1%	0.1%	0.7%	0.4%	0.5%	0.6%	1.0%	4.7%	1.4%
Medical Services	0.9%	0.1%	4.1%	0.1%	0.2%	0.8%	0.0%	0.1%	0.9%	0.3%	1.2%	0.2%	3.5%	0.0%	0.1%	0.4%	1.7%	0.2%	1.2%	0.0%	0.5%	2.0%	1.6%
Mental Health Services	4.4%	0.5%	1.4%	0.5%	0.4%	0.6%	0.0%	0.0%	0.1%	1.2%	7.8%	0.7%	16.2%	0.1%	0.0%	0.0%	0.2%	1.0%	0.2%	0.7%	2.3%	12.1%	2.3%
Dental Services	0.3%	0.0%	2.2%	0.0%	0.0%	0.3%	0.0%	0.6%	0.0%	0.3%	0.0%	0.3%	0.0%	0.3%	0.2%	0.0%	0.1%	0.0%	0.3%	1.2%	0.1%	0.0%	0.4%

* Rate Per 1,000 Inmates

** Statewide figures include California City (CAC)

This is the beta testing version of the CCHCS Dashboard. Please direct questions or feedback to QMstaff@cdcr.ca.gov

Report run: 5/5/2014 2:29:51 PM

DASHBOARD COMPARISON

April 2014

All Institutions

Scheduling & Access to Care	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Services	89%	-	82%	71%	86%	83%	91%	86%	82%	73%	89%	81%
RN FTF Triage 1 Business Day	86%	-	99%	99%	97%	99%	100%	99%	98%	98%	96%	98%
PCP Urgent Referrals 1 Calendar Day	86%	-	50%	0%	50%	93%	-	83%	50%	63%	100%	82%
PCP Routine Referrals 14 Calendar Days	92%	-	69%	62%	96%	78%	100%	90%	84%	45%	64%	91%
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Laboratory Services as Ordered	94%	-	96%	69%	93%	90%	96%	94%	93%	76%	91%	46%
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Notice of Exam 50 Y.O. or Chronic Care	100%	74%	26%	63%	78%	95%	97%	78%	95%	74%	91%	57%
Mental Health Services	88%	90%	92%	94%	86%	78%	98%	87%	93%	90%	97%	73%
Referral Timeframes	71%	86%	88%	91%	80%	66%	97%	78%	87%	86%	94%	38%
EOP Structured Treatment	98%	88%	N/A	93%	86%	83%	N/A	N/A	94%	88%	100%	95%
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IDTT Contact Timeframes	98%	99%	96%	99%	98%	88%	99%	95%	100%	98%	99%	78%
Cancelled Due to Custody	0.6%	0.2%	0.1%	1.8%	1.5%	5.4%	0.3%	2.5%	0.2%	2.4%	0.5%	0.3%
Medical Services	0.3%	0.0%	0.0%	1.4%	2.0%	0.6%	0.5%	3.4%	0.5%	1.5%	1.1%	0.4%
Mental Health Services	1.4%	0.3%	0.2%	3.9%	1.7%	13.2%	0.5%	4.0%	0.2%	5.3%	0.3%	0.7%
Dental Services	0.0%	0.2%	0.0%	0.0%	0.7%	2.3%	0.1%	0.0%	0.1%	0.5%	0.1%	0.0%

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Report run: 5/5/2014 2:29:51 PM

DASHBOARD COMPARISON

April 2014

All Institutions

Scheduling & Access to Care	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Seen as Scheduled	84%	87%	74%	93%	84%	85%	84%	81%	95%	89%	83%	91%	72%	90%	90%	78%	91%	94%	89%	76%	86%	70%	78%
Medical Services	70%	66%	39%	90%	59%	66%	64%	56%	93%	73%	69%	93%	47%	79%	81%	45%	80%	85%	77%	47%	76%	49%	57%
Mental Health Services	91%	98%	97%	99%	97%	94%	100%	99%	99%	97%	85%	91%	77%	96%	97%	97%	95%	98%	100%	93%	95%	79%	88%
Dental Services	92%	97%	86%	91%	94%	94%	87%	87%	93%	98%	95%	89%	93%	94%	93%	91%	96%	97%	91%	87%	88%	83%	90%
Effective Communication Provided	82%	82%	83%	91%	91%	77%	92%	92%	78%	91%	88%	83%	82%	88%	97%	79%	65%	93%	76%	87%	88%	81%	91%
Medical Services	100%	100%	100%	100%	100%	96%	100%	97%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mental Health Services	79%	100%	100%	93%	96%	69%	100%	83%	91%	98%	76%	51%	90%	99%	98%	90%	96%	98%	100%	100%	94%	45%	96%
Dental Services	67%	46%	48%	80%	77%	64%	77%	97%	43%	74%	91%	99%	56%	65%	93%	46%	0%	81%	27%	60%	70%	96%	77%
Population Health Management	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Asthma Care	82%	95%	91%	94%	91%	90%	92%	51%	89%	89%	91%	72%	89%	88%	93%	91%	93%	92%	89%	97%	85%	94%	87%
Asthma SABA Utilization	80%	92%	95%	97%	92%	89%	91%	51%	82%	91%	87%	62%	88%	89%	89%	89%	91%	92%	87%	93%	86%	94%	85%
Persistent Asthma ICS Treatment	83%	98%	88%	92%	89%	91%	92%	-	97%	86%	96%	82%	89%	87%	98%	92%	95%	92%	90%	100%	84%	93%	88%
Therapeutic Anticoagulation	73%	-	-	-	75%	71%	0%	67%	89%	67%	72%	71%	71%	100%	100%	100%	100%	75%	100%	100%	50%	70%	60%
Diabetes Care	76%	78%	84%	73%	81%	78%	68%	-	76%	79%	76%	73%	75%	80%	70%	79%	73%	84%	73%	75%	75%	83%	75%
A1C <8%	78%	86%	91%	89%	79%	78%	80%	-	73%	91%	81%	73%	76%	81%	73%	73%	79%	80%	69%	79%	82%	77%	82%
LDL-Cholesterol <100 mg/dl	73%	74%	73%	61%	76%	74%	43%	-	78%	71%	74%	79%	76%	73%	67%	80%	64%	81%	69%	60%	76%	75%	70%
Blood Pressure <140/90 mm Hg	78%	70%	83%	71%	93%	87%	80%	-	77%	80%	70%	83%	70%	97%	62%	93%	93%	90%	73%	83%	80%	87%	83%
Screened or Treated Nephropathy	74%	81%	91%	72%	77%	74%	70%	-	76%	74%	79%	57%	78%	70%	78%	69%	57%	85%	79%	75%	60%	93%	67%
Colon Cancer Screening	92%	97%	99%	81%	99%	96%	98%	-	94%	98%	100%	99%	92%	97%	68%	100%	94%	97%	85%	91%	89%	88%	99%
Breast Cancer Screening	88%	-	-	-	-	82%	-	-	-	99%	-	-	-	-	-	-	-	-	-	-	-	-	-
Utilization Specialty Services	91%	96%	99%	85%	80%	86%	90%	93%	91%	88%	89%	87%	96%	92%	94%	95%	94%	79%	92%	100%	96%	98%	88%
HCV Treatment	90%	83%	100%	100%	99%	94%	98%	-	92%	100%	98%	97%	77%	90%	94%	88%	50%	90%	100%	57%	100%	92%	91%
HCV Medication Adjustments	85%	67%	100%	-	100%	88%	100%	-	92%	100%	96%	94%	59%	100%	100%	100%	100%	100%	100%	25%	100%	83%	89%
Ribavarin Hgb <10 mg/dl	76%	33%	100%	-	100%	75%	-	-	83%	100%	88%	88%	60%	-	-	-	-	100%	-	75%	-	50%	67%
Peg Interferon PLT <50,000 cells/μl	86%	-	-	-	-	-	100%	-	100%	-	100%	-	-	-	100%	-	-	-	-	0%	-	100%	100%
Peg Interferon ANC <750 cells/μl	92%	100%	100%	-	100%	100%	100%	-	92%	100%	100%	100%	57%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%
HCV Length of Treatment	95%	100%	100%	100%	99%	100%	95%	-	93%	100%	100%	100%	94%	79%	89%	75%	0%	80%	100%	89%	100%	100%	94%

* Rate Per 1,000 Inmates

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All Institutions

Scheduling & Access to Care	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Seen as Scheduled	91%	95%	86%	83%	92%	77%	92%	82%	94%	84%	86%	92%
Medical Services	79%	92%	68%	65%	82%	70%	90%	61%	88%	75%	71%	83%
Mental Health Services	95%	99%	99%	92%	98%	73%	95%	93%	99%	90%	98%	96%
Dental Services	98%	94%	92%	91%	97%	89%	91%	91%	94%	87%	90%	97%
Effective Communication Provided	85%	93%	86%	84%	76%	88%	93%	77%	88%	70%	67%	69%
Medical Services	100%	100%	100%	99%	94%	100%	99%	100%	100%	100%	99%	100%
Mental Health Services	96%	92%	100%	99%	64%	95%	94%	94%	63%	26%	99%	49%
Dental Services	60%	88%	58%	54%	69%	69%	86%	37%	100%	83%	3%	58%
Population Health Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Asthma Care	88%	93%	93%	86%	91%	89%	92%	91%	89%	92%	85%	91%
Asthma SABA Utilization	95%	90%	95%	83%	88%	87%	88%	90%	88%	92%	86%	88%
Persistent Asthma ICS Treatment	81%	96%	90%	89%	93%	90%	95%	92%	90%	92%	83%	95%
Therapeutic Anticoagulation	100%	100%	-	75%	64%	64%	100%	71%	70%	71%	67%	100%
Diabetes Care	69%	69%	75%	77%	74%	78%	69%	75%	72%	70%	85%	65%
A1C <8%	75%	89%	83%	75%	80%	74%	80%	71%	73%	62%	86%	81%
LDL-Cholesterol <100 mg/dl	63%	65%	74%	73%	68%	72%	66%	69%	75%	68%	78%	52%
Blood Pressure <140/90 mm Hg	71%	57%	73%	80%	73%	90%	73%	77%	70%	70%	97%	60%
Screened or Treated Nephropathy	69%	65%	69%	79%	76%	76%	58%	84%	70%	81%	80%	67%
Colon Cancer Screening	100%	98%	100%	80%	100%	94%	93%	93%	94%	99%	89%	78%
Breast Cancer Screening	-	-	-	-	-	-	-	-	-	-	-	-
Utilization Specialty Services	93%	97%	99%	95%	85%	93%	94%	92%	96%	75%	97%	74%
HCV Treatment	75%	63%	92%	87%	88%	94%	100%	79%	81%	100%	97%	100%
HCV Medication Adjustments	50%	25%	83%	85%	75%	92%	100%	58%	75%	100%	94%	-
Ribavirin Hgb <10 mg/dl	100%	-	67%	80%	50%	75%	100%	50%	50%	100%	83%	-
Peg Interferon PLT <50,000 cells/μl	-	0%	-	100%	-	100%	-	-	75%	-	100%	-
Peg Interferon ANC <750 cells/μl	0%	50%	100%	75%	100%	100%	100%	67%	100%	-	100%	-
HCV Length of Treatment	100%	100%	100%	88%	100%	96%	100%	100%	87%	100%	99%	100%

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Population Health Management	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Genotype 1 with PI	94%	100%	100%	100%	100%	100%	-	-	86%	100%	100%	100%	83%	67%	-	50%	0%	-	100%	100%	-	100%	100%
Genotypes 1 and 4-6 without PI	95%	100%	-	100%	100%	100%	100%	-	100%	100%	100%	-	100%	-	-	-	-	-	-	100%	-	100%	100%
Genotypes 2 and 3	94%	100%	100%	100%	96%	100%	91%	-	93%	100%	100%	100%	100%	92%	89%	100%	-	80%	100%	67%	100%	100%	82%
Flu Vaccination	90%	98%	89%	42%	100%	85%	72%	97%	99%	100%	98%	94%	98%	100%	76%	99%	99%	96%	100%	100%	98%	98%	96%
Diagnostic Monitoring	71%	65%	-	0%	86%	64%	-	62%	71%	74%	75%	71%	32%	91%	74%	-	38%	81%	69%	-	75%	61%	70%
QT Prolongation EKG 12 Months	61%	75%	-	-	100%	33%	-	53%	50%	63%	77%	100%	0%	100%	50%	-	50%	67%	75%	-	-	58%	68%
Second Generation Antipsychotics	67%	64%	-	0%	70%	66%	-	54%	79%	69%	79%	56%	52%	81%	75%	-	50%	92%	57%	-	74%	54%	65%
Lipid Monitoring 6 Months	67%	62%	-	0%	65%	62%	-	69%	77%	57%	72%	71%	61%	65%	77%	-	50%	81%	51%	-	70%	47%	71%
Blood Sugar 6 Months	73%	79%	-	0%	78%	75%	-	87%	88%	78%	83%	86%	50%	77%	83%	-	50%	86%	57%	-	72%	45%	72%
EKG 12 Months	40%	67%	-	-	25%	25%	-	0%	33%	33%	53%	26%	18%	75%	40%	-	-	100%	-	-	63%	25%	52%
AIMS 12 Months	82%	67%	-	-	89%	81%	-	54%	100%	94%	99%	39%	81%	97%	87%	-	-	100%	36%	-	93%	98%	54%
Med Consent 12 Months	75%	47%	-	-	94%	90%	-	60%	95%	83%	89%	56%	52%	89%	87%	-	-	93%	82%	-	72%	56%	75%
Clozapine	83%	-	-	-	-	-	-	75%	-	94%	-	85%	33%	-	-	-	-	-	-	-	-	-	82%
ALT 12 Months	93%	-	-	-	-	-	-	100%	-	100%	-	92%	0%	-	-	-	-	-	-	-	-	-	100%
Lipid Monitoring 6 Months	80%	-	-	-	-	-	-	50%	-	83%	-	88%	100%	-	-	-	-	-	-	-	-	-	60%
Blood Sugar 6 Months	82%	-	-	-	-	-	-	100%	-	83%	-	82%	100%	-	-	-	-	-	-	-	-	-	70%
ANC 30 Days	97%	-	-	-	-	-	-	100%	-	100%	-	100%	0%	-	-	-	-	-	-	-	-	-	92%
WBC 30 Days	97%	-	-	-	-	-	-	100%	-	100%	-	100%	0%	-	-	-	-	-	-	-	-	-	92%
EKG 12 Months	45%	-	-	-	-	-	-	0%	-	100%	-	50%	0%	-	-	-	-	-	-	-	-	-	78%
Mood Stabilizers	73%	52%	-	-	79%	76%	-	70%	82%	77%	77%	68%	21%	92%	88%	-	50%	88%	62%	-	65%	58%	76%
Carbamazepine	74%	-	-	-	67%	89%	-	-	76%	67%	67%	67%	0%	-	100%	-	-	100%	50%	-	50%	67%	75%
ALT 6 Months	76%	-	-	-	50%	83%	-	-	100%	67%	100%	0%	0%	-	100%	-	-	100%	100%	-	50%	100%	75%
Carbamazepine Level 6 Months	68%	-	-	-	83%	100%	-	-	43%	67%	100%	100%	0%	-	100%	-	-	100%	0%	-	50%	0%	75%
WBC 6 Months	78%	-	-	-	67%	83%	-	-	86%	67%	0%	100%	0%	-	100%	-	-	100%	50%	-	50%	100%	75%
Med Consent 12 Months	75%	-	-	-	-	50%	-	-	100%	-	100%	-	0%	-	0%	-	-	-	100%	-	100%	100%	75%
Depakote	72%	60%	-	-	87%	65%	-	71%	89%	89%	79%	72%	28%	85%	89%	-	-	93%	62%	-	77%	58%	73%
ALT 6 Months	73%	60%	-	-	86%	60%	-	77%	91%	89%	78%	80%	17%	62%	100%	-	-	88%	57%	-	73%	63%	75%

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Population Health Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Genotype 1 with PI	-	100%	-	100%	-	100%	-	100%	75%	100%	100%	-
Genotypes 1 and 4-6 without PI	-	-	-	88%	-	100%	-	100%	100%	-	100%	-
Genotypes 2 and 3	100%	100%	100%	78%	100%	87%	100%	100%	86%	100%	96%	100%
Flu Vaccination	93%	100%	99%	97%	100%	98%	97%	96%	96%	94%	99%	99%
Diagnostic Monitoring	55%	94%	81%	83%	71%	64%	92%	82%	88%	72%	76%	56%
QT Prolongation EKG 12 Months	14%	100%	-	64%	53%	66%	100%	78%	92%	47%	45%	100%
Second Generation Antipsychotics	83%	75%	58%	78%	66%	66%	77%	74%	71%	53%	83%	57%
Lipid Monitoring 6 Months	88%	40%	32%	69%	65%	61%	71%	69%	61%	63%	77%	33%
Blood Sugar 6 Months	28%	60%	41%	82%	78%	59%	73%	75%	77%	70%	81%	22%
EKG 12 Months	100%	-	29%	48%	35%	57%	50%	30%	46%	9%	64%	100%
AIMS 12 Months	100%	100%	95%	99%	90%	83%	93%	99%	92%	66%	100%	100%
Med Consent 12 Months	100%	100%	91%	93%	60%	72%	96%	96%	79%	58%	93%	29%
Clozapine	-	-	-	-	79%	-	-	-	83%	86%	-	-
ALT 12 Months	-	-	-	-	83%	-	-	-	100%	100%	-	-
Lipid Monitoring 6 Months	-	-	-	-	86%	-	-	-	67%	100%	-	-
Blood Sugar 6 Months	-	-	-	-	86%	-	-	-	67%	83%	-	-
ANC 30 Days	-	-	-	-	100%	-	-	-	100%	100%	-	-
WBC 30 Days	-	-	-	-	100%	-	-	-	100%	100%	-	-
EKG 12 Months	-	-	-	-	17%	-	-	-	67%	33%	-	-
Mood Stabilizers	33%	100%	92%	92%	70%	59%	95%	81%	93%	86%	82%	25%
Carbamazepine	-	-	-	100%	67%	73%	-	100%	-	100%	75%	-
ALT 6 Months	-	-	-	100%	50%	80%	-	100%	-	100%	75%	-
Carbamazepine Level 6 Months	-	-	-	100%	50%	60%	-	100%	-	100%	75%	-
WBC 6 Months	-	-	-	100%	100%	80%	-	100%	-	100%	75%	-
Med Consent 12 Months	-	-	-	100%	100%	100%	-	100%	-	-	67%	-
Depakote	25%	100%	98%	90%	71%	51%	100%	80%	93%	75%	89%	25%
ALT 6 Months	0%	100%	100%	92%	78%	37%	100%	68%	93%	80%	84%	0%

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Depakote Level 6 Months	73%	60%	-	-	81%	70%	-	91%	87%	78%	72%	85%	15%	92%	93%	-	-	88%	57%	-	77%	44%	66%
PLT 6 Months	72%	56%	-	-	81%	70%	-	68%	80%	89%	78%	79%	17%	85%	73%	-	-	94%	57%	-	73%	63%	71%
Med Consent 12 Months	72%	63%	-	-	100%	60%	-	47%	100%	100%	90%	43%	64%	100%	89%	-	-	100%	75%	-	85%	63%	80%
Lithium	73%	44%	-	-	82%	73%	-	69%	82%	75%	84%	66%	35%	100%	74%	-	50%	70%	73%	-	69%	50%	79%
Creatinine 6 Months	80%	33%	-	-	92%	70%	-	91%	92%	86%	86%	97%	29%	100%	78%	-	100%	67%	67%	-	82%	60%	91%
Lithium Level 6 Months	81%	67%	-	-	100%	100%	-	100%	100%	67%	84%	93%	24%	100%	94%	-	0%	100%	100%	-	91%	47%	91%
Thyroid Monitoring 6 Months	76%	33%	-	-	92%	60%	-	73%	83%	71%	95%	76%	29%	100%	83%	-	0%	67%	100%	-	91%	33%	88%
EKG 12 Months	48%	-	-	-	25%	33%	-	33%	50%	50%	68%	14%	17%	100%	33%	-	-	50%	0%	-	0%	60%	43%
Med Consent 12 Months	78%	-	-	-	100%	100%	-	50%	83%	100%	86%	50%	75%	100%	82%	-	100%	67%	100%	-	83%	50%	83%
Tricyclic AD	60%	-	-	-	-	-	-	-	50%	-	50%	50%	-	-	-	-	-	-	-	-	-	-	50%
EKG 12 Months	20%	-	-	-	-	-	-	-	0%	-	0%	0%	-	-	-	-	-	-	-	-	-	-	0%
Med Consent 12 Months	100%	-	-	-	-	-	-	-	100%	-	100%	100%	-	-	-	-	-	-	-	-	-	-	100%
SSRI AD Med Consent 12 Months	83%	69%	-	-	95%	81%	-	58%	96%	68%	90%	67%	54%	89%	85%	-	0%	78%	85%	-	84%	73%	78%
Polypharmacy Medication Review																							
Care Management	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Appropriate Placement High Risk Patients	71%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A						
High Risk Patient Care Plan																							
Follow-Up After MHCB/DSH Admission	80%	100%	-	-	100%	100%	-	100%	94%	46%	84%	86%	61%	50%	91%	-	91%	0%	73%	-	94%	91%	95%
30-Day Community Hospital Readmission	9.2%	4.9%	3.2%	0.0%	4.4%	7.3%	9.9%	24.3%	13.8%	11.5%	4.6%	15.5%	13.8%	1.7%	4.8%	0.0%	20.9%	4.1%	5.0%	1.3%	8.6%	4.1%	10.9%
30-Day MHCB or DSH Readmission	23%	-	-	-	-	15%	-	24%	27%	11%	18%	14%	26%	-	-	-	0%	-	22%	-	21%	13%	29%
Potentially Avoidable Hospitalizations*	11.3	6.4	5.5	2.4	4.8	6.3	3.4	72.0	26.5	14.1	9.3	39.4	18.4	5.8	8.1	4.7	5.9	7.8	1.2	7.4	12.5	12.5	10.1
Continuity of Clinicians & Services	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Primary Care Provider (PCP)	89%	89%	78%	85%	97%	95%	86%	91%	97%	88%	83%	82%	91%	95%	97%	89%	99%	98%	89%	94%	92%	92%	87%
Mental Health Primary Clinician	79%	N/A	N/A	N/A	N/A	88%	N/A	84%	N/A	90%	83%	77%	66%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	93%	83%	76%
Psychiatrist	78%	N/A	N/A	N/A	N/A	92%	N/A	49%	N/A	57%	94%	78%	97%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	62%	45%	75%
Medication Management	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Medication Continuity-Transfer	86%	63%	100%	100%	89%	65%	93%	-	77%	92%	61%	95%	93%	96%	95%	99%	98%	99%	80%	88%	92%	96%	96%

* Rate Per 1,000 Inmates

** Statewide figures include California City (CAC)

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Population Health Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Depakote Level 6 Months	0%	100%	92%	92%	79%	45%	100%	77%	93%	87%	91%	0%
PLT 6 Months	0%	100%	100%	89%	78%	50%	100%	73%	86%	81%	84%	0%
Med Consent 12 Months	100%	100%	100%	85%	47%	73%	100%	100%	100%	53%	95%	100%
Lithium	40%	100%	86%	87%	72%	52%	89%	64%	93%	84%	82%	-
Creatinine 6 Months	0%	100%	71%	91%	91%	53%	80%	89%	100%	81%	82%	-
Lithium Level 6 Months	0%	100%	71%	97%	84%	47%	100%	67%	93%	94%	91%	-
Thyroid Monitoring 6 Months	0%	100%	86%	91%	82%	31%	100%	67%	93%	94%	91%	-
EKG 12 Months	100%	-	100%	57%	50%	63%	67%	0%	78%	75%	56%	-
Med Consent 12 Months	100%	-	100%	100%	53%	65%	100%	100%	100%	75%	93%	-
Tricyclic AD	-	-	-	-	-	-	-	-	100%	-	-	-
EKG 12 Months	-	-	-	-	-	-	-	-	100%	-	-	-
Med Consent 12 Months	-	-	-	-	-	-	-	-	100%	-	-	-
SSRI AD Med Consent 12 Months	92%	100%	94%	99%	87%	66%	95%	94%	88%	85%	92%	42%
Polypharmacy Medication Review												
Care Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Appropriate Placement High Risk Patients	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
High Risk Patient Care Plan												
Follow-Up After MHCB/DSH Admission	81%	100%	100%	89%	63%	97%	100%	100%	96%	58%	94%	51%
30-Day Community Hospital Readmission	2.9%	5.9%	1.9%	16.7%	5.8%	11.9%	4.2%	11.3%	5.6%	5.4%	12.9%	15.1%
30-Day MHCB or DSH Readmission	22%	31%	0%	25%	37%	16%	-	27%	27%	35%	0%	25%
Potentially Avoidable Hospitalizations*	8.0	0.0	1.8	31.7	20.4	18.5	0.8	22.1	8.9	9.8	8.1	17.0
Continuity of Clinicians & Services	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Primary Care Provider (PCP)	90%	94%	94%	87%	92%	96%	90%	98%	88%	89%	97%	97%
Mental Health Primary Clinician	N/A	61%	N/A	82%	79%	82%	N/A	N/A	53%	75%	77%	86%
Psychiatrist	N/A	49%	N/A	76%	84%	94%	N/A	N/A	73%	59%	80%	42%
Medication Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medication Continuity-Transfer	97%	83%	87%	58%	93%	98%	65%	95%	90%	52%	92%	79%

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Medication Management	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
M4: Meds Upon Arrival at Reception Ctr	99%	-	-	-	-	100%	-	-	95%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
M5: KOP Meds Inter-Institutional	84%	35%	100%	100%	65%	33%	80%	-	85%	60%	75%	100%	100%	85%	95%	95%	100%	100%	60%	70%	90%	100%	100%
M6: NA/DOT Meds Intra-Institutional	87%	70%	-	100%	100%	86%	-	-	67%	-	60%	93%	95%	100%	91%	100%	100%	95%	100%	86%	95%	90%	92%
M7: Mental Health Crisis Bed Transfers	81%	-	-	-	-	-	-	-	77%	100%	58%	100%	90%	-	-	-	-	-	75%	-	84%	83%	100%
M8: ASU/SHU/PSU Inter-Institutional	75%	47%	100%	100%	90%	26%	100%	-	57%	100%	28%	89%	86%	-	89%	100%	96%	100%	86%	100%	100%	100%	88%
M9: Discharge from Community Hosp/DSH	80%	73%	100%	100%	100%	46%	100%	-	61%	100%	46%	88%	100%	100%	100%	100%	92%	100%	-	100%	90%	100%	95%
M10: Transfer/Parole	96%	89%	100%	100%	90%	100%	90%	-	100%	100%	100%	100%	88%	100%	100%	100%	100%	100%	-	85%	95%	100%	100%
Medication Non-Adherence Counseling	78%	71%	81%	-	99%	45%	0%	-	95%	72%	90%	68%	57%	89%	91%	97%	83%	99%	72%	78%	97%	99%	81%
M11: Non-Adherence MH Prescribed	76%	38%	-	-	100%	47%	-	-	90%	91%	90%	88%	63%	100%	100%	100%	67%	100%	50%	100%	100%	97%	57%
M12: Non-Adherence PC2602 Meds	91%	100%	-	-	100%	44%	-	-	100%	100%	93%	94%	98%	-	100%	-	100%	-	75%	-	98%	100%	100%
M13: Non-Adherence Medical Prescribed	76%	73%	78%	-	95%	35%	-	-	98%	97%	77%	69%	55%	67%	70%	92%	67%	97%	71%	100%	89%	100%	67%
M14: Non-Adherence Insulin/HIV/Clozaril	69%	-	83%	-	100%	55%	0%	-	92%	0%	100%	20%	10%	100%	95%	100%	100%	100%	92%	33%	100%	100%	100%
Medication Administration	89%	85%	100%	99%	88%	73%	88%	-	86%	87%	82%	100%	100%	82%	97%	92%	94%	95%	92%	80%	99%	100%	100%
M20: Chronic Care Meds-Psychiatrist	80%	50%	-	100%	100%	90%	100%	-	70%	40%	25%	100%	100%	65%	100%	-	90%	100%	92%	-	100%	100%	100%
M21: Chronic Care Meds-Medical	94%	95%	100%	95%	95%	90%	100%	-	90%	100%	100%	100%	100%	90%	95%	100%	100%	100%	90%	80%	100%	100%	100%
M22: New Outpatient Orders-Psychiatrist	90%	100%	-	100%	80%	91%	71%	-	100%	100%	86%	100%	100%	100%	90%	100%	90%	77%	93%	100%	95%	100%	100%
M23: New Outpatient Orders-Medical	96%	100%	100%	100%	85%	86%	100%	-	93%	95%	100%	100%	100%	100%	100%	100%	100%	100%	85%	98%	100%	100%	100%
M24: Administration – TB Medications	83%	80%	100%	100%	79%	6%	67%	-	79%	100%	100%	-	100%	57%	100%	68%	90%	100%	100%	44%	100%	100%	100%
Non-Formulary by Psychiatrists	3.4%	0.5%	0.0%	0.0%	1.9%	4.1%	0.0%	6.8%	1.5%	4.6%	6.1%	6.1%	2.7%	0.7%	0.9%	0.0%	5.0%	1.9%	2.5%	0.0%	8.9%	2.1%	5.6%
Non-Formulary by Medical Providers	5.5%	5.8%	2.0%	4.5%	5.1%	7.0%	6.1%	11.3%	7.0%	6.3%	6.7%	8.6%	6.2%	1.8%	2.0%	2.3%	5.1%	4.2%	3.3%	2.3%	6.5%	3.6%	9.4%

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Medication Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
M4: Meds Upon Arrival at Reception Ctr	100%	-	-	-	-	-	-	-	100%	-	-	100%
M5: KOP Meds Inter-Institutional	100%	95%	90%	35%	100%	95%	60%	100%	95%	75%	89%	90%
M6: NA/DOT Meds Intra-Institutional	90%	100%	61%	88%	65%	96%	60%	77%	88%	0%	100%	100%
M7: Mental Health Crisis Bed Transfers	100%	100%	83%	100%	100%	100%	-	100%	70%	32%	-	43%
M8: ASU/SHU/PSU Inter-Institutional	90%	100%	100%	18%	100%	100%	67%	100%	92%	60%	87%	19%
M9: Discharge from Community Hosp/DSH	100%	100%	100%	26%	91%	100%	45%	100%	88%	58%	85%	100%
M10: Transfer/Parole	100%	0%	87%	80%	100%	95%	94%	95%	100%	85%	100%	100%
Medication Non-Adherence Counseling	72%	83%	78%	54%	95%	46%	87%	86%	76%	63%	98%	42%
M11: Non-Adherence MH Prescribed	98%	89%	70%	53%	92%	50%	85%	75%	90%	73%	98%	3%
M12: Non-Adherence PC2602 Meds	33%	98%	100%	75%	97%	70%	-	-	75%	96%	100%	100%
M13: Non-Adherence Medical Prescribed	67%	94%	90%	32%	92%	60%	89%	82%	50%	72%	95%	24%
M14: Non-Adherence Insulin/HIV/Clozaril	90%	50%	50%	55%	100%	5%	-	100%	90%	10%	100%	40%
Medication Administration	100%	95%	94%	61%	99%	70%	83%	92%	89%	87%	90%	84%
M20: Chronic Care Meds-Psychiatrist	100%	80%	79%	40%	95%	43%	65%	85%	75%	100%	100%	50%
M21: Chronic Care Meds-Medical	100%	100%	100%	85%	100%	65%	75%	95%	90%	85%	95%	95%
M22: New Outpatient Orders-Psychiatrist	100%	100%	95%	36%	100%	98%	76%	80%	100%	90%	100%	77%
M23: New Outpatient Orders-Medical	100%	93%	98%	88%	100%	75%	98%	100%	100%	93%	98%	98%
M24: Administration – TB Medications	100%	100%	100%	57%	100%	-	100%	100%	82%	67%	57%	100%
Non-Formulary by Psychiatrists	1.6%	2.5%	2.2%	1.9%	6.8%	3.8%	14.9%	1.2%	7.5%	3.3%	1.8%	3.1%
Non-Formulary by Medical Providers	1.2%	2.8%	3.5%	5.8%	5.8%	5.3%	3.6%	5.8%	5.8%	3.6%	4.2%	6.7%

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Availability of Health Information	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Documents Scanned	38%	58%	52%	25%	68%	31%	71%	32%	8%	65%	52%	51%	12%	65%	50%	52%	12%	81%	26%	18%	58%	42%	38%
Medical Documents 1 Business Day	46%	68%	78%	34%	75%	18%	71%	41%	3%	79%	66%	69%	5%	78%	71%	66%	7%	93%	44%	7%	42%	35%	53%
Dental Documents 1 Business Day	49%	63%	59%	21%	87%	56%	95%	24%	1%	99%	77%	59%	5%	88%	60%	68%	28%	97%	31%	11%	68%	58%	23%
Mental Health Documents 1 Business Day	23%	47%	33%	1%	53%	2%	59%	60%	2%	48%	17%	22%	1%	67%	48%	33%	2%	74%	2%	45%	52%	19%	9%
CDCR Inpatient Documents 1 Business Day	43%	-	-	-	-	62%	64%	20%	19%	29%	61%	70%	37%	-	-	-	-	-	26%	-	79%	61%	74%
Other Documents 1 Business Day	31%	53%	36%	43%	55%	18%	64%	15%	13%	68%	39%	36%	10%	26%	23%	41%	11%	61%	26%	10%	49%	36%	33%
Specialty Notes	37%	43%	32%	8%	41%	15%	70%	10%	17%	41%	68%	69%	40%	34%	38%	27%	13%	34%	61%	23%	41%	16%	28%
Community Hospital Records	59%	23%	47%	100%	33%	42%	71%	71%	37%	67%	78%	74%	45%	43%	33%	56%	38%	75%	0%	67%	39%	57%	100%
Appeal Processing	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Timely Appeals	86%	98%	68%	100%	100%	87%	91%	52%	100%	100%	69%	100%	100%	100%	75%	100%	35%	100%	96%	100%	100%	84%	100%
Resource Management	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Claims Processed	100%	N/A																					
Specialty Teleservices	62%	43%	85%	58%	56%	76%	90%	55%	55%	68%	7%	35%	85%	39%	52%	85%	58%	55%	76%	92%	47%	69%	73%
Health Care Staff Training																							
Continous Evaluation & Improvement	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
QM & Patient Safety Program																							
Health Care Index																							
Staffing in Full Time Equivalents (FTE)	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Total Staffing FTE	94%	88%	101%	87%	98%	88%	104%	94%	103%	103%	88%	89%	94%	92%	96%	82%	93%	85%	89%	89%	93%	96%	92%
Medical FTE	95%	84%	132%	84%	81%	96%	88%	96%	105%	95%	100%	93%	81%	90%	75%	69%	90%	104%	88%	100%	96%	107%	89%
Nursing FTE	101%	91%	112%	96%	111%	92%	118%	104%	108%	112%	83%	86%	98%	101%	110%	84%	96%	94%	103%	105%	101%	105%	101%
Pharmacy FTE	105%	77%	89%	83%	128%	92%	128%	86%	137%	106%	118%	116%	119%	107%	90%	101%	123%	97%	103%	101%	97%	115%	109%
Dental Clinical FTE	97%	93%	98%	100%	97%	102%	100%	200%	96%	100%	93%	89%	97%	96%	102%	100%	97%	98%	96%	96%	100%	94%	87%
Mental Health Clinical FTE	86%	84%	89%	54%	84%	90%	100%	64%	99%	94%	96%	97%	88%	70%	88%	57%	94%	60%	60%	71%	81%	88%	88%
Clinical Support FTE	82%	82%	92%	100%	77%	70%	86%	65%	108%	90%	73%	82%	76%	59%	93%	104%	80%	90%	94%	100%	77%	64%	74%
Administrative Support FTE	83%	88%	89%	72%	85%	78%	90%	76%	93%	97%	92%	88%	88%	90%	80%	76%	84%	71%	74%	64%	87%	90%	86%
Total Actual FTE	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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Availability of Health Information	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Documents Scanned	23%	16%	47%	56%	25%	19%	61%	51%	35%	46%	59%	27%
Medical Documents 1 Business Day	20%	2%	69%	70%	21%	15%	65%	73%	54%	69%	70%	19%
Dental Documents 1 Business Day	32%	27%	43%	79%	0%	4%	78%	55%	21%	66%	74%	50%
Mental Health Documents 1 Business Day	18%	3%	27%	33%	6%	1%	55%	21%	41%	17%	38%	35%
CDCR Inpatient Documents 1 Business Day	22%	31%	65%	58%	87%	64%	-	78%	10%	39%	-	6%
Other Documents 1 Business Day	22%	14%	34%	40%	13%	10%	44%	28%	47%	36%	54%	24%
Specialty Notes	6%	-	49%	29%	26%	59%	20%	62%	58%	38%	45%	11%
Community Hospital Records	65%	50%	43%	36%	69%	69%	60%	97%	75%	28%	83%	80%
Appeal Processing	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Timely Appeals	100%	98%	79%	62%	93%	100%	100%	90%	99%	79%	98%	62%
Resource Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Claims Processed	N/A											
Specialty Teleservices	76%	36%	50%	86%	37%	74%	50%	52%	55%	58%	73%	70%
Health Care Staff Training												
Continous Evaluation & Improvement	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
QM & Patient Safety Program												
Health Care Index												
Staffing in Full Time Equivalents (FTE)	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Total Staffing FTE	97%	88%	82%	109%	97%	89%	88%	96%	93%	100%	94%	102%
Medical FTE	118%	101%	81%	132%	82%	90%	88%	100%	111%	69%	88%	130%
Nursing FTE	109%	92%	97%	120%	106%	102%	91%	96%	100%	116%	111%	120%
Pharmacy FTE	97%	111%	88%	141%	130%	102%	93%	113%	99%	120%	77%	104%
Dental Clinical FTE	91%	98%	97%	103%	94%	89%	102%	96%	102%	100%	95%	98%
Mental Health Clinical FTE	79%	79%	68%	99%	96%	72%	72%	98%	85%	95%	85%	84%
Clinical Support FTE	84%	100%	71%	102%	91%	66%	100%	114%	72%	87%	78%	100%
Administrative Support FTE	91%	76%	64%	94%	79%	77%	84%	89%	84%	79%	79%	82%
Total Actual FTE	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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Staffing in Full Time Equivalents (FTE)	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Civil Service FTE	91%	92%	90%	93%	91%	95%	90%	87%	92%	92%	97%	94%	89%	94%	89%	96%	95%	96%	93%	94%	91%	89%	93%
Overtime FTE	4.8%	2.5%	6.0%	4.5%	5.1%	3.6%	4.8%	10.0%	3.5%	5.4%	1.9%	4.3%	6.4%	2.9%	5.9%	1.8%	2.5%	2.5%	6.2%	2.3%	4.3%	5.3%	3.6%
Registry FTE	4.1%	5.4%	4.4%	2.6%	3.8%	1.0%	5.5%	2.9%	4.8%	2.9%	1.4%	1.4%	4.8%	2.6%	5.5%	2.0%	2.5%	1.3%	1.2%	3.4%	5.2%	5.6%	3.6%
Major Costs per Inmate per Month	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Medical Staff	\$88	\$68	\$63	\$36	\$57	\$94	\$67	\$699	\$106	\$141	\$121	\$277	\$107	\$81	\$62	\$62	\$101	\$78	\$82	\$69	\$77	\$76	\$100
Nursing Staff	\$397	\$240	\$232	\$154	\$268	\$369	\$289	\$3,848	\$481	\$825	\$537	\$1,366	\$645	\$231	\$276	\$231	\$352	\$244	\$360	\$262	\$310	\$404	\$452
Pharmacy Staff	\$32	\$21	\$13	\$9	\$26	\$36	\$25	\$195	\$44	\$58	\$41	\$141	\$36	\$26	\$25	\$13	\$27	\$25	\$18	\$17	\$28	\$25	\$33
Dental Clinical Staff	\$78	\$91	\$76	\$62	\$77	\$75	\$94	\$142	\$77	\$87	\$76	\$96	\$74	\$85	\$75	\$88	\$77	\$77	\$81	\$81	\$82	\$76	\$89
Mental Health Clinical Staff	\$166	\$90	\$30	\$7	\$99	\$170	\$37	\$672	\$199	\$334	\$308	\$556	\$202	\$89	\$65	\$25	\$147	\$58	\$56	\$24	\$149	\$277	\$276
Clinical Support Staff	\$21	\$11	\$6	\$4	\$12	\$22	\$7	\$204	\$26	\$46	\$39	\$99	\$34	\$13	\$5	\$8	\$8	\$5	\$10	\$6	\$14	\$21	\$36
Administrative Support Staff	\$100	\$90	\$79	\$37	\$66	\$94	\$101	\$653	\$116	\$230	\$119	\$300	\$110	\$85	\$63	\$80	\$109	\$74	\$86	\$86	\$105	\$108	\$134
Hospital	\$94	\$47	\$40	\$25	\$44	\$56	\$41	\$1,029	\$216	\$102	\$75	\$464	\$129	\$44	\$63	\$48	\$92	\$79	\$23	\$23	\$108	\$58	\$118
Emergency Department	\$5	\$6	\$10	\$5	\$3	\$7	\$5	\$8	\$4	\$3	\$5	\$6	\$3	\$7	\$4	\$4	\$5	\$2	\$5	\$4	\$5	\$10	\$7
Specialty	\$25	\$23	\$16	\$12	\$15	\$20	\$17	\$75	\$41	\$21	\$32	\$93	\$30	\$12	\$19	\$21	\$17	\$12	\$20	\$20	\$17	\$24	\$30
Medications	\$87	\$32	\$20	\$15	\$39	\$93	\$25	\$175	\$243	\$124	\$167	\$405	\$84	\$63	\$49	\$22	\$87	\$47	\$37	\$22	\$35	\$117	\$247
Diagnostics	\$17	\$12	\$9	\$7	\$10	\$29	\$8	\$57	\$35	\$21	\$21	\$35	\$10	\$12	\$11	\$9	\$18	\$12	\$7	\$10	\$8	\$23	\$26
Workload Per Day	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Appointments per PCP	12.1	11.0	9.9	12.7	13.9	12.7	13.1	8.3	10.0	11.7	10.7	9.0	14.4	11.4	17.2	15.4	15.8	9.9	15.1	14.2	14.2	10.0	10.0
Appointments per PCRN	6.2	8.0	6.2	4.0	4.3	8.6	6.6	5.3	6.2	8.0	6.2	13.8	6.2	5.8	6.6	4.8	7.7	6.0	5.3	5.2	6.3	4.7	5.1
Encounters per Primary MH Clinician	9.1	7.9	2.8	4.0	7.9	9.2	4.0	4.7	6.5	7.2	13.7	11.0	9.1	6.3	6.9	3.9	8.9	9.2	6.5	2.4	12.0	10.5	9.8
Encounters per Psychiatrist	9.3	8.7	3.5	-	11.2	10.0	6.6	5.7	8.6	8.3	10.8	8.8	10.2	10.6	10.2	3.8	12.9	9.2	5.9	1.6	11.8	11.5	12.1

* Rate Per 1,000 Inmates

** Statewide figures include California City (CAC)

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DASHBOARD COMPARISON

April 2014

All Institutions

Staffing in Full Time Equivalents (FTE)	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Civil Service FTE	88%	95%	96%	88%	88%	94%	95%	93%	89%	88%	97%	78%
Overtime FTE	7.6%	1.5%	2.8%	4.4%	5.7%	2.4%	3.6%	3.3%	5.5%	6.7%	3.0%	5.7%
Registry FTE	4.7%	3.3%	1.6%	7.4%	6.7%	3.8%	1.0%	3.8%	5.5%	5.4%	0.5%	15.9%
Major Costs per Inmate per Month	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Staff	\$80	\$68	\$76	\$153	\$115	\$63	\$37	\$100	\$92	\$72	\$77	\$69
Nursing Staff	\$313	\$415	\$291	\$559	\$1,037	\$308	\$119	\$278	\$385	\$480	\$317	\$296
Pharmacy Staff	\$20	\$21	\$26	\$49	\$51	\$29	\$11	\$42	\$29	\$61	\$27	\$22
Dental Clinical Staff	\$68	\$87	\$86	\$95	\$112	\$65	\$70	\$75	\$71	\$83	\$68	\$64
Mental Health Clinical Staff	\$141	\$165	\$130	\$408	\$767	\$122	\$45	\$130	\$329	\$201	\$141	\$119
Clinical Support Staff	\$15	\$22	\$11	\$51	\$103	\$17	\$5	\$15	\$21	\$23	\$17	\$16
Administrative Support Staff	\$91	\$118	\$78	\$135	\$172	\$71	\$40	\$83	\$85	\$118	\$82	\$79
Hospital	\$55	\$35	\$38	\$207	\$122	\$137	\$23	\$201	\$95	\$98	\$102	\$118
Emergency Department	\$4	\$2	\$4	\$7	\$7	\$7	\$2	\$7	\$5	\$16	\$10	\$4
Specialty	\$21	\$5	\$17	\$42	\$14	\$39	\$11	\$43	\$29	\$19	\$34	\$30
Medications	\$55	\$42	\$33	\$226	\$113	\$99	\$17	\$111	\$146	\$71	\$78	\$59
Diagnostics	\$34	\$8	\$10	\$25	\$17	\$12	\$7	\$19	\$29	\$13	\$14	\$38
Workload Per Day	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Appointments per PCP	14.5	4.8	14.6	12.1	11.2	15.8	11.7	9.0	10.7	11.2	15.7	14.1
Appointments per PCRN	7.4	-	5.8	6.1	5.5	8.1	3.9	5.7	5.6	5.6	5.6	7.4
Encounters per Primary MH Clinician	11.3	5.3	7.3	9.3	8.9	12.2	6.8	7.1	5.8	8.0	14.8	13.0
Encounters per Psychiatrist	10.3	5.1	12.4	9.1	9.3	9.0	7.5	10.2	6.5	8.4	10.9	8.6

* Rate Per 1,000 Inmates

** Statewide figures include California City (CAC)

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DASHBOARD COMPARISON

April 2014

All Institutions

Other Trends	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Hospital Admissions*	5.4	3.1	3.1	1.2	3.2	4.1	1.7	46.8	8.4	9.4	6.9	13.1	6.0	5.7	3.6	3.1	5.0	1.2	0.6	1.0	8.2	5.6	5.8
Emergency Department Visits*	25	21	39	19	12	19	21	26	26	35	23	26	14	46	24	37	23	11	11	29	27	75	26
Specialty Care Referrals*	35	30	24	17	10	33	27	127	31	20	57	48	30	29	54	44	47	30	36	35	17	32	73
Prescriptions Per Inmate	2.9	1.7	1.0	0.6	2.5	3.6	1.3	11.9	4.3	4.0	5.6	4.1	2.9	2.8	3.2	1.9	2.5	2.3	1.7	1.4	1.6	3.9	5.2
Diagnostics Per Inmate	0.7	0.6	0.4	0.4	0.5	1.1	0.3	3.9	1.3	0.9	0.7	1.7	0.3	0.5	0.6	0.4	0.8	0.5	0.4	0.3	0.5	0.8	1.0
Appeals Received*	28	25	9	4	24	29	11	68	38	26	17	28	44	21	36	11	45	16	23	9	19	14	51
Prison Population Capacity	141%	134%	167%	129%	156%	181%	124%	74%	159%	151%	117%	87%	138%	119%	149%	132%	155%	130%	146%	137%	154%	156%	171%
Institution & Population Characteristics	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
High Risk Priority 1	3.5%	0.0%	0.2%	0.1%	0.4%	3.2%	0.6%	39.3%	11.9%	3.8%	7.4%	16.9%	1.5%	1.2%	1.8%	0.8%	2.4%	1.8%	0.7%	0.6%	0.6%	4.4%	8.7%
High Risk Priority 2	7.1%	1.3%	0.9%	0.6%	2.8%	5.6%	2.0%	21.7%	22.1%	7.8%	15.2%	21.2%	4.4%	4.3%	5.8%	5.0%	4.5%	7.2%	2.4%	3.2%	3.3%	10.6%	18.6%
Medium Risk	42%	52%	19%	10%	48%	47%	21%	31%	40%	47%	42%	52%	54%	53%	49%	29%	35%	42%	40%	23%	48%	54%	52%
Low Risk	48%	46%	80%	90%	48%	44%	76%	8%	26%	41%	36%	10%	41%	42%	43%	65%	58%	49%	57%	73%	48%	31%	21%
Mental Health EOP	4.3%	N/A	N/A	N/A	N/A	1.6%	N/A	N/A	1.1%	4.3%	14.8%	20.3%	6.5%	N/A	N/A	N/A	0.9%	N/A	N/A	N/A	3.1%	10.6%	19.2%
Patients with Disability (ADA)	6.4%	3.8%	1.2%	0.5%	2.0%	6.2%	2.2%	44.1%	11.9%	4.7%	6.4%	34.5%	4.6%	3.7%	4.7%	4.4%	4.3%	3.0%	4.5%	2.1%	3.8%	5.8%	7.9%
Inmates 50 Years or Older	22%	23%	6%	7%	17%	19%	14%	55%	39%	20%	34%	48%	14%	19%	37%	27%	19%	28%	10%	14%	9%	21%	32%
Men and Women Institutions	M	M	M	M	M	W	M	M	M	W	M	M	M	M	M	M	M	M/W	M	M	M	M	M
Specialized Health Care Beds	2,124	28	18	19	16	38	13	1,108	78	24	87	169	73	10	21	-	28	-	27	14	22	16	10
Institution Population	122,615	3,928	3,860	5,021	4,356	3,668	2,861	1,345	4,756	2,118	4,479	2,065	4,302	2,968	4,955	2,291	2,608	3,208	3,389	3,018	3,774	3,599	2,913

* Rate Per 1,000 Inmates

** Statewide figures include California City (CAC)

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DASHBOARD COMPARISON

April 2014

All Institutions

Other Trends	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Hospital Admissions*	3.2	1.5	1.9	16.2	5.5	5.7	1.7	7.1	2.8	4.8	3.1	10.9
Emergency Department Visits*	21	8	16	37	39	20	8	18	17	63	18	18
Specialty Care Referrals*	34	17	24	79	21	17	24	53	48	38	37	23
Prescriptions Per Inmate	2.5	1.3	2.0	5.6	5.6	3.5	0.9	3.7	4.0	3.4	3.5	2.0
Diagnostics Per Inmate	1.3	0.3	0.4	1.2	0.7	0.4	0.5	1.1	1.4	0.6	0.6	1.4
Appeals Received*	24	27	17	66	79	42	9	31	30	48	50	28
Prison Population Capacity	174%	116%	134%	142%	120%	162%	123%	155%	128%	137%	161%	172%
Institution & Population Characteristics	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
High Risk Priority 1	0.5%	1.2%	0.0%	13.0%	5.9%	2.2%	0.4%	7.0%	7.1%	2.2%	2.7%	1.0%
High Risk Priority 2	2.2%	2.2%	0.3%	20.4%	9.9%	6.0%	1.5%	16.6%	13.1%	5.4%	7.7%	3.5%
Medium Risk	33%	23%	56%	53%	59%	56%	23%	48%	40%	58%	59%	35%
Low Risk	64%	74%	44%	14%	25%	36%	76%	29%	39%	35%	31%	60%
Mental Health EOP	2.2%	2.6%	N/A	17.2%	34.6%	6.6%	N/A	N/A	1.7%	11.3%	6.3%	2.0%
Patients with Disability (ADA)	1.9%	1.7%	3.8%	21.5%	4.9%	15.1%	0.9%	8.9%	7.4%	6.4%	10.1%	3.3%
Inmates 50 Years or Older	12%	10%	13%	37%	16%	25%	12%	39%	41%	15%	35%	12%
Men and Women Institutions	M	M	M	M	M	M	M	M	M	M	M	M
Specialized Health Care Beds	16	19	15	28	66	38	10	15	38	22	23	15
Institution Population	4,693	2,755	3,106	3,139	2,189	5,574	4,582	4,060	3,936	3,352	3,186	5,132

* Rate Per 1,000 Inmates

** Statewide figures include California City (CAC)

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HEALTHCARE SERVICES DASHBOARD

Wasco State Prison (WSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT																																																																																																								
ACCESS Medical Services: WSP: 81% Statewide: 87% Dental Services: WSP: 87% Statewide: 90% Mental Health Services: WSP: 73% Statewide: 89%				Recent Qtr Prior Qtr Statewide Asthma Care: 91% 87% 82% Therapeutic Anticoagulation: 100% 50% 73% Diabetes Care: 65% 71% 76% HCV Treatment: 100% 100% 90% Utilization Specialty Services: 74% 82% 91% Colon Cancer Screening: 78% 44% 92% Breast Cancer Screening: N/A N/A 88% Diagnostic Monitoring: 56% 39% 71% Polypharmacy Medication Review: Flu Vaccination: 99% 100% 90%				6 Mth Trend WSP Statewide Appropriate Placement High Risk Patients: N/A 71% High Risk Patient Care Plan: Follow-Up After MHCB/DSH Admission: 51% 80% 30-Day Community Hospital Readmission: 15.1% 9.2% 30-Day MHCB or DSH Readmission: 25% 23% Potentially Avoidable Hospitalizations*: 17.0 11.3																																																																																																								
APPTS COMPLETED AS SCHEDULED Cancelled Due to Custody: 0.3% 1.8% Seen as Scheduled: 92% 84%				CONTINUITY OF CLINICIANS & SERVICES Primary Care Provider (PCP): 97% 89% Mental Health Primary Clinician: 86% 79% Psychiatrist: 42% 78%																																																																																																												
EFFECTIVE COMMUNICATION Effective Communication Provided: 69% 82%				RESOURCE MANAGEMENT Claims Processed: N/A 100% Specialty Teleservices: 70% 62% Health Care Staff Training:																																																																																																												
MEDICATION MANAGEMENT MAPIP Medication Continuity-Transfer: 79% 86% Medication Non-Adherence Counseling: 42% 78% Medication Administration: 84% 89%				AVAILABILITY OF HEALTH INFORMATION Documents Scanned: 27% 38% Specialty Notes: 11% 37% Community Hospital Records: 80% 59%																																																																																																												
FORMULARY MANAGEMENT Non-Formulary by Psychiatrists: 3.1% 3.4% Non-Formulary by Medical Providers: 6.7% 5.5%				APPEAL PROCESSING Timely Appeals: 62% 86%																																																																																																												
STAFFING IN FULL TIME EQUIVALENTS (FTE)** <table border="1"> <thead> <tr> <th></th> <th>Actual</th> <th>Authority</th> <th>% of Auth</th> <th>Statewide</th> </tr> </thead> <tbody> <tr><td>Total Staffing FTE</td><td>349</td><td>342</td><td>102%</td><td>94%</td></tr> <tr><td>Medical FTE</td><td>17</td><td>13</td><td>130%</td><td>95%</td></tr> <tr><td>Nursing FTE</td><td>166</td><td>138</td><td>120%</td><td>101%</td></tr> <tr><td>Pharmacy FTE</td><td>13</td><td>13</td><td>104%</td><td>105%</td></tr> <tr><td>Dental Clinical FTE</td><td>28</td><td>29</td><td>98%</td><td>97%</td></tr> <tr><td>Mental Health Clinical FTE</td><td>44</td><td>53</td><td>84%</td><td>86%</td></tr> <tr><td>Clinical Support FTE</td><td>11</td><td>12</td><td>100%</td><td>82%</td></tr> <tr><td>Administrative Support FTE</td><td>69</td><td>85</td><td>82%</td><td>83%</td></tr> </tbody> </table>					Actual	Authority	% of Auth	Statewide	Total Staffing FTE	349	342	102%	94%	Medical FTE	17	13	130%	95%	Nursing FTE	166	138	120%	101%	Pharmacy FTE	13	13	104%	105%	Dental Clinical FTE	28	29	98%	97%	Mental Health Clinical FTE	44	53	84%	86%	Clinical Support FTE	11	12	100%	82%	Administrative Support FTE	69	85	82%	83%	MAJOR COSTS PER INMATE PER MONTH** <table border="1"> <thead> <tr> <th></th> <th>YTD 13/14</th> <th>FY 12/13</th> <th>Statewide</th> </tr> </thead> <tbody> <tr><td>LABOR</td><td></td><td></td><td></td></tr> <tr><td>Medical Staff</td><td>\$69</td><td>\$68</td><td>\$88</td></tr> <tr><td>Nursing Staff</td><td>\$296</td><td>\$269</td><td>\$397</td></tr> <tr><td>Pharmacy Staff</td><td>\$22</td><td>\$21</td><td>\$32</td></tr> <tr><td>Dental Clinical Staff</td><td>\$64</td><td>\$63</td><td>\$78</td></tr> <tr><td>Mental Health Clinical Staff</td><td>\$119</td><td>\$128</td><td>\$166</td></tr> <tr><td>Clinical Support Staff</td><td>\$16</td><td>\$14</td><td>\$21</td></tr> <tr><td>Administrative Support Staff</td><td>\$79</td><td>\$79</td><td>\$100</td></tr> <tr><td>NON LABOR</td><td></td><td></td><td></td></tr> <tr><td>Hospital</td><td>\$118</td><td>\$85</td><td>\$94</td></tr> <tr><td>Emergency Department</td><td>\$4</td><td>\$6</td><td>\$5</td></tr> <tr><td>Specialty</td><td>\$30</td><td>\$29</td><td>\$25</td></tr> <tr><td>Medications</td><td>\$59</td><td>\$61</td><td>\$87</td></tr> <tr><td>Diagnostics</td><td>\$38</td><td>\$33</td><td>\$17</td></tr> </tbody> </table>					YTD 13/14	FY 12/13	Statewide	LABOR				Medical Staff	\$69	\$68	\$88	Nursing Staff	\$296	\$269	\$397	Pharmacy Staff	\$22	\$21	\$32	Dental Clinical Staff	\$64	\$63	\$78	Mental Health Clinical Staff	\$119	\$128	\$166	Clinical Support Staff	\$16	\$14	\$21	Administrative Support Staff	\$79	\$79	\$100	NON LABOR				Hospital	\$118	\$85	\$94	Emergency Department	\$4	\$6	\$5	Specialty	\$30	\$29	\$25	Medications	\$59	\$61	\$87	Diagnostics	\$38	\$33	\$17
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Medications	\$59	\$61	\$87																																																																																																													
Diagnostics	\$38	\$33	\$17																																																																																																													
<table border="1"> <thead> <tr> <th></th> <th>6 Mth Trend</th> <th>Actual</th> <th>WSP</th> <th>Statewide</th> </tr> </thead> <tbody> <tr><td>Total Actual FTE</td><td></td><td>349</td><td>100%</td><td>100%</td></tr> <tr><td>Civil Service FTE</td><td></td><td>274</td><td>78%</td><td>91%</td></tr> <tr><td>Overtime FTE</td><td></td><td>20</td><td>5.7%</td><td>4.8%</td></tr> <tr><td>Registry FTE</td><td></td><td>56</td><td>15.9%</td><td>4.1%</td></tr> </tbody> </table>					6 Mth Trend	Actual	WSP	Statewide	Total Actual FTE		349	100%	100%	Civil Service FTE		274	78%	91%	Overtime FTE		20	5.7%	4.8%	Registry FTE		56	15.9%	4.1%	CONTINUOUS EVALUATION & IMPROVEMENT QM & Patient Safety Program: Health Care Index:																																																																																			
	6 Mth Trend	Actual	WSP	Statewide																																																																																																												
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WORKLOAD PER DAY Appointments per PCP: 14.1 12.1 Appointments per PCRN: 7.4 6.2 Encounters per Primary MH Clinician: 13.0 9.1 Encounters per Psychiatrist: 8.6 9.3				OTHER TRENDS Hospital Admissions*: 10.9 5.4 Emergency Department Visits*: 18 25 Specialty Care Referrals*: 23 35 Prescriptions Per Inmate: 2.0 2.9 Diagnostics Per Inmate: 1.4 0.7 Appeals Received*: 28 28 Prison Population Capacity: 172% 141%																																																																																																												

* Rate Per 1,000 Inmates
 ** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

Valley State Prison (VSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT								
ACCESS				Recent Qtr				6 Mth Trend								
Medical Services		VSP	Statewide	Asthma Care	85%	Prior Qtr	88%	Statewide	82%	Appropriate Placement High Risk Patients		N/A	71%			
Dental Services		89%	87%	Therapeutic Anticoagulation	67%	88%	73%	High Risk Patient Care Plan								
Mental Health Services		87%	90%	Diabetes Care	85%	84%	76%	Follow-Up After MHCB/DSH Admission		94%	80%					
APPTS COMPLETED AS SCHEDULED				Current Yr				VSP								
Cancelled Due to Custody		0.5%	1.8%	HCV Treatment	97%	89%	90%	30-Day Community Hospital Readmission		12.9%	9.2%					
Seen as Scheduled		86%	84%	Utilization Specialty Services	97%	93%	91%	30-Day MHCB or DSH Readmission		0%	23%					
EFFECTIVE COMMUNICATION				Prior Yr				Statewide								
Effective Communication Provided		67%	82%	Colon Cancer Screening	89%	82%	92%	Potentially Avoidable Hospitalizations*		8.1	11.3					
MEDICATION MANAGEMENT				Current Yr				Statewide								
MAPIP				Current Yr				Statewide								
Medication Continuity-Transfer		92%	86%	Breast Cancer Screening	N/A	N/A	88%	CONTINUITY OF CLINICIANS & SERVICES								
Medication Non-Adherence Counseling		98%	78%	Diagnostic Monitoring	76%	83%	71%	6 Mth Trend								
Medication Administration		90%	89%	Polypharmacy Medication Review				Primary Care Provider (PCP)		97%	89%	VSP				
FORMULARY MANAGEMENT				Current Yr				Statewide								
Non-Formulary by Psychiatrists		1.8%	3.4%	Flu Vaccination	99%	100%	90%	Mental Health Primary Clinician		77%	79%	VSP				
Non-Formulary by Medical Providers		4.2%	5.5%	AVAILABILITY OF HEALTH INFORMATION				Statewide								
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				6 Mth Trend				VSP								
Actual				6 Mth Trend				VSP								
Authority				6 Mth Trend				VSP								
% of Auth				6 Mth Trend				VSP								
Statewide				6 Mth Trend				VSP								
Total Staffing FTE	252	268	94%	94%	Documents Scanned		59%	38%	RESOURCE MANAGEMENT							
Medical FTE	10	12	88%	95%	Specialty Notes		45%	37%	6 Mth Trend							
Nursing FTE	120	108	111%	101%	Community Hospital Records		83%	59%	Claims Processed		N/A	100%	VSP			
Pharmacy FTE	11	14	77%	105%	APPEAL PROCESSING				Statewide							
Dental Clinical FTE	18	19	95%	97%	6 Mth Trend				VSP							
Mental Health Clinical FTE	34	40	85%	86%	6 Mth Trend				VSP							
Clinical Support FTE	9	12	78%	82%	6 Mth Trend				VSP							
Administrative Support FTE	50	63	79%	83%	6 Mth Trend				VSP							
Actual				6 Mth Trend				VSP				Statewide				
Authority				6 Mth Trend				VSP				Statewide				
% of Auth				6 Mth Trend				VSP				Statewide				
Statewide				6 Mth Trend				VSP				Statewide				
Total Actual FTE		252	100%	100%	MAJOR COSTS PER INMATE PER MONTH**				WORKLOAD PER DAY							
Civil Service FTE		243	97%	91%	LABOR				6 Mth Trend							
Overtime FTE		8	3.0%	4.8%	YTD 13/14				VSP							
Registry FTE		1	0.5%	4.1%	FY 12/13				VSP							
Actual				6 Mth Trend				VSP				Statewide				
Authority				6 Mth Trend				VSP				Statewide				
% of Auth				6 Mth Trend				VSP				Statewide				
Statewide				6 Mth Trend				VSP				Statewide				
Total Actual FTE		252	100%	100%	Medical Staff				Appointments per PCP							
Civil Service FTE		243	97%	91%	\$77				15.7							
Overtime FTE		8	3.0%	4.8%	\$104				6.2							
Registry FTE		1	0.5%	4.1%	\$88				9.1							
Actual				6 Mth Trend				VSP				Statewide				
Authority				6 Mth Trend				VSP				Statewide				
% of Auth				6 Mth Trend				VSP				Statewide				
Statewide				6 Mth Trend				VSP				Statewide				
Total Actual FTE		252	100%	100%	Nursing Staff				Encounters per Primary MH Clinician							
Civil Service FTE		243	97%	91%	\$317				14.8							
Overtime FTE		8	3.0%	4.8%	\$409				10.9							
Registry FTE		1	0.5%	4.1%	\$397				9.3							
Actual				6 Mth Trend				VSP				Statewide				
Authority				6 Mth Trend				VSP				Statewide				
% of Auth				6 Mth Trend				VSP				Statewide				
Statewide				6 Mth Trend				VSP				Statewide				
Total Actual FTE		252	100%	100%	Pharmacy Staff				OTHER TRENDS							
Civil Service FTE		243	97%	91%	\$27				6 Mth Trend							
Overtime FTE		8	3.0%	4.8%	\$44				VSP							
Registry FTE		1	0.5%	4.1%	\$32				VSP							
Actual				6 Mth Trend				VSP				Statewide				
Authority				6 Mth Trend				VSP				Statewide				
% of Auth				6 Mth Trend				VSP				Statewide				
Statewide				6 Mth Trend				VSP				Statewide				
Total Actual FTE		252	100%	100%	Dental Clinical Staff				Hospital Admissions*							
Civil Service FTE		243	97%	91%	\$68				3.1							
Overtime FTE		8	3.0%	4.8%	\$99				18							
Registry FTE		1	0.5%	4.1%	\$78				25							
Actual				6 Mth Trend				VSP				Statewide				
Authority				6 Mth Trend				VSP				Statewide				
% of Auth				6 Mth Trend				VSP				Statewide				
Statewide				6 Mth Trend				VSP				Statewide				
Total Actual FTE		252	100%	100%	Mental Health Clinical Staff				Specialty Care Referrals*							
Civil Service FTE		243	97%	91%	\$141				37							
Overtime FTE		8	3.0%	4.8%	\$195				35							
Registry FTE		1	0.5%	4.1%	\$166				2.9							
Actual				6 Mth Trend				VSP				Statewide				
Authority				6 Mth Trend				VSP				Statewide				
% of Auth				6 Mth Trend				VSP				Statewide				
Statewide				6 Mth Trend				VSP				Statewide				
Total Actual FTE		252	100%	100%	Clinical Support Staff				Prescriptions Per Inmate							
Civil Service FTE		243	97%	91%	\$17				3.5							
Overtime FTE		8	3.0%	4.8%	\$26				0.7							
Registry FTE		1	0.5%	4.1%	\$21				50							
Actual				6 Mth Trend				VSP				Statewide				
Authority				6 Mth Trend				VSP				Statewide				
% of Auth				6 Mth Trend				VSP				Statewide				
Statewide				6 Mth Trend				VSP				Statewide				
Total Actual FTE		252	100%	100%	Administrative Support Staff				Diagnosics Per Inmate							
Civil Service FTE		243	97%	91%	\$82				0.6							
Overtime FTE		8	3.0%	4.8%	\$115				28							
Registry FTE		1	0.5%	4.1%	\$100				161%							
Actual				6 Mth Trend				VSP				Statewide				
Authority				6 Mth Trend				VSP				Statewide				
% of Auth				6 Mth Trend				VSP				Statewide				
Statewide				6 Mth Trend				VSP				Statewide				
Total Actual FTE		252	100%	100%	LABOR				Prison Population Capacity							
Civil Service FTE		243	97%	91%	YTD 13/14				161%							
Overtime FTE		8	3.0%	4.8%	FY 12/13				141%							
Registry FTE		1	0.5%	4.1%	Statewide				141%							
Actual				6 Mth Trend				VSP				Statewide				
Authority				6 Mth Trend				VSP				Statewide				
% of Auth				6 Mth Trend				VSP				Statewide				
Statewide				6 Mth Trend				VSP				Statewide				
Total Actual FTE		252	100%	100%	Hospital				Appeals Received*							
Civil Service FTE		243	97%	91%	\$102				50							
Overtime FTE		8	3.0%	4.8%	\$48				28							
Registry FTE		1	0.5%	4.1%	\$94				161%							
Actual				6 Mth Trend				VSP				Statewide				
Authority				6 Mth Trend				VSP				Statewide				
% of Auth				6 Mth Trend				VSP				Statewide				
Statewide				6 Mth Trend				VSP				Statewide				
Total Actual FTE		252	100%	100%	Emergency Department				Prison Population Capacity							
Civil Service FTE		243	97%	91%	\$10				161%							
Overtime FTE		8	3.0%	4.8%	\$4				141%							
Registry FTE		1	0.5%	4.1%	\$5				141%							
Actual				6 Mth Trend				VSP				Statewide				
Authority				6 Mth Trend				VSP				Statewide				
% of Auth				6 Mth Trend				VSP				Statewide				
Statewide				6 Mth Trend				VSP				Statewide				
Total Actual FTE		252	100%	100%	Specialty				Prison Population Capacity							
Civil Service FTE		243	97%	91%	\$34				161%							
Overtime FTE		8	3.0%	4.8%	\$31				141%							
Registry FTE		1	0.5%	4.1%	\$25				141%							
Actual				6 Mth Trend				VSP				Statewide				
Authority				6 Mth Trend				VSP				Statewide				
% of Auth				6 Mth Trend				VSP				Statewide				
Statewide				6 Mth Trend				VSP				Statewide				
Total Actual FTE		252	100%	100%	Medications				Prison Population Capacity							
Civil Service FTE		243	97%	91%	\$78				161%							
Overtime FTE		8	3.0%	4.8%	\$58				141%							
Registry FTE		1	0.5%	4.1%	\$87				141%							
Actual				6 Mth Trend				VSP				Statewide				
Authority				6 Mth Trend				VSP				Statewide				
% of Auth				6 Mth Trend				VSP				Statewide				
Statewide				6 Mth Trend				VSP				Statewide				
Total Actual FTE		252	100%	100%	Diagnosics				Prison Population Capacity							
Civil Service FTE		243	97%	91%	\$14				161%							
Overtime FTE		8	3.0%	4.8%	\$17				141%							
Registry FTE		1	0.5%	4.1%	\$17				141%							
Actual				6 Mth Trend				VSP				Statewide				
Authority				6 Mth Trend				VSP				Statewide				
% of Auth				6 Mth Trend				VSP				Statewide				
Statewide				6 Mth Trend				VSP				Statewide				

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HEALTHCARE SERVICES DASHBOARD

Salinas Valley State Prison (SVSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
ACCESS				Recent Qtr				6 Mth Trend				
Medical Services		SVSP	Statewide	Asthma Care	92%	Prior Qtr	82%	Appropriate Placement High Risk Patients		N/A	71%	
Dental Services		73%	87%	Therapeutic Anticoagulation	71%	89%	73%	High Risk Patient Care Plan				
Mental Health Services		89%	90%	Diabetes Care	70%	70%	76%	Follow-Up After MHCB/DSH Admission		58%	80%	
APPTS COMPLETED AS SCHEDULED				Current Yr				SVSP				
Cancelled Due to Custody		2.4%	1.8%	HCV Treatment	100%	75%	90%	30-Day Community Hospital Readmission		5.4%	9.2%	
Seen as Scheduled		84%	84%	Utilization Specialty Services	75%	78%	91%	30-Day MHCB or DSH Readmission		35%	23%	
EFFECTIVE COMMUNICATION				Prior Yr				Statewide				
Effective Communication Provided		70%	82%	Colon Cancer Screening	99%	88%	92%	Potentially Avoidable Hospitalizations*		9.8	11.3	
MEDICATION MANAGEMENT				Flu Vaccination				CONTINUITY OF CLINICIANS & SERVICES				
MAPIP				Current Yr				6 Mth Trend				
Medication Continuity-Transfer		52%	86%	Asthma Care	94%	Prior Yr	93%	90%	Primary Care Provider (PCP)		89%	89%
Medication Non-Adherence Counseling		63%	78%	Therapeutic Anticoagulation				Mental Health Primary Clinician		75%	79%	
Medication Administration		87%	89%	Diabetes Care				Psychiatrist		59%	78%	
FORMULARY MANAGEMENT				Statewide				RESOURCE MANAGEMENT				
Non-Formulary by Psychiatrists		3.3%	3.4%	Documents Scanned		46%	38%	Claims Processed		N/A	100%	
Non-Formulary by Medical Providers		3.6%	5.5%	Specialty Notes		38%	37%	Specialty Teleservices		58%	62%	
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				Community Hospital Records				CONTINUOUS EVALUATION & IMPROVEMENT				
	Actual	Authority	% of Auth	Statewide	APPEAL PROCESSING				6 Mth Trend			
Total Staffing FTE	380	378	100%	94%	Timely Appeals					79%	86%	
Medical FTE	9	13	69%	95%	MAJOR COSTS PER INMATE PER MONTH**				QM & Patient Safety Program			
Nursing FTE	177	153	116%	101%	LABOR				Health Care Index			
Pharmacy FTE	26	22	120%	105%	YTD 13/14				6 Mth Trend			
Dental Clinical FTE	24	24	100%	97%	FY 12/13							
Mental Health Clinical FTE	63	66	95%	86%	Statewide				SVSP			
Clinical Support FTE	13	15	87%	82%	Medical Staff				11.2			
Administrative Support FTE	68	85	79%	83%	Medical Staff				6.2			
	6 Mth Trend	Actual	SVSP	Statewide	Nursing Staff				9.1			
Total Actual FTE		380	100%	100%	Pharmacy Staff				8.4			
Civil Service FTE		334	88%	91%	Pharmacy Staff				12.1			
Overtime FTE		25	6.7%	4.8%	Pharmacy Staff				6.2			
Registry FTE		20	5.4%	4.1%	Pharmacy Staff				9.1			
	6 Mth Trend	Actual	SVSP	Statewide	Dental Clinical Staff				OTHER TRENDS			
					Dental Clinical Staff				6 Mth Trend			
					Dental Clinical Staff				SVSP			
					Dental Clinical Staff				Statewide			
					Dental Clinical Staff				4.8			
					Dental Clinical Staff				63			
					Dental Clinical Staff				38			
					Dental Clinical Staff				3.4			
					Dental Clinical Staff				0.6			
					Dental Clinical Staff				0.7			
					Dental Clinical Staff				48			
					Dental Clinical Staff				137%			
					Dental Clinical Staff				141%			
					Dental Clinical Staff							
					Dental Clinical Staff							

* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

San Quentin State Prison (SQ)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT			
ACCESS				Recent Qtr				6 Mth Trend			
	6 Mth Trend	SQ	Statewide	Recent Qtr	Prior Qtr	Statewide		6 Mth Trend	SQ	Statewide	
Medical Services		82%	87%	89%	92%	82%	Appropriate Placement High Risk Patients		N/A	71%	
Dental Services		94%	90%	70%	45%	73%	High Risk Patient Care Plan				
Mental Health Services		93%	89%	72%	73%	76%	Follow-Up After MHCB/DSH Admission		96%	80%	
APPTS COMPLETED AS SCHEDULED				Current Yr				Continuity of Clinicians & Services			
				Current Yr	Prior Yr	Statewide		6 Mth Trend	SQ	Statewide	
Cancelled Due to Custody		0.2%	1.8%	96%	100%	90%	Primary Care Provider (PCP)		88%	89%	
Seen as Scheduled		94%	84%	Availability of Health Information				Mental Health Primary Clinician		53%	79%
EFFECTIVE COMMUNICATION				6 Mth Trend				Resource Management			
								6 Mth Trend	SQ	Statewide	
Effective Communication Provided		88%	82%	Documents Scanned		35%	38%	Claims Processed		N/A	100%
MEDICATION MANAGEMENT				APPEAL PROCESSING				Continuous Evaluation & Improvement			
								6 Mth Trend	SQ	Statewide	
MAPIP	6 Mth Trend	SQ	Statewide	Timely Appeals		99%	86%	QM & Patient Safety Program			
Medication Continuity-Transfer		90%	86%	MAJOR COSTS PER INMATE PER MONTH**				Health Care Index			
Medication Non-Adherence Counseling		76%	78%	LABOR	YTD 13/14	FY 12/13	Statewide	Workload per Day			
Medication Administration		89%	89%	Medical Staff	\$92	\$89	\$88	6 Mth Trend	SQ	Statewide	
FORMULARY MANAGEMENT				Specialty Notes	\$385	\$357	\$397		10.7	12.1	
				Community Hospital Records	\$29	\$25	\$32		5.6	6.2	
Non-Formulary by Psychiatrists		7.5%	3.4%	OTHER TRENDS				6 Mth Trend	SQ	Statewide	
Non-Formulary by Medical Providers		5.8%	5.5%						5.8	9.1	
STAFFING IN FULL TIME EQUIVALENTS (FTE)**									6.5	9.3	
								Other Trends			
								6 Mth Trend	SQ	Statewide	
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Hospital	\$95	\$91	\$94		2.8	5.4
Medical FTE	15	421	93%	94%	Emergency Department	\$5	\$4	\$5		17	25
Nursing FTE	169	168	100%	101%	Specialty	\$29	\$32	\$25		48	35
Pharmacy FTE	13	13	99%	105%	Medications	\$146	\$109	\$87		4.0	2.9
Dental Clinical FTE	23	23	102%	97%	Diagnostics	\$29	\$26	\$17		1.4	0.7
Mental Health Clinical FTE	87	103	85%	86%						30	28
Clinical Support FTE	12	17	72%	82%						128%	141%
Administrative Support FTE	71	85	84%	83%							
Total Actual FTE	6 Mth Trend	Actual	SQ	Statewide							
Civil Service FTE		390	100%	100%							
Overtime FTE		347	89%	91%							
Registry FTE		21	5.5%	4.8%							
		21	5.5%	4.1%							

* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

California State Prison, Solano (SOL)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
ACCESS				Recent Qtr				6 Mth Trend				
	6 Mth Trend	SOL	Statewide		Prior Qtr	Statewide		SOL	Statewide			
Medical Services		86%	87%	Asthma Care	91%	82%	Appropriate Placement High Risk Patients	N/A	71%			
Dental Services		89%	90%	Therapeutic Anticoagulation	71%	73%	High Risk Patient Care Plan					
Mental Health Services		87%	89%	Diabetes Care	75%	76%	Follow-Up After MHCB/DSH Admission		100%	80%		
APPTS COMPLETED AS SCHEDULED				Current Yr				6 Mth Trend				
					Prior Yr	Statewide		SOL	Statewide			
Cancelled Due to Custody		2.5%	1.8%	HCV Treatment	79%	90%	30-Day Community Hospital Readmission		11.3%	9.2%		
Seen as Scheduled		82%	84%	Utilization Specialty Services	92%	91%	30-Day MHCB or DSH Readmission		27%	23%		
EFFECTIVE COMMUNICATION				Current Yr				6 Mth Trend				
					Prior Yr	Statewide		SOL	Statewide			
Effective Communication Provided		77%	82%	Colon Cancer Screening	93%	92%	Potentially Avoidable Hospitalizations*		22.1	11.3		
MEDICATION MANAGEMENT				Current Yr				CONTINUITY OF CLINICIANS & SERVICES				
	6 Mth Trend	SOL	Statewide		Prior Yr	Statewide		6 Mth Trend	SOL	Statewide		
Medication Continuity-Transfer		95%	86%	Breast Cancer Screening	N/A	88%	Primary Care Provider (PCP)		98%	89%		
Medication Non-Adherence Counseling		86%	78%	Diagnostic Monitoring	82%	71%	Mental Health Primary Clinician		N/A	79%		
Medication Administration		92%	89%	Polypharmacy Medication Review			Psychiatrist		N/A	78%		
FORMULARY MANAGEMENT				Current Yr				RESOURCE MANAGEMENT				
	6 Mth Trend	SOL	Statewide		Prior Yr	Statewide		6 Mth Trend	SOL	Statewide		
Non-Formulary by Psychiatrists		1.2%	3.4%	Flu Vaccination	96%	90%	Claims Processed		N/A	100%		
Non-Formulary by Medical Providers		5.8%	5.5%	AVAILABILITY OF HEALTH INFORMATION				Specialty Teleservices		52%	62%	
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				6 Mth Trend				CONTINUOUS EVALUATION & IMPROVEMENT				
	Actual	Authority	% of Auth	Statewide		SOL	Statewide		6 Mth Trend	SOL	Statewide	
Total Staffing FTE	278	290	96%	94%	Documents Scanned	51%	38%	Health Care Staff Training				
Medical FTE	14	14	100%	95%	Specialty Notes	62%	37%	QM & Patient Safety Program				
Nursing FTE	114	119	96%	101%	Community Hospital Records	97%	59%	Health Care Index				
Pharmacy FTE	19	17	113%	105%	APPEAL PROCESSING				WORKLOAD PER DAY			
Dental Clinical FTE	22	23	96%	97%		6 Mth Trend	SOL	Statewide		6 Mth Trend	SOL	Statewide
Mental Health Clinical FTE	35	36	98%	86%	Timely Appeals		90%	86%	Appointments per PCP		9.0	12.1
Clinical Support FTE	10	9	114%	82%	MAJOR COSTS PER INMATE PER MONTH**				Appointments per PCRN		5.7	6.2
Administrative Support FTE	65	73	89%	83%		YTD 13/14	FY 12/13	Statewide	Encounters per Primary MH Clinician		7.1	9.1
LABOR									Encounters per Psychiatrist		10.2	9.3
	Actual	Authority	% of Auth	Statewide					OTHER TRENDS			
Total Actual FTE	278	290	96%	94%						6 Mth Trend	SOL	Statewide
Civil Service FTE	259	290	89%	91%	Hospital	\$201	\$125	\$94	Hospital Admissions*		7.1	5.4
Overtime FTE	9	290	3.1%	4.8%	Emergency Department	\$7	\$5	\$5	Emergency Department Visits*		18	25
Registry FTE	10	290	3.4%	4.1%	Specialty	\$43	\$46	\$25	Specialty Care Referrals*		53	35
NON LABOR									Prescriptions Per Inmate		3.7	2.9
	YTD 13/14	FY 12/13	Statewide						Diagnostics Per Inmate		1.1	0.7
Hospital	\$201	\$125	\$94						Appeals Received*		31	28
Emergency Department	\$7	\$5	\$5						Prison Population Capacity		155%	141%
Specialty	\$43	\$46	\$25									
Medications	\$111	\$112	\$87									
Diagnostics	\$19	\$21	\$17									

* Rate Per 1,000 Inmates
** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

Sierra Conservation Center (SCC)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
ACCESS				Recent Qtr				6 Mth Trend				
	6 Mth Trend	SCC	Statewide		Prior Qtr	Statewide		SCC	Statewide			
Medical Services		91%	87%	Asthma Care	92%	82%	Appropriate Placement High Risk Patients	N/A	71%			
Dental Services		93%	90%	Therapeutic Anticoagulation	100%	73%	High Risk Patient Care Plan					
Mental Health Services		98%	89%	Diabetes Care	69%	76%	Follow-Up After MHCB/DSH Admission	100%	80%			
APPTS COMPLETED AS SCHEDULED				Prior Qtr				6 Mth Trend				
					Statewide			SCC	Statewide			
Cancelled Due to Custody		0.3%	1.8%	HCV Treatment	100%	90%	30-Day Community Hospital Readmission	4.2%	9.2%			
Seen as Scheduled		92%	84%	Utilization Specialty Services	94%	91%	30-Day MHCB or DSH Readmission	-	23%			
EFFECTIVE COMMUNICATION				Current Yr				6 Mth Trend				
					Prior Yr	Statewide		SCC	Statewide			
Effective Communication Provided		93%	82%	Colon Cancer Screening	93%	92%	Potentially Avoidable Hospitalizations*	0.8	11.3			
MEDICATION MANAGEMENT				Current Yr				CONTINUITY OF CLINICIANS & SERVICES				
	6 Mth Trend	SCC	Statewide		Prior Yr	Statewide		6 Mth Trend	SCC	Statewide		
Medication Continuity-Transfer		65%	86%	Breast Cancer Screening	N/A	88%	Primary Care Provider (PCP)		90%	89%		
Medication Non-Adherence Counseling		87%	78%	Diagnostic Monitoring	92%	71%	Mental Health Primary Clinician		N/A	79%		
Medication Administration		83%	89%	Polypharmacy Medication Review			Psychiatrist		N/A	78%		
FORMULARY MANAGEMENT				Current Yr				RESOURCE MANAGEMENT				
					Prior Yr	Statewide		6 Mth Trend	SCC	Statewide		
Non-Formulary by Psychiatrists		14.9%	3.4%	Flu Vaccination	97%	90%	Claims Processed		N/A	100%		
Non-Formulary by Medical Providers		3.6%	5.5%	AVAILABILITY OF HEALTH INFORMATION				6 Mth Trend				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**								SCC	Statewide			
	Actual	Authority	% of Auth	Statewide	6 Mth Trend				SCC	Statewide		
Total Staffing FTE	156	177	88%	94%	Documents Scanned		61%	38%	Specialty Teleservices		50%	62%
Medical FTE	7	8	88%	95%	Specialty Notes		20%	37%	Health Care Staff Training			
Nursing FTE	55	60	91%	101%	Community Hospital Records		60%	59%	CONTINUOUS EVALUATION & IMPROVEMENT			
Pharmacy FTE	7	8	93%	105%	APPEAL PROCESSING					6 Mth Trend	SCC	Statewide
Dental Clinical FTE	26	26	102%	97%					QM & Patient Safety Program			
Mental Health Clinical FTE	14	19	72%	86%	Timely Appeals		100%	86%	Health Care Index			
Clinical Support FTE	4	4	100%	82%	MAJOR COSTS PER INMATE PER MONTH**				WORKLOAD PER DAY			
Administrative Support FTE	44	53	84%	83%		YTD 13/14	FY 12/13	Statewide		6 Mth Trend	SCC	Statewide
LABOR									Appointments per PCP		11.7	12.1
									Appointments per PCRN		3.9	6.2
Medical Staff									Encounters per Primary MH Clinician		6.8	9.1
Nursing Staff									Encounters per Psychiatrist		7.5	9.3
Pharmacy Staff									OTHER TRENDS			
Dental Clinical Staff										6 Mth Trend	SCC	Statewide
Mental Health Clinical Staff									Hospital Admissions*		1.7	5.4
Clinical Support Staff									Emergency Department Visits*		8	25
Administrative Support Staff									Specialty Care Referrals*		24	35
NON LABOR									Prescriptions Per Inmate		0.9	2.9
									Diagnostics Per Inmate		0.5	0.7
Hospital									Appeals Received*		9	28
Emergency Department									Prison Population Capacity		123%	141%
Specialty												
Medications												
Diagnostics												

* Rate Per 1,000 Inmates
** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

Substance Abuse Treatment Facility (SATF)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
ACCESS				Recent Qtr				6 Mth Trend				
Medical Services		SATF 83%	Statewide 87%	Asthma Care	89%	Prior Qtr 90%	Statewide 82%	Appropriate Placement High Risk Patients		N/A	71%	
Dental Services		92%	90%	Therapeutic Anticoagulation	64%	73%	73%	High Risk Patient Care Plan				
Mental Health Services		78%	89%	Diabetes Care	78%	76%	76%	Follow-Up After MHCB/DSH Admission		97%	80%	
APPTS COMPLETED AS SCHEDULED				Current Yr				SATF				
Cancelled Due to Custody		5.4%	1.8%	HCV Treatment	94%	74%	90%	30-Day Community Hospital Readmission		11.9%	9.2%	
Seen as Scheduled		77%	84%	Utilization Specialty Services	93%	89%	91%	30-Day MHCB or DSH Readmission		16%	23%	
EFFECTIVE COMMUNICATION				Prior Yr				Statewide				
Effective Communication Provided		88%	82%	Colon Cancer Screening	94%	93%	92%	Potentially Avoidable Hospitalizations*		18.5	11.3	
MEDICATION MANAGEMENT				Statewide				CONTINUITY OF CLINICIANS & SERVICES				
MAPIP				Current Yr				SATF				
Medication Continuity-Transfer		98%	86%	Flu Vaccination	98%	97%	90%	Primary Care Provider (PCP)		96%	89%	
Medication Non-Adherence Counseling		46%	78%	AVAILABILITY OF HEALTH INFORMATION				6 Mth Trend				
Medication Administration		70%	89%	Documents Scanned		SATF 19%	Statewide 38%	Claims Processed		N/A	100%	
FORMULARY MANAGEMENT				Statewide				SATF				
Non-Formulary by Psychiatrists		3.8%	3.4%	Specialty Notes		59%	37%	Specialty Teleservices		74%	62%	
Non-Formulary by Medical Providers		5.3%	5.5%	Community Hospital Records		69%	59%	Health Care Staff Training				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				APPEAL PROCESSING				CONTINUOUS EVALUATION & IMPROVEMENT				
	Actual	Authority	% of Auth	Statewide	6 Mth Trend				SATF			
Total Staffing FTE	406	458	89%	94%	Timely Appeals		100%	86%	QM & Patient Safety Program			
Medical FTE	15	17	90%	95%	MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend			
Nursing FTE	199	196	102%	101%	LABOR				SATF			
Pharmacy FTE	19	19	102%	105%	Medical Staff	YTD 13/14 \$63	FY 12/13 \$61	Statewide \$88	Appointments per PCP		15.8	12.1
Dental Clinical FTE	31	35	89%	97%	Nursing Staff	\$308	\$289	\$397	Appointments per PCRN		8.1	6.2
Mental Health Clinical FTE	50	70	72%	86%	Pharmacy Staff	\$29	\$25	\$32	Encounters per Primary MH Clinician		12.2	9.1
Clinical Support FTE	14	22	66%	82%	Dental Clinical Staff	\$65	\$63	\$78	Encounters per Psychiatrist		9.0	9.3
Administrative Support FTE	77	100	77%	83%	Mental Health Clinical Staff	\$122	\$130	\$166	OTHER TRENDS			
	6 Mth Trend	Actual	SATF	Statewide	NON LABOR				6 Mth Trend			
Total Actual FTE		406	100%	100%	Hospital	YTD 13/14 \$137	FY 12/13 \$137	\$94	Hospital Admissions*		5.7	5.4
Civil Service FTE		381	94%	91%	Emergency Department	\$7	\$6	\$5	Emergency Department Visits*		20	25
Overtime FTE		10	2.4%	4.8%	Specialty	\$39	\$39	\$25	Specialty Care Referrals*		17	35
Registry FTE		15	3.8%	4.1%	Medications	\$99	\$95	\$87	Prescriptions Per Inmate		3.5	2.9
					Diagnostics	\$12	\$14	\$17	Diagnostics Per Inmate		0.4	0.7
									Appeals Received*		42	28
									Prison Population Capacity		162%	141%

* Rate Per 1,000 Inmates
** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

California State Prison, Sacramento (SAC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT						
ACCESS					Recent Qtr					6 Mth Trend						
	6 Mth Trend	SAC	Statewide		Recent Qtr	Prior Qtr	Statewide		6 Mth Trend	SAC	Statewide		6 Mth Trend	SAC	Statewide	
Medical Services		86%	87%	Asthma Care	91%	87%	82%	Appropriate Placement High Risk Patients		N/A	71%					
Dental Services		89%	90%	Therapeutic Anticoagulation	64%	83%	73%	High Risk Patient Care Plan								
Mental Health Services		86%	89%	Diabetes Care	74%	75%	76%	Follow-Up After MHCB/DSH Admission		63%	80%					
APPTS COMPLETED AS SCHEDULED					Current Yr					Continuity of Clinicians & Services						
	6 Mth Trend	SAC	Statewide		Current Yr	Prior Yr	Statewide		6 Mth Trend	SAC	Statewide		6 Mth Trend	SAC	Statewide	
Cancelled Due to Custody		1.5%	1.8%	HCV Treatment	88%	79%	90%	Primary Care Provider (PCP)		92%	89%					
Seen as Scheduled		92%	84%	Utilization Specialty Services	85%	88%	91%	Mental Health Primary Clinician		79%	79%					
EFFECTIVE COMMUNICATION					APPEAL PROCESSING					Resource Management						
	6 Mth Trend	SAC	Statewide		6 Mth Trend	SAC	Statewide		6 Mth Trend	SAC	Statewide		6 Mth Trend	SAC	Statewide	
Effective Communication Provided		76%	82%	Timely Appeals		93%	86%	Claims Processed		N/A	100%					
MEDICATION MANAGEMENT					MAJOR COSTS PER INMATE PER MONTH**					Continuous Evaluation & Improvement						
	6 Mth Trend	SAC	Statewide		LABOR	YTD 13/14	FY 12/13	Statewide		6 Mth Trend	SAC	Statewide		6 Mth Trend	SAC	Statewide
Medication Continuity-Transfer		93%	86%	Medical Staff		\$115	\$116	\$88	QM & Patient Safety Program							
Medication Non-Adherence Counseling		95%	78%	Nursing Staff		\$1,037	\$837	\$397	Health Care Index							
Medication Administration		99%	89%	Pharmacy Staff		\$51	\$48	\$32	Workload Per Day							
FORMULARY MANAGEMENT					NON LABOR					6 Mth Trend						
	6 Mth Trend	SAC	Statewide		YTD 13/14	FY 12/13	Statewide		6 Mth Trend	SAC	Statewide		6 Mth Trend	SAC	Statewide	
Non-Formulary by Psychiatrists		6.8%	3.4%	Hospital		\$122	\$126	\$94	Appointments per PCP		11.2	12.1				
Non-Formulary by Medical Providers		5.8%	5.5%	Emergency Department		\$7	\$6	\$5	Appointments per PCRN		5.5	6.2				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					Diagnosics					Other Trends						
	Actual	Authority	% of Auth	Statewide		YTD 13/14	FY 12/13	Statewide		6 Mth Trend	SAC	Statewide		6 Mth Trend	SAC	Statewide
Total Staffing FTE	482	497	97%	94%	Specialty		\$14	\$15	\$25	Encounters per Primary MH Clinician		8.9	9.1			
Medical FTE	9	11	82%	95%	Medications		\$113	\$179	\$87	Encounters per Psychiatrist		9.3	9.3			
Nursing FTE	215	203	106%	101%	Administrative Support Staff		\$172	\$149	\$100	Other Trends						
Pharmacy FTE	14	11	130%	105%	6 Mth Trend					6 Mth Trend						
Dental Clinical FTE	17	18	94%	97%		Actual	SAC	Statewide		6 Mth Trend	SAC	Statewide		6 Mth Trend	SAC	Statewide
Mental Health Clinical FTE	123	128	96%	86%	Total Actual FTE		482	100%	100%	Hospital Admissions*		5.5	5.4			
Clinical Support FTE	31	34	91%	82%	Civil Service FTE		422	88%	91%	Emergency Department Visits*		39	25			
Administrative Support FTE	72	92	79%	83%	Overtime FTE		27	5.7%	4.8%	Specialty Care Referrals*		21	35			
Actual					YTD 13/14					6 Mth Trend						
	Actual	SAC	Statewide		YTD 13/14	FY 12/13	Statewide		6 Mth Trend	SAC	Statewide		6 Mth Trend	SAC	Statewide	
Total Actual FTE		482	100%	100%	Hospital		\$122	\$126	\$94	Prescriptions Per Inmate		5.6	2.9			
Civil Service FTE		422	88%	91%	Emergency Department		\$7	\$6	\$5	Diagnosics Per Inmate		0.7	0.7			
Overtime FTE		27	5.7%	4.8%	Specialty		\$14	\$15	\$25	Appeals Received*		79	28			
Registry FTE		32	6.7%	4.1%	Medications		\$113	\$179	\$87	Prison Population Capacity		120%	141%			
Statewide					Diagnosics					Other Trends						
	Actual	SAC	Statewide		YTD 13/14	FY 12/13	Statewide		6 Mth Trend	SAC	Statewide		6 Mth Trend	SAC	Statewide	
Total Actual FTE		482	100%	100%	Hospital		\$122	\$126	\$94	Hospital Admissions*		5.5	5.4			
Civil Service FTE		422	88%	91%	Emergency Department		\$7	\$6	\$5	Emergency Department Visits*		39	25			
Overtime FTE		27	5.7%	4.8%	Specialty		\$14	\$15	\$25	Specialty Care Referrals*		21	35			
Registry FTE		32	6.7%	4.1%	Medications		\$113	\$179	\$87	Prescriptions Per Inmate		5.6	2.9			
Statewide					Diagnosics					Other Trends						
	Actual	SAC	Statewide		YTD 13/14	FY 12/13	Statewide		6 Mth Trend	SAC	Statewide		6 Mth Trend	SAC	Statewide	
Total Actual FTE		482	100%	100%	Hospital		\$122	\$126	\$94	Diagnosics Per Inmate		0.7	0.7			
Civil Service FTE		422	88%	91%	Emergency Department		\$7	\$6	\$5	Appeals Received*		79	28			
Overtime FTE		27	5.7%	4.8%	Specialty		\$14	\$15	\$25	Prison Population Capacity		120%	141%			
Registry FTE		32	6.7%	4.1%	Medications		\$113	\$179	\$87	Other Trends						
Statewide					Diagnosics					Other Trends						
	Actual	SAC	Statewide		YTD 13/14	FY 12/13	Statewide		6 Mth Trend	SAC	Statewide		6 Mth Trend	SAC	Statewide	
Total Actual FTE		482	100%	100%	Hospital		\$122	\$126	\$94	Hospital Admissions*		5.5	5.4			
Civil Service FTE		422	88%	91%	Emergency Department		\$7	\$6	\$5	Emergency Department Visits*		39	25			
Overtime FTE		27	5.7%	4.8%	Specialty		\$14	\$15	\$25	Specialty Care Referrals*		21	35			
Registry FTE		32	6.7%	4.1%	Medications		\$113	\$179	\$87	Prescriptions Per Inmate		5.6	2.9			
Statewide					Diagnosics					Other Trends						
	Actual	SAC	Statewide		YTD 13/14	FY 12/13	Statewide		6 Mth Trend	SAC	Statewide		6 Mth Trend	SAC	Statewide	
Total Actual FTE		482	100%	100%	Hospital		\$122	\$126	\$94	Diagnosics Per Inmate		0.7	0.7			
Civil Service FTE		422	88%	91%	Emergency Department		\$7	\$6	\$5	Appeals Received*		79	28			
Overtime FTE		27	5.7%	4.8%	Specialty		\$14	\$15	\$25	Prison Population Capacity		120%	141%			
Registry FTE		32	6.7%	4.1%	Medications		\$113	\$179	\$87	Other Trends						

* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

Richard J. Donovan Correctional Facility (RJD)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT			CARE MANAGEMENT					
ACCESS					Recent Qtr	Prior Qtr	Statewide		6 Mth Trend	RJD	Statewide	
Medical Services		71%	87%	Asthma Care	86%	89%	82%	Appropriate Placement High Risk Patients		N/A	71%	
Dental Services		86%	90%	Therapeutic Anticoagulation	75%	62%	73%	High Risk Patient Care Plan				
Mental Health Services		94%	89%	Diabetes Care	77%	72%	76%	Follow-Up After MHCB/DSH Admission		89%	80%	
APPTS COMPLETED AS SCHEDULED				HCV Treatment	87%	89%	90%	30-Day Community Hospital Readmission		16.7%	9.2%	
Cancelled Due to Custody		1.8%	1.8%	Utilization Specialty Services	95%	93%	91%	30-Day MHCB or DSH Readmission		25%	23%	
Seen as Scheduled		83%	84%	Colon Cancer Screening	80%	83%	92%	Potentially Avoidable Hospitalizations*		31.7	11.3	
EFFECTIVE COMMUNICATION				Breast Cancer Screening	N/A	N/A	88%	CONTINUITY OF CLINICIANS & SERVICES				
Effective Communication Provided		84%	82%	Diagnostic Monitoring	83%	81%	71%	6 Mth Trend				
MEDICATION MANAGEMENT				Polypharmacy Medication Review				Primary Care Provider (PCP)		87%	89%	
MAPIP				Flu Vaccination	97%	99%	90%	Mental Health Primary Clinician		82%	79%	
Medication Continuity-Transfer		58%	86%	AVAILABILITY OF HEALTH INFORMATION				Psychiatrist		76%	78%	
Medication Non-Adherence Counseling		54%	78%	6 Mth Trend				RESOURCE MANAGEMENT				
Medication Administration		61%	89%	Documents Scanned		56%	38%	Claims Processed		N/A	100%	
FORMULARY MANAGEMENT				Specialty Notes		29%	37%	Specialty Teleservices		86%	62%	
Non-Formulary by Psychiatrists		1.9%	3.4%	Community Hospital Records		36%	59%	Health Care Staff Training				
Non-Formulary by Medical Providers		5.8%	5.5%	APPEAL PROCESSING				CONTINUOUS EVALUATION & IMPROVEMENT				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				Timely Appeals		62%	86%	6 Mth Trend				
	Actual	Authority	% of Auth	Statewide	MAJOR COSTS PER INMATE PER MONTH**				QM & Patient Safety Program			
Total Staffing FTE	483	442	109%	94%	LABOR				Health Care Index			
Medical FTE	19	14	132%	95%		YTD 13/14	FY 12/13	Statewide	WORKLOAD PER DAY			
Nursing FTE	213	178	120%	101%	Medical Staff	\$153	\$115	\$88	6 Mth Trend			
Pharmacy FTE	23	16	141%	105%	Nursing Staff	\$559	\$452	\$397	Appointments per PCP		12.1	12.1
Dental Clinical FTE	26	25	103%	97%	Pharmacy Staff	\$49	\$38	\$32	Appointments per PCRN		6.1	6.2
Mental Health Clinical FTE	90	91	99%	86%	Dental Clinical Staff	\$95	\$81	\$78	Encounters per Primary MH Clinician		9.3	9.1
Clinical Support FTE	25	24	102%	82%	Mental Health Clinical Staff	\$408	\$356	\$166	Encounters per Psychiatrist		9.1	9.3
Administrative Support FTE	89	94	94%	83%	Clinical Support Staff	\$51	\$39	\$21	OTHER TRENDS			
	6 Mth Trend	Actual	RJD	Statewide	Administrative Support Staff	\$135	\$117	\$100	6 Mth Trend			
Total Actual FTE		483	100%	100%	NON LABOR				Hospital Admissions*		16.2	5.4
Civil Service FTE		427	88%	91%	Hospital	\$207	\$192	\$94	Emergency Department Visits*		37	25
Overtime FTE		21	4.4%	4.8%	Emergency Department	\$7	\$6	\$5	Specialty Care Referrals*		79	35
Registry FTE		36	7.4%	4.1%	Specialty	\$42	\$46	\$25	Prescriptions Per Inmate		5.6	2.9
					Medications	\$226	\$188	\$87	Diagnostics Per Inmate		1.2	0.7
					Diagnostics	\$25	\$24	\$17	Appeals Received*		66	28
									Prison Population Capacity		142%	141%

* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

Pelican Bay State Prison (PBSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT																																																																																											
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* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

California State Prison, Los Angeles County (LAC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT				
ACCESS					Recent Qtr					6 Mth Trend				
Medical Services		LAC	Statewide	Asthma Care	94%	Prior Qtr	94%	Statewide	82%	Appropriate Placement High Risk Patients		N/A	71%	
Dental Services		74%	87%	Therapeutic Anticoagulation	70%	85%	73%	High Risk Patient Care Plan						
Mental Health Services		88%	90%	Diabetes Care	83%	87%	76%	Follow-Up After MHCB/DSH Admission		91%	80%			
APPTS COMPLETED AS SCHEDULED					Current Yr					LAC				
Cancelled Due to Custody		4.7%	1.8%	HCV Treatment	92%	94%	90%	30-Day Community Hospital Readmission		4.1%	9.2%			
Seen as Scheduled		70%	84%	Utilization Specialty Services	98%	97%	91%	30-Day MHCB or DSH Readmission		13%	23%			
EFFECTIVE COMMUNICATION					Prior Yr					Statewide				
Effective Communication Provided		81%	82%	Colon Cancer Screening	88%	86%	92%	Potentially Avoidable Hospitalizations*		12.5	11.3			
MEDICATION MANAGEMENT					Statewide					CONTINUITY OF CLINICIANS & SERVICES				
MAPIP					Current Yr					LAC				
Medication Continuity-Transfer		96%	86%	Flu Vaccination	98%	93%	90%	Primary Care Provider (PCP)		92%	89%			
Medication Non-Adherence Counseling		99%	78%	AVAILABILITY OF HEALTH INFORMATION					Statewide					
Medication Administration		100%	89%	Documents Scanned		42%	38%	Mental Health Primary Clinician		83%	79%			
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STAFFING IN FULL TIME EQUIVALENTS (FTE)**					APPEAL PROCESSING					6 Mth Trend				
Actual					LAC					Statewide				
Total Staffing FTE	364	Authority	379	% of Auth	96%	Statewide	94%	Timely Appeals		84%	86%			
Medical FTE	13	12	107%	95%	MAJOR COSTS PER INMATE PER MONTH**					LAC				
Nursing FTE	158	151	105%	101%	LABOR					Statewide				
Pharmacy FTE	14	12	115%	105%	Medical Staff	YTD 13/14	FY 12/13	Statewide	Medical Staff	\$76	\$71	\$88		
Dental Clinical FTE	25	26	94%	97%	Nursing Staff	\$404	\$382	\$397	Nursing Staff	\$404	\$382	\$397		
Mental Health Clinical FTE	67	77	88%	86%	Pharmacy Staff	\$25	\$26	\$32	Pharmacy Staff	\$25	\$26	\$32		
Clinical Support FTE	10	15	64%	82%	Dental Clinical Staff	\$76	\$71	\$78	Dental Clinical Staff	\$76	\$71	\$78		
Administrative Support FTE	77	86	90%	83%	Mental Health Clinical Staff	\$277	\$222	\$166	Mental Health Clinical Staff	\$277	\$222	\$166		
6 Mth Trend					Actual					LAC				
Total Actual FTE		364	100%	100%	Clinical Support Staff	\$21	\$19	\$21	Clinical Support Staff	\$21	\$19	\$21		
Civil Service FTE		324	89%	91%	Administrative Support Staff	\$108	\$94	\$100	Administrative Support Staff	\$108	\$94	\$100		
Overtime FTE		19	5.3%	4.8%	NON LABOR					YTD 13/14				
Registry FTE		20	5.6%	4.1%	Hospital	YTD 13/14	FY 12/13	Statewide	Hospital	\$58	\$79	\$94		
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					LABOR					FY 12/13				
Actual					LAC					Statewide				
Total Staffing FTE	364	379	96%	94%	Medical Staff	\$76	\$71	\$88	Medical Staff	\$76	\$71	\$88		
Medical FTE	13	12	107%	95%	Nursing Staff	\$404	\$382	\$397	Nursing Staff	\$404	\$382	\$397		
Nursing FTE	158	151	105%	101%	Pharmacy Staff	\$25	\$26	\$32	Pharmacy Staff	\$25	\$26	\$32		
Pharmacy FTE	14	12	115%	105%	Dental Clinical Staff	\$76	\$71	\$78	Dental Clinical Staff	\$76	\$71	\$78		
Dental Clinical FTE	25	26	94%	97%	Mental Health Clinical Staff	\$277	\$222	\$166	Mental Health Clinical Staff	\$277	\$222	\$166		
Mental Health Clinical FTE	67	77	88%	86%	Clinical Support Staff	\$21	\$19	\$21	Clinical Support Staff	\$21	\$19	\$21		
Clinical Support FTE	10	15	64%	82%	Administrative Support Staff	\$108	\$94	\$100	Administrative Support Staff	\$108	\$94	\$100		
Administrative Support FTE	77	86	90%	83%	NON LABOR					YTD 13/14				
6 Mth Trend					Actual					LAC				
Total Actual FTE		364	100%	100%	Hospital	\$58	\$79	\$94	Hospital	\$58	\$79	\$94		
Civil Service FTE		324	89%	91%	Emergency Department	\$10	\$10	\$5	Emergency Department	\$10	\$10	\$5		
Overtime FTE		19	5.3%	4.8%	Specialty	\$24	\$29	\$25	Specialty	\$24	\$29	\$25		
Registry FTE		20	5.6%	4.1%	Medications	\$117	\$109	\$87	Medications	\$117	\$109	\$87		
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					LABOR					FY 12/13				
Actual					LAC					Statewide				
Total Staffing FTE	364	379	96%	94%	Diagnosics	\$23	\$21	\$17	Diagnosics	\$23	\$21	\$17		
Medical FTE	13	12	107%	95%	OTHER TRENDS					6 Mth Trend				
Nursing FTE	158	151	105%	101%	LAC					Statewide				
Pharmacy FTE	14	12	115%	105%	6 Mth Trend					LAC				
Dental Clinical FTE	25	26	94%	97%	Statewide					Statewide				
Mental Health Clinical FTE	67	77	88%	86%	Appointments per PCP		10.0	12.1	Appointments per PCP		10.0	12.1		
Clinical Support FTE	10	15	64%	82%	Appointments per PCRN		4.7	6.2	Appointments per PCRN		4.7	6.2		
Administrative Support FTE	77	86	90%	83%	Encounters per Primary MH Clinician		10.5	9.1	Encounters per Primary MH Clinician		10.5	9.1		
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					LABOR					FY 12/13				
Actual					LAC					Statewide				
Total Staffing FTE	364	379	96%	94%	Encounters per Psychiatrist		11.5	9.3	Encounters per Psychiatrist		11.5	9.3		
Medical FTE	13	12	107%	95%	OTHER TRENDS					6 Mth Trend				
Nursing FTE	158	151	105%	101%	LAC					Statewide				
Pharmacy FTE	14	12	115%	105%	6 Mth Trend					LAC				
Dental Clinical FTE	25	26	94%	97%	Statewide					Statewide				
Mental Health Clinical FTE	67	77	88%	86%	Hospital Admissions*		5.6	5.4	Hospital Admissions*		5.6	5.4		
Clinical Support FTE	10	15	64%	82%	Emergency Department Visits*		75	25	Emergency Department Visits*		75	25		
Administrative Support FTE	77	86	90%	83%	Specialty Care Referrals*		32	35	Specialty Care Referrals*		32	35		
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					LABOR					FY 12/13				
Actual					LAC					Statewide				
Total Staffing FTE	364	379	96%	94%	Prescriptions Per Inmate		3.9	2.9	Prescriptions Per Inmate		3.9	2.9		
Medical FTE	13	12	107%	95%	Diagnosics Per Inmate		0.8	0.7	Diagnosics Per Inmate		0.8	0.7		
Nursing FTE	158	151	105%	101%	Appeals Received*		14	28	Appeals Received*		14	28		
Pharmacy FTE	14	12	115%	105%	Prison Population Capacity		156%	141%	Prison Population Capacity		156%	141%		

* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

Kern Valley State Prison (KVSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT					
ACCESS				Recent Qtr				6 Mth Trend					
Medical Services		KVSP	Statewide	Asthma Care	85%	Prior Qtr	82%	Appropriate Placement High Risk Patients		N/A	71%		
Dental Services		98%	87%	Therapeutic Anticoagulation	50%	89%	73%	High Risk Patient Care Plan					
Mental Health Services		93%	89%	Diabetes Care	75%	80%	76%	Follow-Up After MHCB/DSH Admission		94%	80%		
APPTS COMPLETED AS SCHEDULED				Current Yr				6 Mth Trend					
Cancelled Due to Custody		1.0%	1.8%	HCV Treatment	100%	100%	90%	30-Day Community Hospital Readmission		8.6%	9.2%		
Seen as Scheduled		86%	84%	Utilization Specialty Services	96%	99%	91%	30-Day MHCB or DSH Readmission		21%	23%		
EFFECTIVE COMMUNICATION				Prior Yr				6 Mth Trend					
Effective Communication Provided		88%	82%	Colon Cancer Screening	89%	78%	92%	Potentially Avoidable Hospitalizations*		12.5	11.3		
MEDICATION MANAGEMENT				Statewide				CONTINUITY OF CLINICIANS & SERVICES					
MAPIP				Current Yr				6 Mth Trend					
Medication Continuity-Transfer		92%	86%	Flu Vaccination	98%	100%	90%	Primary Care Provider (PCP)		92%	89%		
Medication Non-Adherence Counseling		97%	78%	AVAILABILITY OF HEALTH INFORMATION				6 Mth Trend					
Medication Administration		99%	89%	6 Mth Trend				6 Mth Trend					
FORMULARY MANAGEMENT				6 Mth Trend				6 Mth Trend					
Non-Formulary by Psychiatrists		8.9%	3.4%	Documents Scanned		58%	38%	Claims Processed		N/A	100%		
Non-Formulary by Medical Providers		6.5%	5.5%	Specialty Notes		41%	37%	Specialty Teleservices		47%	62%		
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				6 Mth Trend				6 Mth Trend					
Actual				6 Mth Trend				6 Mth Trend					
Authority				6 Mth Trend				6 Mth Trend					
% of Auth				6 Mth Trend				6 Mth Trend					
Statewide				6 Mth Trend				6 Mth Trend					
Total Staffing FTE	281	303	93%	94%	Community Hospital Records		39%	59%	Health Care Staff Training				
Medical FTE	12	13	96%	95%	APPEAL PROCESSING				CONTINUOUS EVALUATION & IMPROVEMENT				
Nursing FTE	118	117	101%	101%	6 Mth Trend				6 Mth Trend				
Pharmacy FTE	11	11	97%	105%	Timely Appeals		100%	86%	QM & Patient Safety Program				
Dental Clinical FTE	25	25	100%	97%	MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend				
Mental Health Clinical FTE	37	46	81%	86%	LABOR				6 Mth Trend				
Clinical Support FTE	10	12	77%	82%	Medical Staff	\$77	FY 12/13	\$74	\$88	Health Care Index			
Administrative Support FTE	69	79	87%	83%	Nursing Staff	\$310	\$309	\$397	Appointments per PCP		14.2	12.1	
Actual				6 Mth Trend				6 Mth Trend					
KVSP				6 Mth Trend				6 Mth Trend					
Statewide				6 Mth Trend				6 Mth Trend					
Total Actual FTE	281	100%	100%	100%	Pharmacy Staff	\$28	\$22	\$32	Appointments per PCRN		6.3	6.2	
Civil Service FTE	254	91%	91%	91%	Dental Clinical Staff	\$82	\$74	\$78	Encounters per Primary MH Clinician		12.0	9.1	
Overtime FTE	12	4.3%	4.8%	4.8%	Mental Health Clinical Staff	\$149	\$153	\$166	Encounters per Psychiatrist		11.8	9.3	
Registry FTE	14	5.2%	4.1%	4.1%	Clinical Support Staff	\$14	\$15	\$21	OTHER TRENDS				
Actual				6 Mth Trend				6 Mth Trend					
KVSP				6 Mth Trend				6 Mth Trend					
Statewide				6 Mth Trend				6 Mth Trend					
Total Actual FTE	281	100%	100%	100%	Administrative Support Staff	\$105	\$101	\$100	Hospital Admissions*		8.2	5.4	
Civil Service FTE	254	91%	91%	91%	NON LABOR				Emergency Department Visits*		27	25	
Overtime FTE	12	4.3%	4.8%	4.8%	Hospital	\$108	\$78	\$94	Specialty Care Referrals*		17	35	
Registry FTE	14	5.2%	4.1%	4.1%	Emergency Department	\$5	\$9	\$5	Prescriptions Per Inmate		1.6	2.9	
Actual				6 Mth Trend				6 Mth Trend					
KVSP				6 Mth Trend				6 Mth Trend					
Statewide				6 Mth Trend				6 Mth Trend					
Total Actual FTE	281	100%	100%	100%	Specialty	\$17	\$18	\$25	Diagnostics Per Inmate		0.5	0.7	
Civil Service FTE	254	91%	91%	91%	Medications	\$35	\$42	\$87	Appeals Received*		19	28	
Overtime FTE	12	4.3%	4.8%	4.8%	Diagnostics	\$8	\$11	\$17	Prison Population Capacity		154%	141%	
Registry FTE	14	5.2%	4.1%	4.1%	OTHER TRENDS				6 Mth Trend				
Actual				6 Mth Trend				6 Mth Trend					
KVSP				6 Mth Trend				6 Mth Trend					
Statewide				6 Mth Trend				6 Mth Trend					
Total Actual FTE	281	100%	100%	100%	LABOR				6 Mth Trend				
Civil Service FTE	254	91%	91%	91%	Hospital	\$108	\$78	\$94	Hospital Admissions*		8.2	5.4	
Overtime FTE	12	4.3%	4.8%	4.8%	Emergency Department	\$5	\$9	\$5	Emergency Department Visits*		27	25	
Registry FTE	14	5.2%	4.1%	4.1%	Specialty	\$17	\$18	\$25	Specialty Care Referrals*		17	35	
Actual				6 Mth Trend				6 Mth Trend					
KVSP				6 Mth Trend				6 Mth Trend					
Statewide				6 Mth Trend				6 Mth Trend					
Total Actual FTE	281	100%	100%	100%	Medications	\$35	\$42	\$87	Prescriptions Per Inmate		1.6	2.9	
Civil Service FTE	254	91%	91%	91%	Diagnostics	\$8	\$11	\$17	Diagnostics Per Inmate		0.5	0.7	
Overtime FTE	12	4.3%	4.8%	4.8%	NON LABOR				Appeals Received*		19	28	
Registry FTE	14	5.2%	4.1%	4.1%	Hospital	\$108	\$78	\$94	Prison Population Capacity		154%	141%	
Actual				6 Mth Trend				6 Mth Trend					
KVSP				6 Mth Trend				6 Mth Trend					
Statewide				6 Mth Trend				6 Mth Trend					

* Rate Per 1,000 Inmates
** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

High Desert State Prison (HDSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT				
ACCESS					Recent Qtr					6 Mth Trend				
Medical Services		82%	87%	Asthma Care	89%	92%	82%	Appropriate Placement High Risk Patients		N/A	71%			
Dental Services		78%	90%	Therapeutic Anticoagulation	100%	100%	73%	High Risk Patient Care Plan						
Mental Health Services		88%	89%	Diabetes Care	73%	79%	76%	Follow-Up After MHCB/DSH Admission		73%	80%			
APPTS COMPLETED AS SCHEDULED					Prior Qtr					HDSB				
Cancelled Due to Custody		0.5%	1.8%	HCV Treatment	100%	100%	90%	30-Day Community Hospital Readmission		5.0%	9.2%			
Seen as Scheduled		89%	84%	Utilization Specialty Services	92%	92%	91%	30-Day MHCB or DSH Readmission		22%	23%			
EFFECTIVE COMMUNICATION					Statewide					Statewide				
Effective Communication Provided		76%	82%	Colon Cancer Screening	85%	85%	92%	Potentially Avoidable Hospitalizations*		1.2	11.3			
MEDICATION MANAGEMENT					Current Yr					CONTINUITY OF CLINICIANS & SERVICES				
MAPIP					Prior Yr					6 Mth Trend				
Medication Continuity-Transfer		80%	86%	Flu Vaccination	100%	98%	90%	Primary Care Provider (PCP)		89%	89%			
Medication Non-Adherence Counseling		72%	78%	AVAILABILITY OF HEALTH INFORMATION					Mental Health Primary Clinician		N/A	79%		
Medication Administration		92%	89%	6 Mth Trend					Psychiatrist		N/A	78%		
FORMULARY MANAGEMENT					HDSB					RESOURCE MANAGEMENT				
Non-Formulary by Psychiatrists		2.5%	3.4%	Documents Scanned		26%	38%	Claims Processed		N/A	100%			
Non-Formulary by Medical Providers		3.3%	5.5%	Specialty Notes		61%	37%	Specialty Teleservices		76%	62%			
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					APPEAL PROCESSING					CONTINUOUS EVALUATION & IMPROVEMENT				
Actual					6 Mth Trend					6 Mth Trend				
Authority					HDSB					HDSB				
% of Auth					Statewide					Statewide				
Total Staffing FTE	230	260	89%	94%	Timely Appeals		96%	86%	QM & Patient Safety Program					
Medical FTE	10	11	88%	95%	MAJOR COSTS PER INMATE PER MONTH**					Health Care Index				
Nursing FTE	112	109	103%	101%	LABOR					WORKLOAD PER DAY				
Pharmacy FTE	8	8	103%	105%	Medical Staff	YTD 13/14	FY 12/13	Statewide	Appointments per PCP		15.1	12.1		
Dental Clinical FTE	23	24	96%	97%	Nursing Staff	\$82	\$67	\$88	Appointments per PCRN		5.3	6.2		
Mental Health Clinical FTE	18	30	60%	86%	Pharmacy Staff	\$360	\$327	\$397	Encounters per Primary MH Clinician		6.5	9.1		
Clinical Support FTE	6	6	94%	82%	Pharmacy Staff	\$18	\$18	\$32	Encounters per Psychiatrist		5.9	9.3		
Administrative Support FTE	53	72	74%	83%	Dental Clinical Staff	\$81	\$73	\$78	OTHER TRENDS					
6 Mth Trend					YTD 13/14					6 Mth Trend				
Actual					FY 12/13					HDSB				
HDSB					Statewide					Statewide				
Total Actual FTE		230	100%	100%	Hospital	\$23	\$26	\$94	Hospital Admissions*		0.6	5.4		
Civil Service FTE		213	93%	91%	Emergency Department	\$5	\$10	\$5	Emergency Department Visits*		11	25		
Overtime FTE		14	6.2%	4.8%	Specialty	\$20	\$13	\$25	Specialty Care Referrals*		36	35		
Registry FTE		3	1.2%	4.1%	Medications	\$37	\$37	\$87	Prescriptions Per Inmate		1.7	2.9		
					Diagnosics					Diagnosics Per Inmate				
										0.4				
										23				
										146%				
										141%				

* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

Folsom State Prison (FSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
ACCESS				Recent Qtr				6 Mth Trend				
	6 Mth Trend	FSP	Statewide		Prior Qtr	Statewide		FSP	Statewide		Statewide	
Medical Services		96%	87%	Asthma Care	92%	82%	Appropriate Placement High Risk Patients	N/A	71%			
Dental Services		80%	90%	Therapeutic Anticoagulation	75%	73%	High Risk Patient Care Plan					
Mental Health Services		99%	89%	Diabetes Care	84%	76%	Follow-Up After MHCB/DSH Admission	0%	80%			
APPTS COMPLETED AS SCHEDULED				Current Yr				6 Mth Trend				
					Prior Yr	Statewide		FSP	Statewide		Statewide	
Cancelled Due to Custody		0.4%	1.8%	HCV Treatment	90%	90%	30-Day Community Hospital Readmission	4.1%	9.2%			
Seen as Scheduled		94%	84%	Utilization Specialty Services	79%	91%	30-Day MHCB or DSH Readmission	-	23%			
EFFECTIVE COMMUNICATION				Flu Vaccination				CONTINUITY OF CLINICIANS & SERVICES				
Effective Communication Provided		93%	82%	Flu Vaccination	96%	90%	Primary Care Provider (PCP)		98%	89%		
MEDICATION MANAGEMENT				AVAILABILITY OF HEALTH INFORMATION				RESOURCE MANAGEMENT				
MAPIP				6 Mth Trend				6 Mth Trend				
		FSP	Statewide		FSP	Statewide		FSP	Statewide		Statewide	
Medication Continuity-Transfer		99%	86%	Documents Scanned	81%	38%	Claims Processed		N/A	100%		
Medication Non-Adherence Counseling		99%	78%	Specialty Notes	34%	37%	Specialty Teleservices		55%	62%		
Medication Administration		95%	89%	Community Hospital Records	75%	59%	Health Care Staff Training					
FORMULARY MANAGEMENT				APPEAL PROCESSING				CONTINUOUS EVALUATION & IMPROVEMENT				
					6 Mth Trend	FSP	Statewide		6 Mth Trend	FSP	Statewide	
Non-Formulary by Psychiatrists		1.9%	3.4%	Timely Appeals		100%	86%	QM & Patient Safety Program				
Non-Formulary by Medical Providers		4.2%	5.5%	MAJOR COSTS PER INMATE PER MONTH**				WORKLOAD PER DAY				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				LABOR				6 Mth Trend				
	Actual	Authority	% of Auth	Statewide		YTD 13/14	FY 12/13	Statewide		FSP	Statewide	
Total Staffing FTE	177	209	85%	94%	Medical Staff	\$78	\$89	\$88	Appointments per PCP		9.9	12.1
Medical FTE	10	10	104%	95%	Nursing Staff	\$244	\$235	\$397	Appointments per PCRN		6.0	6.2
Nursing FTE	79	84	94%	101%	Pharmacy Staff	\$25	\$22	\$32	Encounters per Primary MH Clinician		9.2	9.1
Pharmacy FTE	9	10	97%	105%	Dental Clinical Staff	\$77	\$85	\$78	Encounters per Psychiatrist		9.2	9.3
Dental Clinical FTE	19	20	98%	97%	Mental Health Clinical Staff	\$58	\$66	\$166	OTHER TRENDS			
Mental Health Clinical FTE	12	20	60%	86%	Clinical Support Staff	\$5	\$7	\$21		6 Mth Trend	FSP	Statewide
Clinical Support FTE	4	4	90%	82%	Administrative Support Staff	\$74	\$81	\$100	Hospital Admissions*		1.2	5.4
Administrative Support FTE	44	62	71%	83%	NON LABOR				Emergency Department Visits*		11	25
	6 Mth Trend	Actual	FSP	Statewide		YTD 13/14	FY 12/13	Statewide	Specialty Care Referrals*		30	35
Total Actual FTE		177	100%	100%	Hospital	\$79	\$49	\$94	Prescriptions Per Inmate		2.3	2.9
Civil Service FTE		171	96%	91%	Emergency Department	\$2	\$2	\$5	Diagnostics Per Inmate		0.5	0.7
Overtime FTE		4	2.5%	4.8%	Specialty	\$12	\$12	\$25	Appeals Received*		16	28
Registry FTE		2	1.3%	4.1%	Medications	\$47	\$35	\$87	Prison Population Capacity		130%	141%
					Diagnostics	\$12	\$10	\$17				

* Rate Per 1,000 Inmates
** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

Deuel Vocational Institution (DVI)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
ACCESS				Recent Qtr				6 Mth Trend				
Medical Services		DVI 62%	Statewide 87%	Asthma Care	93%	Prior Qtr 94%	Statewide 82%	Appropriate Placement High Risk Patients		DVI N/A	Statewide 71%	
Dental Services		89%	90%	Therapeutic Anticoagulation	100%	100%	73%	High Risk Patient Care Plan				
Mental Health Services		94%	89%	Diabetes Care	73%	67%	76%	Follow-Up After MHCB/DSH Admission		91%	80%	
APPTS COMPLETED AS SCHEDULED				Prior Qtr				Statewide				
Cancelled Due to Custody		0.7%	1.8%	HCV Treatment	50%	67%	90%	30-Day Community Hospital Readmission		20.9%	9.2%	
Seen as Scheduled		91%	84%	Utilization Specialty Services	94%	96%	91%	30-Day MHCB or DSH Readmission		0%	23%	
EFFECTIVE COMMUNICATION				Current Yr				Statewide				
Effective Communication Provided		65%	82%	Colon Cancer Screening	94%	79%	92%	Potentially Avoidable Hospitalizations*		5.9	11.3	
MEDICATION MANAGEMENT				Prior Yr				Statewide				
MAPIP				Flu Vaccination				Continuity of Clinicians & Services				
Medication Continuity-Transfer		98%	86%	Flu Vaccination	99%	40%	90%	Primary Care Provider (PCP)		99%	89%	
Medication Non-Adherence Counseling		83%	78%	AVAILABILITY OF HEALTH INFORMATION				Resource Management				
Medication Administration		94%	89%	6 Mth Trend				6 Mth Trend				
FORMULARY MANAGEMENT				Documents Scanned				Claims Processed				
Non-Formulary by Psychiatrists		5.0%	3.4%	Specialty Notes		12%	38%	Specialty Teleservices		58%	62%	
Non-Formulary by Medical Providers		5.1%	5.5%	Community Hospital Records		13%	37%	Health Care Staff Training				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				APPEAL PROCESSING				CONTINUOUS EVALUATION & IMPROVEMENT				
Actual				Timely Appeals				6 Mth Trend				
Total Staffing FTE	219	Authority 237	% of Auth 93%	Statewide 94%	Timely Appeals		35%	86%	QM & Patient Safety Program			
Medical FTE	9	10	90%	95%	MAJOR COSTS PER INMATE PER MONTH**				Health Care Index			
Nursing FTE	101	105	96%	101%	LABOR				6 Mth Trend			
Pharmacy FTE	9	7	123%	105%	Medical Staff	YTD 13/14 \$101	FY 12/13 \$141	Statewide \$88	Appointments per PCP		15.8	12.1
Dental Clinical FTE	16	17	97%	97%	Nursing Staff	\$352	\$408	\$397	Appointments per PCRN		7.7	6.2
Mental Health Clinical FTE	27	29	94%	86%	Pharmacy Staff	\$27	\$36	\$32	Encounters per Primary MH Clinician		8.9	9.1
Clinical Support FTE	4	5	80%	82%	Dental Clinical Staff	\$77	\$85	\$78	Encounters per Psychiatrist		12.9	9.3
Administrative Support FTE	54	65	84%	83%	Mental Health Clinical Staff	\$147	\$169	\$166	OTHER TRENDS			
6 Mth Trend				NON LABOR				6 Mth Trend				
Total Actual FTE		219	DVI 100%	Statewide 100%	Hospital	YTD 13/14 \$92	FY 12/13 \$88	Statewide \$94	Hospital Admissions*		5.0	5.4
Civil Service FTE		209	95%	91%	Emergency Department	\$5	\$3	\$5	Emergency Department Visits*		23	25
Overtime FTE		6	2.5%	4.8%	Specialty	\$17	\$14	\$25	Specialty Care Referrals*		47	35
Registry FTE		5	2.5%	4.1%	Medications	\$87	\$76	\$87	Prescriptions Per Inmate		2.5	2.9
				Diagnostics				Diagnostics Per Inmate				
								Appeals Received*				
								Prison Population Capacity				
								155%				
								141%				

* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

Chuckawalla Valley State Prison (CVSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT																																																																																																								
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Diagnostics Per Inmate		0.4	0.7																																																																																																													
Appeals Received*		11	28																																																																																																													
Prison Population Capacity		132%	141%																																																																																																													

* Rate Per 1,000 Inmates
 ** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

California Rehabilitation Center (CRC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT				
ACCESS					Recent Qtr					6 Mth Trend				
Medical Services		CRC	Statewide	Asthma Care	88%	Prior Qtr	89%	Statewide	82%	Appropriate Placement High Risk Patients		N/A	71%	
Dental Services		96%	87%	Therapeutic Anticoagulation	100%	100%	73%	High Risk Patient Care Plan						
Mental Health Services		92%	90%	Diabetes Care	80%	79%	76%	Follow-Up After MHCB/DSH Admission		50%	80%			
APPTS COMPLETED AS SCHEDULED					Current Yr					6 Mth Trend				
Cancelled Due to Custody		CRC	Statewide	HCV Treatment	90%	99%	90%	30-Day Community Hospital Readmission		1.7%	9.2%			
Seen as Scheduled		0.1%	1.8%	Utilization Specialty Services	92%	86%	91%	30-Day MHCB or DSH Readmission		-	23%			
Seen as Scheduled		90%	84%	Colon Cancer Screening	97%	99%	92%	Potentially Avoidable Hospitalizations*		5.8	11.3			
EFFECTIVE COMMUNICATION					Prior Yr					6 Mth Trend				
Effective Communication Provided		CRC	Statewide	Breast Cancer Screening	N/A	N/A	88%	CONTINUITY OF CLINICIANS & SERVICES						
Effective Communication Provided		88%	82%	Diagnostic Monitoring	91%	80%	71%	Primary Care Provider (PCP)		95%	89%			
MEDICATION MANAGEMENT					Current Yr					6 Mth Trend				
MAPIP					Current Yr					6 Mth Trend				
Medication Continuity-Transfer		CRC	Statewide	Flu Vaccination	100%	100%	90%	Mental Health Primary Clinician		N/A	79%			
Medication Non-Adherence Counseling		96%	86%	AVAILABILITY OF HEALTH INFORMATION					Psychiatrist		N/A	78%		
Medication Administration		89%	78%	6 Mth Trend					RESOURCE MANAGEMENT					
Medication Administration		82%	89%	Documents Scanned		CRC	Statewide	Claims Processed		N/A	100%			
FORMULARY MANAGEMENT					Specialty Notes		34%	37%	Specialty Teleservices		39%	62%		
Non-Formulary by Psychiatrists		CRC	Statewide	Community Hospital Records		43%	59%	Health Care Staff Training						
Non-Formulary by Medical Providers		0.7%	3.4%	APPEAL PROCESSING					CONTINUOUS EVALUATION & IMPROVEMENT					
Non-Formulary by Medical Providers		1.8%	5.5%	6 Mth Trend					6 Mth Trend					
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					Timely Appeals		100%	86%	QM & Patient Safety Program					
Actual					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	192	Authority	210	% of Auth	92%	Statewide	94%	Health Care Index						
Medical FTE	9	210	90%	95%	MAJOR COSTS PER INMATE PER MONTH**					WORKLOAD PER DAY				
Nursing FTE	74	10	101%	101%	LABOR					6 Mth Trend				
Pharmacy FTE	11	73	107%	105%	YTD 13/14					6 Mth Trend				
Dental Clinical FTE	22	23	96%	97%	FY 12/13					6 Mth Trend				
Mental Health Clinical FTE	19	10	70%	86%	Statewide					6 Mth Trend				
Clinical Support FTE	4	7	59%	82%	Medical Staff	\$81	\$83	\$88	Appointments per PCP		11.4	12.1		
Administrative Support FTE	54	60	90%	83%	Nursing Staff	\$231	\$243	\$397	Appointments per PCRN		5.8	6.2		
Actual					6 Mth Trend					6 Mth Trend				
Total Actual FTE		192	100%	100%	Pharmacy Staff	\$26	\$25	\$32	Encounters per Primary MH Clinician		6.3	9.1		
Civil Service FTE		182	94%	91%	Dental Clinical Staff	\$85	\$79	\$78	Encounters per Psychiatrist		10.6	9.3		
Overtime FTE		6	2.9%	4.8%	Mental Health Clinical Staff	\$89	\$80	\$166	OTHER TRENDS					
Registry FTE		5	2.6%	4.1%	Clinical Support Staff	\$13	\$14	\$21	6 Mth Trend					
Actual					6 Mth Trend					6 Mth Trend				
Total Actual FTE		192	100%	100%	Administrative Support Staff	\$85	\$78	\$100	Hospital Admissions*		5.7	5.4		
Civil Service FTE		182	94%	91%	NON LABOR					6 Mth Trend				
Overtime FTE		6	2.9%	4.8%	YTD 13/14					6 Mth Trend				
Registry FTE		5	2.6%	4.1%	FY 12/13					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend				
Total Actual FTE		192	100%	100%	Hospital	\$44	\$63	\$94	Emergency Department Visits*		46	25		
Civil Service FTE		182	94%	91%	Emergency Department	\$7	\$4	\$5	Specialty Care Referrals*		29	35		
Overtime FTE		6	2.9%	4.8%	Specialty	\$12	\$18	\$25	Prescriptions Per Inmate		2.8	2.9		
Registry FTE		5	2.6%	4.1%	Medications	\$63	\$82	\$87	Diagnostics Per Inmate		0.5	0.7		
Actual					6 Mth Trend					6 Mth Trend				
Total Actual FTE		192	100%	100%	Diagnostics	\$12	\$16	\$17	Appeals Received*		21	28		
Civil Service FTE		182	94%	91%	OTHER TRENDS					6 Mth Trend				
Overtime FTE		6	2.9%	4.8%	YTD 13/14					6 Mth Trend				
Registry FTE		5	2.6%	4.1%	FY 12/13					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend				
Total Actual FTE		192	100%	100%	Statewide					6 Mth Trend				
Civil Service FTE		182	94%	91%	YTD 13/14					6 Mth Trend				
Overtime FTE		6	2.9%	4.8%	FY 12/13					6 Mth Trend				
Registry FTE		5	2.6%	4.1%	Statewide					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend				
Total Actual FTE		192	100%	100%	YTD 13/14					6 Mth Trend				
Civil Service FTE		182	94%	91%	FY 12/13					6 Mth Trend				
Overtime FTE		6	2.9%	4.8%	Statewide					6 Mth Trend				
Registry FTE		5	2.6%	4.1%	YTD 13/14					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend				
Total Actual FTE		192	100%	100%	FY 12/13					6 Mth Trend				
Civil Service FTE		182	94%	91%	Statewide					6 Mth Trend				
Overtime FTE		6	2.9%	4.8%	YTD 13/14					6 Mth Trend				
Registry FTE		5	2.6%	4.1%	FY 12/13					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend				
Total Actual FTE		192	100%	100%	YTD 13/14					6 Mth Trend				
Civil Service FTE		182	94%	91%	FY 12/13					6 Mth Trend				
Overtime FTE		6	2.9%	4.8%	Statewide					6 Mth Trend				
Registry FTE		5	2.6%	4.1%	YTD 13/14					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend				
Total Actual FTE		192	100%	100%	FY 12/13					6 Mth Trend				
Civil Service FTE		182	94%	91%	Statewide					6 Mth Trend				
Overtime FTE		6	2.9%	4.8%	YTD 13/14					6 Mth Trend				
Registry FTE		5	2.6%	4.1%	FY 12/13					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend				
Total Actual FTE		192	100%	100%	YTD 13/14					6 Mth Trend				
Civil Service FTE		182	94%	91%	FY 12/13					6 Mth Trend				
Overtime FTE		6	2.9%	4.8%	Statewide					6 Mth Trend				
Registry FTE		5	2.6%	4.1%	YTD 13/14					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend				
Total Actual FTE		192	100%	100%	FY 12/13					6 Mth Trend				
Civil Service FTE		182	94%	91%	Statewide					6 Mth Trend				
Overtime FTE		6	2.9%	4.8%	YTD 13/14					6 Mth Trend				
Registry FTE		5	2.6%	4.1%	FY 12/13					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend				
Total Actual FTE		192	100%	100%	YTD 13/14					6 Mth Trend				
Civil Service FTE		182	94%	91%	FY 12/13					6 Mth Trend				
Overtime FTE		6	2.9%	4.8%	Statewide					6 Mth Trend				
Registry FTE		5	2.6%	4.1%	YTD 13/14					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend				
Total Actual FTE		192	100%	100%	FY 12/13					6 Mth Trend				
Civil Service FTE		182	94%	91%	Statewide					6 Mth Trend				
Overtime FTE		6	2.9%	4.8%	YTD 13/14					6 Mth Trend				
Registry FTE		5	2.6%	4.1%	FY 12/13					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend				
Total Actual FTE		192	100%	100%	YTD 13/14					6 Mth Trend				
Civil Service FTE		182	94%	91%	FY 12/13					6 Mth Trend				
Overtime FTE		6	2.9%	4.8%	Statewide					6 Mth Trend				
Registry FTE		5	2.6%	4.1%	YTD 13/14					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend				
Total Actual FTE		192	100%	100%	FY 12/13					6 Mth Trend				
Civil Service FTE		182	94%	91%	Statewide					6 Mth Trend				
Overtime FTE		6	2.9%	4.8%	YTD 13/14					6 Mth Trend				
Registry FTE		5	2.6%	4.1%	FY 12/13					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend				
Total Actual FTE		192	100%	100%	YTD 13/14					6 Mth Trend				
Civil Service FTE		182	94%	91%	FY 12/13					6 Mth Trend				
Overtime FTE		6	2.9%	4.8%	Statewide					6 Mth Trend				
Registry FTE		5	2.6%	4.1%	YTD 13/14					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend				
Total Actual FTE		192	100%	100%	FY 12/13					6 Mth Trend				
Civil Service FTE		182	94%	91%	Statewide					6 Mth Trend				
Overtime FTE		6	2.9%	4.8%	YTD 13/14					6 Mth Trend				
Registry FTE		5	2.6%	4.1%	FY 12/13					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend				
Total Actual FTE		192	100%	100%	YTD 13/14					6 Mth Trend				
Civil Service FTE		182	94%	91%	FY 12/13					6 Mth Trend				
Overtime FTE		6	2.9%	4.8%	Statewide					6 Mth Trend				
Registry FTE		5	2.6%	4.1%	YTD 13/14					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend				
Total Actual FTE		192	100%	100%	FY 12/13					6 Mth Trend				
Civil Service FTE		182	94%	91%	Statewide					6 Mth Trend				
Overtime FTE		6	2.9%	4.8%	YTD 13/14					6 Mth Trend				
Registry FTE		5	2.6%	4.1%	FY 12/13					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend				
Total Actual FTE		192	100%	100%	YTD 13/14					6 Mth Trend				
Civil Service FTE		182	94%	91%	FY 12/13					6 Mth Trend				
Overtime FTE		6	2.9%	4.8%	Statewide					6 Mth Trend				
Registry FTE		5	2.6%	4.1%	YTD 13/14					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend				
Total Actual FTE		192	100%	100%	FY 12/13					6 Mth Trend				
Civil Service FTE		182	94%	91%	Statewide					6 Mth Trend				
Overtime FTE		6	2.9%											

HEALTHCARE SERVICES DASHBOARD

California State Prison, Corcoran (COR)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
ACCESS				Recent Qtr				6 Mth Trend				
	6 Mth Trend	COR	Statewide		Prior Qtr	Statewide		COR	Statewide			
Medical Services		86%	87%	Asthma Care	89%	82%	Appropriate Placement High Risk Patients	N/A	71%			
Dental Services		85%	90%	Therapeutic Anticoagulation	71%	73%	High Risk Patient Care Plan					
Mental Health Services		74%	89%	Diabetes Care	75%	76%	Follow-Up After MHCB/DSH Admission	61%	80%			
APPTS COMPLETED AS SCHEDULED				Current Yr				6 Mth Trend				
					Prior Yr	Statewide		COR	Statewide			
Cancelled Due to Custody		6.6%	1.8%	HCV Treatment	77%	90%	30-Day Community Hospital Readmission	13.8%	9.2%			
Seen as Scheduled		72%	84%	Utilization Specialty Services	96%	91%	30-Day MHCB or DSH Readmission	26%	23%			
EFFECTIVE COMMUNICATION				Current Yr				6 Mth Trend				
					Prior Yr	Statewide		COR	Statewide			
Effective Communication Provided		82%	82%	Colon Cancer Screening	92%	92%	Potentially Avoidable Hospitalizations*	18.4	11.3			
MEDICATION MANAGEMENT				Current Yr				6 Mth Trend				
					Prior Yr	Statewide	CONTINUITY OF CLINICIANS & SERVICES					
MAPIP	6 Mth Trend	COR	Statewide	Flu Vaccination	98%	90%	Primary Care Provider (PCP)		91%	89%		
Medication Continuity-Transfer		93%	86%	AVAILABILITY OF HEALTH INFORMATION				Mental Health Primary Clinician		66%	79%	
Medication Non-Adherence Counseling		57%	78%		6 Mth Trend	COR	Statewide	Psychiatrist		97%	78%	
Medication Administration		100%	89%	Documents Scanned		12%	38%	RESOURCE MANAGEMENT				
FORMULARY MANAGEMENT				Specialty Notes		40%	37%	Claims Processed		N/A	100%	
Non-Formulary by Psychiatrists		2.7%	3.4%	Community Hospital Records		45%	59%	Specialty Teleservices		85%	62%	
Non-Formulary by Medical Providers		6.2%	5.5%	APPEAL PROCESSING				Health Care Staff Training				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				Timely Appeals		100%	86%	CONTINUOUS EVALUATION & IMPROVEMENT				
	Actual	Authority	% of Auth	Statewide	MAJOR COSTS PER INMATE PER MONTH**				QM & Patient Safety Program			
Total Staffing FTE	497	530	94%	94%	LABOR	YTD 13/14	FY 12/13	Statewide	Health Care Index			
Medical FTE	13	16	81%	95%	Medical Staff	\$107	\$106	\$88	WORKLOAD PER DAY			
Nursing FTE	268	274	98%	101%	Nursing Staff	\$645	\$625	\$397		6 Mth Trend	COR	Statewide
Pharmacy FTE	17	14	119%	105%	Pharmacy Staff	\$36	\$35	\$32	Appointments per PCP		14.4	12.1
Dental Clinical FTE	28	29	97%	97%	Dental Clinical Staff	\$74	\$76	\$78	Appointments per PCRN		6.2	6.2
Mental Health Clinical FTE	65	74	88%	86%	Mental Health Clinical Staff	\$202	\$197	\$166	Encounters per Primary MH Clinician		9.1	9.1
Clinical Support FTE	17	23	76%	82%	Clinical Support Staff	\$34	\$37	\$21	Encounters per Psychiatrist		10.2	9.3
Administrative Support FTE	89	101	88%	83%	Administrative Support Staff	\$110	\$106	\$100	OTHER TRENDS			
	6 Mth Trend	Actual	COR	Statewide	NON LABOR	YTD 13/14	FY 12/13	Statewide		6 Mth Trend	COR	Statewide
Total Actual FTE		497	100%	100%	Hospital	\$129	\$101	\$94	Hospital Admissions*		6.0	5.4
Civil Service FTE		441	89%	91%	Emergency Department	\$3	\$3	\$5	Emergency Department Visits*		14	25
Overtime FTE		32	6.4%	4.8%	Specialty	\$30	\$25	\$25	Specialty Care Referrals*		30	35
Registry FTE		24	4.8%	4.1%	Medications	\$84	\$91	\$87	Prescriptions Per Inmate		2.9	2.9
				Diagnosics	\$10	\$11	\$17	Diagnosics Per Inmate		0.3	0.7	
								Appeals Received*		44	28	
								Prison Population Capacity		138%	141%	

* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

California Medical Facility (CMF)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT				
ACCESS					Recent Qtr					6 Mth Trend				
Medical Services		CMF	Statewide	Asthma Care	72%	68%	82%	Appropriate Placement High Risk Patients		N/A	71%			
Dental Services		87%	87%	Therapeutic Anticoagulation	71%	71%	73%	High Risk Patient Care Plan						
Mental Health Services		86%	90%	Diabetes Care	73%	75%	76%	Follow-Up After MHCB/DSH Admission		86%	80%			
APPTS COMPLETED AS SCHEDULED					Prior Qtr					CMF				
Cancelled Due to Custody		0.4%	1.8%	HCV Treatment	97%	97%	90%	30-Day Community Hospital Readmission		15.5%	9.2%			
Seen as Scheduled		91%	84%	Utilization Specialty Services	87%	85%	91%	30-Day MHCB or DSH Readmission		14%	23%			
EFFECTIVE COMMUNICATION					Statewide					Statewide				
Effective Communication Provided		83%	82%	Colon Cancer Screening	99%	97%	92%	Potentially Avoidable Hospitalizations*		39.4	11.3			
MEDICATION MANAGEMENT					Current Yr					Continuity of Clinicians & Services				
MAPIP					Prior Yr					6 Mth Trend				
Medication Continuity-Transfer		95%	86%	Flu Vaccination	94%	100%	90%	Primary Care Provider (PCP)		82%	89%			
Medication Non-Adherence Counseling		68%	78%	AVAILABILITY OF HEALTH INFORMATION					Mental Health Primary Clinician		77%	79%		
Medication Administration		100%	89%	6 Mth Trend					Psychiatrist		78%	78%		
FORMULARY MANAGEMENT					CMF					Resource Management				
Non-Formulary by Psychiatrists		6.1%	3.4%	Documents Scanned		51%	38%	Claims Processed		N/A	100%			
Non-Formulary by Medical Providers		8.6%	5.5%	Specialty Notes		69%	37%	Specialty Teleservices		35%	62%			
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					Statewide					Continuity of Clinicians & Services				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	APPEAL PROCESSING					6 Mth Trend				
Medical FTE	19	21	93%	95%	Timely Appeals		100%	86%	QM & Patient Safety Program					
Nursing FTE	304	353	86%	101%	MAJOR COSTS PER INMATE PER MONTH**					Health Care Index				
Pharmacy FTE	32	27	116%	105%	LABOR					Workload Per Day				
Dental Clinical FTE	16	18	89%	97%	Medical Staff	YTD 13/14	FY 12/13	Statewide	Appointments per PCP		9.0	12.1		
Mental Health Clinical FTE	83	86	97%	86%	Nursing Staff	\$1,366	\$1,328	\$397	Appointments per PCRN		13.8	6.2		
Clinical Support FTE	32	39	82%	82%	Pharmacy Staff	\$141	\$122	\$32	Encounters per Primary MH Clinician		11.0	9.1		
Administrative Support FTE	115	131	88%	83%	Dental Clinical Staff	\$96	\$84	\$78	Encounters per Psychiatrist		8.8	9.3		
6 Mth Trend					CMF					Other Trends				
Total Actual FTE		602	100%	100%	Mental Health Clinical Staff	\$556	\$514	\$166	Hospital Admissions*		13.1	5.4		
Civil Service FTE		568	94%	91%	Clinical Support Staff	\$99	\$102	\$21	Emergency Department Visits*		26	25		
Overtime FTE		26	4.3%	4.8%	Administrative Support Staff	\$300	\$289	\$100	Specialty Care Referrals*		48	35		
Registry FTE		8	1.4%	4.1%	NON LABOR					Prescriptions Per Inmate		4.1	2.9	
Actual					YTD 13/14					CMF				
Authority					FY 12/13					Statewide				
% of Auth					Statewide					CMF				
Statewide					Statewide					Statewide				
Actual					Statewide					Statewide				
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Authority					Statewide					Statewide				
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HEALTHCARE SERVICES DASHBOARD

California Institution for Women (CIW)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
ACCESS				Recent Qtr				6 Mth Trend				
	6 Mth Trend	CIW	Statewide		Prior Qtr	Statewide		CIW	Statewide			
Medical Services		92%	87%	Asthma Care	89%	92%	82%	Appropriate Placement High Risk Patients	N/A	71%		
Dental Services		95%	90%	Therapeutic Anticoagulation	67%	100%	73%	High Risk Patient Care Plan				
Mental Health Services		92%	89%	Diabetes Care	79%	76%	76%	Follow-Up After MHCB/DSH Admission	46%	80%		
APPTS COMPLETED AS SCHEDULED				Current Yr				6 Mth Trend				
	6 Mth Trend	CIW	Statewide		Prior Yr	Statewide		CIW	Statewide			
Cancelled Due to Custody		0.6%	1.8%	HCV Treatment	100%	96%	90%	30-Day Community Hospital Readmission	11.5%	9.2%		
Seen as Scheduled		89%	84%	Utilization Specialty Services	88%	89%	91%	30-Day MHCB or DSH Readmission	11%	23%		
EFFECTIVE COMMUNICATION				Current Yr				6 Mth Trend				
	6 Mth Trend	CIW	Statewide		Prior Yr	Statewide		CIW	Statewide			
Effective Communication Provided		91%	82%	Colon Cancer Screening	98%	95%	92%	Potentially Avoidable Hospitalizations*	14.1	11.3		
MEDICATION MANAGEMENT				Current Yr				6 Mth Trend				
	6 Mth Trend	CIW	Statewide		Prior Yr	Statewide		CIW	Statewide			
Medication Continuity-Transfer		92%	86%	Breast Cancer Screening	99%	97%	88%	CONTINUITY OF CLINICIANS & SERVICES				
Medication Non-Adherence Counseling		72%	78%	Diagnostic Monitoring	74%	76%	71%	6 Mth Trend				
Medication Administration		87%	89%	Polypharmacy Medication Review				CIW				
FORMULARY MANAGEMENT				Current Yr				6 Mth Trend				
	6 Mth Trend	CIW	Statewide		Prior Yr	Statewide		Statewide				
Non-Formulary by Psychiatrists		4.6%	3.4%	Flu Vaccination	100%	99%	90%	Primary Care Provider (PCP)	88%	89%		
Non-Formulary by Medical Providers		6.3%	5.5%	AVAILABILITY OF HEALTH INFORMATION				6 Mth Trend				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				6 Mth Trend				CIW				
	6 Mth Trend	CIW	Statewide		CIW	Statewide		Statewide				
Total Staffing FTE		377	364	Documents Scanned		65%	38%	Claims Processed	N/A	100%		
Medical FTE		9	10	Specialty Notes		41%	37%	Specialty Teleservices	68%	62%		
Nursing FTE		189	169	Community Hospital Records		67%	59%	Health Care Staff Training				
Pharmacy FTE		14	13	APPEAL PROCESSING				6 Mth Trend				
Dental Clinical FTE		15	15		6 Mth Trend	CIW	Statewide	CONTINUOUS EVALUATION & IMPROVEMENT				
Mental Health Clinical FTE		46	49	Timely Appeals		100%	86%	6 Mth Trend				
Clinical Support FTE		13	14	MAJOR COSTS PER INMATE PER MONTH**				CIW				
Administrative Support FTE		92	95		YTD 13/14	FY 12/13	Statewide	Statewide				
LABOR				YTD 13/14				FY 12/13				
	Actual	Authority	% of Auth	Statewide				Statewide				
Total Actual FTE		377	100%	100%	Medical Staff	\$141	\$149	\$88	WORKLOAD PER DAY			
Civil Service FTE		346	92%	91%	Nursing Staff	\$825	\$867	\$397	6 Mth Trend			
Overtime FTE		20	5.4%	4.8%	Pharmacy Staff	\$58	\$57	\$32	CIW			
Registry FTE		11	2.9%	4.1%	Dental Clinical Staff	\$87	\$88	\$78	Statewide			
NON LABOR				YTD 13/14				FY 12/13				
	Actual	CIW	Statewide					Statewide				
Hospital		\$102	\$91	\$94	Mental Health Clinical Staff	\$334	\$304	\$166	Appointments per PCP	11.7	12.1	
Emergency Department		\$3	\$3	\$5	Clinical Support Staff	\$46	\$47	\$21	Appointments per PCRN	8.0	6.2	
Specialty		\$21	\$25	\$25	Administrative Support Staff	\$230	\$246	\$100	Encounters per Primary MH Clinician	7.2	9.1	
Medications		\$124	\$114	\$87	OTHER TRENDS				6 Mth Trend			
Diagnostics		\$21	\$21	\$17		6 Mth Trend	CIW	Statewide	Statewide			
LABOR				YTD 13/14				FY 12/13				
	Actual	CIW	Statewide					Statewide				
Hospital Admissions*		9.4	5.4	APPEAL PROCESSING				6 Mth Trend				
Emergency Department Visits*		35	25		6 Mth Trend	CIW	Statewide	Statewide				
Specialty Care Referrals*		20	35	Timely Appeals		100%	86%	WORKLOAD PER DAY				
Prescriptions Per Inmate		4.0	2.9	MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend				
Diagnostics Per Inmate		0.9	0.7		YTD 13/14	FY 12/13	Statewide	CIW				
Appeals Received*		26	28					Statewide				
Prison Population Capacity		151%	141%	Hospital	\$102	\$91	\$94	OTHER TRENDS				
LABOR				YTD 13/14				FY 12/13				
	Actual	CIW	Statewide					Statewide				
Hospital		\$102	\$91	\$94	Emergency Department	\$3	\$3	\$5	WORKLOAD PER DAY			
Emergency Department		\$3	\$3	\$5	Specialty	\$21	\$25	\$25	6 Mth Trend			
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Hospital		\$102	\$91	\$94	Timely Appeals		100%	86%	CONTINUOUS EVALUATION & IMPROVEMENT			
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* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

California Health Care Facility (CHCF)

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HEALTHCARE SERVICES DASHBOARD

California State Prison, Centinela (CEN)

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Non-Formulary by Medical Providers		6.1%	5.5%																																																																																																													
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* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

California Correctional Center (CCC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT										
ACCESS					Recent Qtr					6 Mth Trend										
Medical Services		CCC	Statewide	Asthma Care	94%	Prior Qtr	95%	Statewide	82%	Appropriate Placement High Risk Patients		CCC	N/A	Statewide	71%					
Dental Services		91%	87%	Therapeutic Anticoagulation	-	-	73%	High Risk Patient Care Plan		-	-	80%	Follow-Up After MHCB/DSH Admission		-	80%				
Mental Health Services		100%	89%	Diabetes Care	73%	76%	76%	30-Day Community Hospital Readmission		0.0%	9.2%	30-Day MHCB or DSH Readmission		-	23%	Potentially Avoidable Hospitalizations*		2.4	11.3	
APPTS COMPLETED AS SCHEDULED					Current Yr					CONTINUITY OF CLINICIANS & SERVICES										
Cancelled Due to Custody		0.2%	1.8%	Utilization Specialty Services	85%	89%	91%	Primary Care Provider (PCP)		85%	89%	Mental Health Primary Clinician		N/A	79%	Psychiatrist		N/A	78%	
Seen as Scheduled		93%	84%	Colon Cancer Screening	81%	93%	92%	RESOURCE MANAGEMENT												
EFFECTIVE COMMUNICATION					Availability of Health Information					6 Mth Trend										
Effective Communication Provided		91%	82%	Documents Scanned		25%	38%	Claims Processed		N/A	100%	Specialty Teleservices		58%	62%	Health Care Staff Training				
MEDICATION MANAGEMENT					APPEAL PROCESSING					CONTINUOUS EVALUATION & IMPROVEMENT										
MAPIP					Timely Appeals					6 Mth Trend										
Medication Continuity-Transfer		100%	86%	Specialty Notes		8%	37%	QM & Patient Safety Program				Health Care Index				WORKLOAD PER DAY				
Medication Non-Adherence Counseling		-	78%	Community Hospital Records		100%	59%	6 Mth Trend					6 Mth Trend							
Medication Administration		99%	89%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend						
FORMULARY MANAGEMENT					LABOR					6 Mth Trend					6 Mth Trend					
Non-Formulary by Psychiatrists		0.0%	3.4%	Medical Staff	YTD 13/14	FY 12/13	Statewide	Appointments per PCP		12.7	12.1	Appointments per PCRN		4.0	6.2	Encounters per Primary MH Clinician		4.0	9.1	
Non-Formulary by Medical Providers		4.5%	5.5%	Nursing Staff	\$36	\$40	\$88	Encounters per Psychiatrist		-	9.3	OTHER TRENDS								
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					NON LABOR					6 Mth Trend					6 Mth Trend					
	Actual	Authority	% of Auth	Statewide	Hospital	YTD 13/14	FY 12/13	Statewide	Hospital Admissions*		1.2	5.4	6 Mth Trend							
Total Staffing FTE	149	171	87%	94%	Emergency Department	\$5	\$5	\$5	Emergency Department Visits*		19	25	6 Mth Trend							
Medical FTE	7	9	84%	95%	Specialty	\$12	\$8	\$25	Specialty Care Referrals*		17	35	6 Mth Trend							
Nursing FTE	69	72	96%	101%	Medications	\$15	\$15	\$87	Prescriptions Per Inmate		0.6	2.9	6 Mth Trend							
Pharmacy FTE	5	6	83%	105%	Diagnostics	\$7	\$9	\$17	Diagnostics Per Inmate		0.4	0.7	6 Mth Trend							
Dental Clinical FTE	25	25	100%	97%	APPEALS RECEIVED*					6 Mth Trend					6 Mth Trend					
Mental Health Clinical FTE	3	6	54%	86%	Prison Population Capacity					6 Mth Trend					6 Mth Trend					
Mental Health Clinical FTE	3	6	54%	86%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Clinical Support FTE	4	4	100%	82%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Clinical Support FTE	4	4	100%	82%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Administrative Support FTE	36	50	72%	83%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Administrative Support FTE	36	50	72%	83%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE		149	100%	100%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Civil Service FTE		139	93%	91%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Overtime FTE		7	4.5%	4.8%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Registry FTE		4	2.6%	4.1%	6 Mth Trend					6 Mth Trend					6 Mth Trend					

* Rate Per 1,000 Inmates
** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

Calipatria State Prison (CAL)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT				
ACCESS					Recent Qtr					6 Mth Trend				
	6 Mth Trend	CAL	Statewide		Prior Qtr	Statewide		CAL	Statewide		CAL	Statewide		
Medical Services		82%	87%	Asthma Care	91%	82%		N/A	71%		N/A	71%		
Dental Services		81%	90%	Therapeutic Anticoagulation	-	73%								
Mental Health Services		99%	89%	Diabetes Care	84%	76%								
APPTS COMPLETED AS SCHEDULED					Prior Qtr					6 Mth Trend				
					Current Yr	Prior Yr	Statewide		CAL	Statewide		CAL	Statewide	
Cancelled Due to Custody		2.6%	1.8%	HCV Treatment	100%	90%								
Seen as Scheduled		74%	84%	Utilization Specialty Services	99%	91%								
EFFECTIVE COMMUNICATION					Statewide					6 Mth Trend				
Effective Communication Provided		83%	82%	Colon Cancer Screening	99%	92%								
MEDICATION MANAGEMENT					Statewide					6 Mth Trend				
MAPIP					Statewide					6 Mth Trend				
Medication Continuity-Transfer		100%	86%	Breast Cancer Screening	N/A	88%								
Medication Non-Adherence Counseling		81%	78%	Diagnostic Monitoring	-	71%								
Medication Administration		100%	89%	Polypharmacy Medication Review										
FORMULARY MANAGEMENT					Statewide					6 Mth Trend				
Non-Formulary by Psychiatrists		0.0%	3.4%	Flu Vaccination	89%	90%								
Non-Formulary by Medical Providers		2.0%	5.5%											
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					Statewide					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend				
Medical FTE	11	9	132%	95%										
Nursing FTE	91	82	112%	101%	Documents Scanned									
Pharmacy FTE	8	9	89%	105%										
Dental Clinical FTE	23	24	98%	97%	Specialty Notes									
Mental Health Clinical FTE	8	9	89%	86%										
Clinical Support FTE	5	5	92%	82%	Community Hospital Records									
Administrative Support FTE	54	60	89%	83%										
6 Mth Trend					Statewide					6 Mth Trend				
Total Actual FTE		200	100%	100%	APPEAL PROCESSING					6 Mth Trend				
Civil Service FTE		179	90%	91%										
Overtime FTE		12	6.0%	4.8%	Timely Appeals									
Registry FTE		9	4.4%	4.1%										
MAJOR COSTS PER INMATE PER MONTH**					Statewide					6 Mth Trend				
LABOR					YTD 13/14					6 Mth Trend				
Medical Staff					\$63	\$61	\$88	Claims Processed						
Nursing Staff					\$232	\$247	\$397							
Pharmacy Staff					\$13	\$17	\$32	Specialty Teleservices						
Dental Clinical Staff					\$76	\$77	\$78							
Mental Health Clinical Staff					\$30	\$19	\$166	Health Care Staff Training						
Clinical Support Staff					\$6	\$7	\$21							
Administrative Support Staff					\$79	\$78	\$100	CONTINUOUS EVALUATION & IMPROVEMENT						
NON LABOR					YTD 13/14					6 Mth Trend				
Hospital					\$40	\$40	\$94	QM & Patient Safety Program						
Emergency Department					\$10	\$7	\$5	Health Care Index						
Specialty					\$16	\$19	\$25	WORKLOAD PER DAY						
Medications					\$20	\$20	\$87							
Diagnostics					\$9	\$10	\$17	6 Mth Trend						
OTHER TRENDS					Statewide					6 Mth Trend				
Hospital Admissions*		3.1	5.4	Appointments per PCP										
Emergency Department Visits*		39	25	Appointments per PCRN										
Specialty Care Referrals*		24	35	Encounters per Primary MH Clinician										
Prescriptions Per Inmate		1.0	2.9	Encounters per Psychiatrist										
Diagnostics Per Inmate		0.4	0.7	CONTINUOUS EVALUATION & IMPROVEMENT										
Appeals Received*		9	28	6 Mth Trend										
Prison Population Capacity		167%	141%	6 Mth Trend										

* Rate Per 1,000 Inmates
** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

Avenal State Prison (ASP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
ACCESS				Recent Qtr				6 Mth Trend				
	6 Mth Trend	ASP	Statewide	Recent Qtr	Prior Qtr	Statewide		ASP	Statewide			
Medical Services		92%	87%	95%	95%	82%	Appropriate Placement High Risk Patients	N/A	71%			
Dental Services		97%	90%	-	-	73%	High Risk Patient Care Plan					
Mental Health Services		98%	89%	78%	78%	76%	Follow-Up After MHCB/DSH Admission	100%	80%			
APPTS COMPLETED AS SCHEDULED				Current Yr				6 Mth Trend				
				Current Yr	Prior Yr	Statewide						
Cancelled Due to Custody		0.2%	1.8%	96%	93%	91%	30-Day Community Hospital Readmission	4.9%	9.2%			
Seen as Scheduled		87%	84%	97%	73%	92%	30-Day MHCB or DSH Readmission	-	23%			
EFFECTIVE COMMUNICATION				Polypharmacy Medication Review				CONTINUITY OF CLINICIANS & SERVICES				
Effective Communication Provided		82%	82%	N/A	N/A	88%	Potentially Avoidable Hospitalizations*	6.4	11.3			
MEDICATION MANAGEMENT				Flu Vaccination				Primary Care Provider (PCP)				
				98%	100%	90%	Mental Health Primary Clinician	89%	89%			
MAPIP	6 Mth Trend	ASP	Statewide	AVAILABILITY OF HEALTH INFORMATION				RESOURCE MANAGEMENT				
Medication Continuity-Transfer		63%	86%	6 Mth Trend				6 Mth Trend				
Medication Non-Adherence Counseling		71%	78%	Documents Scanned		58%	38%	Claims Processed		N/A	100%	
Medication Administration		85%	89%	Specialty Notes		43%	37%	Specialty Teleservices		43%	62%	
FORMULARY MANAGEMENT				Community Hospital Records				Health Care Staff Training				
Non-Formulary by Psychiatrists		0.5%	3.4%	23%	59%							
Non-Formulary by Medical Providers		5.8%	5.5%	APPEAL PROCESSING				CONTINUOUS EVALUATION & IMPROVEMENT				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				Timely Appeals				QM & Patient Safety Program				
				6 Mth Trend	ASP	Statewide	6 Mth Trend					
					98%	86%	Health Care Index					
Actual	Authority	% of Auth	Statewide	MAJOR COSTS PER INMATE PER MONTH**				WORKLOAD PER DAY				
				LABOR				6 Mth Trend				
Total Staffing FTE	263	297	88%	94%	YTD 13/14	FY 12/13	Statewide	6 Mth Trend				
Medical FTE	12	15	84%	95%	\$68	\$67	\$88	Appointments per PCP		11.0	12.1	
Nursing FTE	112	122	91%	101%	\$240	\$232	\$397	Appointments per PCRN		8.0	6.2	
Pharmacy FTE	12	16	77%	105%	\$21	\$17	\$32	Encounters per Primary MH Clinician		7.9	9.1	
Dental Clinical FTE	28	30	93%	97%	\$91	\$73	\$78	Encounters per Psychiatrist		8.7	9.3	
Mental Health Clinical FTE	26	31	84%	86%	\$90	\$77	\$166	OTHER TRENDS				
Clinical Support FTE	8	10	82%	82%	\$11	\$12	\$21	6 Mth Trend				
Administrative Support FTE	65	74	88%	83%	\$90	\$80	\$100	6 Mth Trend				
	6 Mth Trend	Actual	ASP	Statewide	NON LABOR				6 Mth Trend			
					YTD 13/14	FY 12/13	Statewide	6 Mth Trend				
Total Actual FTE		263	100%	100%	Hospital	\$47	\$90	\$94	Hospital Admissions*		3.1	5.4
Civil Service FTE		242	92%	91%	Emergency Department	\$6	\$8	\$5	Emergency Department Visits*		21	25
Overtime FTE		7	2.5%	4.8%	Specialty	\$23	\$27	\$25	Specialty Care Referrals*		30	35
Registry FTE		14	5.4%	4.1%	Medications	\$32	\$45	\$87	Prescriptions Per Inmate		1.7	2.9
					Diagnostics	\$12	\$15	\$17	Diagnostics Per Inmate		0.6	0.7
									Appeals Received*		25	28
									Prison Population Capacity		134%	141%

* Rate Per 1,000 Inmates
** Statewide figures exclude HQ positions