

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 <table border="1"> <thead> <tr> <th></th> <th>6 Mth Trend</th> <th>Statewide</th> </tr> </thead> <tbody> <tr> <td>Medical Services</td> <td></td> <td>85%</td> </tr> <tr> <td>Dental Services</td> <td></td> <td>91%</td> </tr> <tr> <td>Mental Health Services</td> <td></td> <td>82%</td> </tr> </tbody> </table>					6 Mth Trend	Statewide	Medical Services		85%	Dental Services		91%	Mental Health Services		82%	<table border="1"> <thead> <tr> <th></th> <th>Recent Qtr</th> <th>Prior Qtr</th> </tr> </thead> <tbody> <tr> <td>Asthma Care</td> <td>82%</td> <td>83%</td> </tr> <tr> <td>Therapeutic Anticoagulation</td> <td>73%</td> <td>71%</td> </tr> <tr> <td>Diabetes Care</td> <td>76%</td> <td>77%</td> </tr> <tr> <td>HCV Treatment</td> <td>90%</td> <td>82%</td> </tr> <tr> <td>Utilization Specialty Services</td> <td>91%</td> <td>91%</td> </tr> <tr> <td>Colon Cancer Screening</td> <td>92%</td> <td>87%</td> </tr> <tr> <td>Breast Cancer Screening</td> <td>88%</td> <td>94%</td> </tr> <tr> <td>Diagnostic Monitoring</td> <td>71%</td> <td>73%</td> </tr> <tr> <td>Polypharmacy Medication Review</td> <td></td> <td></td> </tr> <tr> <td></td> <th>Current Yr</th> <th>Prior Yr</th> </tr> <tr> <td>Flu Vaccination</td> <td>90%</td> <td>95%</td> </tr> </tbody> </table>					Recent Qtr	Prior Qtr	Asthma Care	82%	83%	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				Current Yr	Prior Yr	Flu Vaccination	90%	95%	<table border="1"> <thead> <tr> <th></th> <th>6 Mth Trend</th> <th>Statewide</th> </tr> </thead> <tbody> <tr> <td>Appropriate Placement High Risk Patients</td> <td></td> <td>72%</td> </tr> <tr> <td>High Risk Patient Care Plan</td> <td></td> <td></td> </tr> <tr> <td>Follow-Up After MHCB/DSH Admission</td> <td></td> <td>84%</td> </tr> <tr> <td>30-Day Community Hospital Readmission</td> <td></td> <td>9.8%</td> </tr> <tr> <td>30-Day MHCB or DSH Readmission</td> <td></td> <td>24%</td> </tr> <tr> <td>Potentially Avoidable Hospitalizations*</td> <td></td> <td>11.5</td> </tr> </tbody> </table>					6 Mth Trend	Statewide	Appropriate Placement High Risk Patients		72%	High Risk Patient Care Plan			Follow-Up After MHCB/DSH Admission		84%	30-Day Community Hospital Readmission		9.8%	30-Day MHCB or DSH Readmission		24%	Potentially Avoidable Hospitalizations*		11.5								
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* Rate Per 1,000 Inmates

DASHBOARD COMPARISON

May 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	85%	85%	76%	89%	92%	69%	81%	-	91%	91%	76%	96%	89%	97%	83%	84%	62%	94%	81%	91%	97%	73%	86%
RN FTF Triage 1 Business Day	95%	98%	93%	100%	100%	93%	92%	-	96%	98%	97%	100%	99%	99%	91%	98%	75%	95%	99%	96%	98%	97%	93%
PCP Urgent Referrals 1 Calendar Day	91%	89%	75%	89%	89%	89%	-	-	99%	100%	-	100%	100%	100%	50%	100%	11%	100%	100%	92%	100%	0%	100%
PCP Routine Referrals 14 Calendar Days	74%	88%	51%	100%	97%	33%	53%	-	94%	94%	68%	98%	75%	99%	63%	76%	54%	99%	58%	94%	100%	67%	69%
Chronic Care as Ordered	72%	75%	44%	78%	91%	37%	70%	-	84%	88%	60%	94%	67%	96%	100%	60%	60%	95%	53%	68%	98%	67%	57%
High Priority Specialty 14 Calendar Days	77%	73%	60%	71%	78%	44%	67%	-	71%	67%	77%	90%	84%	90%	88%	75%	84%	82%	78%	100%	85%	86%	83%
Routine Specialty 90 Calendar Days	94%	99%	91%	97%	90%	79%	95%	-	91%	96%	88%	93%	96%	98%	94%	95%	82%	97%	96%	93%	99%	85%	87%
Return from HLOC 5 Calendar Days	78%	54%	92%	85%	82%	69%	-	-	93%	100%	33%	94%	93%	100%	75%	67%	29%	91%	-	85%	96%	80%	84%
Laboratory Services as Ordered	91%	89%	81%	92%	98%	76%	100%	-	94%	83%	94%	99%	88%	93%	90%	95%	83%	92%	82%	91%	99%	74%	99%
Radiology Services as Ordered	96%	100%	99%	89%	100%	97%	91%	-	100%	92%	89%	100%	98%	100%	96%	95%	84%	94%	-	100%	94%	100%	100%
Dental Services	91%	96%	80%	90%	93%	75%	92%	92%	95%	95%	82%	81%	88%	96%	91%	93%	90%	81%	83%	92%	97%	86%	92%
7362 Triage 3 or 10 Business Days	94%	98%	83%	93%	97%	95%	94%	93%	92%	98%	96%	92%	96%	99%	89%	95%	95%	97%	98%	96%	99%	90%	94%
Treatment within Timeframes	84%	90%	79%	78%	82%	80%	75%	82%	87%	82%	82%	74%	86%	87%	84%	76%	62%	79%	86%	84%	98%	86%	83%
RC Screening 60 Calendar Days	100%	-	-	-	-	99%	-	-	99%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
Patient Requested Exam 90 Calendar Days	97%	100%	75%	99%	100%	84%	100%	97%	100%	100%	100%	96%	100%	100%	92%	99%	100%	100%	97%	98%	100%	90%	95%
Notice of Exam 50 Y.O. or Chronic Care	82%	96%	83%	90%	95%	16%	100%	98%	97%	100%	51%	60%	70%	98%	98%	100%	94%	49%	52%	90%	89%	79%	97%
Mental Health Services	82%	96%	97%	93%	98%	96%	100%	92%	92%	87%	91%	80%	66%	94%	97%	100%	95%	98%	82%	94%	93%	87%	78%
Referral Timeframes	78%	93%	97%	100%	97%	94%	100%	97%	95%	78%	98%	91%	40%	92%	96%	100%	93%	98%	71%	92%	95%	87%	75%
EOP Structured Treatment	73%	N/A	N/A	N/A	N/A	97%	N/A	N/A	81%	86%	79%	54%	68%	N/A	N/A	N/A	96%	N/A	N/A	N/A	86%	75%	65%
Contact Timeframes	95%	99%	97%	87%	100%	97%	100%	88%	99%	98%	98%	95%	89%	96%	98%	99%	95%	99%	93%	96%	100%	99%	93%
Primary Clinician Contact Timeframes	95%	100%	97%	73%	100%	96%	100%	95%	99%	97%	99%	98%	84%	96%	98%	98%	95%	100%	89%	95%	99%	99%	96%
Psychiatrist Contact Timeframes	93%	98%	93%	100%	99%	98%	100%	72%	99%	97%	95%	89%	87%	99%	100%	100%	100%	98%	94%	100%	100%	98%	84%
IDTT Contact Timeframes	97%	100%	100%	87%	100%	97%	100%	96%	99%	99%	99%	99%	96%	93%	96%	100%	91%	98%	97%	93%	100%	100%	100%
Cancelled Due to Custody	3.3%	0.1%	1.0%	0.1%	1.3%	0.4%	0.1%	0.3%	0.6%	4.1%	3.4%	3.1%	10.1%	0.5%	1.2%	0.2%	0.9%	0.1%	0.3%	0.3%	0.7%	2.7%	11.1%
Medical Services	0.9%	0.2%	1.0%	0.2%	0.7%	0.8%	0.1%	0.3%	0.9%	1.7%	0.8%	0.4%	3.2%	0.2%	1.0%	0.2%	1.5%	0.2%	0.8%	0.0%	0.4%	1.2%	6.1%
Mental Health Services	8.6%	0.2%	0.7%	0.0%	0.8%	0.4%	0.2%	0.0%	1.0%	8.2%	8.8%	8.1%	26.9%	0.8%	2.0%	0.3%	1.1%	0.0%	0.2%	0.5%	1.3%	6.9%	23.0%
Dental Services	0.4%	0.0%	1.4%	0.0%	2.5%	0.1%	0.0%	0.5%	0.0%	2.4%	0.4%	0.8%	0.1%	0.3%	0.5%	0.0%	0.0%	0.0%	0.0%	0.5%	0.5%	0.1%	4.1%

* Rate Per 1,000 Inmates

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DASHBOARD COMPARISON

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All Institutions

Scheduling & Access to Care	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Services	87%	-	81%	80%	82%	84%	98%	88%	88%	75%	76%	78%
RN FTF Triage 1 Business Day	78%	-	100%	95%	95%	99%	99%	98%	97%	96%	90%	97%
PCP Urgent Referrals 1 Calendar Day	94%	-	75%	60%	0%	100%	-	100%	93%	67%	83%	64%
PCP Routine Referrals 14 Calendar Days	84%	-	86%	65%	93%	80%	99%	90%	77%	49%	32%	87%
Chronic Care as Ordered	77%	-	73%	62%	92%	67%	97%	73%	71%	49%	59%	77%
High Priority Specialty 14 Calendar Days	92%	-	83%	88%	75%	88%	-	63%	87%	52%	63%	71%
Routine Specialty 90 Calendar Days	98%	-	99%	94%	90%	93%	95%	96%	96%	94%	89%	98%
Return from HLOC 5 Calendar Days	68%	-	25%	83%	100%	39%	100%	82%	74%	85%	88%	61%
Laboratory Services as Ordered	96%	-	99%	78%	93%	91%	96%	94%	96%	89%	87%	53%
Radiology Services as Ordered	96%	-	88%	94%	100%	98%	99%	96%	99%	97%	89%	95%
Dental Services	85%	95%	90%	96%	96%	92%	91%	94%	94%	95%	93%	84%
7362 Triage 3 or 10 Business Days	97%	97%	99%	93%	95%	86%	90%	94%	90%	95%	97%	97%
Treatment within Timeframes	81%	91%	84%	93%	90%	89%	86%	86%	86%	89%	80%	94%
RC Screening 60 Calendar Days	100%	-	-	-	-	-	-	-	100%	-	-	100%
Patient Requested Exam 90 Calendar Days	96%	98%	100%	100%	97%	97%	100%	99%	97%	95%	100%	97%
Notice of Exam 50 Y.O. or Chronic Care	50%	93%	78%	98%	100%	94%	87%	97%	98%	100%	94%	33%
Mental Health Services	89%	92%	95%	88%	79%	72%	98%	93%	97%	78%	94%	69%
Referral Timeframes	72%	95%	93%	87%	78%	67%	97%	89%	95%	84%	91%	32%
EOP Structured Treatment	99%	86%	N/A	82%	70%	69%	N/A	N/A	98%	57%	96%	89%
Contact Timeframes	96%	96%	97%	97%	90%	81%	99%	96%	99%	93%	95%	85%
Primary Clinician Contact Timeframes	92%	99%	99%	95%	92%	89%	100%	91%	99%	95%	93%	82%
Psychiatrist Contact Timeframes	99%	90%	96%	97%	82%	65%	100%	99%	98%	88%	95%	97%
IDTT Contact Timeframes	99%	99%	96%	99%	98%	88%	98%	98%	99%	98%	97%	75%
Cancelled Due to Custody	1.4%	0.3%	0.0%	2.8%	2.4%	4.3%	1.2%	1.1%	0.7%	3.3%	3.4%	0.6%
Medical Services	0.2%	0.0%	0.1%	1.7%	1.7%	1.1%	1.2%	1.4%	0.7%	1.6%	1.0%	0.4%
Mental Health Services	3.8%	0.9%	0.0%	6.7%	5.5%	11.4%	1.4%	1.9%	1.2%	7.9%	9.2%	1.5%
Dental Services	0.1%	0.0%	0.0%	0.1%	0.0%	0.4%	1.0%	0.1%	0.1%	0.2%	0.0%	0.0%

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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	82%	86%	72%	93%	84%	82%	84%	87%	95%	85%	83%	92%	67%	90%	89%	79%	88%	94%	84%	79%	85%	70%	75%
Medical Services	69%	63%	34%	84%	61%	56%	67%	71%	92%	70%	68%	93%	45%	79%	80%	51%	77%	85%	62%	57%	73%	49%	73%
Mental Health Services	86%	98%	97%	100%	98%	94%	98%	100%	98%	90%	86%	85%	67%	98%	96%	94%	95%	98%	98%	94%	96%	80%	65%
Dental Services	92%	98%	86%	94%	94%	95%	87%	90%	95%	96%	95%	97%	90%	93%	90%	92%	90%	99%	91%	86%	86%	81%	86%
Effective Communication Provided	88%	87%	87%	97%	94%	74%	93%	97%	94%	96%	87%	98%	85%	92%	99%	86%	68%	93%	83%	89%	93%	82%	98%
Medical Services	100%	100%	100%	100%	100%	94%	100%	99%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mental Health Services	87%	99%	100%	100%	98%	76%	100%	93%	94%	96%	71%	94%	96%	97%	99%	92%	95%	100%	99%	92%	97%	57%	99%
Dental Services	79%	62%	60%	91%	84%	52%	78%	99%	89%	92%	92%	99%	60%	78%	98%	67%	8%	78%	50%	74%	82%	90%	96%
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%

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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	89%	97%	86%	81%	91%	73%	92%	83%	93%	78%	80%	93%
Medical Services	77%	95%	66%	65%	84%	62%	90%	60%	88%	64%	64%	84%
Mental Health Services	95%	99%	99%	86%	92%	72%	94%	96%	98%	85%	87%	97%
Dental Services	97%	97%	92%	92%	97%	86%	90%	94%	95%	86%	91%	98%
Effective Communication Provided	84%	92%	98%	91%	85%	94%	92%	86%	93%	82%	84%	79%
Medical Services	100%	97%	100%	99%	98%	100%	100%	100%	100%	100%	100%	100%
Mental Health Services	100%	98%	100%	99%	68%	96%	96%	94%	80%	84%	98%	69%
Dental Services	52%	83%	93%	75%	87%	86%	82%	64%	100%	63%	55%	68%
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%	-
Ribavarin 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%

* Rate Per 1,000 Inmates

** Statewide figures include California City (CAC)

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DASHBOARD COMPARISON

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All Institutions

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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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
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	72%	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	84%	76%	100%	50%	83%	92%	100%	75%	89%	80%	99%	91%	85%	100%	92%	-	91%	0%	65%	-	87%	75%	92%
30-Day Community Hospital Readmission	9.8%	5.2%	3.3%	0.0%	5.0%	7.8%	8.6%	27.7%	15.6%	9.4%	4.7%	16.1%	13.3%	1.7%	4.4%	1.4%	17.1%	4.0%	7.1%	2.2%	10.1%	3.3%	9.2%
30-Day MHCB or DSH Readmission	24%	-	-	0%	-	19%	100%	35%	28%	30%	18%	22%	13%	-	-	-	0%	-	20%	-	50%	0%	13%
Potentially Avoidable Hospitalizations*	11.5	6.0	5.4	2.0	3.5	8.0	4.0	88.1	27.7	13.1	8.9	40.8	19.9	7.6	8.5	5.5	7.5	9.5	2.4	7.5	12.4	12.0	8.6
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%	88%	80%	85%	97%	93%	81%	85%	97%	87%	83%	84%	91%	95%	97%	90%	99%	98%	87%	94%	92%	91%	87%
Mental Health Primary Clinician	78%	N/A	N/A	N/A	N/A	76%	N/A	76%	N/A	90%	81%	77%	74%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	92%	83%	73%
Psychiatrist	78%	N/A	N/A	N/A	N/A	88%	N/A	43%	N/A	48%	91%	80%	95%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	62%	45%	83%
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	85%	73%	97%	100%	92%	64%	99%	-	74%	92%	62%	97%	95%	93%	98%	89%	95%	96%	75%	74%	84%	90%	98%

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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	95%	100%	100%	94%	68%	87%	91%	57%	100%	76%	74%	60%
30-Day Community Hospital Readmission	3.1%	5.0%	0.0%	17.0%	5.3%	11.1%	4.7%	11.7%	6.4%	7.0%	16.2%	16.4%
30-Day MHCB or DSH Readmission	11%	29%	20%	18%	38%	19%	-	25%	26%	19%	0%	26%
Potentially Avoidable Hospitalizations*	7.2	1.5	3.1	32.5	16.7	16.4	0.8	24.0	9.0	8.1	6.2	17.1
Continuity of Clinicians & Services	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Primary Care Provider (PCP)	87%	95%	92%	89%	92%	94%	89%	98%	89%	87%	96%	97%
Mental Health Primary Clinician	100%	61%	N/A	78%	81%	82%	N/A	N/A	46%	78%	74%	90%
Psychiatrist	100%	67%	N/A	69%	84%	92%	N/A	N/A	72%	79%	83%	55%
Medication Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medication Continuity-Transfer	92%	97%	94%	53%	98%	94%	87%	95%	97%	70%	88%	80%

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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	89%	-	-	-	-	87%	-	-	83%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
M5: KOP Meds Inter-Institutional	85%	70%	100%	100%	85%	31%	95%	-	90%	75%	85%	100%	95%	70%	100%	100%	100%	90%	35%	85%	65%	95%	100%
M6: NA/DOT Meds Intra-Institutional	88%	74%	100%	100%	100%	86%	100%	-	75%	-	50%	100%	95%	100%	100%	100%	100%	88%	100%	71%	94%	100%	100%
M7: Mental Health Crisis Bed Transfers	73%	-	-	-	-	6%	-	-	50%	100%	49%	100%	100%	-	-	-	-	-	100%	-	84%	75%	100%
M8: ASU/SHU/PSU Inter-Institutional	83%	75%	-	100%	76%	49%	100%	-	55%	100%	38%	100%	100%	-	100%	100%	87%	100%	88%	50%	100%	100%	100%
M9: Discharge from Community Hosp/DSH	80%	62%	100%	100%	100%	89%	100%	-	65%	85%	54%	81%	78%	100%	100%	45%	92%	100%	50%	100%	63%	70%	100%
M10: Transfer/Parole	95%	85%	89%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	90%	100%	90%	100%	80%	67%	100%	100%	90%
Medication Non-Adherence Counseling	76%	78%	87%	78%	100%	48%	46%	-	95%	80%	90%	64%	52%	62%	87%	98%	85%	66%	85%	75%	85%	95%	83%
M11: Non-Adherence MH Prescribed	74%	47%	67%	-	100%	23%	100%	-	95%	68%	72%	97%	47%	94%	88%	100%	75%	98%	89%	-	85%	78%	67%
M12: Non-Adherence PC2602 Meds	91%	100%	-	-	-	71%	-	-	100%	100%	88%	96%	100%	-	100%	-	100%	-	50%	-	98%	100%	100%
M13: Non-Adherence Medical Prescribed	72%	67%	94%	78%	100%	43%	39%	-	96%	100%	100%	22%	45%	70%	69%	95%	67%	100%	100%	100%	77%	100%	65%
M14: Non-Adherence Insulin/HIV/Clozaril	69%	100%	100%	-	-	55%	0%	-	88%	50%	100%	42%	17%	20%	90%	-	100%	0%	100%	50%	80%	100%	100%
Medication Administration	89%	86%	99%	98%	90%	77%	100%	-	81%	85%	76%	100%	99%	95%	97%	91%	95%	96%	87%	91%	87%	95%	96%
M20: Chronic Care Meds-Psychiatrist	79%	35%	-	100%	100%	90%	-	-	90%	30%	10%	100%	100%	85%	100%	-	90%	100%	100%	100%	40%	100%	100%
M21: Chronic Care Meds-Medical	95%	100%	95%	90%	100%	90%	100%	-	85%	100%	95%	100%	95%	90%	95%	100%	90%	100%	95%	100%	100%	100%	100%
M22: New Outpatient Orders-Psychiatrist	92%	100%	100%	100%	85%	83%	100%	-	87%	100%	77%	100%	100%	100%	90%	100%	100%	84%	70%	100%	95%	100%	100%
M23: New Outpatient Orders-Medical	97%	100%	100%	100%	100%	80%	100%	-	95%	95%	100%	100%	98%	100%	100%	100%	93%	98%	100%	100%	100%	100%	98%
M24: Administration – TB Medications	85%	93%	100%	100%	63%	40%	100%	-	47%	100%	100%	100%	100%	100%	100%	63%	100%	100%	70%	56%	100%	75%	83%
Non-Formulary by Psychiatrists	3.6%	0.6%	0.0%	0.0%	1.5%	5.1%	0.0%	7.7%	1.5%	5.5%	6.5%	6.8%	3.4%	0.7%	0.9%	0.0%	5.9%	2.7%	2.3%	8.3%	6.8%	2.0%	4.5%
Non-Formulary by Medical Providers	5.6%	6.3%	1.8%	3.9%	6.3%	7.8%	6.0%	11.1%	7.2%	6.7%	6.3%	8.8%	6.4%	1.8%	2.0%	2.0%	4.8%	4.9%	3.4%	2.1%	6.6%	3.6%	10.9%

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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	93%	-	-	-	-	-	-	-	100%	-	-	71%
M5: KOP Meds Inter-Institutional	100%	100%	85%	55%	100%	95%	90%	100%	90%	60%	95%	69%
M6: NA/DOT Meds Intra-Institutional	82%	-	83%	64%	85%	93%	75%	100%	100%	-	92%	78%
M7: Mental Health Crisis Bed Transfers	100%	100%	100%	67%	100%	100%	-	100%	100%	23%	-	53%
M8: ASU/SHU/PSU Inter-Institutional	76%	100%	96%	43%	100%	80%	82%	76%	90%	100%	67%	100%
M9: Discharge from Community Hosp/DSH	91%	83%	100%	18%	100%	94%	100%	95%	96%	69%	88%	94%
M10: Transfer/Parole	100%	100%	100%	70%	100%	100%	90%	100%	100%	100%	100%	94%
Medication Non-Adherence Counseling	95%	86%	89%	42%	90%	48%	58%	85%	78%	50%	97%	41%
M11: Non-Adherence MH Prescribed	95%	50%	80%	50%	88%	39%	90%	75%	90%	58%	92%	37%
M12: Non-Adherence PC2602 Meds	92%	93%	100%	67%	100%	73%	-	100%	67%	93%	100%	62%
M13: Non-Adherence Medical Prescribed	92%	100%	75%	37%	72%	60%	83%	67%	58%	28%	95%	33%
M14: Non-Adherence Insulin/HIV/Clozaril	100%	100%	100%	15%	100%	20%	0%	100%	95%	20%	100%	33%
Medication Administration	100%	97%	88%	73%	98%	80%	90%	92%	98%	91%	70%	89%
M20: Chronic Care Meds-Psychiatrist	100%	100%	52%	85%	95%	36%	70%	100%	90%	100%	20%	59%
M21: Chronic Care Meds-Medical	100%	85%	100%	75%	95%	80%	90%	90%	100%	95%	95%	100%
M22: New Outpatient Orders-Psychiatrist	100%	100%	93%	68%	100%	95%	96%	79%	100%	95%	90%	88%
M23: New Outpatient Orders-Medical	100%	98%	100%	83%	100%	90%	93%	95%	100%	100%	95%	98%
M24: Administration – TB Medications	100%	100%	93%	57%	100%	100%	100%	95%	100%	64%	50%	100%
Non-Formulary by Psychiatrists	1.7%	1.4%	1.7%	1.8%	6.8%	3.3%	10.7%	1.3%	7.8%	3.7%	1.8%	3.4%
Non-Formulary by Medical Providers	1.3%	2.6%	3.1%	6.1%	6.4%	5.1%	3.5%	5.7%	5.7%	3.7%	4.3%	6.4%

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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	37%	53%	58%	20%	70%	30%	72%	41%	7%	60%	52%	40%	14%	64%	49%	52%	10%	84%	35%	14%	50%	39%	32%
Medical Documents 1 Business Day	45%	68%	79%	33%	75%	15%	73%	55%	7%	75%	68%	57%	10%	75%	64%	62%	6%	93%	56%	7%	27%	38%	37%
Dental Documents 1 Business Day	46%	49%	58%	17%	88%	49%	95%	50%	2%	99%	73%	36%	4%	91%	73%	62%	23%	98%	44%	2%	76%	53%	13%
Mental Health Documents 1 Business Day	21%	50%	58%	5%	58%	1%	66%	58%	2%	42%	12%	13%	1%	64%	35%	34%	0%	74%	4%	29%	43%	13%	5%
CDCR Inpatient Documents 1 Business Day	44%	-	-	-	-	63%	58%	26%	14%	25%	61%	68%	38%	-	-	-	-	-	41%	-	76%	66%	80%
Other Documents 1 Business Day	31%	47%	38%	26%	57%	22%	66%	18%	9%	61%	43%	27%	17%	26%	24%	48%	11%	72%	31%	17%	26%	25%	24%
Specialty Notes	39%	44%	60%	29%	40%	22%	78%	14%	29%	42%	75%	61%	49%	40%	40%	38%	8%	37%	52%	38%	59%	12%	33%
Community Hospital Records	64%	28%	44%	100%	60%	82%	100%	76%	39%	46%	91%	76%	85%	27%	67%	67%	13%	80%	20%	25%	52%	90%	89%
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	89%	100%	79%	89%	100%	94%	96%	37%	100%	100%	91%	100%	100%	100%	72%	100%	94%	100%	96%	96%	100%	74%	99%
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	98%	N/A																					
Specialty Teleservices	67%	61%	82%	48%	89%	65%	84%	57%	76%	76%	12%	35%	89%	85%	61%	95%	49%	49%	64%	96%	62%	68%	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	93%	87%	99%	88%	96%	89%	99%	99%	103%	104%	88%	89%	92%	91%	96%	83%	92%	86%	90%	88%	92%	94%	91%
Medical FTE	92%	83%	106%	86%	76%	96%	88%	95%	107%	95%	100%	93%	81%	90%	81%	63%	100%	102%	93%	98%	84%	99%	83%
Nursing FTE	100%	88%	108%	98%	106%	94%	106%	112%	107%	111%	83%	83%	96%	97%	108%	88%	97%	96%	105%	103%	100%	99%	98%
Pharmacy FTE	103%	77%	87%	81%	121%	86%	109%	86%	133%	101%	112%	117%	106%	112%	97%	106%	114%	95%	100%	100%	98%	113%	108%
Dental Clinical FTE	97%	96%	96%	97%	97%	102%	100%	174%	98%	100%	89%	94%	90%	96%	96%	100%	91%	109%	97%	95%	100%	98%	87%
Mental Health Clinical FTE	86%	84%	89%	55%	84%	90%	100%	60%	99%	94%	95%	97%	87%	70%	88%	57%	94%	60%	60%	71%	81%	87%	88%
Clinical Support FTE	80%	90%	90%	100%	77%	70%	98%	62%	105%	94%	74%	81%	76%	70%	81%	104%	76%	88%	90%	100%	77%	62%	74%
Administrative Support FTE	83%	85%	90%	71%	88%	80%	92%	80%	93%	99%	92%	94%	86%	91%	83%	74%	81%	71%	76%	65%	85%	89%	85%
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%

* Rate Per 1,000 Inmates

** Statewide figures include California City (CAC)

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Availability of Health Information	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Documents Scanned	28%	13%	39%	54%	29%	20%	80%	60%	27%	54%	46%	24%
Medical Documents 1 Business Day	25%	4%	57%	67%	39%	13%	73%	75%	54%	68%	53%	20%
Dental Documents 1 Business Day	41%	29%	32%	66%	0%	9%	92%	54%	7%	72%	59%	45%
Mental Health Documents 1 Business Day	17%	4%	19%	35%	8%	1%	86%	46%	27%	28%	29%	27%
CDCR Inpatient Documents 1 Business Day	30%	19%	67%	62%	79%	65%	-	81%	10%	55%	-	3%
Other Documents 1 Business Day	28%	7%	22%	39%	20%	10%	68%	43%	39%	46%	42%	25%
Specialty Notes	9%	-	32%	27%	28%	66%	31%	66%	57%	34%	38%	15%
Community Hospital Records	44%	50%	20%	33%	93%	87%	75%	88%	65%	36%	53%	71%
Appeal Processing	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Timely Appeals	100%	100%	100%	76%	92%	96%	100%	100%	100%	93%	98%	51%
Resource Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Claims Processed	N/A											
Specialty Teleservices	66%	36%	62%	94%	52%	81%	42%	52%	41%	69%	75%	88%
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	96%	87%	82%	106%	97%	89%	89%	95%	93%	99%	95%	97%
Medical FTE	110%	106%	79%	119%	85%	90%	88%	100%	111%	60%	89%	122%
Nursing FTE	108%	91%	98%	115%	107%	103%	90%	94%	99%	115%	107%	109%
Pharmacy FTE	102%	100%	88%	133%	122%	101%	104%	108%	101%	117%	92%	91%
Dental Clinical FTE	91%	98%	97%	101%	94%	89%	102%	96%	98%	100%	95%	98%
Mental Health Clinical FTE	81%	79%	68%	99%	96%	72%	72%	98%	85%	95%	85%	84%
Clinical Support FTE	76%	100%	69%	104%	90%	67%	100%	105%	71%	80%	79%	93%
Administrative Support FTE	89%	75%	64%	91%	78%	77%	86%	90%	89%	78%	85%	84%
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	92%	92%	91%	93%	93%	96%	94%	86%	92%	91%	97%	96%	91%	97%	90%	95%	96%	96%	92%	95%	91%	92%	95%
Overtime FTE	4.6%	2.1%	5.7%	5.0%	4.0%	2.9%	3.6%	11.5%	3.6%	6.0%	1.8%	3.0%	5.3%	1.9%	6.1%	4.1%	2.6%	2.7%	6.7%	2.6%	4.2%	3.9%	2.9%
Registry FTE	3.2%	5.9%	2.9%	1.8%	2.8%	0.8%	2.7%	2.3%	4.3%	2.7%	1.0%	1.3%	4.0%	1.6%	4.1%	1.2%	1.8%	1.0%	1.1%	2.2%	4.5%	4.1%	2.6%
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	\$69	\$61	\$35	\$57	\$95	\$68	\$677	\$106	\$139	\$123	\$278	\$106	\$82	\$63	\$61	\$99	\$78	\$80	\$68	\$76	\$76	\$97
Nursing Staff	\$397	\$240	\$232	\$152	\$268	\$365	\$286	\$3,836	\$480	\$823	\$533	\$1,352	\$639	\$232	\$275	\$234	\$356	\$242	\$359	\$260	\$308	\$398	\$449
Pharmacy Staff	\$32	\$21	\$13	\$9	\$26	\$36	\$25	\$190	\$45	\$59	\$41	\$142	\$36	\$26	\$25	\$13	\$27	\$25	\$18	\$18	\$28	\$26	\$32
Dental Clinical Staff	\$79	\$92	\$75	\$63	\$77	\$76	\$93	\$134	\$78	\$88	\$78	\$96	\$73	\$86	\$76	\$88	\$77	\$77	\$81	\$82	\$82	\$76	\$89
Mental Health Clinical Staff	\$166	\$90	\$30	\$7	\$100	\$170	\$37	\$656	\$200	\$335	\$310	\$562	\$203	\$91	\$65	\$26	\$148	\$58	\$58	\$24	\$148	\$278	\$278
Clinical Support Staff	\$21	\$10	\$6	\$4	\$12	\$21	\$8	\$192	\$26	\$47	\$39	\$100	\$34	\$13	\$5	\$8	\$7	\$5	\$10	\$6	\$14	\$22	\$36
Administrative Support Staff	\$100	\$91	\$79	\$37	\$66	\$94	\$101	\$622	\$117	\$232	\$120	\$304	\$109	\$86	\$64	\$81	\$110	\$75	\$86	\$86	\$104	\$108	\$134
Hospital	\$96	\$48	\$41	\$22	\$42	\$61	\$45	\$1,021	\$214	\$107	\$78	\$484	\$126	\$49	\$66	\$46	\$99	\$78	\$21	\$25	\$112	\$58	\$120
Emergency Department	\$6	\$6	\$9	\$6	\$3	\$9	\$5	\$10	\$4	\$3	\$5	\$8	\$4	\$7	\$4	\$5	\$5	\$2	\$5	\$4	\$5	\$10	\$6
Specialty	\$25	\$23	\$15	\$11	\$15	\$20	\$18	\$79	\$41	\$20	\$32	\$100	\$28	\$12	\$20	\$22	\$19	\$12	\$19	\$20	\$17	\$24	\$30
Medications	\$88	\$32	\$19	\$15	\$38	\$100	\$26	\$152	\$246	\$133	\$170	\$395	\$81	\$64	\$50	\$23	\$88	\$46	\$37	\$22	\$35	\$119	\$250
Diagnostics	\$17	\$12	\$10	\$7	\$10	\$28	\$8	\$59	\$36	\$21	\$21	\$34	\$10	\$12	\$11	\$9	\$19	\$12	\$7	\$10	\$8	\$23	\$25
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	12.8	10.6	12.9	12.5	11.5	14.8	10.2	10.4	11.1	11.4	10.5	14.1	12.3	14.8	14.9	15.4	9.5	14.6	15.4	14.1	10.2	9.7
Appointments per PCRN	6.5	7.3	7.0	4.5	4.4	7.8	11.0	3.6	7.3	7.6	6.8	16.6	6.1	6.0	6.8	5.0	7.7	6.2	5.4	5.4	7.3	5.3	5.2
Encounters per Primary MH Clinician	9.0	7.6	2.8	4.6	7.8	9.0	4.5	5.4	6.8	6.6	13.2	11.4	10.5	5.8	5.6	3.8	8.7	7.4	6.3	2.6	12.3	11.3	9.1
Encounters per Psychiatrist	9.2	9.7	5.3	-	12.2	9.1	7.0	5.9	9.3	7.7	10.6	8.6	12.2	10.1	10.6	3.8	12.7	11.8	6.1	2.3	12.0	10.1	11.9

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Staffing in Full Time Equivalents (FTE)	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Civil Service FTE	90%	96%	97%	90%	88%	93%	95%	94%	90%	89%	98%	86%
Overtime FTE	6.5%	1.5%	1.9%	3.4%	5.7%	2.3%	3.6%	2.8%	5.7%	7.0%	1.6%	5.6%
Registry FTE	4.0%	2.5%	1.2%	6.3%	6.1%	4.3%	1.0%	3.0%	4.2%	4.1%	0.1%	8.7%
Major Costs per Inmate per Month	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Staff	\$79	\$68	\$76	\$149	\$115	\$63	\$37	\$99	\$94	\$72	\$76	\$69
Nursing Staff	\$312	\$409	\$289	\$559	\$1,036	\$307	\$119	\$276	\$386	\$484	\$315	\$294
Pharmacy Staff	\$20	\$21	\$26	\$50	\$50	\$29	\$11	\$42	\$29	\$61	\$27	\$22
Dental Clinical Staff	\$68	\$87	\$86	\$95	\$110	\$65	\$70	\$75	\$71	\$83	\$68	\$64
Mental Health Clinical Staff	\$143	\$162	\$130	\$410	\$769	\$120	\$45	\$130	\$332	\$204	\$144	\$120
Clinical Support Staff	\$15	\$22	\$12	\$52	\$104	\$17	\$6	\$15	\$22	\$24	\$18	\$15
Administrative Support Staff	\$91	\$118	\$79	\$137	\$173	\$71	\$41	\$83	\$87	\$118	\$83	\$79
Hospital	\$57	\$33	\$38	\$222	\$128	\$135	\$26	\$195	\$98	\$98	\$92	\$121
Emergency Department	\$4	\$3	\$5	\$8	\$7	\$7	\$2	\$6	\$5	\$15	\$10	\$4
Specialty	\$21	\$5	\$18	\$46	\$14	\$38	\$11	\$42	\$29	\$19	\$32	\$29
Medications	\$55	\$41	\$31	\$231	\$130	\$96	\$17	\$110	\$149	\$75	\$80	\$59
Diagnostics	\$35	\$8	\$10	\$26	\$17	\$13	\$7	\$19	\$29	\$13	\$14	\$38
Workload Per Day	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Appointments per PCP	14.4	5.0	13.9	11.0	10.5	16.7	10.2	9.9	10.9	11.1	16.7	14.4
Appointments per PCRN	7.7	-	6.3	6.8	6.1	7.9	5.2	6.4	6.2	5.7	6.1	6.9
Encounters per Primary MH Clinician	11.6	5.0	7.1	9.2	8.1	10.7	6.9	7.2	5.4	9.2	14.2	12.6
Encounters per Psychiatrist	10.2	4.8	10.4	9.1	8.7	8.2	8.1	11.5	6.1	8.5	10.8	7.7

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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*	4.6	4.6	1.8	0.6	1.8	3.0	1.4	40.7	7.9	4.8	4.4	11.4	7.6	5.2	1.4	3.9	5.6	3.5	1.2	2.3	5.3	5.3	4.8
Emergency Department Visits*	24	20	38	21	10	19	22	30	28	35	24	26	13	45	21	38	28	10	11	34	27	73	23
Specialty Care Referrals*	36	31	27	22	14	28	31	107	35	32	66	51	29	22	45	50	46	28	30	29	15	39	83
Prescriptions Per Inmate	3.2	1.9	1.1	0.7	2.3	3.9	1.6	11.9	4.6	4.6	6.2	5.6	3.1	3.1	3.6	2.1	2.7	2.5	1.8	1.5	1.8	4.3	6.0
Diagnostics Per Inmate	0.8	0.6	0.4	0.3	0.5	1.1	0.3	3.9	1.7	1.0	0.9	1.9	0.3	0.6	0.6	0.5	1.4	0.7	0.3	0.3	0.5	0.9	0.9
Appeals Received*	31	26	8	3	21	41	13	32	44	27	27	50	49	26	31	18	158	13	31	8	32	3	56
Prison Population Capacity	138%	135%	168%	129%	158%	186%	122%	48%	160%	149%	114%	86%	139%	115%	147%	134%	159%	126%	143%	137%	155%	157%	170%
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%	0.1%	0.1%	0.0%	0.4%	3.4%	0.6%	36.2%	11.8%	3.4%	7.5%	17.5%	1.6%	1.2%	1.9%	0.7%	2.4%	1.9%	0.7%	0.4%	0.5%	4.3%	9.3%
High Risk Priority 2	7.1%	1.1%	0.8%	0.6%	2.7%	5.4%	2.1%	20.2%	22.8%	8.2%	15.9%	21.2%	3.9%	3.8%	6.1%	4.1%	4.4%	7.4%	2.4%	2.5%	3.5%	10.9%	19.4%
Medium Risk	42%	54%	20%	10%	49%	47%	21%	34%	40%	48%	42%	51%	53%	53%	49%	30%	36%	42%	41%	23%	48%	54%	51%
Low Risk	47%	45%	79%	90%	48%	44%	76%	10%	26%	40%	35%	10%	41%	42%	43%	66%	58%	49%	56%	74%	48%	31%	20%
Mental Health EOP	4.4%	N/A	N/A	N/A	N/A	1.5%	N/A	N/A	1.2%	4.0%	15.0%	21.0%	6.6%	N/A	N/A	N/A	0.8%	N/A	N/A	N/A	3.4%	11.0%	20.5%
Patients with Disability (ADA)	6.5%	4.2%	1.2%	0.4%	1.8%	6.2%	2.3%	40.6%	12.1%	4.9%	6.6%	36.3%	4.7%	3.9%	5.2%	4.1%	5.0%	3.2%	4.4%	2.2%	3.6%	5.7%	8.3%
Inmates 50 Years or Older	22%	24%	6%	7%	17%	19%	14%	53%	39%	20%	35%	49%	14%	19%	37%	27%	19%	29%	10%	13%	9%	21%	33%
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	2,138	28	18	19	16	38	13	1,108	78	24	87	169	84	10	21	-	28	-	29	14	22	16	10
Institution Population	122,334	3,946	3,875	4,966	4,403	3,726	2,836	1,424	4,816	2,087	4,366	2,020	4,339	2,872	4,851	2,323	2,685	3,109	3,318	3,087	3,792	3,572	2,908

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Other Trends	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Hospital Admissions*	2.6	1.4	1.9	11.7	5.3	4.0	0.9	7.0	4.6	3.9	4.3	7.5
Emergency Department Visits*	18	10	15	39	39	19	8	20	18	59	16	15
Specialty Care Referrals*	35	7	18	92	23	18	19	54	59	34	41	35
Prescriptions Per Inmate	2.9	1.3	2.3	6.1	5.7	3.9	1.1	4.2	4.4	3.5	4.0	2.2
Diagnostics Per Inmate	1.5	0.4	0.4	1.5	0.9	0.4	0.4	1.1	1.7	0.6	0.6	1.7
Appeals Received*	18	30	27	64	63	39	9	31	34	47	45	20
Prison Population Capacity	169%	116%	132%	140%	123%	158%	123%	154%	125%	137%	164%	171%
Institution & Population Characteristics	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
High Risk Priority 1	0.4%	1.1%	0.0%	13.6%	5.9%	2.2%	0.3%	7.2%	6.9%	2.3%	2.6%	1.2%
High Risk Priority 2	2.2%	2.2%	0.3%	20.5%	10.0%	5.9%	1.6%	17.0%	13.7%	5.2%	7.8%	3.3%
Medium Risk	35%	22%	57%	52%	58%	56%	23%	48%	40%	58%	59%	36%
Low Risk	63%	75%	43%	14%	26%	36%	75%	27%	39%	35%	30%	60%
Mental Health EOP	2.4%	2.5%	N/A	17.7%	33.6%	6.8%	N/A	N/A	1.6%	11.4%	6.4%	2.6%
Patients with Disability (ADA)	2.0%	1.7%	4.1%	22.2%	4.8%	14.9%	1.0%	9.0%	7.7%	6.3%	10.3%	4.0%
Inmates 50 Years or Older	11%	10%	14%	37%	17%	25%	13%	39%	41%	15%	34%	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	23	23	15
Institution Population	4,544	2,768	3,092	3,090	2,253	5,447	4,583	4,020	3,876	3,358	3,220	5,057

* 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: 6/5/2014 11:04:22 AM

HEALTHCARE SERVICES DASHBOARD

Valley State Prison (VSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
ACCESS				Recent Qtr				6 Mth Trend				
	6 Mth Trend	VSP	Statewide	Recent Qtr	Prior Qtr	Statewide		6 Mth Trend	VSP	Statewide		
Medical Services		76%	85%	85%	88%	82%	Asthma Care		N/A	72%		
Dental Services		93%	91%	67%	88%	73%	Therapeutic Anticoagulation					
Mental Health Services		94%	82%	85%	84%	76%	Diabetes Care		74%	84%		
APPTS COMPLETED AS SCHEDULED				Current Yr				Continuity of Clinicians & Services				
				Current Yr	Prior Yr	Statewide		6 Mth Trend	VSP	Statewide		
Cancelled Due to Custody		3.4%	3.3%	99%	100%	90%	Primary Care Provider (PCP)		96%	89%		
Seen as Scheduled		80%	82%	Availability of Health Information				Mental Health Primary Clinician		74%	78%	
EFFECTIVE COMMUNICATION				6 Mth Trend				Resource Management				
								6 Mth Trend	VSP	Statewide		
Effective Communication Provided		84%	88%	Documents Scanned		46%	37%	Claims Processed		N/A	98%	
MEDICATION MANAGEMENT				APPEAL PROCESSING				Continuous Evaluation & Improvement				
								6 Mth Trend	VSP	Statewide		
MAPIP	6 Mth Trend	VSP	Statewide	Timely Appeals		98%	89%	QM & Patient Safety Program				
Medication Continuity-Transfer		88%	85%	MAJOR COSTS PER INMATE PER MONTH**				Health Care Index				
Medication Non-Adherence Counseling		97%	76%	LABOR	YTD 13/14	FY 12/13	Statewide	Workload Per Day				
Medication Administration		70%	89%	Medical Staff	\$76	\$104	\$88	6 Mth Trend	VSP	Statewide		
FORMULARY MANAGEMENT				6 Mth Trend				Other Trends				
								6 Mth Trend	VSP	Statewide		
Non-Formulary by Psychiatrists		1.8%	3.6%	Nursing Staff	\$315	\$409	\$397	Appointments per PCP		16.7	12.1	
Non-Formulary by Medical Providers		4.3%	5.6%	Pharmacy Staff	\$27	\$44	\$32	Appointments per PCRN		6.1	6.5	
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				6 Mth Trend				6 Mth Trend				
									6 Mth Trend	VSP	Statewide	
Actual	Authority	% of Auth	Statewide	Community Hospital Records		53%	64%	Encounters per Primary MH Clinician		14.2	9.0	
Total Staffing FTE	253	268	95%	93%	APPEAL PROCESSING				Encounters per Psychiatrist		10.8	9.2
Medical FTE	10	12	89%	92%	6 Mth Trend				6 Mth Trend			
Nursing FTE	115	108	107%	100%					6 Mth Trend	VSP	Statewide	
Pharmacy FTE	13	14	92%	103%	Timely Appeals		98%	89%	Hospital Admissions*		4.3	4.6
Dental Clinical FTE	18	19	95%	97%	LABOR				Emergency Department Visits*		16	24
Mental Health Clinical FTE	34	40	85%	86%	Medical Staff	\$76	\$104	\$88	Specialty Care Referrals*		41	36
Clinical Support FTE	10	12	79%	80%	Nursing Staff	\$315	\$409	\$397	Prescriptions Per Inmate		4.0	3.2
Administrative Support FTE	53	63	85%	83%	Pharmacy Staff	\$27	\$44	\$32	Diagnostics Per Inmate		0.6	0.8
6 Mth Trend				6 Mth Trend				6 Mth Trend				
									6 Mth Trend	VSP	Statewide	
Total Actual FTE		253	100%	100%	Dental Clinical Staff	\$68	\$99	\$79	Appeals Received*		45	31
Civil Service FTE		249	98%	92%	Mental Health Clinical Staff	\$144	\$195	\$166	Prison Population Capacity		164%	138%
Overtime FTE		4	1.6%	4.6%	Clinical Support Staff	\$18	\$26	\$21				
Registry FTE		0	0.1%	3.2%	Administrative Support Staff	\$83	\$115	\$100				
6 Mth Trend				6 Mth Trend				6 Mth Trend				
									6 Mth Trend	VSP	Statewide	
Total Actual FTE		253	100%	100%	NON LABOR				6 Mth Trend			
Civil Service FTE		249	98%	92%	Hospital	\$92	\$48	\$96	Hospital Admissions*		4.3	4.6
Overtime FTE		4	1.6%	4.6%	Emergency Department	\$10	\$4	\$6	Emergency Department Visits*		16	24
Registry FTE		0	0.1%	3.2%	Specialty	\$32	\$31	\$25	Specialty Care Referrals*		41	36
6 Mth Trend				6 Mth Trend				6 Mth Trend				
									6 Mth Trend	VSP	Statewide	
Total Actual FTE		253	100%	100%	Medications	\$80	\$58	\$88	Prescriptions Per Inmate		4.0	3.2
Civil Service FTE		249	98%	92%	Diagnostics	\$14	\$17	\$17	Diagnostics Per Inmate		0.6	0.8
Overtime FTE		4	1.6%	4.6%	APPEAL PROCESSING				Appeals Received*		45	31
Registry FTE		0	0.1%	3.2%	Timely Appeals		98%	89%	Prison Population Capacity		164%	138%

* 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	Recent Qtr	Prior Qtr	Statewide		6 Mth Trend	SOL	Statewide	
Medical Services		88%	85%	91%	89%	82%			N/A	72%	
Dental Services		94%	91%	71%	75%	73%					
Mental Health Services		93%	82%	75%	79%	76%			57%	84%	
APPTS COMPLETED AS SCHEDULED				Current Yr				CONTINUITY OF CLINICIANS & SERVICES			
				Current Yr	Prior Yr	Statewide		6 Mth Trend	SOL	Statewide	
Cancelled Due to Custody		1.1%	3.3%	96%	98%	90%			98%	89%	
Seen as Scheduled		83%	82%						N/A	78%	
EFFECTIVE COMMUNICATION				AVAILABILITY OF HEALTH INFORMATION				RESOURCE MANAGEMENT			
								6 Mth Trend	SOL	Statewide	
Effective Communication Provided		86%	88%						N/A	98%	
MEDICATION MANAGEMENT				APPEAL PROCESSING				CONTINUOUS EVALUATION & IMPROVEMENT			
								6 Mth Trend	SOL	Statewide	
MAPIP	6 Mth Trend	SOL	Statewide	6 Mth Trend	SOL	Statewide					
Medication Continuity-Transfer		95%	85%								
Medication Non-Adherence Counseling		85%	76%								
Medication Administration		92%	89%								
FORMULARY MANAGEMENT				WORKLOAD PER DAY				OTHER TRENDS			
								6 Mth Trend	SOL	Statewide	
Non-Formulary by Psychiatrists		1.3%	3.6%						7.0	4.6	
Non-Formulary by Medical Providers		5.7%	5.6%						20	24	
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				MAJOR COSTS PER INMATE PER MONTH**				LABOR			
								6 Mth Trend	SOL	Statewide	
	Actual	Authority	% of Auth	YTD 13/14	FY 12/13	Statewide			9.9	12.1	
Total Staffing FTE	276	290	95%	93%					6.4	6.5	
Medical FTE	14	14	100%	92%					7.2	9.0	
Nursing FTE	112	119	94%	100%					11.5	9.2	
Nursing FTE	112	119	94%	100%							
Pharmacy FTE	18	17	108%	103%							
Dental Clinical FTE	22	23	96%	97%							
Mental Health Clinical FTE	35	36	98%	86%							
Clinical Support FTE	9	9	105%	80%							
Administrative Support FTE	65	73	90%	83%							
Actual				NON LABOR				YTD 13/14			
	6 Mth Trend	Actual	SOL	YTD 13/14	FY 12/13	Statewide		6 Mth Trend	SOL	Statewide	
Total Actual FTE		276	100%	100%					7.0	4.6	
Civil Service FTE		260	94%	92%					20	24	
Overtime FTE		8	2.8%	4.6%					54	36	
Registry FTE		8	3.0%	3.2%					4.2	3.2	
LABOR				YTD 13/14				FY 12/13			
				YTD 13/14	FY 12/13	Statewide		6 Mth Trend	SOL	Statewide	
Medical Staff				\$99	\$104	\$88			1.1	0.8	
Nursing Staff				\$276	\$245	\$397			31	31	
Pharmacy Staff				\$42	\$44	\$32			154%	138%	
Dental Clinical Staff				\$75	\$73	\$79					
Mental Health Clinical Staff				\$130	\$114	\$166					
Clinical Support Staff				\$15	\$17	\$21					
Administrative Support Staff				\$83	\$84	\$100					
NON LABOR				YTD 13/14				FY 12/13			
				YTD 13/14	FY 12/13	Statewide					
Hospital				\$195	\$125	\$96					
Emergency Department				\$6	\$5	\$6					
Specialty				\$42	\$46	\$25					
Medications				\$110	\$112	\$88					
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				
Medical Services		98%	85%	Asthma Care	92%	91%	82%	Appropriate Placement High Risk Patients		N/A	72%	
Dental Services		91%	91%	Therapeutic Anticoagulation	100%	100%	73%	High Risk Patient Care Plan				
Mental Health Services		98%	82%	Diabetes Care	69%	74%	76%	Follow-Up After MHCB/DSH Admission		91%	84%	
APPTS COMPLETED AS SCHEDULED				Prior Qtr				Statewide				
Cancelled Due to Custody		1.2%	3.3%	HCV Treatment	100%	88%	90%	30-Day Community Hospital Readmission		4.7%	9.8%	
Seen as Scheduled		92%	82%	Utilization Specialty Services	94%	95%	91%	30-Day MHCB or DSH Readmission		-	24%	
EFFECTIVE COMMUNICATION				Current Yr				Statewide				
Effective Communication Provided		92%	88%	Colon Cancer Screening	93%	60%	92%	Potentially Avoidable Hospitalizations*		0.8	11.5	
MEDICATION MANAGEMENT				Prior Yr				Statewide				
MAPIP				Flu Vaccination								
Medication Continuity-Transfer		87%	85%	Flu Vaccination	97%	55%	90%					
Medication Non-Adherence Counseling		58%	76%									
Medication Administration		90%	89%									
FORMULARY MANAGEMENT												
Non-Formulary by Psychiatrists		10.7%	3.6%									
Non-Formulary by Medical Providers		3.5%	5.6%									
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				APPEAL PROCESSING				CONTINUITY OF CLINICIANS & SERVICES				
	Actual	Authority	% of Auth	Statewide	Timely Appeals		100%	89%	Primary Care Provider (PCP)		89%	89%
Total Staffing FTE	158	177	89%	93%					Mental Health Primary Clinician		N/A	78%
Medical FTE	7	8	88%	92%					Psychiatrist		N/A	78%
Nursing FTE	54	60	90%	100%								
Pharmacy FTE	8	8	104%	103%								
Dental Clinical FTE	26	26	102%	97%								
Mental Health Clinical FTE	14	19	72%	86%								
Clinical Support FTE	4	4	100%	80%								
Administrative Support FTE	45	53	86%	83%								
	6 Mth Trend	Actual	SCC	Statewide								
Total Actual FTE		158	100%	100%								
Civil Service FTE		151	95%	92%								
Overtime FTE		6	3.6%	4.6%								
Registry FTE		2	1.0%	3.2%								
				MAJOR COSTS PER INMATE PER MONTH**				RESOURCE MANAGEMENT				
				LABOR	YTD 13/14	FY 12/13	Statewide	Claims Processed		N/A	98%	
				Medical Staff	\$37	\$46	\$88	Specialty Teleservices		42%	67%	
				Nursing Staff	\$119	\$118	\$397	Health Care Staff Training				
				Pharmacy Staff	\$11	\$10	\$32					
				Dental Clinical Staff	\$70	\$67	\$79					
				Mental Health Clinical Staff	\$45	\$44	\$166					
				Clinical Support Staff	\$6	\$5	\$21					
				Administrative Support Staff	\$41	\$43	\$100					
				NON LABOR	YTD 13/14	FY 12/13	Statewide	CONTINUOUS EVALUATION & IMPROVEMENT				
				Hospital	\$26	\$25	\$96	QM & Patient Safety Program				
				Emergency Department	\$2	\$2	\$6	Health Care Index				
				Specialty	\$11	\$7	\$25					
				Medications	\$17	\$22	\$88					
				Diagnostics	\$7	\$9	\$17					
								WORKLOAD PER DAY				
								Appointments per PCP		10.2	12.1	
								Appointments per PCRN		5.2	6.5	
								Encounters per Primary MH Clinician		6.9	9.0	
								Encounters per Psychiatrist		8.1	9.2	
								OTHER TRENDS				
								Hospital Admissions*		0.9	4.6	
								Emergency Department Visits*		8	24	
								Specialty Care Referrals*		19	36	
								Prescriptions Per Inmate		1.1	3.2	
								Diagnostics Per Inmate		0.4	0.8	
								Appeals Received*		9	31	
								Prison Population Capacity		123%	138%	

* 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				
	6 Mth Trend	SATF	Statewide		Prior Qtr	Statewide		SATF	Statewide			
Medical Services		84%	85%	Asthma Care	89%	90%	82%	Appropriate Placement High Risk Patients	N/A	72%		
Dental Services		92%	91%	Therapeutic Anticoagulation	64%	73%	73%	High Risk Patient Care Plan				
Mental Health Services		72%	82%	Diabetes Care	78%	76%	76%	Follow-Up After MHCB/DSH Admission		87%	84%	
APPTS COMPLETED AS SCHEDULED				Current Yr				6 Mth Trend				
					Prior Yr	Statewide						
Cancelled Due to Custody		4.3%	3.3%	HCV Treatment	94%	74%	90%	30-Day Community Hospital Readmission		11.1%	9.8%	
Seen as Scheduled		73%	82%	Utilization Specialty Services	93%	89%	91%	30-Day MHCB or DSH Readmission		19%	24%	
EFFECTIVE COMMUNICATION				Current Yr				6 Mth Trend				
					Prior Yr	Statewide						
Effective Communication Provided		94%	88%	Colon Cancer Screening	94%	93%	92%	Potentially Avoidable Hospitalizations*		16.4	11.5	
MEDICATION MANAGEMENT				Current Yr				6 Mth Trend				
					Prior Yr	Statewide						
MAPIP				Current Yr				6 Mth Trend				
					Prior Yr	Statewide						
Medication Continuity-Transfer		94%	85%	Breast Cancer Screening	N/A	N/A	88%	CONTINUITY OF CLINICIANS & SERVICES				
Medication Non-Adherence Counseling		48%	76%	Diagnostic Monitoring	64%	67%	71%	Primary Care Provider (PCP)		94%	89%	
Medication Administration		80%	89%	Polypharmacy Medication Review				Mental Health Primary Clinician		82%	78%	
FORMULARY MANAGEMENT				Current Yr				6 Mth Trend				
					Prior Yr	Statewide						
Non-Formulary by Psychiatrists		3.3%	3.6%	Flu Vaccination	98%	97%	90%	Psychiatrist		92%	78%	
Non-Formulary by Medical Providers		5.1%	5.6%	AVAILABILITY OF HEALTH INFORMATION				6 Mth Trend				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				Current Yr				6 Mth Trend				
					Prior Yr	Statewide						
Total Staffing FTE	408	458	89%	93%	Documents Scanned					20%	37%	
Medical FTE	15	17	90%	92%	Specialty Notes					66%	39%	
Nursing FTE	201	196	103%	100%	Community Hospital Records					87%	64%	
Pharmacy FTE	19	19	101%	103%	APPEAL PROCESSING				6 Mth Trend			
Dental Clinical FTE	31	35	89%	97%								
Mental Health Clinical FTE	50	70	72%	86%	Timely Appeals					96%	89%	
Clinical Support FTE	15	22	67%	80%	MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend			
Administrative Support FTE	77	100	77%	83%								
LABOR				YTD 13/14	FY 12/13	Statewide	6 Mth Trend					
Total Actual FTE		408	100%	100%	Medical Staff	\$63	\$61	\$88	WORKLOAD PER DAY			
Civil Service FTE		381	93%	92%	Nursing Staff	\$307	\$289	\$397				
Overtime FTE		9	2.3%	4.6%	Pharmacy Staff	\$29	\$25	\$32	Appointments per PCP		16.7	12.1
Registry FTE		17	4.3%	3.2%	Dental Clinical Staff	\$65	\$63	\$79	Appointments per PCRN		7.9	6.5
NON LABOR				YTD 13/14	FY 12/13	Statewide	6 Mth Trend					
Hospital					Mental Health Clinical Staff	\$120	\$130	\$166	Encounters per Primary MH Clinician		10.7	9.0
Emergency Department					Clinical Support Staff	\$17	\$19	\$21	Encounters per Psychiatrist		8.2	9.2
Specialty					Administrative Support Staff	\$71	\$65	\$100	OTHER TRENDS			
Medications					LABOR							
Diagnosics												
					Hospital	\$135	\$137	\$96	Hospital Admissions*		4.0	4.6
					Emergency Department	\$7	\$6	\$6	Emergency Department Visits*		19	24
					Specialty	\$38	\$39	\$25	Specialty Care Referrals*		18	36
					Medications	\$96	\$95	\$88	Prescriptions Per Inmate		3.9	3.2
					Diagnosics	\$13	\$14	\$17	Diagnosics Per Inmate		0.4	0.8
									Appeals Received*		39	31
									Prison Population Capacity		158%	138%

* 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				
		SAC	Statewide		Prior Qtr	Statewide		SAC	Statewide		SAC	Statewide		
Medical Services		82%	85%	Asthma Care	91%	82%		N/A	72%					
Dental Services		96%	91%	Therapeutic Anticoagulation	64%	73%								
Mental Health Services		79%	82%	Diabetes Care	74%	76%								
APPTS COMPLETED AS SCHEDULED					Current Yr					Continuity of Clinicians & Services				
					Prior Yr	Statewide				6 Mth Trend	SAC	Statewide		
Cancelled Due to Custody		2.4%	3.3%	HCV Treatment	88%	90%					92%	89%		
Seen as Scheduled		91%	82%	Utilization Specialty Services	85%	91%					81%	78%		
EFFECTIVE COMMUNICATION					Flu Vaccination					Psychiatrist				
											84%	78%		
Effective Communication Provided		85%	88%		100%	90%								
MEDICATION MANAGEMENT					AVAILABILITY OF HEALTH INFORMATION					RESOURCE MANAGEMENT				
MAPIP					6 Mth Trend					6 Mth Trend				
		SAC	Statewide		SAC	Statewide				SAC	Statewide			
Medication Continuity-Transfer		98%	85%	Documents Scanned		29%	37%				98%			
Medication Non-Adherence Counseling		90%	76%	Specialty Notes		28%	39%				52%	67%		
Medication Administration		98%	89%	Community Hospital Records		93%	64%							
FORMULARY MANAGEMENT					APPEAL PROCESSING					CONTINUOUS EVALUATION & IMPROVEMENT				
					6 Mth Trend	SAC	Statewide				6 Mth Trend	SAC	Statewide	
Non-Formulary by Psychiatrists		6.8%	3.6%	Timely Appeals		92%	89%							
Non-Formulary by Medical Providers		6.4%	5.6%											
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					MAJOR COSTS PER INMATE PER MONTH**					WORKLOAD PER DAY				
	Actual	Authority	% of Auth	Statewide	LABOR					6 Mth Trend				
					YTD 13/14	FY 12/13	Statewide		SAC	Statewide				
Total Staffing FTE	482	497	97%	93%	Medical Staff	\$115	\$116	\$88		10.5	12.1			
Medical FTE	9	11	85%	92%	Nursing Staff	\$1,036	\$837	\$397		6.1	6.5			
Nursing FTE	217	203	107%	100%	Pharmacy Staff	\$50	\$48	\$32		8.1	9.0			
Pharmacy FTE	13	11	122%	103%	Dental Clinical Staff	\$110	\$90	\$79		8.7	9.2			
Dental Clinical FTE	17	18	94%	97%	Mental Health Clinical Staff	\$769	\$602	\$166						
Mental Health Clinical FTE	123	128	96%	86%	Clinical Support Staff	\$104	\$64	\$21						
Clinical Support FTE	30	34	90%	80%	Administrative Support Staff	\$173	\$149	\$100						
Administrative Support FTE	72	92	78%	83%										
6 Mth Trend					NON LABOR					OTHER TRENDS				
	Actual	SAC	Statewide		YTD 13/14	FY 12/13	Statewide		6 Mth Trend	SAC	Statewide			
Total Actual FTE		482	100%	100%	Hospital	\$128	\$126	\$96		5.3	4.6			
Civil Service FTE		425	88%	92%	Emergency Department	\$7	\$6	\$6		39	24			
Overtime FTE		27	5.7%	4.6%	Specialty	\$14	\$15	\$25		23	36			
Registry FTE		30	6.1%	3.2%	Medications	\$130	\$179	\$88		5.7	3.2			
					Diagnostics	\$17	\$15	\$17		0.9	0.8			
										63	31			
										123%	138%			

* 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				6 Mth Trend				
	6 Mth Trend	RJD	Statewide		Prior Qtr	Statewide		RJD	Statewide			
Medical Services		80%	85%	Asthma Care	86%	89%	82%	Appropriate Placement High Risk Patients	N/A	72%		
Dental Services		96%	91%	Therapeutic Anticoagulation	75%	62%	73%	High Risk Patient Care Plan				
Mental Health Services		88%	82%	Diabetes Care	77%	72%	76%	Follow-Up After MHCB/DSH Admission		94%	84%	
APPTS COMPLETED AS SCHEDULED				Current Yr				6 Mth Trend				
					Prior Yr	Statewide						
Cancelled Due to Custody		2.8%	3.3%	HCV Treatment	87%	89%	90%	30-Day Community Hospital Readmission		17.0%	9.8%	
Seen as Scheduled		81%	82%	Utilization Specialty Services	95%	93%	91%	30-Day MHCB or DSH Readmission		18%	24%	
EFFECTIVE COMMUNICATION				Flu Vaccination				CONTINUITY OF CLINICIANS & SERVICES				
Effective Communication Provided		91%	88%	Flu Vaccination	97%	99%	90%	Primary Care Provider (PCP)		89%	89%	
MEDICATION MANAGEMENT				AVAILABILITY OF HEALTH INFORMATION				RESOURCE MANAGEMENT				
MAPIP				6 Mth Trend				6 Mth Trend				
					RJD	Statewide						
Medication Continuity-Transfer		53%	85%	Documents Scanned		54%	37%	Claims Processed		N/A	98%	
Medication Non-Adherence Counseling		42%	76%	Specialty Notes		27%	39%	Specialty Teleservices		94%	67%	
Medication Administration		73%	89%	Community Hospital Records		33%	64%	Health Care Staff Training				
FORMULARY MANAGEMENT				APPEAL PROCESSING				CONTINUOUS EVALUATION & IMPROVEMENT				
Non-Formulary by Psychiatrists		1.8%	3.6%	Timely Appeals		76%	89%	QM & Patient Safety Program				
Non-Formulary by Medical Providers		6.1%	5.6%					Health Care Index				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				MAJOR COSTS PER INMATE PER MONTH**				WORKLOAD PER DAY				
	Actual	Authority	% of Auth	Statewide	LABOR	YTD 13/14	FY 12/13	Statewide		6 Mth Trend	RJD	Statewide
Total Staffing FTE	467	442	106%	93%	Medical Staff	\$149	\$115	\$88	Appointments per PCP		11.0	12.1
Medical FTE	17	14	119%	92%	Nursing Staff	\$559	\$452	\$397	Appointments per PCRN		6.8	6.5
Nursing FTE	203	178	115%	100%	Pharmacy Staff	\$50	\$38	\$32	Encounters per Primary MH Clinician		9.2	9.0
Pharmacy FTE	21	16	133%	103%	Dental Clinical Staff	\$95	\$81	\$79	Encounters per Psychiatrist		9.1	9.2
Dental Clinical FTE	25	25	101%	97%	Mental Health Clinical Staff	\$410	\$356	\$166	OTHER TRENDS			
Mental Health Clinical FTE	90	91	99%	86%	Clinical Support Staff	\$52	\$39	\$21				
Clinical Support FTE	25	24	104%	80%	Administrative Support Staff	\$137	\$117	\$100				
Administrative Support FTE	85	94	91%	83%								
	6 Mth Trend	Actual	RJD	Statewide	NON LABOR	YTD 13/14	FY 12/13	Statewide		6 Mth Trend	RJD	Statewide
Total Actual FTE		467	100%	100%	Hospital	\$222	\$192	\$96	Hospital Admissions*		11.7	4.6
Civil Service FTE		422	90%	92%	Emergency Department	\$8	\$6	\$6	Emergency Department Visits*		39	24
Overtime FTE		16	3.4%	4.6%	Specialty	\$46	\$46	\$25	Specialty Care Referrals*		92	36
Registry FTE		29	6.3%	3.2%	Medications	\$231	\$188	\$88	Prescriptions Per Inmate		6.1	3.2
					Diagnostics	\$26	\$24	\$17	Diagnostics Per Inmate		1.5	0.8
									Appeals Received*		64	31
									Prison Population Capacity		140%	138%

* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

Pleasant Valley State Prison (PVSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT																																																																																				
ACCESS Medical Services: PVSP: 81% Statewide: 85% Dental Services: PVSP: 90% Statewide: 91% Mental Health Services: PVSP: 95% Statewide: 82%				Recent Qtr Prior Qtr Statewide Asthma Care: 93% 92% 82% Therapeutic Anticoagulation: - - 73% Diabetes Care: 75% 77% 76% HCV Treatment: 92% 94% 90% Utilization Specialty Services: 99% 95% 91% Colon Cancer Screening: 100% 98% 92% Breast Cancer Screening: N/A N/A 88% Diagnostic Monitoring: 81% 84% 71% Polypharmacy Medication Review: - - - Flu Vaccination: Current Yr 99% Prior Yr 97% Statewide 90%				6 Mth Trend PVSP Statewide Appropriate Placement High Risk Patients: N/A 72% High Risk Patient Care Plan: Follow-Up After MHCB/DSH Admission: 100% 84% 30-Day Community Hospital Readmission: 0.0% 9.8% 30-Day MHCB or DSH Readmission: 20% 24% Potentially Avoidable Hospitalizations*: 3.1 11.5																																																																																				
APPTS COMPLETED AS SCHEDULED Cancelled Due to Custody: 0.0% 3.3% Seen as Scheduled: 86% 82%				CONTINUITY OF CLINICIANS & SERVICES Primary Care Provider (PCP): 92% 89% Mental Health Primary Clinician: N/A 78% Psychiatrist: N/A 78%																																																																																								
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* 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				
ACCESS				Recent Qtr				6 Mth Trend				
	6 Mth Trend	PBSP	Statewide		Prior Qtr	Statewide		PBSP	Statewide			
Medical Services		-	85%	Asthma Care	93%	82%	Appropriate Placement High Risk Patients	N/A	72%			
Dental Services		95%	91%	Therapeutic Anticoagulation	100%	73%	High Risk Patient Care Plan					
Mental Health Services		92%	82%	Diabetes Care	69%	76%	Follow-Up After MHCB/DSH Admission	100%	84%			
APPTS COMPLETED AS SCHEDULED				Prior Qtr				6 Mth Trend				
					Statewide			PBSP	Statewide			
Cancelled Due to Custody		0.3%	3.3%	HCV Treatment	63%	90%	30-Day Community Hospital Readmission	5.0%	9.8%			
Seen as Scheduled		97%	82%	Utilization Specialty Services	97%	91%	30-Day MHCB or DSH Readmission	29%	24%			
EFFECTIVE COMMUNICATION				Current Yr				6 Mth Trend				
					Prior Yr	Statewide		PBSP	Statewide			
Effective Communication Provided		92%	88%	Colon Cancer Screening	98%	92%	Potentially Avoidable Hospitalizations*	1.5	11.5			
MEDICATION MANAGEMENT				Flu Vaccination				CONTINUITY OF CLINICIANS & SERVICES				
MAPIP				Current Yr				6 Mth Trend				
	6 Mth Trend	PBSP	Statewide		Prior Yr	Statewide		PBSP	Statewide			
Medication Continuity-Transfer		97%	85%	Diagnosis Monitoring	N/A	88%	Primary Care Provider (PCP)	95%	89%			
Medication Non-Adherence Counseling		86%	76%	Polypharmacy Medication Review			Mental Health Primary Clinician	61%	78%			
Medication Administration		97%	89%	Flu Vaccination	100%	90%	Psychiatrist	67%	78%			
FORMULARY MANAGEMENT				AVAILABILITY OF HEALTH INFORMATION				RESOURCE MANAGEMENT				
	6 Mth Trend	PBSP	Statewide		6 Mth Trend	PBSP	Statewide		6 Mth Trend	PBSP	Statewide	
Non-Formulary by Psychiatrists		1.4%	3.6%	Documents Scanned		13%	37%	Claims Processed		N/A	98%	
Non-Formulary by Medical Providers		2.6%	5.6%	Specialty Notes		-	39%	Specialty Teleservices		36%	67%	
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				APPEAL PROCESSING				CONTINUOUS EVALUATION & IMPROVEMENT				
	Actual	Authority	% of Auth	Statewide		6 Mth Trend	PBSP	Statewide		6 Mth Trend	PBSP	Statewide
Total Staffing FTE	230	264	87%	93%	Timely Appeals		100%	89%	QM & Patient Safety Program			
Medical FTE	8	8	106%	92%	MAJOR COSTS PER INMATE PER MONTH**				WORKLOAD PER DAY			
Nursing FTE	109	120	91%	100%	LABOR					6 Mth Trend	PBSP	Statewide
Pharmacy FTE	7	7	100%	103%		YTD 13/14	FY 12/13	Statewide	Appointments per PCP		5.0	12.1
Dental Clinical FTE	23	24	98%	97%	Medical Staff	\$68	\$64	\$88	Appointments per PCRN		-	6.5
Mental Health Clinical FTE	21	27	79%	86%	Nursing Staff	\$409	\$399	\$397	Encounters per Primary MH Clinician		5.0	9.0
Clinical Support FTE	7	7	100%	80%	Pharmacy Staff	\$21	\$21	\$32	Encounters per Psychiatrist		4.8	9.2
Administrative Support FTE	54	72	75%	83%	Dental Clinical Staff	\$87	\$85	\$79	OTHER TRENDS			
	6 Mth Trend	Actual	PBSP	Statewide		YTD 13/14	FY 12/13	Statewide		6 Mth Trend	PBSP	Statewide
Total Actual FTE		230	100%	100%	Mental Health Clinical Staff	\$162	\$179	\$166	Hospital Admissions*		1.4	4.6
Civil Service FTE		221	96%	92%	Clinical Support Staff	\$22	\$15	\$21	Emergency Department Visits*		10	24
Overtime FTE		4	1.5%	4.6%	Administrative Support Staff	\$118	\$117	\$100	Specialty Care Referrals*		7	36
Registry FTE		6	2.5%	3.2%	NON LABOR				Prescriptions Per Inmate		1.3	3.2
						YTD 13/14	FY 12/13	Statewide	Diagnostics Per Inmate		0.4	0.8
					Hospital	\$33	\$14	\$96	Appeals Received*		30	31
					Emergency Department	\$3	\$4	\$6	Prison Population Capacity		116%	138%
					Specialty	\$5	\$4	\$25				
					Medications	\$41	\$35	\$88				
					Diagnostics	\$8	\$9	\$17				

* 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				
	6 Mth Trend	LAC	Statewide		Prior Qtr	Statewide		LAC	Statewide			
Medical Services		73%	85%	Asthma Care	94%	94%	82%	Appropriate Placement High Risk Patients	N/A	72%		
Dental Services		86%	91%	Therapeutic Anticoagulation	70%	85%	73%	High Risk Patient Care Plan				
Mental Health Services		87%	82%	Diabetes Care	83%	87%	76%	Follow-Up After MHCB/DSH Admission		75%	84%	
APPTS COMPLETED AS SCHEDULED				Current Yr				6 Mth Trend				
					Prior Yr	Statewide		LAC	Statewide			
Cancelled Due to Custody		2.7%	3.3%	HCV Treatment	92%	94%	90%	30-Day Community Hospital Readmission		3.3%	9.8%	
Seen as Scheduled		70%	82%	Utilization Specialty Services	98%	97%	91%	30-Day MHCB or DSH Readmission		0%	24%	
EFFECTIVE COMMUNICATION				Flu Vaccination				CONTINUITY OF CLINICIANS & SERVICES				
Effective Communication Provided		82%	88%	Flu Vaccination	98%	93%	90%	Primary Care Provider (PCP)		91%	89%	
MEDICATION MANAGEMENT				AVAILABILITY OF HEALTH INFORMATION				RESOURCE MANAGEMENT				
MAPIP				6 Mth Trend				6 Mth Trend				
	LAC	Statewide			LAC	Statewide		LAC	Statewide			
Medication Continuity-Transfer	90%	85%	Documents Scanned		39%	37%	Claims Processed		N/A	98%		
Medication Non-Adherence Counseling	95%	76%	Specialty Notes		12%	39%	Specialty Teleservices		68%	67%		
Medication Administration	95%	89%	Community Hospital Records		90%	64%	Health Care Staff Training					
FORMULARY MANAGEMENT				APPEAL PROCESSING				CONTINUOUS EVALUATION & IMPROVEMENT				
					6 Mth Trend	LAC	Statewide		6 Mth Trend	LAC	Statewide	
Non-Formulary by Psychiatrists	2.0%	3.6%	Timely Appeals		74%	89%	QM & Patient Safety Program					
Non-Formulary by Medical Providers	3.6%	5.6%	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		LAC	Statewide	
Total Staffing FTE	354	379	94%	93%	Medical Staff	\$76	\$71	\$88	Appointments per PCP		10.2	12.1
Medical FTE	12	12	99%	92%	Nursing Staff	\$398	\$382	\$397	Appointments per PCRN		5.3	6.5
Nursing FTE	150	151	99%	100%	Pharmacy Staff	\$26	\$26	\$32	Encounters per Primary MH Clinician		11.3	9.0
Pharmacy FTE	14	12	113%	103%	Dental Clinical Staff	\$76	\$71	\$79	Encounters per Psychiatrist		10.1	9.2
Dental Clinical FTE	26	26	98%	97%	Mental Health Clinical Staff	\$278	\$222	\$166	OTHER TRENDS			
Mental Health Clinical FTE	67	77	87%	86%	Clinical Support Staff	\$22	\$19	\$21		6 Mth Trend	LAC	Statewide
Clinical Support FTE	9	15	62%	80%	Administrative Support Staff	\$108	\$94	\$100	Hospital Admissions*		5.3	4.6
Administrative Support FTE	77	86	89%	83%	NON LABOR				Emergency Department Visits*		73	24
	6 Mth Trend	Actual	LAC	Statewide		YTD 13/14	FY 12/13	Statewide	Specialty Care Referrals*		39	36
Total Actual FTE		354	100%	100%	Hospital	\$58	\$79	\$96	Prescriptions Per Inmate		4.3	3.2
Civil Service FTE		326	92%	92%	Emergency Department	\$10	\$10	\$6	Diagnostics Per Inmate		0.9	0.8
Overtime FTE		14	3.9%	4.6%	Specialty	\$24	\$29	\$25	Appeals Received*		3	31
Registry FTE		15	4.1%	3.2%	Medications	\$119	\$109	\$88	Prison Population Capacity		157%	138%
					Diagnostics	\$23	\$21	\$17				

* 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				
	6 Mth Trend	HDSP	Statewide	Recent Qtr	Prior Qtr	Statewide		6 Mth Trend	HDSP	Statewide		
Medical Services		81%	85%	89%	92%	82%	Appropriate Placement High Risk Patients		N/A	72%		
Dental Services		83%	91%	100%	100%	73%	High Risk Patient Care Plan					
Mental Health Services		82%	82%	73%	79%	76%	Follow-Up After MHCB/DSH Admission		65%	84%		
APPTS COMPLETED AS SCHEDULED				Current Yr				6 Mth Trend				
				Current Yr	Prior Yr	Statewide		6 Mth Trend	HDSP	Statewide		
Cancelled Due to Custody		0.3%	3.3%	100%	98%	90%	30-Day Community Hospital Readmission		7.1%	9.8%		
Seen as Scheduled		84%	82%	N/A	N/A	88%	30-Day MHCB or DSH Readmission		20%	24%		
EFFECTIVE COMMUNICATION				APPEAL PROCESSING				CONTINUITY OF CLINICIANS & SERVICES				
				6 Mth Trend				6 Mth Trend				
Effective Communication Provided		83%	88%	HDSP				HDSP				
				Statewide				Statewide				
MEDICATION MANAGEMENT				AVAILABILITY OF HEALTH INFORMATION				RESOURCE MANAGEMENT				
MAPIP				6 Mth Trend				6 Mth Trend				
	6 Mth Trend	HDSP	Statewide		6 Mth Trend	HDSP	Statewide		6 Mth Trend	HDSP	Statewide	
Medication Continuity-Transfer		75%	85%	Documents Scanned		35%	37%	Claims Processed		N/A	98%	
Medication Non-Adherence Counseling		85%	76%	Specialty Notes		52%	39%	Specialty Teleservices		64%	67%	
Medication Administration		87%	89%	Community Hospital Records		20%	64%	Health Care Staff Training				
FORMULARY MANAGEMENT				APPEAL PROCESSING				CONTINUOUS EVALUATION & IMPROVEMENT				
				6 Mth Trend				6 Mth Trend				
Non-Formulary by Psychiatrists		2.3%	3.6%	HDSP				HDSP				
Non-Formulary by Medical Providers		3.4%	5.6%	Statewide				Statewide				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				MAJOR COSTS PER INMATE PER MONTH**				WORKLOAD PER DAY				
	Actual	Authority	% of Auth	Statewide	LABOR				6 Mth Trend			
					YTD 13/14	FY 12/13	Statewide		6 Mth Trend	HDSP	Statewide	
Total Staffing FTE	235	260	90%	93%	Medical Staff	\$80	\$67	\$88	Appointments per PCP		14.6	12.1
Medical FTE	10	11	93%	92%	Nursing Staff	\$359	\$327	\$397	Appointments per PCRN		5.4	6.5
Nursing FTE	115	109	105%	100%	Pharmacy Staff	\$18	\$18	\$32	Encounters per Primary MH Clinician		6.3	9.0
Pharmacy FTE	8	8	100%	103%	Dental Clinical Staff	\$81	\$73	\$79	Encounters per Psychiatrist		6.1	9.2
Dental Clinical FTE	23	24	97%	97%	Mental Health Clinical Staff	\$58	\$74	\$166	OTHER TRENDS			
Mental Health Clinical FTE	18	30	60%	86%	Clinical Support Staff	\$10	\$13	\$21	6 Mth Trend			
Clinical Support FTE	6	6	90%	80%	Administrative Support Staff	\$86	\$93	\$100		6 Mth Trend	HDSP	Statewide
Administrative Support FTE	55	72	76%	83%	NON LABOR				6 Mth Trend			
	6 Mth Trend	Actual	HDSP	Statewide	YTD 13/14	FY 12/13	Statewide		6 Mth Trend	HDSP	Statewide	
Total Actual FTE		235	100%	100%	Hospital	\$21	\$26	\$96	Hospital Admissions*		1.2	4.6
Civil Service FTE		217	92%	92%	Emergency Department	\$5	\$10	\$6	Emergency Department Visits*		11	24
Overtime FTE		16	6.7%	4.6%	Specialty	\$19	\$13	\$25	Specialty Care Referrals*		30	36
Registry FTE		3	1.1%	3.2%	Medications	\$37	\$37	\$88	Prescriptions Per Inmate		1.8	3.2
					Diagnostics	\$7	\$12	\$17	Diagnostics Per Inmate		0.3	0.8
									Appeals Received*		31	31
									Prison Population Capacity		143%	138%

* 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				
ACCESS				Recent Qtr				6 Mth Trend				
	6 Mth Trend	CVSP	Statewide	Recent Qtr	Prior Qtr	Statewide		6 Mth Trend	CVSP	Statewide		
Medical Services		84%	85%	91%	92%	82%	Appropriate Placement High Risk Patients		N/A	72%		
Dental Services		93%	91%	100%	100%	73%	High Risk Patient Care Plan					
Mental Health Services		100%	82%	79%	81%	76%	Follow-Up After MHCB/DSH Admission		-	84%		
APPTS COMPLETED AS SCHEDULED				Current Yr				CONTINUITY OF CLINICIANS & SERVICES				
	6 Mth Trend	CVSP	Statewide	Current Yr	Prior Yr	Statewide		6 Mth Trend	CVSP	Statewide		
Cancelled Due to Custody		0.2%	3.3%	99%	100%	90%	Primary Care Provider (PCP)		90%	89%		
Seen as Scheduled		79%	82%	100%	100%	92%	Mental Health Primary Clinician		N/A	78%		
EFFECTIVE COMMUNICATION				Statewide				Psychiatrist				
	6 Mth Trend	CVSP	Statewide					6 Mth Trend	CVSP	Statewide		
Effective Communication Provided		86%	88%						5.5	11.5		
MEDICATION MANAGEMENT				AVAILABILITY OF HEALTH INFORMATION				RESOURCE MANAGEMENT				
	6 Mth Trend	CVSP	Statewide		6 Mth Trend	CVSP	Statewide		6 Mth Trend	CVSP	Statewide	
MAPIP				Documents Scanned		52%	37%	Claims Processed		N/A	98%	
Medication Continuity-Transfer		89%	85%	Specialty Notes		38%	39%	Specialty Teleservices		95%	67%	
Medication Non-Adherence Counseling		98%	76%	Community Hospital Records		67%	64%	Health Care Staff Training				
Medication Administration		91%	89%	APPEAL PROCESSING				CONTINUOUS EVALUATION & IMPROVEMENT				
FORMULARY MANAGEMENT					6 Mth Trend	CVSP	Statewide		6 Mth Trend	CVSP	Statewide	
	6 Mth Trend	CVSP	Statewide	Timely Appeals		100%	89%	QM & Patient Safety Program				
Non-Formulary by Psychiatrists		0.0%	3.6%	MAJOR COSTS PER INMATE PER MONTH**				WORKLOAD PER DAY				
Non-Formulary by Medical Providers		2.0%	5.6%		YTD 13/14	FY 12/13	Statewide		6 Mth Trend	CVSP	Statewide	
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				LABOR				Appointments per PCP		14.9	12.1	
	Actual	Authority	% of Auth	Statewide	Medical Staff	\$61	\$59	\$88	Appointments per PCRN		5.0	6.5
Total Staffing FTE	130	157	83%	93%	Nursing Staff	\$234	\$234	\$397	Encounters per Primary MH Clinician		3.8	9.0
Medical FTE	4	7	63%	92%	Pharmacy Staff	\$13	\$12	\$32	Encounters per Psychiatrist		3.8	9.2
Nursing FTE	55	62	88%	100%	Dental Clinical Staff	\$88	\$78	\$79	OTHER TRENDS			
Pharmacy FTE	5	5	106%	103%	Mental Health Clinical Staff	\$26	\$21	\$166		6 Mth Trend	CVSP	Statewide
Dental Clinical FTE	19	19	100%	97%	Clinical Support Staff	\$8	\$7	\$21	Hospital Admissions*		3.9	4.6
Mental Health Clinical FTE	4	7	57%	86%	Administrative Support Staff	\$81	\$72	\$100	Emergency Department Visits*		38	24
Clinical Support FTE	4	4	104%	80%	NON LABOR				Specialty Care Referrals*		50	36
Administrative Support FTE	39	53	74%	83%		YTD 13/14	FY 12/13	Statewide	Prescriptions Per Inmate		2.1	3.2
Total Actual FTE		130	100%	100%	Hospital	\$46	\$46	\$96	Diagnostics Per Inmate		0.5	0.8
Civil Service FTE		123	95%	92%	Emergency Department	\$5	\$5	\$6	Appeals Received*		18	31
Overtime FTE		5	4.1%	4.6%	Specialty	\$22	\$19	\$25	Prison Population Capacity		134%	138%
Registry FTE		2	1.2%	3.2%	Medications	\$23	\$19	\$88				
				Diagnosics	\$9	\$10	\$17					

* 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				
	6 Mth Trend	CRC	Statewide		Prior Qtr	Statewide		CRC	Statewide			
Medical Services		97%	85%	Asthma Care	88%	89%	82%	Appropriate Placement High Risk Patients	N/A	72%		
Dental Services		96%	91%	Therapeutic Anticoagulation	100%	100%	73%	High Risk Patient Care Plan				
Mental Health Services		94%	82%	Diabetes Care	80%	79%	76%	Follow-Up After MHCB/DSH Admission	100%	84%		
APPTS COMPLETED AS SCHEDULED				Current Yr				6 Mth Trend				
					Prior Yr	Statewide		CRC	Statewide			
Cancelled Due to Custody		0.5%	3.3%	HCV Treatment	90%	99%	90%	30-Day Community Hospital Readmission	1.7%	9.8%		
Seen as Scheduled		90%	82%	Utilization Specialty Services	92%	86%	91%	30-Day MHCB or DSH Readmission	-	24%		
EFFECTIVE COMMUNICATION				Current Yr				6 Mth Trend				
					Prior Yr	Statewide		CRC	Statewide			
Effective Communication Provided		92%	88%	Colon Cancer Screening	97%	99%	92%	Potentially Avoidable Hospitalizations*	7.6	11.5		
MEDICATION MANAGEMENT				Current Yr				6 Mth Trend				
					Prior Yr	Statewide		CRC	Statewide			
MAPIP				Current Yr				6 Mth Trend				
					Prior Yr	Statewide		CRC	Statewide			
Medication Continuity-Transfer		93%	85%	Flu Vaccination	100%	100%	90%	CONTINUITY OF CLINICIANS & SERVICES				
Medication Non-Adherence Counseling		62%	76%	AVAILABILITY OF HEALTH INFORMATION				6 Mth Trend				
Medication Administration		95%	89%						CRC	Statewide		
FORMULARY MANAGEMENT				6 Mth Trend				6 Mth Trend				
									CRC	Statewide		
Non-Formulary by Psychiatrists		0.7%	3.6%	Documents Scanned		64%	37%	Primary Care Provider (PCP)	95%	89%		
Non-Formulary by Medical Providers		1.8%	5.6%	Specialty Notes		40%	39%	Mental Health Primary Clinician	N/A	78%		
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				6 Mth Trend				6 Mth Trend				
									CRC	Statewide		
	Actual	Authority	% of Auth	Statewide	APPEAL PROCESSING				6 Mth Trend			
									CRC	Statewide		
Total Staffing FTE	191	210	91%	93%	6 Mth Trend				6 Mth Trend			
Medical FTE	9	10	90%	92%					CRC	Statewide		
Nursing FTE	71	73	97%	100%	MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend			
Pharmacy FTE	11	10	112%	103%						CRC	Statewide	
Dental Clinical FTE	22	23	96%	97%	LABOR				6 Mth Trend			
Mental Health Clinical FTE	19	27	70%	86%		YTD 13/14	FY 12/13	Statewide		CRC	Statewide	
Clinical Support FTE	5	7	70%	80%	Medical Staff	\$82	\$83	\$88	Appointments per PCP		12.3	12.1
Administrative Support FTE	55	60	91%	83%	Nursing Staff	\$232	\$243	\$397	Appointments per PCRN		6.0	6.5
Actual				6 Mth Trend				6 Mth Trend				
										CRC	Statewide	
Total Actual FTE		191	100%	100%	NON LABOR				6 Mth Trend			
Civil Service FTE		185	97%	92%		YTD 13/14	FY 12/13	Statewide		CRC	Statewide	
Overtime FTE		4	1.9%	4.6%	Hospital	\$49	\$63	\$96	Encounters per Primary MH Clinician		5.8	9.0
Registry FTE		3	1.6%	3.2%	Emergency Department	\$7	\$4	\$6	Encounters per Psychiatrist		10.1	9.2
Actual				6 Mth Trend				6 Mth Trend				
										CRC	Statewide	
Total Actual FTE		191	100%	100%	Specialty	\$12	\$18	\$25	OTHER TRENDS			
Civil Service FTE		185	97%	92%	Medications	\$64	\$82	\$88	Hospital Admissions*		5.2	4.6
Overtime FTE		4	1.9%	4.6%	Diagnosics	\$12	\$16	\$17	Emergency Department Visits*		45	24
Registry FTE		3	1.6%	3.2%	APPEAL PROCESSING				6 Mth Trend			
										CRC	Statewide	
					6 Mth Trend				6 Mth Trend			
										CRC	Statewide	
					6 Mth Trend				6 Mth Trend			
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										CRC	Statewide	
					6 Mth Trend				6 Mth Trend			
										CRC	Statewide	
					6 Mth Trend				6 Mth			

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		89%	85%	Asthma Care	89%	88%	82%	Appropriate Placement High Risk Patients	N/A	72%		
Dental Services		88%	91%	Therapeutic Anticoagulation	71%	83%	73%	High Risk Patient Care Plan				
Mental Health Services		66%	82%	Diabetes Care	75%	79%	76%	Follow-Up After MHCB/DSH Admission		85%	84%	
APPTS COMPLETED AS SCHEDULED				Current Yr				Continuity of Clinicians & Services				
					Prior Yr	Statewide		6 Mth Trend	COR	Statewide		
Cancelled Due to Custody		10.1%	3.3%	HCV Treatment	77%	70%	90%	30-Day Community Hospital Readmission		13.3%	9.8%	
Seen as Scheduled		67%	82%	Utilization Specialty Services	96%	94%	91%	30-Day MHCB or DSH Readmission		13%	24%	
EFFECTIVE COMMUNICATION				Current Yr				Continuity of Clinicians & Services				
					Prior Yr	Statewide		6 Mth Trend	COR	Statewide		
Effective Communication Provided		85%	88%	Colon Cancer Screening	92%	85%	92%	Potentially Avoidable Hospitalizations*		19.9	11.5	
MEDICATION MANAGEMENT				Current Yr				Continuity of Clinicians & Services				
					Prior Yr	Statewide		6 Mth Trend	COR	Statewide		
MAPIP				Current Yr				Continuity of Clinicians & Services				
					Prior Yr	Statewide		6 Mth Trend	COR	Statewide		
Medication Continuity-Transfer		95%	85%	Flu Vaccination	98%	97%	90%	Primary Care Provider (PCP)		91%	89%	
Medication Non-Adherence Counseling		52%	76%	AVAILABILITY OF HEALTH INFORMATION				Resource Management				
Medication Administration		99%	89%						6 Mth Trend	COR	Statewide	
FORMULARY MANAGEMENT				6 Mth Trend				Resource Management				
					COR	Statewide			6 Mth Trend	COR	Statewide	
Non-Formulary by Psychiatrists		3.4%	3.6%	Documents Scanned		14%	37%	Claims Processed		N/A	98%	
Non-Formulary by Medical Providers		6.4%	5.6%	Specialty Notes		49%	39%	Specialty Teleservices		89%	67%	
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				6 Mth Trend				Resource Management				
					COR	Statewide			6 Mth Trend	COR	Statewide	
	Actual	Authority	% of Auth	Statewide	APPEAL PROCESSING				Continuous Evaluation & Improvement			
									6 Mth Trend	COR	Statewide	
Total Staffing FTE	485	530	92%	93%	6 Mth Trend				Continuous Evaluation & Improvement			
Medical FTE	13	16	81%	92%					6 Mth Trend	COR	Statewide	
Nursing FTE	263	274	96%	100%	6 Mth Trend				Continuous Evaluation & Improvement			
Pharmacy FTE	15	14	106%	103%					6 Mth Trend	COR	Statewide	
Dental Clinical FTE	26	29	90%	97%	6 Mth Trend				Continuous Evaluation & Improvement			
Mental Health Clinical FTE	65	74	87%	86%					6 Mth Trend	COR	Statewide	
Clinical Support FTE	17	23	76%	80%	6 Mth Trend				Continuous Evaluation & Improvement			
Administrative Support FTE	87	101	86%	83%					6 Mth Trend	COR	Statewide	
MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend				Continuous Evaluation & Improvement				
									6 Mth Trend	COR	Statewide	
	Actual	COR	Statewide	LABOR				Workload Per Day				
					YTD 13/14	FY 12/13	Statewide		6 Mth Trend	COR	Statewide	
Total Actual FTE		485	100%	100%	LABOR				Workload Per Day			
Civil Service FTE		440	91%	92%	Hospital	\$126	\$101	\$96	Appointments per PCP		14.1	12.1
Overtime FTE		26	5.3%	4.6%	Emergency Department	\$4	\$3	\$6	Appointments per PCRN		6.1	6.5
Registry FTE		19	4.0%	3.2%	Specialty	\$28	\$25	\$25	Encounters per Primary MH Clinician		10.5	9.0
OTHER TRENDS				6 Mth Trend				Other Trends				
									6 Mth Trend	COR	Statewide	
	Actual	COR	Statewide	NON LABOR				Other Trends				
					YTD 13/14	FY 12/13	Statewide		6 Mth Trend	COR	Statewide	
Total Actual FTE		485	100%	100%	Hospital	\$126	\$101	\$96	Hospital Admissions*		7.6	4.6
Civil Service FTE		440	91%	92%	Emergency Department	\$4	\$3	\$6	Emergency Department Visits*		13	24
Overtime FTE		26	5.3%	4.6%	Specialty	\$28	\$25	\$25	Specialty Care Referrals*		29	36
Registry FTE		19	4.0%	3.2%	Medications	\$81	\$91	\$88	Prescriptions Per Inmate		3.1	3.2
OTHER TRENDS				6 Mth Trend				Other Trends				
									6 Mth Trend	COR	Statewide	
	Actual	COR	Statewide	NON LABOR				Other Trends				
					YTD 13/14	FY 12/13	Statewide		6 Mth Trend	COR	Statewide	
Total Actual FTE		485	100%	100%	Hospital	\$126	\$101	\$96	Diagnosics Per Inmate		0.3	0.8
Civil Service FTE		440	91%	92%	Emergency Department	\$4	\$3	\$6	Appeals Received*		49	31
Overtime FTE		26	5.3%	4.6%	Specialty	\$28	\$25	\$25	Prison Population Capacity		139%	138%
Registry FTE		19	4.0%	3.2%	Medications	\$81	\$91	\$88				
					Diagnosics	\$10	\$11	\$17				

* 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	72%			
Dental Services		96%	85%	Therapeutic Anticoagulation	71%	71%	73%	High Risk Patient Care Plan						
Mental Health Services		81%	91%	Diabetes Care	73%	75%	76%	Follow-Up After MHCB/DSH Admission		91%	84%			
APPTS COMPLETED AS SCHEDULED					Prior Qtr					CMF				
Cancelled Due to Custody		3.1%	3.3%	HCV Treatment	97%	97%	90%	30-Day Community Hospital Readmission		16.1%	9.8%			
Seen as Scheduled		92%	82%	Utilization Specialty Services	87%	85%	91%	30-Day MHCB or DSH Readmission		22%	24%			
EFFECTIVE COMMUNICATION					Statewide					Statewide				
Effective Communication Provided		98%	88%	Colon Cancer Screening	99%	97%	92%	Potentially Avoidable Hospitalizations*		40.8	11.5			
MEDICATION MANAGEMENT					Current Yr					Continuity of Clinicians & Services				
MAPIP					Prior Yr					Primary Care Provider (PCP)				
Medication Continuity-Transfer		97%	85%	Flu Vaccination	94%	100%	90%	Mental Health Primary Clinician		77%	78%			
Medication Non-Adherence Counseling		64%	76%	AVAILABILITY OF HEALTH INFORMATION					Psychiatrist		80%	78%		
Medication Administration		100%	89%	6 Mth Trend					RESOURCE MANAGEMENT					
FORMULARY MANAGEMENT					CMF					6 Mth Trend				
Non-Formulary by Psychiatrists		6.8%	3.6%	Documents Scanned		40%	37%	Claims Processed		N/A	98%			
Non-Formulary by Medical Providers		8.8%	5.6%	Specialty Notes		61%	39%	Specialty Teleservices		35%	67%			
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					Statewide					Health Care Staff Training				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	APPEAL PROCESSING					CONTINUOUS EVALUATION & IMPROVEMENT				
Medical FTE	19	21	93%	92%	6 Mth Trend					6 Mth Trend				
Nursing FTE	292	353	83%	100%	Timely Appeals		100%	89%	QM & Patient Safety Program					
Pharmacy FTE	32	27	117%	103%	MAJOR COSTS PER INMATE PER MONTH**					WORKLOAD PER DAY				
Dental Clinical FTE	17	18	94%	97%	LABOR					6 Mth Trend				
Mental Health Clinical FTE	83	86	97%	86%	Medical Staff	YTD 13/14	FY 12/13	Statewide	Appointments per PCP		10.5	12.1		
Clinical Support FTE	31	39	81%	80%	Nursing Staff	\$278	\$304	\$88	Appointments per PCRN		16.6	6.5		
Administrative Support FTE	123	131	94%	83%	Pharmacy Staff	\$1,352	\$1,328	\$397	Encounters per Primary MH Clinician		11.4	9.0		
6 Mth Trend					NON LABOR					OTHER TRENDS				
Total Actual FTE		597	100%	100%	Hospital	YTD 13/14	FY 12/13	Statewide	Encounters per Psychiatrist		8.6	9.2		
Civil Service FTE		571	96%	92%	Emergency Department	\$484	\$436	\$96	Hospital Admissions*		11.4	4.6		
Overtime FTE		18	3.0%	4.6%	Specialty	\$8	\$7	\$6	Emergency Department Visits*		26	24		
Registry FTE		8	1.3%	3.2%	Medications	\$100	\$54	\$25	Specialty Care Referrals*		51	36		
					Medications	\$395	\$395	\$88	Prescriptions Per Inmate		5.6	3.2		
					Diagnostics	\$34	\$40	\$17	Diagnostics Per Inmate		1.9	0.8		
										Appeals Received*		50	31	
										Prison Population Capacity		86%	138%	

* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

California Men's Colony (CMC)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
ACCESS				Recent Qtr				6 Mth Trend				
	6 Mth Trend	CMC	Statewide		Prior Qtr	Statewide		CMC	Statewide			
Medical Services		76%	85%	Asthma Care	91%	92%	82%	Appropriate Placement High Risk Patients	N/A	72%		
Dental Services		82%	91%	Therapeutic Anticoagulation	72%	57%	73%	High Risk Patient Care Plan				
Mental Health Services		91%	82%	Diabetes Care	76%	80%	76%	Follow-Up After MHCB/DSH Admission		99%	84%	
APPTS COMPLETED AS SCHEDULED				Current Yr				Continuity of Clinicians & Services				
	6 Mth Trend	CMC	Statewide		Prior Yr	Statewide		6 Mth Trend	CMC	Statewide		
Cancelled Due to Custody		3.4%	3.3%	Utilization Specialty Services	89%	90%	91%	30-Day Community Hospital Readmission		4.7%	9.8%	
Seen as Scheduled		83%	82%	Colon Cancer Screening	100%	100%	92%	30-Day MHCB or DSH Readmission		18%	24%	
EFFECTIVE COMMUNICATION				APPEAL PROCESSING				Resource Management				
	6 Mth Trend	CMC	Statewide		6 Mth Trend	CMC	Statewide		6 Mth Trend	CMC	Statewide	
Effective Communication Provided		87%	88%	Timely Appeals		91%	89%	Claims Processed		N/A	98%	
MEDICATION MANAGEMENT				MAJOR COSTS PER INMATE PER MONTH**				Workload Per Day				
	6 Mth Trend	CMC	Statewide		YTD 13/14	FY 12/13	Statewide		6 Mth Trend	CMC	Statewide	
MAPIP				LABOR				Appointments per PCP		11.4	12.1	
Medication Continuity-Transfer		62%	85%	Medical Staff	\$123	\$104	\$88	Appointments per PCRN		6.8	6.5	
Medication Non-Adherence Counseling		90%	76%	Nursing Staff	\$533	\$507	\$397	Encounters per Primary MH Clinician		13.2	9.0	
Medication Administration		76%	89%	Pharmacy Staff	\$41	\$33	\$32	Encounters per Psychiatrist		10.6	9.2	
FORMULARY MANAGEMENT				NON LABOR				Other Trends				
	6 Mth Trend	CMC	Statewide		YTD 13/14	FY 12/13	Statewide		6 Mth Trend	CMC	Statewide	
Non-Formulary by Psychiatrists		6.5%	3.6%	Hospital	\$78	\$77	\$96	Hospital Admissions*		4.4	4.6	
Non-Formulary by Medical Providers		6.3%	5.6%	Emergency Department	\$5	\$3	\$6	Emergency Department Visits*		24	24	
STAFFING IN FULL TIME EQUIVALENTS (FTE)**								Specialty Care Referrals*		66	36	
	Actual	Authority	% of Auth	Statewide				Prescriptions Per Inmate		6.2	3.2	
Total Staffing FTE	560	636	88%	93%	Medications	\$170	\$153	\$88	Diagnosics Per Inmate		0.9	0.8
Medical FTE	19	19	100%	92%	Diagnosics	\$21	\$21	\$17	Appeals Received*		27	31
Nursing FTE	258	310	83%	100%				Prison Population Capacity		114%	138%	
Pharmacy FTE	23	21	112%	103%								
Dental Clinical FTE	25	28	89%	97%								
Mental Health Clinical FTE	98	103	95%	86%								
Clinical Support FTE	25	34	74%	80%								
Administrative Support FTE	112	121	92%	83%								
	6 Mth Trend	Actual	CMC	Statewide								
Total Actual FTE		560	100%	100%								
Civil Service FTE		544	97%	92%								
Overtime FTE		10	1.8%	4.6%								
Registry FTE		6	1.0%	3.2%								

* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

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									
Medical Services		91%	85%	Asthma Care	89%	92%	82%	Appropriate Placement High Risk Patients		N/A	72%	
Dental Services		95%	91%	Therapeutic Anticoagulation	67%	100%	73%	High Risk Patient Care Plan				
Mental Health Services		87%	82%	Diabetes Care	79%	76%	76%	Follow-Up After MHCB/DSH Admission		80%	84%	
APPTS COMPLETED AS SCHEDULED				Prior Qtr				CIW				
Cancelled Due to Custody		4.1%	3.3%	HCV Treatment	100%	96%	90%	30-Day Community Hospital Readmission		9.4%	9.8%	
Seen as Scheduled		85%	82%	Utilization Specialty Services	88%	89%	91%	30-Day MHCB or DSH Readmission		30%	24%	
EFFECTIVE COMMUNICATION				Statewide				Statewide				
Effective Communication Provided		96%	88%	Colon Cancer Screening	98%	95%	92%	Potentially Avoidable Hospitalizations*		13.1	11.5	
MEDICATION MANAGEMENT				Current Yr				Continuity of Clinicians & Services				
MAPIP				Prior Yr				6 Mth Trend				
Medication Continuity-Transfer		92%	85%	Flu Vaccination	100%	99%	90%	Primary Care Provider (PCP)		87%	89%	
Medication Non-Adherence Counseling		80%	76%	AVAILABILITY OF HEALTH INFORMATION				CIW				
Medication Administration		85%	89%									
FORMULARY MANAGEMENT				Statewide				Statewide				
Non-Formulary by Psychiatrists		5.5%	3.6%	APPEAL PROCESSING				6 Mth Trend				
Non-Formulary by Medical Providers		6.7%	5.6%									
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				6 Mth Trend				CIW				
	Actual	Authority	% of Auth	Statewide	MAJOR COSTS PER INMATE PER MONTH**				CIW			
Total Staffing FTE	378	364	104%	93%	LABOR				6 Mth Trend			
Medical FTE	9	10	95%	92%								
Nursing FTE	187	169	111%	100%								
Pharmacy FTE	13	13	101%	103%								
Dental Clinical FTE	15	15	100%	97%								
Mental Health Clinical FTE	46	49	94%	86%								
Clinical Support FTE	13	14	94%	80%								
Administrative Support FTE	94	95	99%	83%								
	6 Mth Trend	Actual	CIW	Statewide								
Total Actual FTE		378	100%	100%								
Civil Service FTE		345	91%	92%								
Overtime FTE		23	6.0%	4.6%								
Registry FTE		10	2.7%	3.2%								
WORKLOAD PER DAY				Other Trends				6 Mth Trend				
Appointments per PCP		11.1	12.1									
Appointments per PCRN		7.6	6.5									
Encounters per Primary MH Clinician		6.6	9.0									
Encounters per Psychiatrist		7.7	9.2									
OTHER TRENDS				CIW				Statewide				
Hospital Admissions*		4.8	4.6									
Emergency Department Visits*		35	24									
Specialty Care Referrals*		32	36									
Prescriptions Per Inmate		4.6	3.2									
Diagnostics Per Inmate		1.0	0.8									
Appeals Received*		27	31									
Prison Population Capacity		149%	138%									

* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

California State Prison, Centinela (CEN)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT																																																																																																								
ACCESS Medical Services: CEN: 81% Statewide: 85% Dental Services: CEN: 92% Statewide: 91% Mental Health Services: CEN: 100% Statewide: 82%				Recent Qtr Prior Qtr Statewide Asthma Care: 92% 89% 82% Therapeutic Anticoagulation: 0% 100% 73% Diabetes Care: 68% 75% 76% HCV Treatment: 98% 85% 90% Utilization Specialty Services: 90% 95% 91% Colon Cancer Screening: 98% 98% 92% Breast Cancer Screening: N/A N/A 88% Diagnostic Monitoring: - - 71% Polypharmacy Medication Review: - - - Current Yr Prior Yr Statewide Flu Vaccination: 72% 96% 90%				6 Mth Trend CEN Statewide Appropriate Placement High Risk Patients: N/A 72% High Risk Patient Care Plan: - - - Follow-Up After MHCB/DSH Admission: 100% 84% 30-Day Community Hospital Readmission: 8.6% 9.8% 30-Day MHCB or DSH Readmission: 100% 24% Potentially Avoidable Hospitalizations*: 4.0 11.5																																																																																																								
APPTS COMPLETED AS SCHEDULED Cancelled Due to Custody: 0.1% 3.3% Seen as Scheduled: 84% 82%				CONTINUITY OF CLINICIANS & SERVICES Primary Care Provider (PCP): 81% 89% Mental Health Primary Clinician: N/A 78% Psychiatrist: N/A 78%																																																																																																												
EFFECTIVE COMMUNICATION Effective Communication Provided: 93% 88%				RESOURCE MANAGEMENT Claims Processed: N/A 98% Specialty Teleservices: 84% 67% Health Care Staff Training: - - -																																																																																																												
MEDICATION MANAGEMENT MAPIP Medication Continuity-Transfer: 99% 85% Medication Non-Adherence Counseling: 46% 76% Medication Administration: 100% 89%				AVAILABILITY OF HEALTH INFORMATION Documents Scanned: 72% 37% Specialty Notes: 78% 39% Community Hospital Records: 100% 64%																																																																																																												
FORMULARY MANAGEMENT Non-Formulary by Psychiatrists: 0.0% 3.6% Non-Formulary by Medical Providers: 6.0% 5.6%				APPEAL PROCESSING Timely Appeals: 96% 89%																																																																																																												
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>185</td><td>187</td><td>99%</td><td>93%</td></tr> <tr><td>Medical FTE</td><td>7</td><td>8</td><td>88%</td><td>92%</td></tr> <tr><td>Nursing FTE</td><td>77</td><td>73</td><td>106%</td><td>100%</td></tr> <tr><td>Pharmacy FTE</td><td>8</td><td>8</td><td>109%</td><td>103%</td></tr> <tr><td>Dental Clinical FTE</td><td>22</td><td>22</td><td>100%</td><td>97%</td></tr> <tr><td>Mental Health Clinical FTE</td><td>8</td><td>8</td><td>100%</td><td>86%</td></tr> <tr><td>Clinical Support FTE</td><td>5</td><td>5</td><td>98%</td><td>80%</td></tr> <tr><td>Administrative Support FTE</td><td>59</td><td>64</td><td>92%</td><td>83%</td></tr> </tbody> </table>					Actual	Authority	% of Auth	Statewide	Total Staffing FTE	185	187	99%	93%	Medical FTE	7	8	88%	92%	Nursing FTE	77	73	106%	100%	Pharmacy FTE	8	8	109%	103%	Dental Clinical FTE	22	22	100%	97%	Mental Health Clinical FTE	8	8	100%	86%	Clinical Support FTE	5	5	98%	80%	Administrative Support FTE	59	64	92%	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>\$68</td><td>\$62</td><td>\$88</td></tr> <tr><td>Nursing Staff</td><td>\$286</td><td>\$267</td><td>\$397</td></tr> <tr><td>Pharmacy Staff</td><td>\$25</td><td>\$18</td><td>\$32</td></tr> <tr><td>Dental Clinical Staff</td><td>\$93</td><td>\$86</td><td>\$79</td></tr> <tr><td>Mental Health Clinical Staff</td><td>\$37</td><td>\$30</td><td>\$166</td></tr> <tr><td>Clinical Support Staff</td><td>\$8</td><td>\$9</td><td>\$21</td></tr> <tr><td>Administrative Support Staff</td><td>\$101</td><td>\$90</td><td>\$100</td></tr> <tr><td>NON LABOR</td><td></td><td></td><td></td></tr> <tr><td>Hospital</td><td>\$45</td><td>\$54</td><td>\$96</td></tr> <tr><td>Emergency Department</td><td>\$5</td><td>\$3</td><td>\$6</td></tr> <tr><td>Specialty</td><td>\$18</td><td>\$15</td><td>\$25</td></tr> <tr><td>Medications</td><td>\$26</td><td>\$28</td><td>\$88</td></tr> <tr><td>Diagnostics</td><td>\$8</td><td>\$9</td><td>\$17</td></tr> </tbody> </table>					YTD 13/14	FY 12/13	Statewide	LABOR				Medical Staff	\$68	\$62	\$88	Nursing Staff	\$286	\$267	\$397	Pharmacy Staff	\$25	\$18	\$32	Dental Clinical Staff	\$93	\$86	\$79	Mental Health Clinical Staff	\$37	\$30	\$166	Clinical Support Staff	\$8	\$9	\$21	Administrative Support Staff	\$101	\$90	\$100	NON LABOR				Hospital	\$45	\$54	\$96	Emergency Department	\$5	\$3	\$6	Specialty	\$18	\$15	\$25	Medications	\$26	\$28	\$88	Diagnostics	\$8	\$9	\$17
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WORKLOAD PER DAY Appointments per PCP: 14.8 12.1 Appointments per PCRN: 11.0 6.5 Encounters per Primary MH Clinician: 4.5 9.0 Encounters per Psychiatrist: 7.0 9.2				OTHER TRENDS Hospital Admissions*: 1.4 4.6 Emergency Department Visits*: 22 24 Specialty Care Referrals*: 31 36 Prescriptions Per Inmate: 1.6 3.2 Diagnostics Per Inmate: 0.3 0.8 Appeals Received*: 13 31 Prison Population Capacity: 122% 138%																																																																																																												

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

HEALTHCARE SERVICES DASHBOARD

Central California Women's Facility (CCWF)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
ACCESS				Recent Qtr				6 Mth Trend				
	6 Mth Trend	CCWF	Statewide		Prior Qtr	Statewide		CCWF	Statewide			
Medical Services		69%	85%	Asthma Care	90%	82%	Appropriate Placement High Risk Patients	N/A	72%			
Dental Services		75%	91%	Therapeutic Anticoagulation	71%	73%	High Risk Patient Care Plan					
Mental Health Services		96%	82%	Diabetes Care	78%	76%	Follow-Up After MHCB/DSH Admission		92%	84%		
APPTS COMPLETED AS SCHEDULED				Current Yr				6 Mth Trend				
					Prior Yr	Statewide						
Cancelled Due to Custody		0.4%	3.3%	HCV Treatment	94%	90%	30-Day Community Hospital Readmission		7.8%	9.8%		
Seen as Scheduled		82%	82%	Utilization Specialty Services	86%	91%	30-Day MHCB or DSH Readmission		19%	24%		
EFFECTIVE COMMUNICATION				Current Yr				6 Mth Trend				
					Prior Yr	Statewide						
Effective Communication Provided		74%	88%	Colon Cancer Screening	96%	92%	Potentially Avoidable Hospitalizations*		8.0	11.5		
MEDICATION MANAGEMENT				Current Yr				CONTINUITY OF CLINICIANS & SERVICES				
					Prior Yr	Statewide						
MAPIP				6 Mth Trend				6 Mth Trend				
	6 Mth Trend	CCWF	Statewide					CCWF	Statewide			
Medication Continuity-Transfer		64%	85%	Flu Vaccination	85%	90%	Primary Care Provider (PCP)		93%	89%		
Medication Non-Adherence Counseling		48%	76%	AVAILABILITY OF HEALTH INFORMATION				6 Mth Trend				
Medication Administration		77%	89%									
FORMULARY MANAGEMENT				6 Mth Trend				6 Mth Trend				
Non-Formulary by Psychiatrists		5.1%	3.6%	Documents Scanned		30%	37%	Claims Processed		N/A	98%	
Non-Formulary by Medical Providers		7.8%	5.6%	Specialty Notes		22%	39%	Specialty Teleservices		65%	67%	
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				6 Mth Trend				6 Mth Trend				
	Actual	Authority	% of Auth	Statewide	APPEAL PROCESSING				6 Mth Trend			
Total Staffing FTE	292	328	89%	93%	Timely Appeals		94%	89%	CONTINUOUS EVALUATION & IMPROVEMENT			
Medical FTE	13	14	96%	92%	MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend			
Nursing FTE	123	132	94%	100%								
Pharmacy FTE	16	19	86%	103%	LABOR	YTD 13/14	FY 12/13	Statewide	6 Mth Trend			
Dental Clinical FTE	23	23	102%	97%	Medical Staff	\$95	\$105	\$88				
Mental Health Clinical FTE	44	49	90%	86%	Nursing Staff	\$365	\$348	\$397	Appointments per PCP		11.5	12.1
Clinical Support FTE	10	14	70%	80%	Pharmacy Staff	\$36	\$38	\$32	Appointments per PCRN		7.8	6.5
Administrative Support FTE	63	79	80%	83%	Dental Clinical Staff	\$76	\$68	\$79	Encounters per Primary MH Clinician		9.0	9.0
	6 Mth Trend	Actual	CCWF	Statewide	Mental Health Clinical Staff	\$170	\$162	\$166	Encounters per Psychiatrist		9.1	9.2
Total Actual FTE		292	100%	100%	Clinical Support Staff	\$21	\$24	\$21	OTHER TRENDS			
Civil Service FTE		281	96%	92%	Administrative Support Staff	\$94	\$107	\$100				
Overtime FTE		9	2.9%	4.6%	NON LABOR				6 Mth Trend			
Registry FTE		2	0.8%	3.2%								
					Hospital	\$61	\$59	\$96	Hospital Admissions*		3.0	4.6
					Emergency Department	\$9	\$6	\$6	Emergency Department Visits*		19	24
					Specialty	\$20	\$39	\$25	Specialty Care Referrals*		28	36
					Medications	\$100	\$107	\$88	Prescriptions Per Inmate		3.9	3.2
					Diagnostics	\$28	\$28	\$17	Diagnosics Per Inmate		1.1	0.8
									Appeals Received*		41	31
									Prison Population Capacity		186%	138%

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

HEALTHCARE SERVICES DASHBOARD

California Correctional Institution (CCI)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT				
ACCESS					Recent Qtr					6 Mth Trend				
Medical Services		CCI	Statewide		91%	89%	82%							
Dental Services		92%	85%	Asthma Care	75%	67%	73%							
Mental Health Services		93%	91%	Therapeutic Anticoagulation	81%	79%	76%							
APPTS COMPLETED AS SCHEDULED					Prior Qtr					CCI				
Cancelled Due to Custody		1.3%	3.3%	Diabetes Care	99%	79%	90%							
Seen as Scheduled		84%	82%	HCV Treatment	80%	86%	91%							
EFFECTIVE COMMUNICATION					Statewide					Statewide				
Effective Communication Provided		94%	88%	Utilization Specialty Services	99%	99%	92%							
MEDICATION MANAGEMENT					Current Yr					Continuity of Clinicians & Services				
MAPIP					Prior Yr					6 Mth Trend				
Medication Continuity-Transfer		92%	85%	Flu Vaccination	100%	99%	90%							
Medication Non-Adherence Counseling		100%	76%	AVAILABILITY OF HEALTH INFORMATION					CCI					
Medication Administration		90%	89%	6 Mth Trend					Statewide					
FORMULARY MANAGEMENT					Documents Scanned					6 Mth Trend				
Non-Formulary by Psychiatrists		1.5%	3.6%	Specialty Notes		70%	37%							
Non-Formulary by Medical Providers		6.3%	5.6%	Community Hospital Records		40%	39%							
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					APPEAL PROCESSING					Resource Management				
					6 Mth Trend					CCI				
					Statewide					Statewide				
					Timely Appeals					6 Mth Trend				
					100%					CCI				
					89%					Statewide				
					MAJOR COSTS PER INMATE PER MONTH**					Continuous Evaluation & Improvement				
					LABOR					6 Mth Trend				
					YTD 13/14					CCI				
					FY 12/13					Statewide				
					Statewide					Statewide				
					Medical Staff					6 Mth Trend				
					\$57					CCI				
					\$69					Statewide				
					\$88					Statewide				
					Nursing Staff					6 Mth Trend				
					\$268					CCI				
					\$251					Statewide				
					\$397					Statewide				
					Pharmacy Staff					6 Mth Trend				
					\$26					CCI				
					\$25					Statewide				
					\$32					Statewide				
					Dental Clinical Staff					6 Mth Trend				
					\$77					CCI				
					\$70					Statewide				
					\$79					Statewide				
					Mental Health Clinical Staff					6 Mth Trend				
					\$100					CCI				
					\$94					Statewide				
					\$166					Statewide				
					Clinical Support Staff					6 Mth Trend				
					\$12					CCI				
					\$11					Statewide				
					\$21					Statewide				
					Administrative Support Staff					6 Mth Trend				
					\$66					CCI				
					\$67					Statewide				
					\$100					Statewide				
					NON LABOR					Other Trends				
					YTD 13/14					6 Mth Trend				
					FY 12/13					CCI				
					Statewide					Statewide				
					Hospital					6 Mth Trend				
					\$42					CCI				
					\$47					Statewide				
					\$96					Statewide				
					Emergency Department					6 Mth Trend				
					\$3					CCI				
					\$3					Statewide				
					\$6					Statewide				
					Specialty					6 Mth Trend				
					\$15					CCI				
					\$18					Statewide				
					\$25					Statewide				
					Medications					6 Mth Trend				
					\$38					CCI				
					\$33					Statewide				
					\$88					Statewide				
					Diagnostics					6 Mth Trend				
					\$10					CCI				
					\$11					Statewide				
					\$17					Statewide				
					Hospital Admissions*					6 Mth Trend				
					\$42					CCI				
					\$47					Statewide				
					\$96					Statewide				
					Emergency Department Visits*					6 Mth Trend				
					\$3					CCI				
					\$3					Statewide				
					\$6					Statewide				
					Specialty Care Referrals*					6 Mth Trend				
					\$15					CCI				
					\$18					Statewide				
					\$25					Statewide				
					Prescriptions Per Inmate					6 Mth Trend				
					\$38					CCI				
					\$33					Statewide				
					\$88					Statewide				
					Diagnostics Per Inmate					6 Mth Trend				
					\$10					CCI				
					\$11					Statewide				
					\$17					Statewide				
					Appeals Received*					6 Mth Trend				
					21					CCI				
					31					Statewide				
					Prison Population Capacity					6 Mth Trend				
					158%					CCI				
					138%					Statewide				

* 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	Statewide														
Dental Services		89%	85%	Therapeutic Anticoagulation	-	-	73%	High Risk Patient Care Plan		N/A	72%																
Mental Health Services		90%	91%	Diabetes Care	73%	76%	76%	Follow-Up After MHCB/DSH Admission		50%	84%																
APPTS COMPLETED AS SCHEDULED				Current Yr				6 Mth Trend																			
Cancelled Due to Custody		0.1%	3.3%	HCV Treatment	100%	50%	90%	30-Day Community Hospital Readmission		0.0%	9.8%																
Seen as Scheduled		93%	82%	Utilization Specialty Services	85%	89%	91%	30-Day MHCB or DSH Readmission		0%	24%																
EFFECTIVE COMMUNICATION				Prior Yr				6 Mth Trend																			
Effective Communication Provided		97%	88%	Colon Cancer Screening	81%	93%	92%	Potentially Avoidable Hospitalizations*		2.0	11.5																
MEDICATION MANAGEMENT				Statewide				CONTINUITY OF CLINICIANS & SERVICES																			
MAPIP				Current Yr				6 Mth Trend																			
Medication Continuity-Transfer		100%	85%	Flu Vaccination	42%	95%	90%	Primary Care Provider (PCP)		85%	89%																
Medication Non-Adherence Counseling		78%	76%	AVAILABILITY OF HEALTH INFORMATION				6 Mth Trend																			
Medication Administration		98%	89%	6 Mth Trend				CCC				Statewide															
FORMULARY MANAGEMENT				Documents Scanned				6 Mth Trend				CCC				Statewide											
Non-Formulary by Psychiatrists		0.0%	3.6%	Specialty Notes		20%	37%	Claims Processed		N/A	98%																
Non-Formulary by Medical Providers		3.9%	5.6%	Community Hospital Records		29%	39%	Specialty Teleservices		48%	67%																
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				APPEAL PROCESSING				6 Mth Trend				RESOURCE MANAGEMENT															
Actual				Authority				6 Mth Trend				6 Mth Trend				CCC				Statewide							
% of Auth				Statewide				6 Mth Trend				6 Mth Trend				CCC				Statewide							
Total Staffing FTE	150	171	88%	93%	Timely Appeals		89%	89%	Health Care Staff Training																		
Medical FTE	7	9	86%	92%	MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend				6 Mth Trend				CCC				Statewide						
Nursing FTE	71	72	98%	100%	LABOR				6 Mth Trend				6 Mth Trend				CCC				Statewide						
Pharmacy FTE	5	6	81%	103%	Medical Staff	YTD 13/14	FY 12/13	Statewide	Appointments per PCP		12.9	12.1															
Dental Clinical FTE	24	25	97%	97%	Nursing Staff	\$35	\$40	\$88	Appointments per PCRN		4.5	6.5															
Mental Health Clinical FTE	3	6	55%	86%	Pharmacy Staff	\$152	\$162	\$397	Encounters per Primary MH Clinician		4.6	9.0															
Clinical Support FTE	4	4	100%	80%	Dental Clinical Staff	\$9	\$10	\$32	Encounters per Psychiatrist		-	9.2															
Administrative Support FTE	35	50	71%	83%	Mental Health Clinical Staff	\$63	\$67	\$79	CONTINUOUS EVALUATION & IMPROVEMENT				6 Mth Trend				CCC				Statewide						
6 Mth Trend				Actual				CCC				Statewide				6 Mth Trend				CCC				Statewide			
Total Actual FTE		150	100%	100%	Clinical Support Staff	\$7	\$5	\$166	QM & Patient Safety Program																		
Civil Service FTE		140	93%	92%	Administrative Support Staff	\$4	\$7	\$21	Health Care Index																		
Overtime FTE		7	5.0%	4.6%	NON LABOR				6 Mth Trend				6 Mth Trend				CCC				Statewide						
Registry FTE		3	1.8%	3.2%	Hospital	YTD 13/14	FY 12/13	Statewide	Hospital Admissions*		0.6	4.6															
6 Mth Trend				Actual				CCC				Statewide				6 Mth Trend				CCC				Statewide			
Total Actual FTE		150	100%	100%	Emergency Department	\$22	\$18	\$96	Emergency Department Visits*		21	24															
Civil Service FTE		140	93%	92%	Specialty	\$6	\$5	\$6	Specialty Care Referrals*		22	36															
Overtime FTE		7	5.0%	4.6%	Medications	\$11	\$8	\$25	Prescriptions Per Inmate		0.7	3.2															
Registry FTE		3	1.8%	3.2%	Diagnostics	\$15	\$15	\$88	Diagnostics Per Inmate		0.3	0.8															
6 Mth Trend				Actual				CCC				Statewide				6 Mth Trend				CCC				Statewide			
Total Actual FTE		150	100%	100%	LABOR				6 Mth Trend				6 Mth Trend				CCC				Statewide						
Civil Service FTE		140	93%	92%	Hospital	YTD 13/14	FY 12/13	Statewide	Appeals Received*		3	31															
Overtime FTE		7	5.0%	4.6%	Emergency Department	\$22	\$18	\$96	Prison Population Capacity		129%	138%															
Registry FTE		3	1.8%	3.2%	Specialty	\$6	\$5	\$6	OTHER TRENDS				6 Mth Trend				CCC				Statewide						
6 Mth Trend				Actual				CCC				Statewide				6 Mth Trend				CCC				Statewide			
Total Actual FTE		150	100%	100%	Medications	\$11	\$8	\$25	Hospital Admissions*		0.6	4.6															
Civil Service FTE		140	93%	92%	Diagnostics	\$15	\$15	\$88	Emergency Department Visits*		21	24															
Overtime FTE		7	5.0%	4.6%	LABOR				6 Mth Trend				6 Mth Trend				CCC				Statewide						
Registry FTE		3	1.8%	3.2%	Hospital	YTD 13/14	FY 12/13	Statewide	Specialty Care Referrals*		22	36															
6 Mth Trend				Actual				CCC				Statewide				6 Mth Trend				CCC				Statewide			
Total Actual FTE		150	100%	100%	Emergency Department	\$22	\$18	\$96	Prescriptions Per Inmate		0.7	3.2															
Civil Service FTE		140	93%	92%	Specialty	\$6	\$5	\$6	Diagnostics Per Inmate		0.3	0.8															
Overtime FTE		7	5.0%	4.6%	Medications	\$11	\$8	\$25	Appeals Received*		3	31															
Registry FTE		3	1.8%	3.2%	Diagnostics	\$15	\$15	\$88	Prison Population Capacity		129%	138%															

* 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		6 Mth Trend	ASP	Statewide		
Medical Services		85%	85%	95%	95%	82%	Asthma Care		N/A	72%		
Dental Services		96%	91%	-	-	73%	Therapeutic Anticoagulation					
Mental Health Services		96%	82%	78%	78%	76%	Diabetes Care		76%	84%		
APPTS COMPLETED AS SCHEDULED				Current Yr				CONTINUITY OF CLINICIANS & SERVICES				
				Current Yr	Prior Yr	Statewide		6 Mth Trend	ASP	Statewide		
Cancelled Due to Custody		0.1%	3.3%	98%	100%	90%	Primary Care Provider (PCP)		88%	89%		
Seen as Scheduled		86%	82%	AVAILABILITY OF HEALTH INFORMATION				Mental Health Primary Clinician		N/A	78%	
EFFECTIVE COMMUNICATION				6 Mth Trend				RESOURCE MANAGEMENT				
								6 Mth Trend	ASP	Statewide		
Effective Communication Provided		87%	88%	Documents Scanned		53%	37%	Claims Processed		N/A	98%	
MEDICATION MANAGEMENT				APPEAL PROCESSING				CONTINUOUS EVALUATION & IMPROVEMENT				
								6 Mth Trend	ASP	Statewide		
MAPIP	6 Mth Trend	ASP	Statewide	Timely Appeals		100%	89%	QM & Patient Safety Program				
Medication Continuity-Transfer		73%	85%	MAJOR COSTS PER INMATE PER MONTH**				Health Care Index				
Medication Non-Adherence Counseling		78%	76%	LABOR	YTD 13/14	FY 12/13	Statewide	WORKLOAD PER DAY				
Medication Administration		86%	89%	Medical Staff	\$69	\$67	\$88	6 Mth Trend	ASP	Statewide		
FORMULARY MANAGEMENT				NON LABOR				OTHER TRENDS				
Non-Formulary by Psychiatrists		0.6%	3.6%	Hospital	\$48	\$90	\$96	Hospital Admissions*		4.6	4.6	
Non-Formulary by Medical Providers		6.3%	5.6%	Emergency Department	\$6	\$8	\$6	Emergency Department Visits*		20	24	
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				LABOR				WORKLOAD PER DAY				
Actual	Authority	% of Auth	Statewide	Pharmacy Staff	\$21	\$17	\$32	Appointments per PCP		12.8	12.1	
Total Staffing FTE	258	297	87%	93%	Medical Staff	\$69	\$67	\$88	Appointments per PCRN		7.3	6.5
Medical FTE	12	15	83%	92%	Nursing Staff	\$240	\$232	\$397	Encounters per Primary MH Clinician		7.6	9.0
Nursing FTE	107	122	88%	100%	Pharmacy Staff	\$21	\$17	\$32	Encounters per Psychiatrist		9.7	9.2
Pharmacy FTE	12	16	77%	103%	Dental Clinical Staff	\$92	\$73	\$79	OTHER TRENDS			
Dental Clinical FTE	29	30	96%	97%	Mental Health Clinical Staff	\$90	\$77	\$166	6 Mth Trend	ASP	Statewide	
Mental Health Clinical FTE	26	31	84%	86%	Clinical Support Staff	\$10	\$12	\$21	Hospital Admissions*		4.6	4.6
Clinical Support FTE	9	10	90%	80%	Administrative Support Staff	\$91	\$80	\$100	Emergency Department Visits*		20	24
Administrative Support FTE	63	74	85%	83%	LABOR				Specialty Care Referrals*		31	36
									Prescriptions Per Inmate		1.9	3.2
6 Mth Trend	Actual	ASP	Statewide	Hospital	\$48	\$90	\$96	Diagnostics Per Inmate		0.6	0.8	
Total Actual FTE		258	100%	100%	Emergency Department	\$6	\$8	\$6	Appeals Received*		26	31
Civil Service FTE		237	92%	92%	Specialty	\$23	\$27	\$25	Prison Population Capacity		135%	138%
Overtime FTE		5	2.1%	4.6%	Medications	\$32	\$45	\$88				
Registry FTE		15	5.9%	3.2%	Diagnostics	\$12	\$15	\$17				

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