

# 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																																																																																																			
<b>ACCESS</b> Medical Services: <b>86%</b> Statewide Dental Services: <b>96%</b> Statewide Mental Health Services: <b>86%</b> Statewide <b>APPTS COMPLETED AS SCHEDULED</b> Cancelled Due to Custody: <b>1.7%</b> Seen as Scheduled: <b>84%</b> <b>EFFECTIVE COMMUNICATION</b> Effective Communication Provided: <b>92%</b>				<b>Recent Qtr</b> <b>Prior Qtr</b> Asthma Care: <b>81%</b> <b>82%</b> Therapeutic Anticoagulation: <b>79%</b> <b>73%</b> Diabetes Care: <b>77%</b> <b>76%</b> HCV Treatment: <b>90%</b> <b>90%</b> Utilization Specialty Services: <b>92%</b> <b>91%</b> Colon Cancer Screening: <b>93%</b> <b>92%</b> Breast Cancer Screening: <b>89%</b> <b>88%</b> Diagnostic Monitoring: <b>70%</b> <b>71%</b> Polypharmacy Medication Review: <b>90%</b> <b>95%</b>				<b>6 Mth Trend</b> <b>Statewide</b> Appropriate Placement High Risk Patients: <b>74%</b> High Risk Patient Care Plan: Follow-Up After MHCB/DSH Admission: <b>87%</b> 30-Day Community Hospital Readmission: <b>9.3%</b> 30-Day MHCB or DSH Readmission: <b>31%</b> Potentially Avoidable Hospitalizations*: <b>11.9</b>																																																																																																			
<b>MEDICATION MANAGEMENT</b> <b>MAPIP</b> Medication Continuity-Transfer: <b>83%</b> Medication Non-Adherence Counseling: <b>77%</b> Medication Administration: <b>86%</b> <b>FORMULARY MANAGEMENT</b> Non-Formulary by Psychiatrists: <b>3.7%</b> Non-Formulary by Medical Providers: <b>5.5%</b>				<b>AVAILABILITY OF HEALTH INFORMATION</b> Documents Scanned: <b>39%</b> Statewide Specialty Notes: <b>43%</b> Statewide Community Hospital Records: <b>66%</b> Statewide <b>APPEAL PROCESSING</b> Timely Appeals: <b>90%</b> Statewide				<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b> Primary Care Provider (PCP): <b>88%</b> Statewide Mental Health Primary Clinician: <b>83%</b> Statewide Psychiatrist: <b>82%</b> Statewide <b>RESOURCE MANAGEMENT</b> Claims Processed: <b>100%</b> Statewide Specialty Teleservices: <b>66%</b> Statewide Health Care Staff Training: <b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b> QM & Patient Safety Program: Health Care Index:																																																																																																			
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)</b> <table border="1"> <thead> <tr> <th></th> <th>Actual</th> <th>Authority</th> <th>% of Auth</th> </tr> </thead> <tbody> <tr><td>Total Staffing FTE</td><td>13,112</td><td>13,767</td><td>95%</td></tr> <tr><td>Medical FTE</td><td>462</td><td>498</td><td>93%</td></tr> <tr><td>Nursing FTE</td><td>5,968</td><td>5,407</td><td>110%</td></tr> <tr><td>Pharmacy FTE</td><td>558</td><td>518</td><td>108%</td></tr> <tr><td>Dental Clinical FTE</td><td>811</td><td>839</td><td>97%</td></tr> <tr><td>Mental Health Clinical FTE</td><td>1,488</td><td>1,748</td><td>85%</td></tr> <tr><td>Clinical Support FTE</td><td>372</td><td>479</td><td>78%</td></tr> <tr><td>Administrative Support FTE</td><td>3,453</td><td>4,280</td><td>81%</td></tr> </tbody> </table>					Actual	Authority	% of Auth	Total Staffing FTE	13,112	13,767	95%	Medical FTE	462	498	93%	Nursing FTE	5,968	5,407	110%	Pharmacy FTE	558	518	108%	Dental Clinical FTE	811	839	97%	Mental Health Clinical FTE	1,488	1,748	85%	Clinical Support FTE	372	479	78%	Administrative Support FTE	3,453	4,280	81%	<b>MAJOR COSTS PER INMATE PER MONTH</b> <table border="1"> <thead> <tr> <th></th> <th>YTD 13/14</th> <th>FY 12/13</th> </tr> </thead> <tbody> <tr><td><b>LABOR</b></td><td></td><td></td></tr> <tr><td>Medical Staff</td><td>\$97</td><td>\$93</td></tr> <tr><td>Nursing Staff</td><td>\$408</td><td>\$363</td></tr> <tr><td>Pharmacy Staff</td><td>\$35</td><td>\$31</td></tr> <tr><td>Dental Clinical Staff</td><td>\$86</td><td>\$81</td></tr> <tr><td>Mental Health Clinical Staff</td><td>\$173</td><td>\$155</td></tr> <tr><td>Clinical Support Staff</td><td>\$22</td><td>\$20</td></tr> <tr><td>Administrative Support Staff</td><td>\$165</td><td>\$153</td></tr> <tr><td><b>NON LABOR</b></td><td></td><td></td></tr> <tr><td>Hospital</td><td>\$104</td><td>\$87</td></tr> <tr><td>Emergency Department</td><td>\$6</td><td>\$5</td></tr> <tr><td>Specialty</td><td>\$26</td><td>\$25</td></tr> <tr><td>Medications</td><td>\$89</td><td>\$83</td></tr> <tr><td>Diagnostics</td><td>\$17</td><td>\$18</td></tr> </tbody> </table>					YTD 13/14	FY 12/13	<b>LABOR</b>			Medical Staff	\$97	\$93	Nursing Staff	\$408	\$363	Pharmacy Staff	\$35	\$31	Dental Clinical Staff	\$86	\$81	Mental Health Clinical Staff	\$173	\$155	Clinical Support Staff	\$22	\$20	Administrative Support Staff	\$165	\$153	<b>NON LABOR</b>			Hospital	\$104	\$87	Emergency Department	\$6	\$5	Specialty	\$26	\$25	Medications	\$89	\$83	Diagnostics	\$17	\$18	<b>WORKLOAD PER DAY</b> <table border="1"> <thead> <tr> <th></th> <th>6 Mth Trend</th> <th>Statewide</th> </tr> </thead> <tbody> <tr><td>Appointments per PCP</td><td></td><td>12.8</td></tr> <tr><td>Appointments per PCRN</td><td></td><td>6.2</td></tr> <tr><td>Encounters per Primary MH Clinician</td><td></td><td>9.5</td></tr> <tr><td>Encounters per Psychiatrist</td><td></td><td>9.3</td></tr> </tbody> </table>					6 Mth Trend	Statewide	Appointments per PCP		12.8	Appointments per PCRN		6.2	Encounters per Primary MH Clinician		9.5	Encounters per Psychiatrist		9.3
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\* Rate Per 1,000 Inmates

## DASHBOARD COMPARISON

July 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	86%	82%	93%	90%	98%	71%	91%	-	95%	88%	72%	93%	86%	97%	86%	87%	57%	95%	65%	84%	98%	71%	85%
RN FTF Triage 1 Business Day	95%	98%	98%	100%	100%	96%	98%	-	98%	99%	95%	100%	98%	100%	98%	98%	82%	98%	100%	89%	99%	91%	96%
PCP Urgent Referrals 1 Calendar Day	90%	100%	100%	88%	100%	100%	100%	-	99%	100%	-	100%	100%	100%	67%	80%	0%	100%	100%	50%	100%	0%	100%
PCP Routine Referrals 14 Calendar Days	75%	86%	90%	95%	99%	35%	88%	-	100%	98%	72%	99%	63%	100%	67%	91%	41%	98%	55%	88%	99%	58%	85%
Chronic Care as Ordered	75%	74%	71%	70%	98%	18%	85%	-	96%	85%	77%	95%	57%	96%	67%	72%	46%	94%	65%	80%	96%	48%	72%
High Priority Specialty 14 Calendar Days	75%	50%	92%	91%	94%	75%	83%	-	88%	65%	53%	59%	79%	79%	92%	93%	60%	92%	80%	89%	95%	87%	77%
Routine Specialty 90 Calendar Days	93%	97%	93%	96%	93%	85%	94%	-	88%	95%	83%	96%	96%	98%	97%	93%	82%	96%	97%	90%	97%	84%	91%
Return from HLOC 5 Calendar Days	83%	43%	96%	85%	100%	77%	76%	-	92%	97%	0%	100%	95%	100%	100%	68%	21%	93%	0%	74%	100%	94%	66%
Laboratory Services as Ordered	90%	89%	99%	91%	99%	56%	99%	-	96%	81%	94%	98%	89%	96%	90%	93%	88%	89%	88%	99%	98%	84%	91%
Radiology Services as Ordered	97%	100%	98%	95%	100%	100%	98%	-	97%	75%	100%	91%	100%	100%	100%	99%	95%	98%	0%	100%	95%	93%	-
Dental Services	96%	99%	82%	93%	97%	90%	99%	95%	94%	97%	96%	96%	92%	97%	96%	89%	98%	99%	98%	95%	96%	92%	98%
7362 Triage 3 or 10 Business Days	96%	99%	86%	99%	96%	92%	100%	94%	93%	99%	99%	95%	96%	99%	88%	91%	99%	100%	100%	93%	100%	95%	99%
Treatment within Timeframes	98%	100%	85%	100%	98%	88%	100%	96%	93%	97%	99%	92%	99%	98%	99%	98%	99%	98%	98%	99%	100%	97%	96%
RC Screening 60 Calendar Days	99%	-	-	-	-	100%	-	-	98%	-	-	-	-	-	-	-	99%	-	-	-	-	-	100%
Patient Requested Exam 90 Calendar Days	96%	99%	74%	100%	100%	75%	100%	96%	90%	93%	99%	100%	97%	100%	100%	88%	100%	100%	100%	100%	99%	99%	97%
Notice of Exam 50 Y.O. or Chronic Care	89%	98%	83%	75%	95%	93%	98%	94%	93%	100%	89%	96%	78%	89%	98%	78%	93%	99%	95%	89%	85%	77%	97%
Mental Health Services	86%	94%	99%	87%	99%	94%	100%	58%	95%	93%	93%	91%	81%	94%	96%	97%	95%	97%	72%	92%	87%	90%	88%
Referral Timeframes	80%	89%	99%	97%	99%	87%	100%	91%	90%	84%	93%	98%	65%	90%	94%	96%	92%	94%	52%	85%	65%	89%	79%
EOP Structured Treatment	83%	N/A	N/A	N/A	N/A	99%	N/A	0%	97%	98%	87%	80%	87%	N/A	N/A	N/A	98%	N/A	N/A	N/A	98%	83%	95%
Contact Timeframes	95%	99%	100%	76%	100%	96%	100%	83%	99%	97%	98%	96%	91%	97%	97%	99%	95%	99%	93%	98%	97%	100%	90%
Primary Clinician Contact Timeframes	96%	100%	99%	64%	100%	96%	100%	92%	99%	96%	99%	98%	87%	96%	96%	98%	94%	100%	89%	95%	99%	99%	93%
Psychiatrist Contact Timeframes	91%	98%	100%	100%	99%	96%	100%	61%	99%	97%	96%	90%	89%	100%	99%	100%	99%	99%	92%	100%	93%	100%	78%
IDTT Contact Timeframes	98%	100%	100%	64%	100%	97%	100%	97%	99%	97%	99%	99%	96%	95%	96%	99%	90%	99%	97%	100%	100%	100%	99%
Cancelled Due to Custody	1.7%	0.1%	1.5%	0.6%	0.1%	1.1%	0.0%	0.3%	0.9%	0.5%	1.3%	0.3%	7.3%	0.4%	0.3%	0.4%	1.4%	0.2%	0.3%	0.6%	0.4%	1.6%	1.2%
Medical Services	0.9%	0.1%	0.7%	1.0%	0.2%	0.8%	0.0%	0.3%	1.2%	0.5%	1.3%	0.4%	2.5%	0.2%	0.3%	0.7%	1.1%	0.4%	0.6%	0.2%	0.8%	0.8%	1.8%
Mental Health Services	3.9%	0.2%	0.0%	0.4%	0.0%	2.3%	0.0%	0.5%	0.9%	0.6%	2.7%	0.6%	18.6%	1.0%	0.5%	0.4%	0.3%	0.1%	0.2%	1.2%	0.4%	3.9%	1.6%
Dental Services	0.5%	0.0%	3.6%	0.4%	0.1%	0.3%	0.0%	0.0%	0.5%	0.4%	0.0%	0.0%	0.8%	0.1%	0.2%	0.0%	2.7%	0.0%	0.0%	0.3%	0.0%	0.0%	0.1%

\* 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](mailto:QMstaff@cdcr.ca.gov)

Report run: 8/5/2014 2:37:35 PM

## DASHBOARD COMPARISON

July 2014

All Institutions

Scheduling & Access to Care	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Services	87%	-	78%	82%	94%	86%	90%	92%	92%	68%	74%	82%
RN FTF Triage 1 Business Day	80%	-	95%	96%	92%	98%	99%	99%	98%	86%	96%	99%
PCP Urgent Referrals 1 Calendar Day	75%	-	0%	100%	-	97%	-	100%	100%	25%	60%	84%
PCP Routine Referrals 14 Calendar Days	72%	-	88%	63%	91%	80%	97%	92%	96%	45%	33%	89%
Chronic Care as Ordered	90%	-	83%	58%	88%	65%	95%	80%	75%	63%	50%	80%
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Routine Specialty 90 Calendar Days	98%	-	99%	95%	95%	94%	84%	92%	95%	91%	87%	95%
Return from HLOC 5 Calendar Days	92%	-	50%	75%	92%	68%	100%	95%	82%	68%	87%	78%
Laboratory Services as Ordered	93%	-	98%	94%	98%	84%	94%	99%	92%	84%	88%	55%
Radiology Services as Ordered	95%	-	100%	100%	-	94%	100%	100%	96%	91%	100%	96%
Dental Services	90%	98%	99%	98%	95%	98%	97%	99%	84%	65%	93%	93%
7362 Triage 3 or 10 Business Days	96%	100%	100%	98%	90%	98%	95%	100%	97%	98%	98%	99%
Treatment within Timeframes	99%	100%	100%	99%	97%	98%	100%	98%	97%	100%	95%	100%
RC Screening 60 Calendar Days	100%	-	100%	-	-	-	-	-	100%	0%	-	99%
Patient Requested Exam 90 Calendar Days	86%	100%	99%	99%	96%	99%	100%	98%	96%	96%	99%	99%
Notice of Exam 50 Y.O. or Chronic Care	71%	94%	95%	97%	95%	97%	93%	99%	28%	33%	79%	67%
Mental Health Services	85%	89%	90%	87%	85%	78%	96%	94%	97%	83%	93%	73%
Referral Timeframes	66%	88%	84%	92%	91%	72%	94%	92%	97%	88%	91%	34%
EOP Structured Treatment	91%	85%	N/A	74%	73%	80%	N/A	N/A	94%	68%	98%	97%
Contact Timeframes	97%	96%	96%	96%	91%	82%	99%	96%	98%	95%	91%	89%
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Psychiatrist Contact Timeframes	98%	89%	94%	92%	85%	58%	100%	98%	98%	88%	84%	93%
IDTT Contact Timeframes	100%	98%	97%	99%	97%	95%	97%	96%	99%	99%	97%	80%
Cancelled Due to Custody	0.1%	0.7%	0.2%	3.4%	3.6%	2.0%	1.4%	0.3%	0.3%	7.5%	0.5%	0.2%
Medical Services	0.3%	0.0%	0.2%	1.2%	2.8%	0.9%	1.1%	0.3%	0.4%	7.5%	1.1%	0.2%
Mental Health Services	0.2%	2.0%	0.3%	8.8%	4.2%	3.9%	2.9%	0.3%	0.5%	12.5%	0.4%	0.2%
Dental Services	0.0%	0.0%	0.0%	0.1%	3.9%	1.3%	0.2%	0.1%	0.2%	2.5%	0.0%	0.0%

\* Rate Per 1,000 Inmates

\*\* Statewide figures include California City (CAC)

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## DASHBOARD COMPARISON

July 2014

All Institutions

Scheduling & Access to Care	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Seen as Scheduled	84%	85%	75%	92%	89%	76%	84%	87%	94%	85%	86%	90%	71%	92%	87%	87%	86%	94%	87%	81%	86%	70%	87%
Medical Services	70%	59%	43%	85%	72%	54%	62%	77%	92%	62%	74%	89%	45%	84%	76%	70%	81%	85%	68%	76%	74%	39%	73%
Mental Health Services	90%	98%	97%	99%	97%	84%	100%	92%	99%	98%	89%	89%	75%	98%	95%	98%	96%	99%	99%	84%	96%	83%	94%
Dental Services	93%	99%	85%	91%	99%	91%	89%	92%	91%	95%	94%	92%	94%	95%	92%	93%	81%	98%	94%	84%	90%	89%	95%
Effective Communication Provided	92%	88%	89%	98%	86%	92%	98%	94%	98%	91%	92%	90%	89%	92%	99%	97%	82%	98%	92%	92%	85%	93%	99%
Medical Services	100%	100%	100%	100%	100%	98%	100%	99%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mental Health Services	94%	99%	98%	100%	99%	99%	100%	85%	99%	99%	83%	97%	96%	98%	100%	92%	98%	99%	99%	85%	99%	96%	99%
Dental Services	83%	64%	70%	93%	60%	78%	93%	98%	95%	74%	94%	73%	72%	78%	99%	100%	49%	94%	76%	90%	56%	82%	97%
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	81%	92%	93%	89%	89%	88%	92%	70%	87%	85%	87%	72%	90%	92%	93%	88%	86%	93%	89%	93%	92%	94%	85%
Asthma SABA Utilization	80%	93%	94%	93%	91%	90%	88%	70%	83%	86%	84%	65%	88%	94%	90%	90%	84%	88%	84%	91%	91%	96%	81%
Persistent Asthma ICS Treatment	82%	92%	91%	85%	88%	87%	95%	-	92%	84%	89%	79%	92%	90%	95%	86%	88%	97%	94%	95%	93%	93%	89%
Therapeutic Anticoagulation	79%	-	0%	-	100%	43%	100%	60%	94%	100%	84%	85%	89%	100%	100%	100%	0%	86%	100%	-	100%	36%	50%
Diabetes Care	77%	82%	78%	77%	74%	77%	74%	-	81%	83%	79%	79%	74%	80%	77%	80%	74%	84%	77%	79%	77%	80%	72%
A1C <8%	77%	91%	78%	85%	74%	79%	83%	-	74%	87%	80%	69%	75%	78%	74%	76%	86%	74%	70%	78%	83%	78%	77%
LDL-Cholesterol <100 mg/dl	73%	73%	74%	56%	73%	75%	56%	-	84%	77%	75%	83%	78%	76%	69%	78%	54%	84%	72%	74%	76%	74%	73%
Blood Pressure <140/90 mm Hg	82%	87%	78%	78%	80%	80%	87%	-	87%	90%	80%	90%	70%	93%	87%	93%	90%	93%	83%	87%	80%	77%	67%
Screened or Treated Nephropathy	75%	78%	83%	89%	70%	75%	69%	-	81%	78%	81%	73%	72%	73%	78%	72%	68%	83%	84%	78%	70%	92%	72%
Colon Cancer Screening	93%	99%	93%	81%	100%	97%	98%	-	97%	92%	99%	99%	83%	98%	78%	83%	96%	95%	85%	94%	98%	86%	99%
Breast Cancer Screening	89%	-	-	-	-	85%	-	-	-	92%	-	-	-	-	-	-	-	-	-	-	-	-	-
Utilization Specialty Services	92%	97%	100%	91%	79%	90%	90%	93%	91%	86%	89%	80%	97%	92%	96%	99%	94%	83%	92%	100%	96%	95%	91%
HCV Treatment	90%	88%	92%	96%	99%	80%	94%	-	87%	100%	97%	95%	80%	92%	98%	88%	50%	88%	100%	95%	100%	75%	90%
HCV Medication Adjustments	87%	75%	83%	100%	100%	60%	100%	-	81%	100%	94%	90%	67%	100%	100%	100%	100%	100%	-	100%	100%	50%	94%
Ribavarin Hgb <10 mg/dl	72%	50%	50%	-	100%	60%	-	-	60%	100%	83%	80%	67%	100%	100%	-	-	100%	-	100%	-	50%	83%
Peg Interferon PLT <50,000 cells/μl	95%	-	100%	-	-	-	100%	-	100%	-	100%	-	-	-	100%	-	-	-	-	-	-	100%	100%
Peg Interferon ANC <750 cells/μl	94%	100%	100%	100%	100%	-	-	-	83%	100%	100%	100%	67%	100%	100%	100%	100%	100%	-	100%	100%	0%	100%
HCV Length of Treatment	93%	100%	100%	93%	97%	100%	89%	-	94%	100%	100%	100%	93%	83%	95%	75%	0%	75%	100%	91%	100%	100%	86%

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## DASHBOARD COMPARISON

July 2014

All Institutions

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

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## DASHBOARD COMPARISON

July 2014

All Institutions

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	92%	100%	100%	-	100%	100%	100%	-	88%	100%	100%	100%	78%	67%	100%	50%	0%	100%	100%	100%	-	100%	75%
Genotypes 1 and 4-6 without PI	94%	100%	-	100%	100%	-	-	-	100%	-	100%	-	100%	-	-	-	-	-	-	100%	-	100%	100%
Genotypes 2 and 3	94%	100%	100%	86%	91%	100%	78%	-	94%	100%	100%	100%	100%	100%	91%	100%	-	50%	100%	73%	100%	100%	82%
Flu Vaccination	90%	98%	89%	42%	100%	85%	98%	97%	99%	100%	98%	94%	98%	100%	76%	99%	99%	96%	100%	100%	98%	98%	96%
Diagnostic Monitoring	70%	59%	-	0%	86%	61%	-	61%	73%	78%	85%	73%	40%	76%	90%	-	80%	95%	47%	-	74%	64%	73%
QT Prolongation EKG 12 Months	56%	50%	-	-	80%	33%	-	43%	50%	67%	75%	75%	29%	50%	100%	-	50%	100%	0%	-	-	55%	61%
Second Generation Antipsychotics	70%	55%	-	0%	89%	62%	-	50%	84%	76%	80%	69%	54%	83%	81%	-	71%	95%	45%	-	72%	56%	63%
Lipid Monitoring 6 Months	69%	72%	-	0%	71%	54%	-	80%	81%	51%	72%	85%	61%	53%	78%	-	83%	81%	41%	-	65%	58%	69%
Blood Sugar 6 Months	76%	72%	-	0%	73%	70%	-	94%	92%	77%	83%	91%	53%	68%	83%	-	100%	93%	63%	-	72%	50%	74%
EKG 12 Months	41%	0%	-	-	100%	24%	-	0%	55%	67%	55%	32%	17%	100%	62%	-	-	100%	0%	-	60%	25%	35%
AIMS 12 Months	84%	56%	-	-	100%	78%	-	36%	99%	96%	99%	64%	84%	96%	88%	-	0%	100%	33%	-	87%	90%	60%
Med Consent 12 Months	77%	75%	-	-	100%	85%	-	42%	94%	92%	91%	73%	55%	96%	96%	-	100%	100%	89%	-	77%	59%	75%
Clozapine	86%	-	-	-	-	-	-	79%	-	72%	-	90%	-	-	-	-	-	-	-	-	-	-	89%
ALT 12 Months	93%	-	-	-	-	-	-	100%	-	50%	-	91%	-	-	-	-	-	-	-	-	-	-	89%
Lipid Monitoring 6 Months	86%	-	-	-	-	-	-	71%	-	50%	-	93%	-	-	-	-	-	-	-	-	-	-	85%
Blood Sugar 6 Months	94%	-	-	-	-	-	-	100%	-	83%	-	100%	-	-	-	-	-	-	-	-	-	-	92%
ANC 30 Days	99%	-	-	-	-	-	-	100%	-	100%	-	100%	-	-	-	-	-	-	-	-	-	-	100%
WBC 30 Days	99%	-	-	-	-	-	-	100%	-	100%	-	100%	-	-	-	-	-	-	-	-	-	-	100%
EKG 12 Months	44%	-	-	-	-	-	-	0%	-	50%	-	55%	-	-	-	-	-	-	-	-	-	-	67%
Mood Stabilizers	73%	60%	-	-	79%	72%	-	72%	86%	92%	91%	71%	17%	82%	88%	-	100%	91%	56%	-	67%	69%	76%
Carbamazepine	69%	-	-	-	60%	78%	-	-	78%	100%	100%	58%	0%	-	100%	-	-	100%	17%	-	50%	83%	73%
ALT 6 Months	75%	-	-	-	60%	67%	-	-	100%	100%	100%	50%	0%	-	100%	-	-	100%	50%	-	50%	100%	100%
Carbamazepine Level 6 Months	58%	-	-	-	60%	67%	-	-	50%	100%	100%	50%	0%	-	100%	-	-	100%	0%	-	50%	50%	40%
WBC 6 Months	74%	-	-	-	60%	100%	-	-	83%	100%	100%	75%	0%	-	100%	-	-	100%	0%	-	50%	100%	80%
Med Consent 12 Months	89%	-	-	-	100%	100%	-	-	100%	100%	100%	0%	50%	-	100%	-	-	100%	100%	-	100%	-	75%
Depakote	76%	55%	-	-	93%	72%	-	75%	92%	85%	85%	82%	21%	83%	82%	-	100%	73%	71%	-	71%	62%	73%
ALT 6 Months	78%	48%	-	-	93%	63%	-	93%	95%	80%	86%	88%	12%	67%	87%	-	100%	63%	67%	-	78%	65%	73%

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July 2014

All Institutions

Population Health Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Genotype 1 with PI	100%	100%	-	100%	-	90%	-	100%	80%	100%	100%	-
Genotypes 1 and 4-6 without PI	-	-	-	83%	-	100%	-	100%	100%	100%	100%	-
Genotypes 2 and 3	100%	100%	100%	83%	100%	86%	100%	100%	80%	100%	96%	100%
Flu Vaccination	93%	100%	99%	97%	100%	98%	97%	96%	96%	94%	99%	99%
Diagnostic Monitoring	48%	51%	78%	80%	68%	56%	69%	79%	82%	72%	79%	40%
QT Prolongation EKG 12 Months	0%	0%	-	53%	38%	54%	25%	70%	77%	46%	62%	0%
Second Generation Antipsychotics	80%	82%	61%	80%	67%	62%	81%	72%	78%	61%	77%	51%
Lipid Monitoring 6 Months	66%	88%	38%	73%	71%	58%	71%	62%	63%	64%	80%	59%
Blood Sugar 6 Months	34%	100%	41%	84%	83%	61%	80%	77%	84%	75%	80%	33%
EKG 12 Months	100%	-	50%	53%	26%	40%	60%	36%	55%	38%	36%	50%
AIMS 12 Months	100%	80%	95%	97%	96%	81%	97%	96%	100%	60%	97%	100%
Med Consent 12 Months	100%	60%	80%	92%	62%	73%	97%	89%	90%	64%	93%	11%
Clozapine	-	-	-	-	79%	-	-	-	100%	83%	-	-
ALT 12 Months	-	-	-	-	100%	-	-	-	100%	100%	-	-
Lipid Monitoring 6 Months	-	-	-	-	88%	-	-	-	100%	100%	-	-
Blood Sugar 6 Months	-	-	-	-	75%	-	-	-	100%	100%	-	-
ANC 30 Days	-	-	-	-	88%	-	-	-	100%	100%	-	-
WBC 30 Days	-	-	-	-	88%	-	-	-	100%	100%	-	-
EKG 12 Months	-	-	-	-	38%	-	-	-	100%	0%	-	-
Mood Stabilizers	30%	73%	83%	88%	73%	44%	75%	89%	92%	80%	84%	53%
Carbamazepine	-	-	-	89%	67%	22%	-	100%	100%	-	78%	-
ALT 6 Months	-	-	-	67%	67%	33%	-	100%	100%	-	100%	-
Carbamazepine Level 6 Months	-	-	-	100%	67%	0%	-	100%	100%	-	67%	-
WBC 6 Months	-	-	-	100%	67%	33%	-	100%	100%	-	67%	-
Med Consent 12 Months	-	-	-	100%	100%	100%	-	100%	-	-	100%	-
Depakote	40%	55%	81%	93%	80%	60%	71%	82%	98%	80%	96%	25%
ALT 6 Months	20%	80%	67%	97%	90%	52%	67%	79%	100%	90%	97%	50%

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All Institutions

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	76%	62%	-	-	96%	63%	-	87%	85%	80%	79%	86%	16%	78%	87%	-	100%	75%	100%	-	74%	54%	73%
PLT 6 Months	78%	48%	-	-	93%	63%	-	93%	90%	80%	86%	89%	12%	89%	80%	-	100%	63%	67%	-	81%	63%	73%
Med Consent 12 Months	72%	64%	-	-	90%	100%	-	25%	96%	100%	89%	65%	44%	100%	73%	-	-	91%	50%	-	50%	65%	76%
Lithium	75%	66%	-	-	84%	67%	-	70%	90%	90%	88%	73%	30%	81%	84%	-	100%	100%	80%	-	81%	61%	80%
Creatinine 6 Months	82%	86%	-	-	81%	75%	-	100%	83%	91%	95%	96%	14%	50%	100%	-	100%	100%	100%	-	100%	67%	85%
Lithium Level 6 Months	83%	71%	-	-	100%	67%	-	100%	100%	78%	95%	96%	19%	100%	92%	-	100%	100%	100%	-	89%	75%	85%
Thyroid Monitoring 6 Months	79%	71%	-	-	88%	75%	-	100%	100%	78%	95%	78%	24%	75%	92%	-	100%	100%	100%	-	89%	50%	88%
EKG 12 Months	52%	0%	-	-	50%	40%	-	0%	67%	100%	71%	33%	30%	-	33%	-	-	100%	0%	-	50%	75%	50%
Med Consent 12 Months	78%	100%	-	-	100%	80%	-	50%	100%	100%	86%	60%	64%	100%	100%	-	100%	100%	100%	-	75%	38%	91%
Tricyclic AD	50%	-	-	-	-	-	-	-	50%	-	-	50%	-	-	-	-	-	-	-	-	-	-	-
EKG 12 Months	25%	-	-	-	-	-	-	-	0%	-	-	0%	-	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	75%	-	-	-	-	-	-	-	100%	-	-	100%	-	-	-	-	-	-	-	-	-	-	-
SSRI AD Med Consent 12 Months	84%	69%	-	-	96%	78%	-	62%	95%	85%	95%	80%	62%	90%	90%	-	100%	96%	88%	-	83%	77%	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	74%	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	87%	75%	0%	-	91%	89%	-	100%	94%	89%	91%	97%	91%	50%	100%	-	87%	60%	100%	-	100%	98%	99%
30-Day Community Hospital Readmission	9.3%	3.5%	3.9%	0.0%	4.1%	7.8%	3.3%	21.6%	12.5%	11.2%	6.7%	16.5%	14.6%	2.8%	3.8%	3.5%	6.5%	3.9%	9.8%	1.1%	7.6%	1.0%	9.0%
30-Day MHCB or DSH Readmission	31%	-	-	-	-	21%	-	34%	31%	30%	28%	38%	51%	-	-	-	0%	-	27%	-	23%	17%	10%
Potentially Avoidable Hospitalizations*	11.9	5.3	3.7	2.0	5.8	9.0	4.0	101.7	25.6	13.0	8.5	40.3	18.3	7.9	7.8	5.6	7.1	7.3	3.0	7.0	10.7	12.9	12.1
Continuity of Clinicians & Services	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Primary Care Provider (PCP)	88%	86%	83%	85%	97%	89%	82%	85%	96%	88%	82%	89%	91%	95%	97%	94%	98%	97%	93%	96%	92%	90%	88%
Mental Health Primary Clinician	83%	N/A	N/A	N/A	N/A	66%	N/A	64%	N/A	96%	81%	82%	83%	N/A	89%	88%	80%						
Psychiatrist	82%	N/A	N/A	N/A	N/A	82%	N/A	40%	N/A	99%	89%	74%	97%	N/A	70%	70%	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	83%	63%	97%	93%	93%	61%	79%	-	68%	78%	72%	89%	97%	95%	92%	91%	92%	93%	75%	95%	68%	94%	91%

\* 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
Depakote Level 6 Months	0%	80%	83%	97%	88%	56%	50%	75%	93%	76%	94%	25%
PLT 6 Months	40%	60%	75%	97%	94%	52%	67%	75%	100%	87%	97%	25%
Med Consent 12 Months	100%	0%	100%	79%	49%	81%	100%	100%	100%	67%	96%	0%
Lithium	20%	90%	85%	83%	72%	51%	80%	85%	76%	80%	80%	80%
Creatinine 6 Months	0%	100%	88%	93%	90%	45%	75%	75%	83%	89%	83%	50%
Lithium Level 6 Months	0%	100%	100%	93%	91%	34%	75%	88%	75%	96%	94%	100%
Thyroid Monitoring 6 Months	0%	100%	63%	86%	84%	48%	100%	63%	67%	86%	83%	50%
EKG 12 Months	100%	100%	75%	50%	43%	63%	50%	100%	57%	67%	44%	100%
Med Consent 12 Months	0%	50%	100%	95%	53%	65%	100%	100%	100%	64%	93%	100%
Tricyclic AD	-	-	-	-	-	-	-	-	50%	-	-	-
EKG 12 Months	-	-	-	-	-	-	-	-	50%	-	-	-
Med Consent 12 Months	-	-	-	-	-	-	-	-	50%	-	-	-
SSRI AD Med Consent 12 Months	82%	50%	89%	98%	83%	62%	96%	86%	95%	88%	92%	56%
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	51%	100%	82%	92%	68%	98%	100%	75%	93%	72%	88%	82%
30-Day Community Hospital Readmission	2.5%	5.3%	0.0%	15.3%	7.4%	9.8%	6.7%	10.7%	8.0%	5.9%	17.3%	14.4%
30-Day MHCB or DSH Readmission	43%	19%	43%	20%	38%	9%	-	42%	14%	25%	-	29%
Potentially Avoidable Hospitalizations*	8.5	1.5	6.3	29.1	14.8	16.1	0.8	23.1	9.7	10.5	6.1	19.0
Continuity of Clinicians & Services	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Primary Care Provider (PCP)	88%	99%	87%	88%	93%	94%	88%	98%	94%	84%	94%	93%
Mental Health Primary Clinician	100%	86%	N/A	82%	83%	89%	N/A	N/A	50%	88%	87%	97%
Psychiatrist	100%	73%	N/A	75%	86%	90%	N/A	N/A	71%	93%	85%	95%
Medication Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medication Continuity-Transfer	98%	96%	60%	55%	96%	78%	63%	95%	87%	-	86%	84%

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## DASHBOARD COMPARISON

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All Institutions

Medication Management	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
M4: Meds Upon Arrival at Reception Ctr	99%	-	-	-	-	100%	-	-	98%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-
M5: KOP Meds Inter-Institutional	84%	65%	90%	95%	100%	40%	95%	-	85%	45%	100%	95%	95%	80%	85%	100%	100%	100%	100%	100%	50%	85%	75%
M6: NA/DOT Meds Intra-Institutional	74%	56%	-	100%	100%	42%	-	-	63%	-	73%	83%	100%	100%	100%	100%	77%	87%	75%	86%	68%	94%	100%
M7: Mental Health Crisis Bed Transfers	74%	-	-	-	-	21%	-	-	38%	100%	55%	100%	100%	-	-	-	-	-	95%	-	70%	88%	100%
M8: ASU/SHU/PSU Inter-Institutional	75%	64%	-	100%	100%	53%	100%	-	39%	60%	56%	88%	100%	-	100%	100%	76%	86%	4%	100%	65%	100%	91%
M9: Discharge from Community Hosp/DSH	80%	60%	100%	100%	88%	68%	25%	-	55%	86%	50%	69%	100%	100%	80%	53%	100%	100%	-	100%	58%	100%	86%
M10: Transfer/Parole	95%	70%	100%	68%	79%	100%	95%	-	100%	100%	100%	100%	86%	100%	95%	100%	100%	90%	100%	91%	100%	100%	93%
Medication Non-Adherence Counseling	77%	63%	100%	-	97%	43%	56%	-	92%	94%	90%	74%	46%	71%	87%	86%	93%	95%	71%	49%	82%	97%	75%
M11: Non-Adherence MH Prescribed	79%	85%	-	-	96%	60%	0%	-	88%	76%	82%	100%	37%	89%	100%	100%	97%	92%	72%	-	73%	98%	77%
M12: Non-Adherence PC2602 Meds	90%	33%	-	-	100%	47%	-	-	100%	100%	87%	64%	100%	-	100%	-	100%	-	71%	-	98%	100%	100%
M13: Non-Adherence Medical Prescribed	72%	71%	100%	-	92%	35%	67%	-	92%	100%	90%	88%	23%	85%	59%	100%	75%	94%	79%	73%	73%	90%	32%
M14: Non-Adherence Insulin/HIV/Clozaril	68%	-	100%	-	100%	31%	100%	-	86%	100%	100%	45%	25%	40%	90%	57%	100%	100%	60%	25%	82%	100%	92%
Medication Administration	86%	71%	100%	97%	97%	91%	92%	-	83%	83%	76%	100%	99%	73%	95%	94%	100%	100%	83%	90%	81%	90%	76%
M20: Chronic Care Meds-Psychiatrist	67%	30%	-	100%	95%	-	100%	-	65%	15%	30%	100%	100%	70%	95%	100%	100%	100%	81%	100%	35%	100%	50%
M21: Chronic Care Meds-Medical	91%	90%	100%	100%	100%	95%	100%	-	90%	100%	90%	100%	95%	95%	95%	100%	100%	100%	100%	85%	85%	100%	60%
M22: New Outpatient Orders-Psychiatrist	91%	79%	-	-	90%	73%	86%	-	94%	100%	75%	100%	100%	100%	95%	90%	100%	100%	81%	100%	87%	100%	100%
M23: New Outpatient Orders-Medical	95%	98%	100%	93%	100%	95%	98%	-	87%	100%	83%	100%	100%	100%	95%	100%	100%	100%	97%	100%	100%	100%	98%
M24: Administration – TB Medications	85%	60%	100%	95%	100%	100%	77%	-	81%	100%	100%	100%	100%	0%	95%	79%	100%	100%	57%	67%	100%	50%	71%
Non-Formulary by Psychiatrists	3.7%	0.3%	0.0%	0.0%	2.4%	5.2%	0.0%	8.3%	1.2%	6.6%	7.4%	6.8%	3.6%	0.9%	1.2%	8.3%	3.4%	4.2%	2.1%	3.6%	8.6%	1.7%	5.2%
Non-Formulary by Medical Providers	5.5%	5.7%	2.1%	4.7%	6.1%	7.0%	5.9%	11.6%	7.5%	5.7%	6.1%	8.5%	6.0%	2.6%	1.8%	2.1%	5.0%	3.5%	3.9%	1.8%	7.0%	3.6%	8.6%

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## DASHBOARD COMPARISON

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Medication Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
M4: Meds Upon Arrival at Reception Ctr	100%	-	-	-	-	-	-	-	98%	-	-	100%
M5: KOP Meds Inter-Institutional	100%	95%	30%	30%	85%	89%	90%	100%	100%	-	95%	83%
M6: NA/DOT Meds Intra-Institutional	87%	100%	27%	63%	90%	25%	50%	86%	82%	-	40%	75%
M7: Mental Health Crisis Bed Transfers	100%	100%	67%	11%	100%	82%	-	100%	40%	-	-	77%
M8: ASU/SHU/PSU Inter-Institutional	100%	83%	46%	52%	100%	82%	48%	92%	93%	-	94%	71%
M9: Discharge from Community Hosp/DSH	100%	100%	100%	86%	100%	88%	33%	95%	100%	-	100%	81%
M10: Transfer/Parole	100%	100%	90%	90%	100%	100%	95%	100%	100%	-	100%	100%
Medication Non-Adherence Counseling	98%	94%	60%	45%	88%	63%	57%	74%	75%	-	92%	37%
M11: Non-Adherence MH Prescribed	93%	78%	87%	36%	92%	62%	95%	70%	88%	-	83%	28%
M12: Non-Adherence PC2602 Meds	100%	97%	78%	95%	100%	72%	-	100%	67%	-	95%	100%
M13: Non-Adherence Medical Prescribed	100%	100%	77%	47%	60%	60%	76%	72%	62%	-	89%	21%
M14: Non-Adherence Insulin/HIV/Clozaril	100%	100%	0%	0%	100%	60%	0%	55%	81%	-	100%	0%
Medication Administration	100%	100%	59%	62%	95%	70%	72%	88%	94%	-	81%	85%
M20: Chronic Care Meds-Psychiatrist	100%	100%	15%	5%	100%	45%	45%	80%	100%	-	65%	32%
M21: Chronic Care Meds-Medical	100%	100%	40%	55%	100%	85%	90%	75%	95%	-	95%	100%
M22: New Outpatient Orders-Psychiatrist	100%	100%	59%	70%	100%	100%	76%	97%	100%	-	95%	100%
M23: New Outpatient Orders-Medical	100%	98%	80%	80%	75%	93%	100%	88%	100%	-	98%	95%
M24: Administration – TB Medications	100%	100%	100%	100%	100%	25%	50%	100%	73%	-	50%	100%
Non-Formulary by Psychiatrists	1.8%	0.6%	1.6%	2.1%	7.8%	2.7%	10.6%	1.5%	9.0%	4.2%	1.5%	3.7%
Non-Formulary by Medical Providers	1.5%	2.8%	3.3%	6.3%	6.7%	5.0%	3.9%	5.3%	5.7%	4.1%	4.0%	6.0%

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## DASHBOARD COMPARISON

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All Institutions

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	39%	64%	64%	41%	69%	25%	77%	51%	36%	61%	55%	47%	17%	66%	49%	36%	13%	83%	21%	29%	52%	25%	30%
Medical Documents 1 Business Day	47%	78%	79%	47%	76%	14%	70%	72%	45%	68%	67%	76%	14%	79%	65%	50%	7%	96%	16%	22%	44%	14%	40%
Dental Documents 1 Business Day	48%	64%	64%	50%	82%	34%	99%	73%	53%	97%	88%	39%	5%	88%	73%	38%	22%	98%	24%	12%	81%	30%	26%
Mental Health Documents 1 Business Day	18%	57%	67%	15%	60%	0%	91%	51%	22%	30%	9%	16%	2%	58%	37%	28%	2%	84%	0%	47%	27%	3%	5%
CDCR Inpatient Documents 1 Business Day	48%	-	-	-	-	62%	62%	34%	33%	45%	62%	69%	46%	-	-	-	-	-	41%	-	73%	54%	56%
Other Documents 1 Business Day	33%	58%	44%	53%	60%	16%	65%	26%	25%	63%	48%	36%	20%	38%	24%	28%	19%	55%	25%	33%	33%	21%	24%
Specialty Notes	43%	48%	49%	35%	50%	17%	76%	18%	49%	42%	74%	68%	42%	34%	34%	39%	15%	40%	62%	57%	52%	12%	16%
Community Hospital Records	66%	33%	75%	100%	70%	63%	80%	67%	48%	48%	77%	62%	68%	50%	69%	67%	15%	67%	10%	50%	76%	78%	94%
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	90%	98%	100%	100%	100%	100%	100%	18%	100%	100%	89%	100%	100%	85%	100%	100%	95%	100%	95%	100%	100%	98%	100%
Resource Management	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Claims Processed	100%	N/A																					
Specialty Teleservices	66%	65%	82%	48%	56%	67%	84%	50%	73%	74%	21%	41%	87%	67%	53%	93%	59%	66%	70%	95%	70%	77%	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	98%	88%	101%	91%	96%	95%	100%	135%	105%	106%	90%	91%	97%	94%	98%	86%	97%	85%	92%	87%	97%	97%	93%
Medical FTE	95%	84%	105%	83%	83%	96%	108%	110%	107%	95%	97%	93%	81%	90%	93%	78%	106%	103%	89%	101%	89%	100%	99%
Nursing FTE	111%	91%	113%	101%	102%	105%	106%	169%	111%	119%	88%	85%	107%	98%	109%	98%	99%	98%	105%	102%	109%	106%	100%
Pharmacy FTE	109%	83%	89%	81%	135%	97%	109%	95%	147%	126%	113%	135%	124%	109%	116%	97%	116%	95%	102%	109%	97%	111%	109%
Dental Clinical FTE	97%	96%	92%	106%	100%	100%	95%	91%	100%	93%	95%	89%	90%	91%	95%	99%	88%	100%	104%	96%	103%	97%	92%
Mental Health Clinical FTE	85%	87%	100%	67%	87%	84%	100%	63%	97%	91%	95%	101%	86%	89%	84%	67%	106%	57%	68%	83%	86%	92%	88%
Clinical Support FTE	78%	82%	80%	100%	77%	84%	72%	66%	97%	97%	71%	81%	69%	76%	79%	101%	82%	50%	79%	100%	76%	69%	69%
Administrative Support FTE	85%	83%	93%	75%	84%	84%	94%	84%	93%	95%	90%	93%	87%	91%	83%	68%	90%	71%	78%	60%	88%	90%	87%
Total Actual FTE	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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## DASHBOARD COMPARISON

July 2014

All Institutions

Availability of Health Information	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Documents Scanned	22%	13%	26%	62%	24%	21%	44%	65%	33%	49%	47%	26%
Medical Documents 1 Business Day	29%	3%	27%	67%	25%	10%	49%	77%	59%	68%	57%	33%
Dental Documents 1 Business Day	22%	27%	31%	88%	0%	18%	47%	82%	14%	72%	58%	37%
Mental Health Documents 1 Business Day	5%	5%	2%	33%	2%	1%	35%	43%	28%	32%	26%	36%
CDCR Inpatient Documents 1 Business Day	24%	17%	60%	74%	82%	66%	-	81%	23%	39%	-	0%
Other Documents 1 Business Day	30%	12%	9%	46%	13%	11%	46%	44%	41%	36%	46%	24%
Specialty Notes	25%	-	29%	31%	34%	73%	32%	71%	60%	39%	44%	30%
Community Hospital Records	78%	0%	20%	39%	100%	80%	89%	98%	50%	42%	43%	77%
Appeal Processing	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Timely Appeals	100%	100%	93%	78%	96%	91%	100%	100%	100%	98%	95%	86%
Resource Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Claims Processed	N/A											
Specialty Teleservices	83%	91%	45%	90%	43%	82%	52%	60%	36%	43%	78%	76%
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	98%	90%	88%	107%	99%	90%	86%	97%	88%	100%	100%	101%
Medical FTE	94%	98%	71%	118%	84%	85%	100%	100%	108%	64%	90%	115%
Nursing FTE	113%	93%	98%	120%	111%	106%	92%	100%	107%	120%	121%	121%
Pharmacy FTE	115%	113%	80%	138%	135%	107%	98%	106%	102%	112%	92%	95%
Dental Clinical FTE	91%	98%	100%	100%	94%	91%	99%	100%	100%	101%	95%	96%
Mental Health Clinical FTE	85%	91%	73%	98%	101%	75%	74%	92%	56%	92%	81%	74%
Clinical Support FTE	65%	100%	68%	96%	71%	58%	108%	100%	86%	71%	79%	95%
Administrative Support FTE	90%	79%	85%	89%	79%	73%	73%	92%	87%	82%	86%	88%
Total Actual FTE	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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## DASHBOARD COMPARISON

July 2014

All Institutions

Staffing in Full Time Equivalents (FTE)	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Civil Service FTE	91%	93%	93%	94%	93%	97%	93%	92%	91%	89%	96%	94%	87%	96%	90%	94%	95%	96%	91%	94%	90%	90%	94%
Overtime FTE	4.6%	2.1%	3.9%	4.8%	4.1%	2.5%	3.1%	5.0%	4.3%	7.1%	3.4%	3.9%	7.2%	2.3%	4.6%	2.4%	3.3%	3.9%	7.2%	3.3%	3.9%	4.9%	3.2%
Registry FTE	3.9%	4.6%	3.0%	1.4%	3.0%	0.5%	4.4%	3.1%	4.4%	3.4%	1.1%	2.3%	5.6%	1.3%	5.6%	3.9%	1.6%	0.4%	1.7%	2.4%	6.0%	5.5%	3.2%
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	\$59	\$35	\$57	\$94	\$72	\$666	\$107	\$136	\$127	\$282	\$105	\$84	\$65	\$60	\$96	\$78	\$80	\$69	\$76	\$78	\$93
Nursing Staff	\$401	\$241	\$232	\$150	\$269	\$361	\$284	\$3,843	\$480	\$838	\$539	\$1,344	\$649	\$235	\$274	\$241	\$355	\$246	\$357	\$258	\$305	\$399	\$444
Pharmacy Staff	\$32	\$21	\$14	\$9	\$28	\$36	\$25	\$182	\$46	\$63	\$42	\$145	\$37	\$27	\$26	\$13	\$27	\$25	\$18	\$18	\$27	\$26	\$32
Dental Clinical Staff	\$79	\$94	\$73	\$64	\$76	\$76	\$92	\$125	\$79	\$90	\$80	\$96	\$74	\$88	\$79	\$88	\$74	\$78	\$82	\$83	\$81	\$76	\$90
Mental Health Clinical Staff	\$168	\$90	\$30	\$7	\$99	\$170	\$38	\$621	\$202	\$342	\$316	\$567	\$207	\$97	\$67	\$27	\$148	\$58	\$61	\$24	\$149	\$279	\$281
Clinical Support Staff	\$22	\$10	\$6	\$4	\$12	\$20	\$8	\$184	\$26	\$47	\$40	\$102	\$33	\$13	\$6	\$8	\$8	\$5	\$10	\$6	\$14	\$23	\$36
Administrative Support Staff	\$101	\$92	\$79	\$37	\$66	\$94	\$103	\$597	\$117	\$238	\$123	\$309	\$109	\$89	\$65	\$82	\$109	\$75	\$86	\$84	\$103	\$109	\$133
Hospital	\$100	\$50	\$40	\$20	\$40	\$58	\$54	\$1,335	\$211	\$118	\$73	\$464	\$115	\$58	\$79	\$51	\$116	\$79	\$22	\$26	\$103	\$57	\$128
Emergency Department	\$6	\$6	\$9	\$6	\$2	\$11	\$5	\$19	\$4	\$4	\$5	\$7	\$3	\$7	\$4	\$5	\$5	\$3	\$6	\$5	\$5	\$11	\$8
Specialty	\$26	\$22	\$16	\$11	\$15	\$23	\$19	\$100	\$42	\$22	\$34	\$107	\$27	\$13	\$21	\$23	\$20	\$12	\$19	\$20	\$17	\$27	\$30
Medications	\$89	\$34	\$20	\$14	\$40	\$95	\$26	\$133	\$253	\$134	\$175	\$385	\$80	\$67	\$51	\$26	\$91	\$46	\$37	\$22	\$36	\$122	\$257
Diagnostics	\$17	\$12	\$10	\$7	\$10	\$27	\$8	\$61	\$36	\$21	\$21	\$35	\$9	\$12	\$11	\$10	\$19	\$12	\$8	\$9	\$8	\$22	\$24
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	12.8	12.4	12.4	12.6	13.0	12.3	14.1	12.8	10.7	13.7	11.0	12.7	12.5	12.5	16.4	17.9	14.3	9.5	15.5	14.2	14.8	12.3	9.5
Appointments per PCRN	6.2	7.4	8.0	4.5	4.7	7.3	7.2	2.9	6.6	7.6	5.9	8.5	5.1	5.8	7.5	4.6	6.9	6.1	4.4	5.7	7.4	5.4	5.5
Encounters per Primary MH Clinician	9.5	8.7	3.3	3.3	8.5	8.8	4.3	5.5	6.6	7.8	13.4	11.9	9.8	5.9	7.0	4.2	8.7	8.4	6.0	2.6	13.2	12.3	10.6
Encounters per Psychiatrist	9.3	9.7	4.5	-	13.2	8.4	6.2	5.3	8.9	8.4	10.6	9.0	11.2	12.8	12.9	3.8	13.8	9.4	6.9	3.7	13.3	12.0	11.2

\* Rate Per 1,000 Inmates

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## DASHBOARD COMPARISON

July 2014

All Institutions

Staffing in Full Time Equivalents (FTE)	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Civil Service FTE	88%	94%	97%	87%	88%	91%	94%	92%	86%	88%	96%	84%
Overtime FTE	6.1%	3.1%	2.1%	5.1%	4.1%	4.1%	4.2%	3.3%	8.0%	8.3%	3.3%	5.6%
Registry FTE	5.5%	3.3%	0.8%	8.0%	8.2%	4.7%	1.4%	4.7%	5.7%	3.9%	1.0%	10.2%
Major Costs per Inmate per Month	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Staff	\$78	\$68	\$75	\$144	\$114	\$64	\$38	\$97	\$95	\$70	\$76	\$68
Nursing Staff	\$311	\$404	\$289	\$568	\$1,024	\$308	\$120	\$275	\$397	\$497	\$319	\$295
Pharmacy Staff	\$22	\$21	\$25	\$52	\$51	\$29	\$12	\$42	\$29	\$60	\$27	\$21
Dental Clinical Staff	\$67	\$86	\$85	\$95	\$109	\$65	\$72	\$78	\$71	\$84	\$69	\$65
Mental Health Clinical Staff	\$145	\$156	\$131	\$412	\$768	\$120	\$45	\$130	\$343	\$207	\$147	\$121
Clinical Support Staff	\$15	\$21	\$12	\$53	\$104	\$18	\$6	\$15	\$23	\$25	\$18	\$15
Administrative Support Staff	\$92	\$118	\$81	\$137	\$174	\$71	\$42	\$85	\$90	\$119	\$82	\$80
Hospital	\$59	\$31	\$36	\$244	\$148	\$136	\$24	\$182	\$102	\$102	\$83	\$119
Emergency Department	\$3	\$3	\$5	\$7	\$8	\$7	\$1	\$7	\$5	\$14	\$11	\$4
Specialty	\$21	\$5	\$19	\$52	\$15	\$38	\$11	\$44	\$32	\$21	\$31	\$29
Medications	\$54	\$41	\$29	\$240	\$144	\$94	\$17	\$111	\$150	\$80	\$80	\$59
Diagnostics	\$34	\$7	\$9	\$26	\$16	\$12	\$7	\$19	\$30	\$13	\$14	\$38
Workload Per Day	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Appointments per PCP	15.0	5.1	16.4	12.7	11.1	15.4	10.7	10.0	11.5	10.7	18.0	14.0
Appointments per PCRN	7.6	-	6.8	6.5	6.3	7.7	5.0	5.7	5.5	6.1	6.4	7.8
Encounters per Primary MH Clinician	12.9	5.7	7.1	9.3	8.9	11.4	7.3	7.2	6.0	9.6	14.1	12.0
Encounters per Psychiatrist	10.0	5.5	11.7	9.6	9.1	8.6	7.0	9.2	5.7	8.5	11.3	8.3

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## DASHBOARD COMPARISON

July 2014

All Institutions

Other Trends	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Hospital Admissions*	5.1	3.1	4.4	1.4	2.5	3.8	1.1	55.6	8.3	9.5	3.0	11.4	7.5	2.8	2.6	3.4	4.9	2.0	2.4	3.1	3.4	4.5	11.2
Emergency Department Visits*	24	18	34	17	6	21	22	62	26	34	24	22	10	49	20	44	26	15	11	36	24	72	28
Specialty Care Referrals*	36	25	27	16	13	29	33	113	34	37	61	50	34	24	26	56	46	29	34	26	15	53	68
Prescriptions Per Inmate	3.1	1.8	1.1	0.6	2.3	3.8	1.6	11.9	4.4	4.3	6.0	8.1	3.1	2.9	3.6	2.0	2.6	2.4	1.8	1.4	1.6	4.0	5.4
Diagnostics Per Inmate	0.8	0.7	0.5	0.4	0.5	1.2	0.4	3.8	1.5	1.0	0.9	1.9	0.3	0.6	0.5	0.6	1.1	0.6	0.6	0.4	0.4	0.9	1.1
Appeals Received*	33	38	13	2	25	51	13	49	39	19	27	63	52	18	36	14	67	16	27	20	29	10	51
Prison Population Capacity	138%	133%	167%	128%	157%	183%	122%	51%	157%	151%	111%	89%	138%	115%	150%	136%	158%	122%	142%	131%	157%	154%	173%
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	3.6%	0.0%	0.2%	0.0%	0.3%	3.2%	0.4%	33.4%	11.9%	3.7%	7.7%	17.3%	1.5%	1.1%	1.9%	0.9%	2.1%	2.0%	0.7%	0.6%	0.5%	4.6%	9.7%
High Risk Priority 2	7.2%	0.7%	0.8%	0.5%	2.7%	5.3%	1.9%	19.3%	24.0%	8.9%	16.4%	21.2%	3.9%	3.4%	5.9%	3.9%	4.8%	7.8%	2.0%	2.3%	3.4%	11.6%	20.8%
Medium Risk	42%	55%	20%	9%	50%	47%	20%	34%	40%	46%	41%	51%	54%	54%	50%	30%	34%	43%	42%	24%	48%	53%	50%
Low Risk	47%	44%	79%	91%	47%	44%	77%	13%	24%	41%	35%	10%	40%	42%	42%	65%	59%	48%	56%	73%	48%	31%	19%
Mental Health EOP	4.5%	N/A	N/A	N/A	N/A	1.4%	N/A	N/A	1.0%	4.5%	15.5%	21.0%	7.0%	N/A	N/A	N/A	1.0%	N/A	N/A	N/A	3.0%	12.4%	20.4%
Patients with Disability (ADA)	6.5%	4.0%	1.2%	0.4%	1.8%	5.9%	2.3%	37.5%	12.4%	5.5%	6.8%	36.2%	4.6%	3.3%	5.3%	4.0%	5.1%	3.3%	4.5%	2.3%	3.5%	5.7%	8.6%
Inmates 50 Years or Older	22%	24%	6%	7%	17%	19%	13%	50%	40%	20%	35%	49%	14%	19%	37%	27%	19%	31%	10%	13%	9%	22%	34%
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	2,988	28	18	19	16	38	13	2,011	44	24	87	169	87	10	21	-	28	-	28	14	22	16	10
Institution Population	122,703	3,896	3,867	4,945	4,394	3,707	2,827	1,511	4,697	2,115	4,289	2,097	4,286	2,886	4,998	2,367	2,680	3,007	3,306	2,893	3,848	3,556	2,953

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## DASHBOARD COMPARISON

July 2014

All Institutions

Other Trends	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Hospital Admissions*	3.3	0.4	1.3	10.8	4.0	5.2	1.5	10.0	4.3	3.0	1.5	9.8
Emergency Department Visits*	14	8	13	39	45	15	8	25	20	59	16	14
Specialty Care Referrals*	44	10	21	86	27	23	21	55	55	34	48	30
Prescriptions Per Inmate	2.8	1.3	2.1	5.9	5.4	3.7	1.1	4.0	4.2	3.1	4.0	2.0
Diagnostics Per Inmate	1.3	0.4	0.3	1.6	0.8	0.4	0.3	1.0	1.6	0.6	0.7	1.5
Appeals Received*	31	29	23	79	75	48	8	27	34	47	37	33
Prison Population Capacity	170%	119%	133%	138%	123%	156%	125%	153%	127%	137%	164%	172%
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%	14.4%	6.0%	2.2%	0.3%	8.0%	6.8%	2.2%	2.4%	1.1%
High Risk Priority 2	2.1%	1.8%	0.2%	22.1%	11.4%	5.2%	1.4%	17.1%	14.0%	5.6%	7.9%	3.5%
Medium Risk	33%	23%	57%	51%	58%	56%	23%	47%	40%	57%	59%	37%
Low Risk	64%	74%	42%	12%	24%	37%	75%	27%	39%	35%	31%	59%
Mental Health EOP	2.7%	2.9%	N/A	18.6%	34.7%	6.9%	N/A	N/A	1.8%	11.8%	6.3%	2.7%
Patients with Disability (ADA)	2.2%	1.8%	4.2%	23.2%	5.0%	15.0%	0.9%	9.0%	7.8%	6.5%	10.8%	3.5%
Inmates 50 Years or Older	12%	9%	14%	38%	17%	24%	13%	40%	42%	14%	34%	11%
Men and Women Institutions	M	M	M	M	M	M	M	M	M	M	M	M
Specialized Health Care Beds	16	19	15	28	46	38	10	15	38	22	23	15
Institution Population	4,526	2,822	3,079	3,044	2,261	5,366	4,690	3,997	3,911	3,354	3,235	5,099

\* Rate Per 1,000 Inmates

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# HEALTHCARE SERVICES DASHBOARD

## Wasco State Prison (WSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>WSP</b>	<b>Statewide</b>	<b>Recent Qtr</b>	<b>Prior Qtr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>WSP</b>	<b>Statewide</b>		
Medical Services		82%	86%	91%	91%	81%	Appropriate Placement High Risk Patients		N/A	74%		
Dental Services		93%	96%	100%	100%	79%	High Risk Patient Care Plan					
Mental Health Services		73%	86%	76%	65%	77%	Follow-Up After MHCB/DSH Admission		82%	87%		
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>				
				<b>Current Yr</b>	<b>Prior Yr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>WSP</b>	<b>Statewide</b>		
Cancelled Due to Custody		0.2%	1.7%	99%	100%	90%	Primary Care Provider (PCP)		93%	88%		
Seen as Scheduled		93%	84%				Mental Health Primary Clinician		97%	83%		
<b>EFFECTIVE COMMUNICATION</b>				<b>APPEAL PROCESSING</b>				<b>RESOURCE MANAGEMENT</b>				
				<b>6 Mth Trend</b>	<b>WSP</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>WSP</b>	<b>Statewide</b>		
Effective Communication Provided		87%	92%				Timely Appeals		86%	90%		
<b>MEDICATION MANAGEMENT</b>				<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				
				<b>LABOR</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>WSP</b>	<b>Statewide</b>	
<b>MAPIP</b>	<b>6 Mth Trend</b>	<b>WSP</b>	<b>Statewide</b>	Medical Staff	\$68	\$68	\$88	Claims Processed		N/A	100%	
Medication Continuity-Transfer		84%	83%	Nursing Staff	\$295	\$269	\$401	Specialty Teleservices		76%	66%	
Medication Non-Adherence Counseling		37%	77%	Pharmacy Staff	\$21	\$21	\$32	Health Care Staff Training				
Medication Administration		85%	86%	Dental Clinical Staff	\$65	\$63	\$79	<b>WORKLOAD PER DAY</b>				
<b>FORMULARY MANAGEMENT</b>				<b>NON LABOR</b>				<b>OTHER TRENDS</b>				
				<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>WSP</b>	<b>Statewide</b>		
Non-Formulary by Psychiatrists		3.7%	3.7%	Hospital	\$119	\$85	\$100	Hospital Admissions*		9.8	5.1	
Non-Formulary by Medical Providers		6.0%	5.5%	Emergency Department	\$4	\$6	\$6	Emergency Department Visits*		14	24	
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>APPEAL PROCESSING</b>				<b>OTHER TRENDS</b>				
				Specialty	\$29	\$29	\$26	Specialty Care Referrals*		30	36	
<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>	Medications	\$59	\$61	\$89	Prescriptions Per Inmate		2.0	3.1	
Total Staffing FTE	349	345	101%	98%	Diagnosics	\$38	\$33	\$17	Diagnosics Per Inmate		1.5	0.8
Medical FTE	15	13	115%	95%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				Appeals Received*		33	33
Nursing FTE	166	138	121%	111%	<b>LABOR</b>				Prison Population Capacity		172%	138%
Pharmacy FTE	12	13	95%	109%	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>					
Dental Clinical FTE	28	29	96%	97%	Medical Staff	\$68	\$68	\$88				
Mental Health Clinical FTE	42	57	74%	85%	Nursing Staff	\$295	\$269	\$401				
Clinical Support FTE	11	12	95%	78%	Pharmacy Staff	\$21	\$21	\$32				
Administrative Support FTE	75	85	88%	85%	Dental Clinical Staff	\$65	\$63	\$79				
				<b>APPEAL PROCESSING</b>								
				<b>MAJOR COSTS PER INMATE PER MONTH**</b>								
				<b>LABOR</b>								
				<b>YTD 13/14</b>								
				<b>FY 12/13</b>								
				<b>Statewide</b>								
				<b>LABOR</b>								
				<b>YTD 13/14</b>								
				<b>FY 12/13</b>								
				<b>Statewide</b>								
				<b>LABOR</b>								
				<b>YTD 13/14</b>								
				<b>FY 12/13</b>								
				<b>Statewide</b>								
				<b>LABOR</b>								
				<b>YTD 13/14</b>								
				<b>FY 12/13</b>								
				<b>Statewide</b>								
				<b>LABOR</b>								
				<b>YTD 13/14</b>								
				<b>FY 12/13</b>								
				<b>Statewide</b>								
				<b>LABOR</b>								
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				<b>LABOR</b>								
				<b>YTD 13/14</b>								
				<b>FY 12/13</b>								
				<b>Statewide</b>								
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# HEALTHCARE SERVICES DASHBOARD

## Salinas Valley State Prison (SVSP)

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\* Rate Per 1,000 Inmates

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# HEALTHCARE SERVICES DASHBOARD

## San Quentin State Prison (SQ)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT					
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>					
	<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>	<b>Recent Qtr</b>	<b>Prior Qtr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>			
Medical Services		92%	86%	88%	89%	81%	Appropriate Placement High Risk Patients		N/A	74%			
Dental Services		84%	96%	78%	70%	79%	High Risk Patient Care Plan						
Mental Health Services		97%	86%	71%	72%	77%	Follow-Up After MHCB/DSH Admission		93%	87%			
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>Continuity of Clinicians &amp; Services</b>					
	<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>	<b>Current Yr</b>	<b>Prior Yr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>			
Cancelled Due to Custody		0.3%	1.7%	96%	100%	90%	Primary Care Provider (PCP)		94%	88%			
Seen as Scheduled		95%	84%	<b>AVAILABILITY OF HEALTH INFORMATION</b>				Mental Health Primary Clinician		50%	83%		
<b>EFFECTIVE COMMUNICATION</b>				<b>6 Mth Trend</b>				<b>Resource Management</b>					
	<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>		
Effective Communication Provided		91%	92%	Documents Scanned		33%	39%	Claims Processed		N/A	100%		
<b>MEDICATION MANAGEMENT</b>				<b>APPEAL PROCESSING</b>				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>					
	<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>		
Medication Continuity-Transfer		87%	83%	Specialty Notes		60%	43%	Specialty Teleservices		36%	66%		
Medication Non-Adherence Counseling		75%	77%	Community Hospital Records		50%	66%	Health Care Staff Training					
Medication Administration		94%	86%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>WORKLOAD PER DAY</b>					
<b>FORMULARY MANAGEMENT</b>				<b>LABOR</b>				<b>6 Mth Trend</b>					
	<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>		
Non-Formulary by Psychiatrists		9.0%	3.7%	Medical Staff	\$95	\$89	\$88	Appointments per PCP		11.5	12.8		
Non-Formulary by Medical Providers		5.7%	5.5%	Nursing Staff	\$397	\$357	\$401	Appointments per PCRN		5.5	6.2		
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>NON LABOR</b>				<b>OTHER TRENDS</b>					
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>	
Total Staffing FTE	386	440	88%	98%	Hospital	\$102	\$91	\$100	Hospital Admissions*		4.3	5.1	
Medical FTE	15	14	108%	95%	Emergency Department	\$5	\$4	\$6	Emergency Department Visits*		20	24	
Nursing FTE	179	168	107%	111%	Specialty	\$32	\$32	\$26	Specialty Care Referrals*		55	36	
Pharmacy FTE	13	13	102%	109%	Medications	\$150	\$109	\$89	Prescriptions Per Inmate		4.2	3.1	
Dental Clinical FTE	21	22	100%	97%	Diagnostics	\$30	\$26	\$17	Diagnostics Per Inmate		1.6	0.8	
Mental Health Clinical FTE	68	122	56%	85%	<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>OTHER TRENDS</b>				
Clinical Support FTE	13	15	86%	78%		<b>Actual</b>	<b>SQ</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>	
Administrative Support FTE	76	88	87%	85%	Total Actual FTE		386	100%	100%	Appeals Received*		34	33
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>SQ</b>	<b>Statewide</b>	Civil Service FTE		334	86%	91%	Prison Population Capacity		127%	138%
Total Actual FTE		386	100%	100%	Overtime FTE		31	8.0%	4.6%				
Civil Service FTE		334	86%	91%	Registry FTE		22	5.7%	3.9%				
Overtime FTE		31	8.0%	4.6%									
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\* 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			
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>			
Medical Services		SOL 92%	Statewide 86%	Asthma Care	90%	Prior Qtr 91%	Statewide 81%	Appropriate Placement High Risk Patients		N/A	74%
Dental Services		99%	96%	Therapeutic Anticoagulation	85%	71%	79%	High Risk Patient Care Plan			
Mental Health Services		94%	86%	Diabetes Care	78%	75%	77%	Follow-Up After MHCB/DSH Admission		75%	87%
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>			
Cancelled Due to Custody		0.3%	1.7%	HCV Treatment	85%	79%	90%	30-Day Community Hospital Readmission		10.7%	9.3%
Seen as Scheduled		84%	84%	Utilization Specialty Services	92%	92%	92%	30-Day MHCB or DSH Readmission		42%	31%
<b>EFFECTIVE COMMUNICATION</b>				<b>Prior Yr</b>				<b>6 Mth Trend</b>			
Effective Communication Provided		97%	92%	Colon Cancer Screening	92%	93%	93%	Potentially Avoidable Hospitalizations*		23.1	11.9
				Breast Cancer Screening	N/A	N/A	89%	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>			
				Diagnostic Monitoring	79%	82%	70%	<b>6 Mth Trend</b>			
				Polypharmacy Medication Review				Primary Care Provider (PCP)		98%	88%
				Flu Vaccination	96%	98%	90%	Mental Health Primary Clinician		N/A	83%
								Psychiatrist		N/A	82%
<b>MAPIP</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>			
Medication Continuity-Transfer		95%	83%	<b>AVAILABILITY OF HEALTH INFORMATION</b>				<b>6 Mth Trend</b>			
Medication Non-Adherence Counseling		74%	77%	<b>6 Mth Trend</b>				<b>SOL</b>			
Medication Administration		88%	86%	Documents Scanned		65%	39%	<b>Statewide</b>			
<b>FORMULARY MANAGEMENT</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
Non-Formulary by Psychiatrists		1.5%	3.7%	Specialty Notes		71%	43%	<b>SOL</b>			
Non-Formulary by Medical Providers		5.3%	5.5%	Community Hospital Records		98%	66%	<b>Statewide</b>			
<b>APPEAL PROCESSING</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
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<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>SOL</b>				<b>6 Mth Trend</b>			
<b>Statewide</b>											

# HEALTHCARE SERVICES DASHBOARD

## Sierra Conservation Center (SCC)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>SCC</b>	<b>Statewide</b>		<b>Prior Qtr</b>	<b>Statewide</b>		<b>SCC</b>	<b>Statewide</b>			
Medical Services		90%	86%	Asthma Care	93%	81%	Appropriate Placement High Risk Patients	N/A	74%			
Dental Services		97%	96%	Therapeutic Anticoagulation	100%	79%	High Risk Patient Care Plan					
Mental Health Services		96%	86%	Diabetes Care	73%	77%	Follow-Up After MHCB/DSH Admission	100%	87%			
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>		<b>SCC</b>	<b>Statewide</b>			
Cancelled Due to Custody		1.4%	1.7%	HCV Treatment	100%	90%	30-Day Community Hospital Readmission	6.7%	9.3%			
Seen as Scheduled		91%	84%	Utilization Specialty Services	92%	92%	30-Day MHCB or DSH Readmission	-	31%			
<b>EFFECTIVE COMMUNICATION</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>		<b>SCC</b>	<b>Statewide</b>			
Effective Communication Provided		94%	92%	Colon Cancer Screening	98%	93%	Potentially Avoidable Hospitalizations*	0.8	11.9			
<b>MEDICATION MANAGEMENT</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>					
<b>MAPIP</b>	<b>6 Mth Trend</b>	<b>SCC</b>	<b>Statewide</b>	Flu Vaccination	97%	90%	Primary Care Provider (PCP)		88%	88%		
Medication Continuity-Transfer		63%	83%	<b>AVAILABILITY OF HEALTH INFORMATION</b>				Mental Health Primary Clinician	N/A	83%		
Medication Non-Adherence Counseling		57%	77%		<b>6 Mth Trend</b>	<b>SCC</b>	<b>Statewide</b>	Psychiatrist	N/A	82%		
Medication Administration		72%	86%	Documents Scanned		44%	39%	<b>RESOURCE MANAGEMENT</b>				
<b>FORMULARY MANAGEMENT</b>				Specialty Notes		32%	43%	Claims Processed		N/A	100%	
				Community Hospital Records		89%	66%	Specialty Teleservices		52%	66%	
Non-Formulary by Psychiatrists		10.6%	3.7%	<b>APPEAL PROCESSING</b>				Health Care Staff Training				
Non-Formulary by Medical Providers		3.9%	5.5%		<b>6 Mth Trend</b>	<b>SCC</b>	<b>Statewide</b>	<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				Timely Appeals		100%	90%	QM & Patient Safety Program				
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				Health Care Index			
Total Staffing FTE	154	178	86%	98%	<b>LABOR</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	<b>WORKLOAD PER DAY</b>			
Medical FTE	8	8	100%	95%	Medical Staff	\$38	\$46	\$88	Appointments per PCP		10.7	12.8
Nursing FTE	55	60	92%	111%	Nursing Staff	\$120	\$118	\$401	Appointments per PCRN		5.0	6.2
Pharmacy FTE	7	8	98%	109%	Pharmacy Staff	\$12	\$10	\$32	Encounters per Primary MH Clinician		7.3	9.5
Dental Clinical FTE	25	26	99%	97%	Dental Clinical Staff	\$72	\$67	\$79	Encounters per Psychiatrist		7.0	9.3
Mental Health Clinical FTE	15	20	74%	85%	Mental Health Clinical Staff	\$45	\$44	\$168	<b>OTHER TRENDS</b>			
Clinical Support FTE	4	4	108%	78%	Clinical Support Staff	\$6	\$5	\$22	Hospital Admissions*		1.5	5.1
Administrative Support FTE	39	53	73%	85%	Administrative Support Staff	\$42	\$43	\$101	Emergency Department Visits*		8	24
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>SCC</b>	<b>Statewide</b>	<b>NON LABOR</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	Specialty Care Referrals*		21	36
Total Actual FTE		154	100%	100%	Hospital	\$24	\$25	\$100	Prescriptions Per Inmate		1.1	3.1
Civil Service FTE		145	94%	91%	Emergency Department	\$1	\$2	\$6	Diagnostics Per Inmate		0.3	0.8
Overtime FTE		7	4.2%	4.6%	Specialty	\$11	\$7	\$26	Appeals Received*		8	33
Registry FTE		2	1.4%	3.9%	Medications	\$17	\$22	\$89	Prison Population Capacity		125%	138%
					Diagnostics	\$7	\$9	\$17				

\* 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							
<b>ACCESS</b>				<b>6 Mth Trend</b>	<b>SATF</b>	<b>Statewide</b>	<b>Recent Qtr</b>	<b>Prior Qtr</b>	<b>Statewide</b>	<b>6 Mth Trend</b>	<b>SATF</b>	<b>Statewide</b>		
Medical Services		86%	86%	Asthma Care	88%	89%	81%	Appropriate Placement High Risk Patients		N/A	74%			
Dental Services		98%	96%	Therapeutic Anticoagulation	82%	64%	79%	High Risk Patient Care Plan						
Mental Health Services		78%	86%	Diabetes Care	75%	78%	77%	Follow-Up After MHCB/DSH Admission		98%	87%			
<b>APPTS COMPLETED AS SCHEDULED</b>														
Cancelled Due to Custody		2.0%	1.7%	HCV Treatment	87%	94%	90%	30-Day Community Hospital Readmission		9.8%	9.3%			
Seen as Scheduled		79%	84%	Utilization Specialty Services	91%	93%	92%	30-Day MHCB or DSH Readmission		9%	31%			
<b>EFFECTIVE COMMUNICATION</b>														
Effective Communication Provided		96%	92%	Colon Cancer Screening	94%	94%	93%	Potentially Avoidable Hospitalizations*		16.1	11.9			
<b>MEDICATION MANAGEMENT</b>									<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>					
<b>MAPIP</b>				<b>6 Mth Trend</b>	<b>SATF</b>	<b>Statewide</b>	<b>Current Yr</b>	<b>Prior Yr</b>	<b>Statewide</b>	<b>6 Mth Trend</b>	<b>SATF</b>	<b>Statewide</b>		
Medication Continuity-Transfer		78%	83%	Asthma Care	98%	97%	90%	Primary Care Provider (PCP)		94%	88%			
Medication Non-Adherence Counseling		63%	77%	Therapeutic Anticoagulation				Mental Health Primary Clinician		89%	83%			
Medication Administration		70%	86%	Diabetes Care				Psychiatrist		90%	82%			
<b>FORMULARY MANAGEMENT</b>									<b>RESOURCE MANAGEMENT</b>					
Non-Formulary by Psychiatrists		2.7%	3.7%	Documents Scanned		21%	39%	Claims Processed		N/A	100%			
Non-Formulary by Medical Providers		5.0%	5.5%	Specialty Notes		73%	43%	Specialty Teleservices		82%	66%			
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>									Health Care Staff Training					
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>	<b>APPEAL PROCESSING</b>			<b>6 Mth Trend</b>	<b>SATF</b>	<b>Statewide</b>				
Total Staffing FTE	413	459	90%	98%	Timely Appeals		91%	90%	<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>					
Medical FTE	14	17	85%	95%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>									
Nursing FTE	208	196	106%	111%	<b>LABOR</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	<b>6 Mth Trend</b>	<b>SATF</b>	<b>Statewide</b>			
Pharmacy FTE	20	19	107%	109%	Medical Staff	\$64	\$61	\$88	QM & Patient Safety Program					
Dental Clinical FTE	31	34	91%	97%	Nursing Staff	\$308	\$289	\$401	Health Care Index					
Mental Health Clinical FTE	54	72	75%	85%	Pharmacy Staff	\$29	\$25	\$32	<b>WORKLOAD PER DAY</b>					
Clinical Support FTE	13	22	58%	78%	Dental Clinical Staff	\$65	\$63	\$79	<b>6 Mth Trend</b>	<b>SATF</b>	<b>Statewide</b>			
Administrative Support FTE	73	100	73%	85%	Mental Health Clinical Staff	\$120	\$130	\$168	Appointments per PCP		15.4	12.8		
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>SATF</b>	<b>Statewide</b>	Clinical Support Staff	\$18	\$19	\$22	Appointments per PCRN		7.7	6.2		
Total Actual FTE		413	100%	100%	Administrative Support Staff	\$71	\$65	\$101	Encounters per Primary MH Clinician		11.4	9.5		
Civil Service FTE		377	91%	91%	<b>NON LABOR</b>			<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	Encounters per Psychiatrist		8.6	9.3
Overtime FTE		17	4.1%	4.6%	Hospital	\$136	\$137	\$100	<b>OTHER TRENDS</b>					
Registry FTE		19	4.7%	3.9%	Emergency Department	\$7	\$6	\$6	<b>6 Mth Trend</b>	<b>SATF</b>	<b>Statewide</b>			
					Specialty	\$38	\$39	\$26	Hospital Admissions*		5.2	5.1		
					Medications	\$94	\$95	\$89	Emergency Department Visits*		15	24		
					Diagnostics	\$12	\$14	\$17	Specialty Care Referrals*		23	36		
									Prescriptions Per Inmate		3.7	3.1		
									Diagnostics Per Inmate		0.4	0.8		
									Appeals Received*		48	33		
									Prison Population Capacity		156%	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				
<b>ACCESS</b>					<b>Recent Qtr</b>					<b>6 Mth Trend</b>				
Medical Services		PVSP	Statewide	Asthma Care	91%	Prior Qtr	93%	Statewide	81%	Appropriate Placement High Risk Patients		N/A	74%	
Dental Services		78%	86%	Therapeutic Anticoagulation	-	-	79%	High Risk Patient Care Plan						
Mental Health Services		99%	96%	Diabetes Care	77%	75%	77%	Follow-Up After MHCB/DSH Admission		82%	87%			
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>Current Yr</b>					<b>Prior Yr</b>				
Cancelled Due to Custody		0.2%	1.7%	HCV Treatment	75%	92%	90%	30-Day Community Hospital Readmission		0.0%	9.3%			
Seen as Scheduled		88%	84%	Utilization Specialty Services	97%	99%	92%	30-Day MHCB or DSH Readmission		43%	31%			
<b>EFFECTIVE COMMUNICATION</b>					<b>Statewide</b>					<b>6.3</b>				
Effective Communication Provided		98%	92%	Colon Cancer Screening	95%	100%	93%	Potentially Avoidable Hospitalizations*		6.3	11.9			
<b>MEDICATION MANAGEMENT</b>					<b>78%</b>					<b>89%</b>				
<b>MAPIP</b>					<b>78%</b>					<b>89%</b>				
Medication Continuity-Transfer		60%	83%	Breast Cancer Screening	N/A	N/A	89%	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>						
Medication Non-Adherence Counseling		60%	77%	Diagnostic Monitoring	78%	81%	70%	Primary Care Provider (PCP)		87%	88%			
Medication Administration		59%	86%	Polypharmacy Medication Review				Mental Health Primary Clinician		N/A	83%			
<b>FORMULARY MANAGEMENT</b>					<b>99%</b>					<b>N/A</b>				
Non-Formulary by Psychiatrists		1.6%	3.7%	Flu Vaccination	99%	97%	90%	Psychiatrist		N/A	82%			
Non-Formulary by Medical Providers		3.3%	5.5%	<b>AVAILABILITY OF HEALTH INFORMATION</b>					<b>6 Mth Trend</b>					
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>PVSP</b>				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Documents Scanned		26%	39%	Claims Processed		N/A	100%		
Medical FTE	9	13	71%	95%	Specialty Notes		29%	43%	Specialty Teleservices		45%	66%		
Nursing FTE	106	109	98%	111%	Community Hospital Records		20%	66%	Health Care Staff Training					
Pharmacy FTE	10	12	80%	109%	<b>APPEAL PROCESSING</b>					<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				
Dental Clinical FTE	23	23	100%	97%	Timely Appeals		93%	90%	QM & Patient Safety Program					
Mental Health Clinical FTE	28	38	73%	85%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>				
Clinical Support FTE	5	8	68%	78%	<b>LABOR</b>	YTD 13/14	FY 12/13	Statewide	Health Care Index					
Administrative Support FTE	60	71	85%	85%	Medical Staff	\$75	\$69	\$88	Appointments per PCP		16.4	12.8		
<b>Actual</b>					<b>YTD 13/14</b>					<b>PVSP</b>				
<b>Authority</b>					<b>FY 12/13</b>					<b>Statewide</b>				
<b>% of Auth</b>					<b>Statewide</b>					<b>6 Mth Trend</b>				
<b>Statewide</b>					<b>LABOR</b>					<b>PVSP</b>				
<b>6 Mth Trend</b>					<b>Medical Staff</b>					<b>Statewide</b>				
<b>Actual</b>					<b>Nursing Staff</b>					<b>6 Mth Trend</b>				
<b>PVSP</b>					<b>Pharmacy Staff</b>					<b>PVSP</b>				
<b>Statewide</b>					<b>Dental Clinical Staff</b>					<b>Statewide</b>				
<b>241</b>					<b>Mental Health Clinical Staff</b>					<b>6 Mth Trend</b>				
<b>234</b>					<b>Clinical Support Staff</b>					<b>PVSP</b>				
<b>5</b>					<b>Administrative Support Staff</b>					<b>Statewide</b>				
<b>2.1%</b>					<b>LABOR</b>					<b>6 Mth Trend</b>				
<b>4.6%</b>					<b>Hospital</b>					<b>PVSP</b>				
<b>0.8%</b>					<b>Emergency Department</b>					<b>Statewide</b>				
<b>3.9%</b>					<b>Specialty</b>					<b>6 Mth Trend</b>				
<b>3.9%</b>					<b>Medications</b>					<b>PVSP</b>				
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<b>3.9%</b>					<b>Diagnosics</b>					<b>Statewide</b>				
<b>3.9%</b>														

# HEALTHCARE SERVICES DASHBOARD

## Pelican Bay State Prison (PBSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT						
<b>ACCESS</b>					<b>Recent Qtr</b>					<b>6 Mth Trend</b>						
	<b>6 Mth Trend</b>	<b>PBSP</b>	<b>Statewide</b>		<b>Recent Qtr</b>	<b>Prior Qtr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PBSP</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PBSP</b>	<b>Statewide</b>	
Medical Services		-	86%	Asthma Care	93%	93%	81%	Appropriate Placement High Risk Patients		N/A	74%			N/A	74%	
Dental Services		98%	96%	Therapeutic Anticoagulation	100%	100%	79%	High Risk Patient Care Plan								
Mental Health Services		89%	86%	Diabetes Care	78%	69%	77%	Follow-Up After MHCB/DSH Admission		100%	87%			100%	87%	
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>Prior Qtr</b>					<b>Statewide</b>						
Cancelled Due to Custody		0.7%	1.7%	HCV Treatment	63%	63%	90%	30-Day Community Hospital Readmission		5.3%	9.3%			5.3%	9.3%	
Seen as Scheduled		95%	84%	Utilization Specialty Services	95%	97%	92%	30-Day MHCB or DSH Readmission		19%	31%			19%	31%	
<b>EFFECTIVE COMMUNICATION</b>					<b>Current Yr</b>					<b>Statewide</b>						
Effective Communication Provided		97%	92%	Colon Cancer Screening	100%	98%	93%	Potentially Avoidable Hospitalizations*		1.5	11.9			1.5	11.9	
<b>MEDICATION MANAGEMENT</b>					<b>Prior Yr</b>					<b>Statewide</b>						
<b>MAPIP</b>					<b>Current Yr</b>					<b>Statewide</b>						
Medication Continuity-Transfer		96%	83%	Breast Cancer Screening	N/A	N/A	89%	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>								
Medication Non-Adherence Counseling		94%	77%	Diagnostic Monitoring	51%	94%	70%	<b>6 Mth Trend</b>								
Medication Administration		100%	86%	Polypharmacy Medication Review				<b>PBSP</b>								
<b>FORMULARY MANAGEMENT</b>					<b>Flu Vaccination</b>					<b>Statewide</b>						
Non-Formulary by Psychiatrists		0.6%	3.7%	Flu Vaccination	100%	100%	90%	<b>Primary Care Provider (PCP)</b>								
Non-Formulary by Medical Providers		2.8%	5.5%	<b>AVAILABILITY OF HEALTH INFORMATION</b>					<b>Mental Health Primary Clinician</b>							
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>PBSP</b>						
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PBSP</b>	<b>Statewide</b>	<b>Psychiatrist</b>							
Total Staffing FTE	232	257	90%	98%	Documents Scanned		13%	39%	<b>Primary Care Provider (PCP)</b>							
Medical FTE	8	8	98%	95%	Specialty Notes		-	43%	<b>Mental Health Primary Clinician</b>							
Nursing FTE	111	120	93%	111%	Community Hospital Records		0%	66%	<b>Psychiatrist</b>							
Pharmacy FTE	8	7	113%	109%	<b>APPEAL PROCESSING</b>					<b>Statewide</b>						
Dental Clinical FTE	22	23	98%	97%	Timely Appeals		100%	90%	<b>Primary Care Provider (PCP)</b>							
Mental Health Clinical FTE	21	23	91%	85%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>Statewide</b>						
Clinical Support FTE	7	7	100%	78%	<b>LABOR</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	<b>Claims Processed</b>							
Administrative Support FTE	55	70	79%	85%	Medical Staff	\$68	\$64	\$88	<b>Specialty Teleservices</b>							
<b>6 Mth Trend</b>					Medical Staff	\$404	\$399	\$401	<b>Health Care Staff Training</b>							
	<b>Actual</b>	<b>PBSP</b>	<b>Statewide</b>		Nursing Staff	\$21	\$21	\$32	<b>Statewide</b>							
Total Actual FTE	232	100%	100%		Pharmacy Staff	\$86	\$85	\$79	<b>6 Mth Trend</b>							
Civil Service FTE	217	94%	91%		Dental Clinical Staff	\$156	\$179	\$168	<b>PBSP</b>							
Overtime FTE	7	3.1%	4.6%		Mental Health Clinical Staff	\$21	\$15	\$22	<b>Statewide</b>							
Registry FTE	8	3.3%	3.9%		Clinical Support Staff	\$118	\$117	\$101	<b>6 Mth Trend</b>							
<b>6 Mth Trend</b>					Administrative Support Staff	\$31	\$14	\$100	<b>PBSP</b>							
	<b>Actual</b>	<b>PBSP</b>	<b>Statewide</b>		Hospital	\$3	\$4	\$6	<b>Statewide</b>							
Total Actual FTE	232	100%	100%		Emergency Department	\$5	\$4	\$26	<b>6 Mth Trend</b>							
Civil Service FTE	217	94%	91%		Specialty	\$41	\$35	\$89	<b>PBSP</b>							
Overtime FTE	7	3.1%	4.6%		Medications	\$7	\$9	\$17	<b>Statewide</b>							
Registry FTE	8	3.3%	3.9%		Diagnostics				<b>6 Mth Trend</b>							
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>LABOR</b>					<b>Statewide</b>						
	<b>Actual</b>	<b>PBSP</b>	<b>Statewide</b>		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	<b>Resource Management</b>								
Total Actual FTE	232	100%	100%		Hospital	\$31	\$14	\$100	<b>6 Mth Trend</b>							
Civil Service FTE	217	94%	91%		Emergency Department	\$3	\$4	\$6	<b>PBSP</b>							
Overtime FTE	7	3.1%	4.6%		Specialty	\$5	\$4	\$26	<b>Statewide</b>							
Registry FTE	8	3.3%	3.9%		Medications	\$41	\$35	\$89	<b>6 Mth Trend</b>							
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>Diagnostics</b>					<b>Statewide</b>						
	<b>Actual</b>	<b>PBSP</b>	<b>Statewide</b>		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	<b>Claims Processed</b>								
Total Actual FTE	232	100%	100%		Hospital	\$31	\$14	\$100	<b>6 Mth Trend</b>							
Civil Service FTE	217	94%	91%		Emergency Department	\$3	\$4	\$6	<b>PBSP</b>							
Overtime FTE	7	3.1%	4.6%		Specialty	\$5	\$4	\$26	<b>Statewide</b>							
Registry FTE	8	3.3%	3.9%		Medications	\$41	\$35	\$89	<b>6 Mth Trend</b>							
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>APPEAL PROCESSING</b>					<b>Statewide</b>						
	<b>Actual</b>	<b>PBSP</b>	<b>Statewide</b>		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	<b>Specialty Teleservices</b>								
Total Actual FTE	232	100%	100%		Hospital	\$31	\$14	\$100	<b>6 Mth Trend</b>							
Civil Service FTE	217	94%	91%		Emergency Department	\$3	\$4	\$6	<b>PBSP</b>							
Overtime FTE	7	3.1%	4.6%		Specialty	\$5	\$4	\$26	<b>Statewide</b>							
Registry FTE	8	3.3%	3.9%		Medications	\$41	\$35	\$89	<b>6 Mth Trend</b>							
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>APPEAL PROCESSING</b>					<b>Statewide</b>						
	<b>Actual</b>	<b>PBSP</b>	<b>Statewide</b>		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	<b>Health Care Staff Training</b>								
Total Actual FTE	232	100%	100%		Hospital	\$31	\$14	\$100	<b>6 Mth Trend</b>							
Civil Service FTE	217	94%	91%		Emergency Department	\$3	\$4	\$6	<b>PBSP</b>							
Overtime FTE	7	3.1%	4.6%		Specialty	\$5	\$4	\$26	<b>Statewide</b>							
Registry FTE	8	3.3%	3.9%		Medications	\$41	\$35	\$89	<b>6 Mth Trend</b>							

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



# HEALTHCARE SERVICES DASHBOARD

## Mule Creek State Prison (MCSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT				
<b>ACCESS</b>					<b>Recent Qtr</b>					<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>MCSP</b>	<b>Statewide</b>		<b>Recent Qtr</b>	<b>Prior Qtr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>MCSP</b>	<b>Statewide</b>			
Medical Services		85%	86%	Asthma Care	85%	87%	81%	Appropriate Placement High Risk Patients		N/A	74%			
Dental Services		98%	96%	Therapeutic Anticoagulation	50%	60%	79%	High Risk Patient Care Plan						
Mental Health Services		88%	86%	Diabetes Care	72%	75%	77%	Follow-Up After MHCB/DSH Admission		99%	87%			
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>Current Yr</b>					<b>6 Mth Trend</b>				
					<b>Current Yr</b>	<b>Prior Yr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>MCSP</b>	<b>Statewide</b>			
Cancelled Due to Custody		1.2%	1.7%	HCV Treatment	90%	91%	90%	30-Day Community Hospital Readmission		9.0%	9.3%			
Seen as Scheduled		87%	84%	Utilization Specialty Services	91%	88%	92%	30-Day MHCB or DSH Readmission		10%	31%			
<b>EFFECTIVE COMMUNICATION</b>					<b>Statewide</b>					<b>6 Mth Trend</b>				
					<b>Statewide</b>	<b>Statewide</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>MCSP</b>	<b>Statewide</b>			
Effective Communication Provided		99%	92%	Breast Cancer Screening	N/A	N/A	89%	Potentially Avoidable Hospitalizations*		12.1	11.9			
<b>MEDICATION MANAGEMENT</b>					<b>Continuity of Clinicians &amp; Services</b>					<b>6 Mth Trend</b>				
					<b>Continuity of Clinicians &amp; Services</b>	<b>Continuity of Clinicians &amp; Services</b>	<b>Continuity of Clinicians &amp; Services</b>		<b>6 Mth Trend</b>	<b>MCSP</b>	<b>Statewide</b>			
<b>MAPIP</b>					<b>Primary Care Provider (PCP)</b>					<b>6 Mth Trend</b>				
					<b>Primary Care Provider (PCP)</b>	<b>Primary Care Provider (PCP)</b>	<b>Primary Care Provider (PCP)</b>		<b>6 Mth Trend</b>	<b>MCSP</b>	<b>Statewide</b>			
Medication Continuity-Transfer		91%	83%	Mental Health Primary Clinician	88%	88%	88%	Mental Health Primary Clinician		80%	83%			
Medication Non-Adherence Counseling		75%	77%	Psychiatrist	80%	83%	83%	Psychiatrist		83%	82%			
Medication Administration		76%	86%	<b>RESOURCE MANAGEMENT</b>					<b>6 Mth Trend</b>					
<b>FORMULARY MANAGEMENT</b>					<b>Claims Processed</b>					<b>6 Mth Trend</b>				
					<b>Claims Processed</b>	<b>Claims Processed</b>	<b>Claims Processed</b>		<b>6 Mth Trend</b>	<b>MCSP</b>	<b>Statewide</b>			
Non-Formulary by Psychiatrists		5.2%	3.7%	Specialty Teleservices	N/A	100%	100%	Specialty Teleservices		73%	66%			
Non-Formulary by Medical Providers		8.6%	5.5%	Health Care Staff Training	73%	66%	66%	Health Care Staff Training						
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>APPEAL PROCESSING</b>					<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				
					<b>APPEAL PROCESSING</b>	<b>APPEAL PROCESSING</b>	<b>APPEAL PROCESSING</b>		<b>6 Mth Trend</b>	<b>MCSP</b>	<b>Statewide</b>			
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>MCSP</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>MCSP</b>	<b>Statewide</b>		
Total Staffing FTE	334	360	93%	98%	Timely Appeals		100%	90%	QM & Patient Safety Program					
Medical FTE	11	11	99%	95%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>				
Nursing FTE	140	139	100%	111%		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>MCSP</b>	<b>Statewide</b>		
Pharmacy FTE	13	12	109%	109%	<b>LABOR</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>MCSP</b>	<b>Statewide</b>		
Dental Clinical FTE	18	20	92%	97%	Medical Staff	\$93	\$89	\$88	Medical Staff		9.5	12.8		
Mental Health Clinical FTE	67	76	88%	85%	Nursing Staff	\$444	\$381	\$401	Nursing Staff		5.5	6.2		
Clinical Support FTE	13	19	69%	78%	Pharmacy Staff	\$32	\$31	\$32	Pharmacy Staff		10.6	9.5		
Administrative Support FTE	73	84	87%	85%	Dental Clinical Staff	\$90	\$77	\$79	Dental Clinical Staff		11.2	9.3		
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>MCSP</b>	<b>Statewide</b>	Mental Health Clinical Staff	\$281	\$269	\$168	Mental Health Clinical Staff					
Total Actual FTE		334	100%	100%	Clinical Support Staff	\$36	\$31	\$22	Clinical Support Staff					
Civil Service FTE		312	94%	91%	Administrative Support Staff	\$133	\$129	\$101	Administrative Support Staff					
Overtime FTE		11	3.2%	4.6%	<b>OTHER TRENDS</b>					<b>6 Mth Trend</b>				
Registry FTE		11	3.2%	3.9%		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>MCSP</b>	<b>Statewide</b>		
					<b>NON LABOR</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>MCSP</b>	<b>Statewide</b>		
					Hospital	\$128	\$130	\$100	Hospital Admissions*		11.2	5.1		
					Emergency Department	\$8	\$5	\$6	Emergency Department Visits*		28	24		
					Specialty	\$30	\$27	\$26	Specialty Care Referrals*		68	36		
					Medications	\$257	\$180	\$89	Prescriptions Per Inmate		5.4	3.1		
					Diagnostics	\$24	\$24	\$17	Diagnostics Per Inmate		1.1	0.8		
									Appeals Received*		51	33		
									Prison Population Capacity		173%	138%		

\* 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				
<b>ACCESS</b>					<b>Recent Qtr</b>					<b>6 Mth Trend</b>				
		<b>LAC</b>	<b>Statewide</b>			<b>Prior Qtr</b>	<b>Statewide</b>			<b>LAC</b>	<b>Statewide</b>			
Medical Services		71%	86%	Asthma Care	94%	94%	81%	Appropriate Placement High Risk Patients		N/A	74%			
Dental Services		92%	96%	Therapeutic Anticoagulation	36%	70%	79%	High Risk Patient Care Plan						
Mental Health Services		90%	86%	Diabetes Care	80%	83%	77%	Follow-Up After MHCB/DSH Admission		98%	87%			
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>Utilization Specialty Services</b>					<b>30-Day Community Hospital Readmission</b>				
Cancelled Due to Custody		1.6%	1.7%	Colon Cancer Screening	75%	92%	90%	30-Day MHCB or DSH Readmission		1.0%	9.3%			
Seen as Scheduled		70%	84%	Breast Cancer Screening	86%	88%	93%	Potentially Avoidable Hospitalizations*		17%	31%			
<b>EFFECTIVE COMMUNICATION</b>					<b>Diagnostic Monitoring</b>					<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>				
Effective Communication Provided		93%	92%	Polypharmacy Medication Review				Primary Care Provider (PCP)		90%	88%			
<b>MEDICATION MANAGEMENT</b>					<b>Current Yr</b>					<b>6 Mth Trend</b>				
		<b>LAC</b>	<b>Statewide</b>			<b>Prior Yr</b>	<b>Statewide</b>			<b>LAC</b>	<b>Statewide</b>			
<b>MAPIP</b>					<b>Flu Vaccination</b>					<b>Mental Health Primary Clinician</b>				
Medication Continuity-Transfer		94%	83%	Flu Vaccination	98%	93%	90%	Psychiatrist		70%	82%			
Medication Non-Adherence Counseling		97%	77%	<b>AVAILABILITY OF HEALTH INFORMATION</b>					<b>RESOURCE MANAGEMENT</b>					
Medication Administration		90%	86%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
<b>FORMULARY MANAGEMENT</b>					<b>Documents Scanned</b>					<b>Claims Processed</b>				
Non-Formulary by Psychiatrists		1.7%	3.7%	Specialty Notes		25%	39%	Specialty Teleservices		77%	66%			
Non-Formulary by Medical Providers		3.6%	5.5%	Community Hospital Records		78%	66%	Health Care Staff Training						
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>APPEAL PROCESSING</b>					<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				
		<b>LAC</b>	<b>Statewide</b>			<b>LAC</b>	<b>Statewide</b>			<b>LAC</b>	<b>Statewide</b>			
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	<b>Timely Appeals</b>					<b>QM &amp; Patient Safety Program</b>				
Medical FTE	12	12	100%	95%										
Nursing FTE	160	151	106%	111%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>Health Care Index</b>				
Pharmacy FTE	14	12	111%	109%	<b>LABOR</b>									
Dental Clinical FTE	25	26	97%	97%	<b>YTD 13/14</b>					<b>YTD 12/13</b>				
Mental Health Clinical FTE	68	74	92%	85%	<b>Medical Staff</b>					<b>Medical Staff</b>				
Clinical Support FTE	10	15	69%	78%	<b>\$78</b>					<b>\$71</b>				
Administrative Support FTE	77	86	90%	85%	<b>\$399</b>					<b>\$382</b>				
					<b>Nursing Staff</b>					<b>\$401</b>				
					<b>Pharmacy Staff</b>					<b>\$32</b>				
					<b>Dental Clinical Staff</b>					<b>\$79</b>				
					<b>Mental Health Clinical Staff</b>					<b>\$168</b>				
					<b>Clinical Support Staff</b>					<b>\$22</b>				
					<b>Administrative Support Staff</b>					<b>\$101</b>				
					<b>NON LABOR</b>					<b>OTHER TRENDS</b>				
					<b>YTD 13/14</b>					<b>6 Mth Trend</b>				
					<b>YTD 12/13</b>					<b>LAC</b>				
					<b>Statewide</b>					<b>Statewide</b>				
					<b>Hospital</b>					<b>Hospital Admissions*</b>				
					<b>\$57</b>					<b>4.5</b>				
					<b>\$79</b>					<b>5.1</b>				
					<b>\$11</b>					<b>Emergency Department Visits*</b>				
					<b>\$10</b>					<b>72</b>				
					<b>\$6</b>					<b>24</b>				
					<b>Specialty</b>					<b>Specialty Care Referrals*</b>				
					<b>\$27</b>					<b>53</b>				
					<b>\$29</b>					<b>36</b>				
					<b>Medications</b>					<b>Prescriptions Per Inmate</b>				
					<b>\$122</b>					<b>4.0</b>				
					<b>\$109</b>					<b>3.1</b>				
					<b>\$89</b>					<b>Diagnosics Per Inmate</b>				
					<b>\$22</b>					<b>0.9</b>				
					<b>\$21</b>					<b>0.8</b>				
					<b>\$17</b>					<b>Appeals Received*</b>				
										<b>10</b>				
										<b>33</b>				
										<b>Prison Population Capacity</b>				
										<b>154%</b>				
										<b>138%</b>				

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

# HEALTHCARE SERVICES DASHBOARD

## Kern Valley State Prison (KVSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT							
<b>ACCESS</b>					<b>Recent Qtr</b>					<b>6 Mth Trend</b>							
	<b>6 Mth Trend</b>	<b>KVSP</b>	<b>Statewide</b>		<b>Recent Qtr</b>	<b>Prior Qtr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>KVSP</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>KVSP</b>	<b>Statewide</b>		
Medical Services		98%	86%	Asthma Care	92%	85%	81%	Appropriate Placement High Risk Patients		N/A	74%			N/A	74%		
Dental Services		96%	96%	Therapeutic Anticoagulation	100%	50%	79%	High Risk Patient Care Plan									
Mental Health Services		87%	86%	Diabetes Care	77%	75%	77%	Follow-Up After MHCB/DSH Admission		100%	87%			100%	87%		
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>Current Yr</b>					<b>6 Mth Trend</b>							
	<b>6 Mth Trend</b>	<b>KVSP</b>	<b>Statewide</b>		<b>Current Yr</b>	<b>Prior Yr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>KVSP</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>KVSP</b>	<b>Statewide</b>		
Cancelled Due to Custody		0.4%	1.7%	HCV Treatment	100%	100%	90%	30-Day Community Hospital Readmission		7.6%	9.3%			7.6%	9.3%		
Seen as Scheduled		86%	84%	Utilization Specialty Services	96%	96%	92%	30-Day MHCB or DSH Readmission		23%	31%			23%	31%		
<b>EFFECTIVE COMMUNICATION</b>					<b>Polypharmacy Medication Review</b>					<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>							
	<b>6 Mth Trend</b>	<b>KVSP</b>	<b>Statewide</b>		<b>Current Yr</b>	<b>Prior Yr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>KVSP</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>KVSP</b>	<b>Statewide</b>		
Effective Communication Provided		85%	92%	Flu Vaccination	98%	100%	90%	Primary Care Provider (PCP)		92%	88%			92%	88%		
<b>MEDICATION MANAGEMENT</b>					<b>AVAILABILITY OF HEALTH INFORMATION</b>					<b>RESOURCE MANAGEMENT</b>							
	<b>6 Mth Trend</b>	<b>KVSP</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>KVSP</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>KVSP</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>KVSP</b>	<b>Statewide</b>		
<b>MAPIP</b>	<b>6 Mth Trend</b>	<b>KVSP</b>	<b>Statewide</b>	Documents Scanned		52%	39%	Claims Processed		N/A	100%			N/A	100%		
Medication Continuity-Transfer		68%	83%	Specialty Notes		52%	43%	Specialty Teleservices		70%	66%			70%	66%		
Medication Non-Adherence Counseling		82%	77%	Community Hospital Records		76%	66%	Health Care Staff Training									
Medication Administration		81%	86%	<b>APPEAL PROCESSING</b>					<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>								
<b>FORMULARY MANAGEMENT</b>						<b>6 Mth Trend</b>	<b>KVSP</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>KVSP</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>KVSP</b>	<b>Statewide</b>	
	<b>6 Mth Trend</b>	<b>KVSP</b>	<b>Statewide</b>	Timely Appeals		100%	90%	QM & Patient Safety Program									
Non-Formulary by Psychiatrists		8.6%	3.7%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>WORKLOAD PER DAY</b>								
Non-Formulary by Medical Providers		7.0%	5.5%		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>KVSP</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>KVSP</b>	<b>Statewide</b>		
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>LABOR</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>KVSP</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>KVSP</b>	<b>Statewide</b>	
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>	Medical Staff	\$76	\$74	\$88	Appointments per PCP		14.8	12.8			14.8	12.8	
Total Staffing FTE	294	304	97%	98%	Nursing Staff	\$305	\$309	\$401	Appointments per PCRN		7.4	6.2			7.4	6.2	
Medical FTE	11	13	89%	95%	Pharmacy Staff	\$27	\$22	\$32	Encounters per Primary MH Clinician		13.2	9.5			13.2	9.5	
Nursing FTE	128	117	109%	111%	Dental Clinical Staff	\$81	\$74	\$79	Encounters per Psychiatrist		13.3	9.3			13.3	9.3	
Pharmacy FTE	11	11	97%	109%	Mental Health Clinical Staff	\$149	\$153	\$168	<b>OTHER TRENDS</b>								
Dental Clinical FTE	26	25	103%	97%	Clinical Support Staff	\$14	\$15	\$22		<b>6 Mth Trend</b>	<b>KVSP</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>KVSP</b>	<b>Statewide</b>	
Mental Health Clinical FTE	40	46	86%	85%	Administrative Support Staff	\$103	\$101	\$101	Hospital Admissions*		3.4	5.1			3.4	5.1	
Clinical Support FTE	9	12	76%	78%	<b>NON LABOR</b>					Emergency Department Visits*		24	24			24	24
Administrative Support FTE	70	80	88%	85%		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	Specialty Care Referrals*		15	36			15	36	
<b>Actual</b>					Hospital	\$103	\$78	\$100	Prescriptions Per Inmate		1.6	3.1			1.6	3.1	
Total Actual FTE		294	100%	100%	Emergency Department	\$5	\$9	\$6	Diagnostics Per Inmate		0.4	0.8			0.4	0.8	
Civil Service FTE		265	90%	91%	Specialty	\$17	\$18	\$26	Appeals Received*		29	33			29	33	
Overtime FTE		12	3.9%	4.6%	Medications	\$36	\$42	\$89	Prison Population Capacity		157%	138%			157%	138%	
Registry FTE		18	6.0%	3.9%	Diagnostics	\$8	\$11	\$17									

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

# HEALTHCARE SERVICES DASHBOARD

## Ironwood State Prison (ISP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
Medical Services		ISP: 84%	Statewide: 86%	Asthma Care	93%	Prior Qtr: 97%	Statewide: 81%	Appropriate Placement High Risk Patients		ISP: N/A	Statewide: 74%	
Dental Services		95%	96%	Therapeutic Anticoagulation	-	100%	79%	High Risk Patient Care Plan		-	-	
Mental Health Services		92%	86%	Diabetes Care	79%	75%	77%	Follow-Up After MHCB/DSH Admission		-	87%	
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Prior Qtr</b>				<b>ISP</b>				
Cancelled Due to Custody		0.6%	1.7%	HCV Treatment	95%	57%	90%	30-Day Community Hospital Readmission		1.1%	9.3%	
Seen as Scheduled		81%	84%	Utilization Specialty Services	100%	100%	92%	30-Day MHCB or DSH Readmission		-	31%	
<b>EFFECTIVE COMMUNICATION</b>				<b>Statewide</b>				<b>Continuity of Clinicians &amp; Services</b>				
Effective Communication Provided		92%	92%	Colon Cancer Screening	94%	91%	93%	Potentially Avoidable Hospitalizations*		7.0	11.9	
<b>MEDICATION MANAGEMENT</b>				<b>Current Yr</b>				<b>Continuity of Clinicians &amp; Services</b>				
<b>MAPIP</b>				<b>Prior Yr</b>				<b>Primary Care Provider (PCP)</b>				
Medication Continuity-Transfer		95%	83%	Flu Vaccination	100%	100%	90%	Mental Health Primary Clinician		N/A	83%	
Medication Non-Adherence Counseling		49%	77%	<b>AVAILABILITY OF HEALTH INFORMATION</b>				<b>Resource Management</b>				
Medication Administration		90%	86%	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
<b>FORMULARY MANAGEMENT</b>				<b>ISP</b>				<b>Statewide</b>				
Non-Formulary by Psychiatrists		3.6%	3.7%	Documents Scanned		29%	39%	Claims Processed		N/A	100%	
Non-Formulary by Medical Providers		1.8%	5.5%	Specialty Notes		57%	43%	Specialty Teleservices		95%	66%	
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>APPEAL PROCESSING</b>				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				
<b>Actual</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
<b>Authority</b>				<b>ISP</b>				<b>Statewide</b>				
<b>% of Auth</b>				<b>Timely Appeals</b>				<b>QM &amp; Patient Safety Program</b>				
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Total Staffing FTE	155	179	87%	98%	Timely Appeals		100%	90%	Health Care Index		-	-
Medical FTE	7	7	101%	95%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>WORKLOAD PER DAY</b>			
Nursing FTE	75	74	102%	111%	<b>LABOR</b>				<b>6 Mth Trend</b>			
Pharmacy FTE	7	6	109%	109%	Medical Staff	YTD 13/14: \$69	FY 12/13: \$63	Statewide: \$88	Appointments per PCP		14.2	12.8
Dental Clinical FTE	22	23	96%	97%	Nursing Staff	\$258	\$250	\$401	Appointments per PCRN		5.7	6.2
Mental Health Clinical FTE	5	6	83%	85%	Pharmacy Staff	\$18	\$14	\$32	Encounters per Primary MH Clinician		2.6	9.5
Clinical Support FTE	4	4	100%	78%	Dental Clinical Staff	\$83	\$71	\$79	Encounters per Psychiatrist		3.7	9.3
Administrative Support FTE	35	58	60%	85%	Mental Health Clinical Staff	\$24	\$22	\$168	<b>OTHER TRENDS</b>			
<b>6 Mth Trend</b>				<b>Actual</b>				<b>6 Mth Trend</b>				
<b>ISP</b>				<b>YTD 13/14</b>				<b>6 Mth Trend</b>				
<b>Statewide</b>				<b>FY 12/13</b>				<b>Statewide</b>				
Total Actual FTE		155	100%	100%	Administrative Support Staff	\$84	\$81	\$101	Hospital Admissions*		3.1	5.1
Civil Service FTE		147	94%	91%	<b>NON LABOR</b>				Emergency Department Visits*		36	24
Overtime FTE		5	3.3%	4.6%	Hospital	\$26	\$40	\$100	Specialty Care Referrals*		26	36
Registry FTE		4	2.4%	3.9%	Emergency Department	\$5	\$2	\$6	Prescriptions Per Inmate		1.4	3.1
				<b>Statewide</b>				<b>6 Mth Trend</b>				
				<b>YTD 13/14</b>				<b>Statewide</b>				
				<b>FY 12/13</b>				<b>6 Mth Trend</b>				
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				<b>FY 12/13</b>				<b>6 Mth Trend</b>				
				<b>Statewide</b>				<b>Statewide</b>				
				<b>Hospital</b>				<b>6 Mth Trend</b>				
				<b>Emergency Department</b>				<b>Statewide</b>				
				<b>Specialty</b>				<b>6 Mth Trend</b>				
				<b>Medications</b>				<b>Statewide</b>				
				<b>Diagnostics</b>				<b>6 Mth Trend</b>				



# HEALTHCARE SERVICES DASHBOARD

## Folsom State Prison (FSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>FSP</b>	<b>Statewide</b>	<b>Recent Qtr</b>	<b>Prior Qtr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>FSP</b>	<b>Statewide</b>		
Medical Services		95%	86%	93%	92%	81%	Appropriate Placement High Risk Patients		N/A	74%		
Dental Services		99%	96%	86%	75%	79%	High Risk Patient Care Plan					
Mental Health Services		97%	86%	84%	84%	77%	Follow-Up After MHCB/DSH Admission		60%	87%		
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>Continuity of Clinicians &amp; Services</b>				
				<b>Current Yr</b>	<b>Prior Yr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>FSP</b>	<b>Statewide</b>		
Cancelled Due to Custody		0.2%	1.7%	96%	100%	90%	Primary Care Provider (PCP)		97%	88%		
Seen as Scheduled		94%	84%	<b>Availability of Health Information</b>				Mental Health Primary Clinician		N/A	83%	
<b>EFFECTIVE COMMUNICATION</b>				<b>6 Mth Trend</b>				<b>Resource Management</b>				
								<b>6 Mth Trend</b>	<b>FSP</b>	<b>Statewide</b>		
Effective Communication Provided		98%	92%	Documents Scanned		83%	39%	Claims Processed		N/A	100%	
<b>MEDICATION MANAGEMENT</b>				<b>APPEAL PROCESSING</b>				<b>Continuous Evaluation &amp; Improvement</b>				
								<b>6 Mth Trend</b>	<b>FSP</b>	<b>Statewide</b>		
<b>MAPIP</b>	<b>6 Mth Trend</b>	<b>FSP</b>	<b>Statewide</b>	Timely Appeals		100%	90%	QM & Patient Safety Program				
Medication Continuity-Transfer		93%	83%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				Health Care Index				
Medication Non-Adherence Counseling		95%	77%	<b>LABOR</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	<b>Workload Per Day</b>				
Medication Administration		100%	86%	Medical Staff	\$78	\$89	\$88	<b>6 Mth Trend</b>	<b>FSP</b>	<b>Statewide</b>		
<b>FORMULARY MANAGEMENT</b>				Specialty Notes	\$246	\$235	\$401		9.5	12.8		
				Community Hospital Records	\$25	\$22	\$32		6.1	6.2		
Non-Formulary by Psychiatrists		4.2%	3.7%	<b>OTHER TRENDS</b>				<b>6 Mth Trend</b>	<b>FSP</b>	<b>Statewide</b>		
Non-Formulary by Medical Providers		3.5%	5.5%						8.4	9.5		
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>									9.4	9.3		
								<b>Other Trends</b>				
<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>					<b>6 Mth Trend</b>	<b>FSP</b>	<b>Statewide</b>		
Total Staffing FTE	181	212	85%	98%	<b>NON LABOR</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>				
Medical FTE	10	10	103%	95%	Hospital	\$79	\$49	\$100		2.0	5.1	
Nursing FTE	82	84	98%	111%	Emergency Department	\$3	\$2	\$6		15	24	
Pharmacy FTE	9	10	95%	109%	Specialty	\$12	\$12	\$26		29	36	
Dental Clinical FTE	21	21	100%	97%	Medications	\$46	\$35	\$89		2.4	3.1	
Mental Health Clinical FTE	12	21	57%	85%	Diagnostics	\$12	\$10	\$17		0.6	0.8	
Clinical Support FTE	2	4	50%	78%						16	33	
Administrative Support FTE	45	63	71%	85%						122%	138%	
Total Actual FTE		181	100%	100%								
Civil Service FTE		173	96%	91%								
Overtime FTE		7	3.9%	4.6%								
Registry FTE		1	0.4%	3.9%								

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

# HEALTHCARE SERVICES DASHBOARD

## Deuel Vocational Institution (DVI)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
Medical Services		DVI: 57%	Statewide: 86%	Asthma Care	86%	Prior Qtr: 93%	Statewide: 81%	Appropriate Placement High Risk Patients		DVI: N/A	Statewide: 74%	
Dental Services		98%	96%	Therapeutic Anticoagulation	0%	100%	79%	High Risk Patient Care Plan				
Mental Health Services		95%	86%	Diabetes Care	74%	73%	77%	Follow-Up After MHCB/DSH Admission		87%	87%	
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
Cancelled Due to Custody		1.4%	1.7%	HCV Treatment	50%	50%	90%	30-Day Community Hospital Readmission		6.5%	9.3%	
Seen as Scheduled		86%	84%	Utilization Specialty Services	94%	94%	92%	30-Day MHCB or DSH Readmission		0%	31%	
<b>EFFECTIVE COMMUNICATION</b>				<b>Prior Yr</b>				<b>6 Mth Trend</b>				
Effective Communication Provided		82%	92%	Colon Cancer Screening	96%	94%	93%	Potentially Avoidable Hospitalizations*		7.1	11.9	
<b>MEDICATION MANAGEMENT</b>				<b>Statewide</b>				<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>				
<b>MAPIP</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
Medication Continuity-Transfer		92%	83%	Flu Vaccination	99%	40%	90%	Primary Care Provider (PCP)		98%	88%	
Medication Non-Adherence Counseling		93%	77%	<b>AVAILABILITY OF HEALTH INFORMATION</b>				<b>6 Mth Trend</b>				
Medication Administration		100%	86%	Documents Scanned		DVI: 13%	Statewide: 39%	Claims Processed		N/A	100%	
<b>FORMULARY MANAGEMENT</b>				<b>Statewide</b>				<b>6 Mth Trend</b>				
Non-Formulary by Psychiatrists		3.4%	3.7%	Specialty Notes		15%	43%	Specialty Teleservices		59%	66%	
Non-Formulary by Medical Providers		5.0%	5.5%	Community Hospital Records		15%	66%	Health Care Staff Training				
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>APPEAL PROCESSING</b>				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				
<b>Actual</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Total Staffing FTE	228	Authority: 236	% of Auth: 97%	Statewide: 98%	Timely Appeals		DVI: 95%	Statewide: 90%	QM & Patient Safety Program			
Medical FTE	11	10	106%	95%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>6 Mth Trend</b>			
Nursing FTE	103	105	99%	111%	<b>LABOR</b>				<b>6 Mth Trend</b>			
Pharmacy FTE	8	7	116%	109%	Medical Staff	YTD 13/14: \$96	FY 12/13: \$141	Statewide: \$88	Appointments per PCP		14.3	12.8
Dental Clinical FTE	15	17	88%	97%	Nursing Staff	\$355	\$408	\$401	Appointments per PCRN		6.9	6.2
Mental Health Clinical FTE	31	29	106%	85%	Pharmacy Staff	\$27	\$36	\$32	Encounters per Primary MH Clinician		8.7	9.5
Clinical Support FTE	4	5	82%	78%	Dental Clinical Staff	\$74	\$85	\$79	Encounters per Psychiatrist		13.8	9.3
Administrative Support FTE	57	64	90%	85%	Mental Health Clinical Staff	\$148	\$169	\$168	<b>OTHER TRENDS</b>			
<b>6 Mth Trend</b>				<b>YTD 13/14</b>				<b>6 Mth Trend</b>				
Total Actual FTE		228	DVI: 100%	Statewide: 100%	Non Labor	YTD 13/14: \$116	FY 12/13: \$88	Statewide: \$100	Hospital Admissions*		4.9	5.1
Civil Service FTE		217	95%	91%	Hospital	\$116	\$88	\$100	Emergency Department Visits*		26	24
Overtime FTE		7	3.3%	4.6%	Emergency Department	\$5	\$3	\$6	Specialty Care Referrals*		46	36
Registry FTE		4	1.6%	3.9%	Specialty	\$20	\$14	\$26	Prescriptions Per Inmate		2.6	3.1
<b>Actual</b>				<b>YTD 13/14</b>				<b>6 Mth Trend</b>				
Total Actual FTE		228	DVI: 100%	Statewide: 100%	Medications	\$91	\$76	\$89	Diagnostics Per Inmate		1.1	0.8
Civil Service FTE		217	95%	91%	Diagnostics	\$19	\$25	\$17	Appeals Received*		67	33
Overtime FTE		7	3.3%	4.6%	<b>LABOR</b>				Prison Population Capacity		158%	138%
Registry FTE		4	1.6%	3.9%	Hospital	\$116	\$88	\$100				
<b>Actual</b>				<b>YTD 13/14</b>				<b>6 Mth Trend</b>				
Total Actual FTE		228	DVI: 100%	Statewide: 100%	Emergency Department	\$5	\$3	\$6				
Civil Service FTE		217	95%	91%	Specialty	\$20	\$14	\$26				
Overtime FTE		7	3.3%	4.6%	Medications	\$91	\$76	\$89				
Registry FTE		4	1.6%	3.9%	Diagnostics	\$19	\$25	\$17				

\* 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																																																																				
<b>ACCESS</b> Medical Services:  CVSP: 87% Statewide: 86% Dental Services:  CVSP: 89% Statewide: 96% Mental Health Services:  CVSP: 97% Statewide: 86% <b>APPTS COMPLETED AS SCHEDULED</b> Cancelled Due to Custody:  CVSP: 0.4% Statewide: 1.7% Seen as Scheduled:  CVSP: 87% Statewide: 84% <b>EFFECTIVE COMMUNICATION</b> Effective Communication Provided:  CVSP: 97% Statewide: 92%				<b>RECENT QTR</b> Asthma Care: 88% (Recent) / 91% (Prior) / 81% (Statewide) Therapeutic Anticoagulation: 100% / 100% / 79% Diabetes Care: 80% / 79% / 77% HCV Treatment: 88% / 88% / 90% Utilization Specialty Services: 99% / 95% / 92% Colon Cancer Screening: 83% / 100% / 93% Breast Cancer Screening: N/A / N/A / 89% Diagnostic Monitoring: - / - / 70% Polypharmacy Medication Review: - / - / - <b>CURRENT YR</b> Flu Vaccination: 99% (Current) / 100% (Prior) / 90% (Statewide)				<b>6 Mth Trend</b> Appropriate Placement High Risk Patients:  CVSP: N/A Statewide: 74% High Risk Patient Care Plan:  CVSP: - Statewide: 87% Follow-Up After MHCB/DSH Admission:  CVSP: 3.5% Statewide: 9.3% 30-Day Community Hospital Readmission:  CVSP: - Statewide: 31% 30-Day MHCB or DSH Readmission:  CVSP: 5.6 Statewide: 11.9 Potentially Avoidable Hospitalizations*																																																																				
<b>MEDICATION MANAGEMENT</b> <b>MAPIP</b> Medication Continuity-Transfer:  CVSP: 91% Statewide: 83% Medication Non-Adherence Counseling:  CVSP: 86% Statewide: 77% Medication Administration:  CVSP: 94% Statewide: 86% <b>FORMULARY MANAGEMENT</b> Non-Formulary by Psychiatrists:  CVSP: 8.3% Statewide: 3.7% Non-Formulary by Medical Providers:  CVSP: 2.1% Statewide: 5.5%				<b>AVAILABILITY OF HEALTH INFORMATION</b> Documents Scanned:  CVSP: 36% Statewide: 39% Specialty Notes:  CVSP: 39% Statewide: 43% Community Hospital Records:  CVSP: 67% Statewide: 66%				<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b> Primary Care Provider (PCP):  CVSP: 94% Statewide: 88% Mental Health Primary Clinician:  CVSP: N/A Statewide: 83% Psychiatrist:  CVSP: N/A Statewide: 82%																																																																				
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b> <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>134</td><td>156</td><td>86%</td><td>98%</td></tr> <tr><td>Medical FTE</td><td>5</td><td>7</td><td>78%</td><td>95%</td></tr> <tr><td>Nursing FTE</td><td>61</td><td>62</td><td>98%</td><td>111%</td></tr> <tr><td>Pharmacy FTE</td><td>5</td><td>5</td><td>97%</td><td>109%</td></tr> <tr><td>Dental Clinical FTE</td><td>19</td><td>19</td><td>99%</td><td>97%</td></tr> <tr><td>Mental Health Clinical FTE</td><td>4</td><td>6</td><td>67%</td><td>85%</td></tr> <tr><td>Clinical Support FTE</td><td>4</td><td>4</td><td>101%</td><td>78%</td></tr> <tr><td>Administrative Support FTE</td><td>36</td><td>53</td><td>68%</td><td>85%</td></tr> </tbody> </table>					Actual	Authority	% of Auth	Statewide	Total Staffing FTE	134	156	86%	98%	Medical FTE	5	7	78%	95%	Nursing FTE	61	62	98%	111%	Pharmacy FTE	5	5	97%	109%	Dental Clinical FTE	19	19	99%	97%	Mental Health Clinical FTE	4	6	67%	85%	Clinical Support FTE	4	4	101%	78%	Administrative Support FTE	36	53	68%	85%	<b>APPEAL PROCESSING</b> Timely Appeals:  CVSP: 100% Statewide: 90%				<b>RESOURCE MANAGEMENT</b> Claims Processed:  CVSP: N/A Statewide: 100% Specialty Teleservices:  CVSP: 93% Statewide: 66% Health Care Staff Training:  CVSP: - Statewide: -																							
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# HEALTHCARE SERVICES DASHBOARD

## Correctional Training Facility (CTF)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT				
<b>ACCESS</b>					<b>Recent Qtr</b>					<b>6 Mth Trend</b>				
Medical Services		<b>CTF</b>	<b>Statewide</b>	Asthma Care	<b>93%</b>	<b>Prior Qtr</b>	<b>Statewide</b>	Appropriate Placement High Risk Patients		<b>CTF</b>	<b>Statewide</b>			
Dental Services		<b>86%</b>	<b>86%</b>	Therapeutic Anticoagulation	<b>100%</b>	<b>93%</b>	<b>81%</b>	High Risk Patient Care Plan		<b>N/A</b>	<b>74%</b>			
Mental Health Services		<b>96%</b>	<b>96%</b>	Diabetes Care	<b>77%</b>	<b>100%</b>	<b>79%</b>	Follow-Up After MHCB/DSH Admission		<b>100%</b>	<b>87%</b>			
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>Prior Qtr</b>					<b>CTF</b>				
Cancelled Due to Custody		<b>0.3%</b>	<b>1.7%</b>	HCV Treatment	<b>98%</b>	<b>70%</b>	<b>77%</b>	30-Day Community Hospital Readmission		<b>3.8%</b>	<b>9.3%</b>			
Seen as Scheduled		<b>87%</b>	<b>84%</b>	Utilization Specialty Services	<b>96%</b>	<b>94%</b>	<b>90%</b>	30-Day MHCB or DSH Readmission		<b>-</b>	<b>31%</b>			
<b>EFFECTIVE COMMUNICATION</b>					<b>Current Yr</b>					<b>Statewide</b>				
Effective Communication Provided		<b>99%</b>	<b>92%</b>	Colon Cancer Screening	<b>78%</b>	<b>68%</b>	<b>93%</b>	Potentially Avoidable Hospitalizations*		<b>7.8</b>	<b>11.9</b>			
<b>MEDICATION MANAGEMENT</b>					<b>Prior Yr</b>					<b>Continuity of Clinicians &amp; Services</b>				
<b>MAPIP</b>					<b>Statewide</b>					<b>6 Mth Trend</b>				
Medication Continuity-Transfer		<b>92%</b>	<b>83%</b>	Breast Cancer Screening	<b>N/A</b>	<b>N/A</b>	<b>89%</b>	Primary Care Provider (PCP)		<b>97%</b>	<b>88%</b>			
Medication Non-Adherence Counseling		<b>87%</b>	<b>77%</b>	Diagnostic Monitoring	<b>90%</b>	<b>74%</b>	<b>70%</b>	Mental Health Primary Clinician		<b>N/A</b>	<b>83%</b>			
Medication Administration		<b>95%</b>	<b>86%</b>	Polypharmacy Medication Review				Psychiatrist		<b>N/A</b>	<b>82%</b>			
<b>FORMULARY MANAGEMENT</b>					<b>Flu Vaccination</b>					<b>Resource Management</b>				
Non-Formulary by Psychiatrists		<b>1.2%</b>	<b>3.7%</b>	Flu Vaccination	<b>76%</b>	<b>98%</b>	<b>90%</b>	<b>6 Mth Trend</b>						
Non-Formulary by Medical Providers		<b>1.8%</b>	<b>5.5%</b>	<b>AVAILABILITY OF HEALTH INFORMATION</b>					<b>CTF</b>					
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>Statewide</b>					<b>Statewide</b>				
Total Staffing FTE	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>	<b>6 Mth Trend</b>					<b>CTF</b>				
Medical FTE	304	312	98%	98%	Documents Scanned		<b>49%</b>	<b>39%</b>	Claims Processed		<b>N/A</b>	<b>100%</b>		
Nursing FTE	15	16	93%	95%	Specialty Notes		<b>34%</b>	<b>43%</b>	Specialty Teleservices		<b>53%</b>	<b>66%</b>		
Pharmacy FTE	146	134	109%	111%	Community Hospital Records		<b>69%</b>	<b>66%</b>	Health Care Staff Training					
Dental Clinical FTE	20	17	116%	109%	<b>APPEAL PROCESSING</b>					<b>Continuous Evaluation &amp; Improvement</b>				
Dental Clinical FTE	29	31	95%	97%	<b>6 Mth Trend</b>					<b>CTF</b>				
Mental Health Clinical FTE	24	29	84%	85%	Timely Appeals		<b>100%</b>	<b>90%</b>	QM & Patient Safety Program					
Clinical Support FTE	7	8	79%	78%	<b>Statewide</b>					<b>Statewide</b>				
Administrative Support FTE	63	77	83%	85%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>Workload Per Day</b>				
<b>LABOR</b>					<b>YTD 13/14</b>					<b>YTD 12/13</b>				
Total Actual FTE		<b>304</b>	<b>100%</b>	<b>100%</b>	Medical Staff	<b>\$65</b>	<b>\$66</b>	<b>\$88</b>	<b>6 Mth Trend</b>					
Civil Service FTE		<b>273</b>	<b>90%</b>	<b>91%</b>	Nursing Staff	<b>\$274</b>	<b>\$239</b>	<b>\$401</b>	Appointments per PCP		<b>16.4</b>	<b>12.8</b>		
Overtime FTE		<b>14</b>	<b>4.6%</b>	<b>4.6%</b>	Pharmacy Staff	<b>\$26</b>	<b>\$19</b>	<b>\$32</b>	Appointments per PCRN		<b>7.5</b>	<b>6.2</b>		
Registry FTE		<b>17</b>	<b>5.6%</b>	<b>3.9%</b>	Dental Clinical Staff	<b>\$79</b>	<b>\$67</b>	<b>\$79</b>	Encounters per Primary MH Clinician		<b>7.0</b>	<b>9.5</b>		
<b>NON LABOR</b>					<b>YTD 13/14</b>					<b>YTD 12/13</b>				
Total Actual FTE		<b>304</b>	<b>100%</b>	<b>100%</b>	Mental Health Clinical Staff	<b>\$67</b>	<b>\$59</b>	<b>\$168</b>	Encounters per Psychiatrist		<b>12.9</b>	<b>9.3</b>		
Civil Service FTE		<b>273</b>	<b>90%</b>	<b>91%</b>	Clinical Support Staff	<b>\$6</b>	<b>\$7</b>	<b>\$22</b>	<b>Other Trends</b>					
Overtime FTE		<b>14</b>	<b>4.6%</b>	<b>4.6%</b>	Administrative Support Staff	<b>\$65</b>	<b>\$58</b>	<b>\$101</b>	<b>6 Mth Trend</b>					
Registry FTE		<b>17</b>	<b>5.6%</b>	<b>3.9%</b>	<b>Statewide</b>					<b>CTF</b>				
<b>LABOR</b>					<b>YTD 13/14</b>					<b>YTD 12/13</b>				
Total Actual FTE		<b>304</b>	<b>100%</b>	<b>100%</b>	Hospital	<b>\$79</b>	<b>\$96</b>	<b>\$100</b>	Hospital Admissions*		<b>2.6</b>	<b>5.1</b>		
Civil Service FTE		<b>273</b>	<b>90%</b>	<b>91%</b>	Emergency Department	<b>\$4</b>	<b>\$4</b>	<b>\$6</b>	Emergency Department Visits*		<b>20</b>	<b>24</b>		
Overtime FTE		<b>14</b>	<b>4.6%</b>	<b>4.6%</b>	Specialty	<b>\$21</b>	<b>\$23</b>	<b>\$26</b>	Specialty Care Referrals*		<b>26</b>	<b>36</b>		
Registry FTE		<b>17</b>	<b>5.6%</b>	<b>3.9%</b>	Medications	<b>\$51</b>	<b>\$49</b>	<b>\$89</b>	Prescriptions Per Inmate		<b>3.6</b>	<b>3.1</b>		
<b>NON LABOR</b>					<b>YTD 13/14</b>					<b>YTD 12/13</b>				
Total Actual FTE		<b>304</b>	<b>100%</b>	<b>100%</b>	Diagnostics	<b>\$11</b>	<b>\$13</b>	<b>\$17</b>	Diagnostics Per Inmate		<b>0.5</b>	<b>0.8</b>		
Civil Service FTE		<b>273</b>	<b>90%</b>	<b>91%</b>	<b>Statewide</b>					<b>Statewide</b>				
Overtime FTE		<b>14</b>	<b>4.6%</b>	<b>4.6%</b>	<b>LABOR</b>					<b>CTF</b>				
Registry FTE		<b>17</b>	<b>5.6%</b>	<b>3.9%</b>	Hospital	<b>\$79</b>	<b>\$96</b>	<b>\$100</b>	Appeals Received*		<b>36</b>	<b>33</b>		
<b>NON LABOR</b>					<b>YTD 13/14</b>					<b>YTD 12/13</b>				
Total Actual FTE		<b>304</b>	<b>100%</b>	<b>100%</b>	Emergency Department	<b>\$4</b>	<b>\$4</b>	<b>\$6</b>	Prison Population Capacity		<b>150%</b>	<b>138%</b>		
Civil Service FTE		<b>273</b>	<b>90%</b>	<b>91%</b>	Specialty	<b>\$21</b>	<b>\$23</b>	<b>\$26</b>	<b>Other Trends</b>					
Overtime FTE		<b>14</b>	<b>4.6%</b>	<b>4.6%</b>	Medications	<b>\$51</b>	<b>\$49</b>	<b>\$89</b>	<b>6 Mth Trend</b>					
Registry FTE		<b>17</b>	<b>5.6%</b>	<b>3.9%</b>	Diagnostics	<b>\$11</b>	<b>\$13</b>	<b>\$17</b>	<b>CTF</b>					
<b>NON LABOR</b>					<b>YTD 13/14</b>					<b>YTD 12/13</b>				
Total Actual FTE		<b>304</b>	<b>100%</b>	<b>100%</b>	<b>Statewide</b>					<b>Statewide</b>				
Civil Service FTE		<b>273</b>	<b>90%</b>	<b>91%</b>	<b>LABOR</b>					<b>CTF</b>				
Overtime FTE		<b>14</b>	<b>4.6%</b>	<b>4.6%</b>	Hospital	<b>\$79</b>	<b>\$96</b>	<b>\$100</b>	<b>6 Mth Trend</b>					
Registry FTE		<b>17</b>	<b>5.6%</b>	<b>3.9%</b>	Emergency Department	<b>\$4</b>	<b>\$4</b>	<b>\$6</b>	<b>CTF</b>					
<b>NON LABOR</b>					<b>YTD 13/14</b>					<b>YTD 12/13</b>				
Total Actual FTE		<b>304</b>	<b>100%</b>	<b>100%</b>	Specialty	<b>\$21</b>	<b>\$23</b>	<b>\$26</b>	<b>Statewide</b>					
Civil Service FTE		<b>273</b>	<b>90%</b>	<b>91%</b>	Medications	<b>\$51</b>	<b>\$49</b>	<b>\$89</b>	<b>Statewide</b>					
Overtime FTE		<b>14</b>	<b>4.6%</b>	<b>4.6%</b>	Diagnostics	<b>\$11</b>	<b>\$13</b>	<b>\$17</b>	<b>Statewide</b>					
Registry FTE		<b>17</b>	<b>5.6%</b>	<b>3.9%</b>	<b>NON LABOR</b>					<b>CTF</b>				
<b>NON LABOR</b>					<b>YTD 13/14</b>					<b>YTD 12/13</b>				
Total Actual FTE		<b>304</b>	<b>100%</b>	<b>100%</b>	<b>Statewide</b>					<b>Statewide</b>				
Civil Service FTE		<b>273</b>	<b>90%</b>	<b>91%</b>	<b>LABOR</b>					<b>CTF</b>				
Overtime FTE		<b>14</b>	<b>4.6%</b>	<b>4.6%</b>	Hospital	<b>\$79</b>	<b>\$96</b>	<b>\$100</b>	<b>6 Mth Trend</b>					
Registry FTE		<b>17</b>	<b>5.6%</b>	<b>3.9%</b>	Emergency Department	<b>\$4</b>	<b>\$4</b>	<b>\$6</b>	<b>CTF</b>					
<b>NON LABOR</b>					<b>YTD 13/14</b>					<b>YTD 12/13</b>				
Total Actual FTE		<b>304</b>	<b>100%</b>	<b>100%</b>	Specialty	<b>\$21</b>	<b>\$23</b>	<b>\$26</b>	<b>Statewide</b>					
Civil Service FTE		<b>273</b>	<b>90%</b>	<b>91%</b>	Medications	<b>\$51</b>	<b>\$49</b>	<b>\$89</b>	<b>Statewide</b>					
Overtime FTE		<b>14</b>	<b>4.6%</b>	<b>4.6%</b>	Diagnostics	<b>\$11</b>	<b>\$13</b>	<b>\$17</b>	<b>Statewide</b>					
Registry FTE		<b>17</b>	<b>5.6%</b>	<b>3.9%</b>	<b>NON LABOR</b>					<b>CTF</b>				
<b>NON LABOR</b>					<b>YTD 13/14</b>					<b>YTD 12/13</b>				
Total Actual FTE		<b>304</b>	<b>100%</b>	<b>100%</b>	<b>Statewide</b>					<b>Statewide</b>				
Civil Service FTE		<b>273</b>	<b>90%</b>	<b>91%</b>	<b>LABOR</b>					<b>CTF</b>				
Overtime FTE		<b>14</b>	<b>4.6%</b>	<b>4.6%</b>	Hospital	<b>\$79</b>	<b>\$96</b>	<b>\$100</b>	<b>6 Mth Trend</b>					
Registry FTE		<b>17</b>	<b>5.6%</b>	<b>3.9%</b>	Emergency Department	<b>\$4</b>	<b>\$4</b>	<b>\$6</b>	<b>CTF</b>					
<b>NON LABOR</b>					<b>YTD 13/14</b>					<b>YTD 12/13</b>				
Total Actual FTE		<b>304</b>	<b>100%</b>	<b>100%</b>	Specialty	<b>\$21</b>	<b>\$23</b>	<b>\$26</b>	<b>Statewide</b>					
Civil Service FTE		<b>273</b>	<b>90%</b>	<b>91%</b>	Medications	<b>\$51</b>	<b>\$49</b>	<b>\$89</b>	<b>Statewide</b>					
Overtime FTE		<b>14</b>	<b>4.6%</b>	<b>4.6%</b>	Diagnostics	<b>\$11</b>	<b>\$13</b>	<b>\$17</b>	<b>Statewide</b>					
Registry FTE		<b>17</b>	<b>5.6%</b>	<b>3.9%</b>	<b>NON LABOR</b>					<b>CTF</b>				
<b>NON LABOR</b>					<b>YTD 13/14</b>					<b>YTD 12/13</b>				
Total Actual FTE		<b>304</b>	<b>100%</b>	<b>100%</b>	<b>Statewide</b>					<b>Statewide</b>				
Civil Service FTE		<b>273</b>	<b>90%</b>	<b>91%</b>	<b>LABOR</b>					<b>CTF</b>				
Overtime FTE		<b>14</b>	<b>4.6%</b>	<b>4.6%</b>	Hospital	<b>\$79</b>	<b>\$96</b>	<b>\$100</b>	<b>6 Mth Trend</b>					
Registry FTE		<b>17</b>	<b>5.6%</b>	<b>3.9%</b>	Emergency Department	<b>\$4</b>	<b>\$4</b>	<b>\$6</b>	<b>CTF</b>					
<b>NON LABOR</b>					<b>YTD 13/14</b>					<b>YTD 12/13</b>				
Total Actual FTE		<b>304</b>	<b>100%</b>	<b>100%</b>	Specialty	<b>\$21</b>	<b>\$23</b>	<b>\$26</b>	<b>Statewide</b>					
Civil Service FTE		<b>273</b>	<b>90%</b>	<b>91%</b>	Medications	<b>\$51</b>	<b>\$49</b>	<b>\$89</b>	<b>Statewide</b>					
Overtime FTE		<b>14</b>	<b>4.6%</b>	<b>4.6%</b>	Diagnostics	<b>\$11</b>	<b>\$13</b>	<b>\$17</b>	<b>Statewide</b>					
Registry FTE		<b>17</b>	<b>5.6%</b>	<b>3.9%</b>	<b>NON LABOR</b>					<b>CTF</b>				
<b>NON LABOR</b>					<b>YTD 13/14</b>					<b>YTD 12/13</b>				
Total Actual FTE		<b>304</b>	<b>100%</b>	<b>100%</b>	<b>Statewide</b>					<b>Statewide</b>				
Civil Service FTE		<b>273</b>	<b>90%</b>	<b>91%</b>	<b>LABOR</b>					<b>CTF</b>				
Overtime FTE		<b>14</b>	<b>4.6%</b>	<b>4.6%</b>	Hospital	<b>\$79</b>	<b>\$96</b>	<b>\$100</b>	<b>6 Mth Trend</b>					
Registry FTE		<b>17</b>	<b>5.6%</b>	<b>3.9%</b>	Emergency Department	<b>\$4</b>	<b>\$4</b>	<b>\$6</b>	<b>CTF</b>					
<b>NON LABOR</b>					<b>YTD 13/14</b>					<b>YTD 12/13</b>				
Total Actual FTE		<b>304</b>	<b>100%</b>	<b>100%</b>	Specialty	<b>\$21</b>	<b>\$23</b>	<b>\$26</b>	<b>Statewide</b>					
Civil Service FTE		<b>273</b>	<b>90%</b>	<b>91%</b>	Medications	<b>\$51</b>	<b>\$49</b>	<b>\$89</b>	<b>Statewide</b>					
Overtime FTE		<b>14</b>	<b>4.6%</b>	<b>4.6%</b>	Diagnostics	<b>\$11</b>	<b>\$13</b>	<b>\$17</b>	<b>Statewide</b>					
Registry FTE		<b>17</b>	<b>5.6%</b>	<b>3.9%</b>	<b>NON LABOR</b>					<b>CTF</b>				
<b>NON LABOR</b>					<b>YTD 13/14</b>					<b>YTD 12/13</b>				
Total Actual FTE		<b>304</b>	<b>100%</b>	<b>100%</b>	<b>Statewide</b>					<b>Statewide</b>				
Civil Service FTE														

# HEALTHCARE SERVICES DASHBOARD

## California Rehabilitation Center (CRC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT				
<b>ACCESS</b>					<b>Recent Qtr</b>					<b>6 Mth Trend</b>				
Medical Services		<b>CRC</b>	<b>Statewide</b>	Asthma Care	<b>92%</b>	<b>Prior Qtr</b>	<b>Statewide</b>	Appropriate Placement High Risk Patients		<b>CRC</b>	<b>Statewide</b>			
Dental Services		97%	86%	Therapeutic Anticoagulation	100%	88%	81%	High Risk Patient Care Plan		N/A	74%			
Mental Health Services		97%	96%	Diabetes Care	80%	100%	79%	Follow-Up After MHCB/DSH Admission		50%	87%			
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>Current Yr</b>					<b>6 Mth Trend</b>				
Cancelled Due to Custody		0.4%	1.7%	HCV Treatment	92%	80%	77%	30-Day Community Hospital Readmission		2.8%	9.3%			
Seen as Scheduled		92%	84%	Utilization Specialty Services	92%	90%	90%	30-Day MHCB or DSH Readmission		-	31%			
<b>EFFECTIVE COMMUNICATION</b>					<b>Prior Yr</b>					<b>6 Mth Trend</b>				
Effective Communication Provided		92%	92%	Colon Cancer Screening	98%	N/A	89%	Potentially Avoidable Hospitalizations*		7.9	11.9			
<b>MEDICATION MANAGEMENT</b>					<b>Statewide</b>					<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>				
<b>MAPIP</b>					<b>Current Yr</b>					<b>6 Mth Trend</b>				
Medication Continuity-Transfer		95%	83%	Breast Cancer Screening	N/A	N/A	90%	Primary Care Provider (PCP)		95%	88%			
Medication Non-Adherence Counseling		71%	77%	Diagnostic Monitoring	76%	91%	70%	Mental Health Primary Clinician		N/A	83%			
Medication Administration		73%	86%	Polypharmacy Medication Review				Psychiatrist		N/A	82%			
<b>FORMULARY MANAGEMENT</b>					<b>Statewide</b>					<b>RESOURCE MANAGEMENT</b>				
Non-Formulary by Psychiatrists		0.9%	3.7%	<b>AVAILABILITY OF HEALTH INFORMATION</b>					<b>6 Mth Trend</b>					
Non-Formulary by Medical Providers		2.6%	5.5%	<b>6 Mth Trend</b>					<b>CRC</b>					
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>Statewide</b>					<b>Statewide</b>				
<b>Actual</b>					<b>6 Mth Trend</b>					<b>CRC</b>				
<b>Authority</b>					<b>6 Mth Trend</b>					<b>Statewide</b>				
<b>% of Auth</b>					<b>6 Mth Trend</b>					<b>Statewide</b>				
<b>Statewide</b>					<b>6 Mth Trend</b>					<b>Statewide</b>				
Total Staffing FTE	194	207	94%	98%	Documents Scanned		66%	39%	Claims Processed		N/A	100%		
Medical FTE	9	10	90%	95%	Specialty Notes		34%	43%	Specialty Teleservices		67%	66%		
Nursing FTE	72	73	98%	111%	Community Hospital Records		50%	66%	Health Care Staff Training					
Pharmacy FTE	11	10	109%	109%	<b>APPEAL PROCESSING</b>					<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				
Dental Clinical FTE	21	23	91%	97%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Mental Health Clinical FTE	21	24	89%	85%	<b>CRC</b>					<b>CRC</b>				
Clinical Support FTE	5	7	76%	78%	<b>Statewide</b>					<b>Statewide</b>				
Administrative Support FTE	55	60	91%	85%	Timely Appeals		85%	90%	QM & Patient Safety Program					
<b>LABOR</b>					<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>WORKLOAD PER DAY</b>				
<b>YTD 13/14</b>					<b>YTD 13/14</b>					<b>6 Mth Trend</b>				
<b>FY 12/13</b>					<b>FY 12/13</b>					<b>CRC</b>				
<b>Statewide</b>					<b>Statewide</b>					<b>Statewide</b>				
Medical Staff	\$84	\$83	\$88	Hospital	\$58	\$63	\$100	Appointments per PCP		12.5	12.8			
Nursing Staff	\$235	\$243	\$401	Emergency Department	\$7	\$4	\$6	Appointments per PCRN		5.8	6.2			
Pharmacy Staff	\$27	\$25	\$32	Specialty	\$13	\$18	\$26	Encounters per Primary MH Clinician		5.9	9.5			
Dental Clinical Staff	\$88	\$79	\$79	Medications	\$67	\$82	\$89	Encounters per Psychiatrist		12.8	9.3			
Mental Health Clinical Staff	\$97	\$80	\$168	Diagnostics	\$12	\$16	\$17	<b>OTHER TRENDS</b>						
Clinical Support Staff	\$13	\$14	\$22	<b>YTD 13/14</b>					<b>6 Mth Trend</b>					
Administrative Support Staff	\$89	\$78	\$101	<b>FY 12/13</b>					<b>CRC</b>					
<b>NON LABOR</b>					<b>Statewide</b>					<b>Statewide</b>				
<b>YTD 13/14</b>					<b>YTD 13/14</b>					<b>6 Mth Trend</b>				
<b>FY 12/13</b>					<b>FY 12/13</b>					<b>CRC</b>				
<b>Statewide</b>					<b>Statewide</b>					<b>Statewide</b>				
Hospital	\$58	\$63	\$100	Hospital Admissions*		2.8	5.1							
Emergency Department	\$7	\$4	\$6	Emergency Department Visits*		49	24							
Specialty	\$13	\$18	\$26	Specialty Care Referrals*		24	36							
Medications	\$67	\$82	\$89	Prescriptions Per Inmate		2.9	3.1							
Diagnostics	\$12	\$16	\$17	Diagnostics Per Inmate		0.6	0.8							
<b>LABOR</b>					<b>YTD 13/14</b>					<b>6 Mth Trend</b>				
<b>FY 12/13</b>					<b>FY 12/13</b>					<b>CRC</b>				
<b>Statewide</b>					<b>Statewide</b>					<b>Statewide</b>				
<b>YTD 13/14</b>					<b>YTD 13/14</b>					<b>6 Mth Trend</b>				
<b>FY 12/13</b>					<b>FY 12/13</b>					<b>CRC</b>				
<b>Statewide</b>					<b>Statewide</b>					<b>Statewide</b>				
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<b>FY 12/13</b>					<b>FY 12/13</b>					<b>CRC</b>				
<b>Statewide</b>					<b>Statewide</b>					<b>Statewide</b>				
<b>YTD 13/14</b>					<b>YTD 13/14</b>					<b>6 Mth Trend</b>				
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<b>Statewide</b>					<b>Statewide</b>					<b>Statewide</b>				
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<b>FY 12/13</b>					<b>FY 12/13</b>					<b>CRC</b>				
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<b>FY 12/13</b>					<b>FY 12/13</b>					<b>CRC</b>				
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<b>FY 12/13</b>					<b>FY 12/13</b>					<b>CRC</b>				
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<b>FY 12/13</b>					<b>FY 12/13</b>					<b>CRC</b>				
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<b>FY 12/13</b>					<b>FY 12/13</b>					<b>CRC</b>				
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<b>FY 12/13</b>					<b>FY 12/13</b>					<b>CRC</b>				
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<b>Statewide</b>					<b>Statewide</b>					<b>Statewide</b>				
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<b>LABOR</b>					<b>YTD 13/14</b>					<b>6 Mth Trend</b>				
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<b>Statewide</b>					<b>Statewide</b>					<b>Statewide</b>				
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<b>Statewide</b>					<b>Statewide</b>					<b>Statewide</b>				
<b>LABOR</b>					<b>YTD 13/14</b>					<b>6 Mth Trend</b>				
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<b>YTD 13/14</b>					<b>YTD 13/14</b>					<b>6 Mth Trend</b>				
<b>FY 12/13</b>					<b>FY 12/13</b>					<b>CRC</b>				
<b>Statewide</b>					<b>Statewide</b>					<b>Statewide</b>				
<b>LABOR</b>					<b>YTD 13/14</b>					<b>6 Mth Trend</b>				
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<b>Statewide</b>					<b>Statewide</b>					<b>Statewide</b>				
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<b>Statewide</b>					<b>Statewide</b>					<b>Statewide</b>				
<b>LABOR</b>					<b>YTD 13/14</b>					<b>6 Mth Trend</b>				
<b>FY 12/13</b>					<b>FY 12/13</b>					<b>CRC</b>				
<b>Statewide</b>					<b>Statewide</b>					<b>Statewide</b>				
<b>YTD 13/14</b>					<b>YTD 13/14</b>					<b>6 Mth Trend</b>				
<b>FY 12/13</b>					<b>FY 12/13</b>					<b>CRC</b>				
<b>Statewide</b>					<b>Statewide</b>					<b>Statewide</b>				
<b>LABOR</b>					<b>YTD 13/14</b>					<b>6 Mth Trend</b>				
<b>FY 12/13</b>					<b>FY 12/13</b>					<b>CRC</b>				
<b>Statewide</b>					<b>Statewide</b>					<b>Statewide</b>				
<b>YTD 13/14</b>					<b>YTD 13/14</b>					<b>6 Mth Trend</b>				
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<b>Statewide</b>					<b>Statewide</b>					<b>Statewide</b>				
<b>LABOR</b>					<b>YTD 13/14</b>					<b>6 Mth Trend</b>				
<b>FY 12/13</b>					<b>FY 12/13</b>					<b>CRC</b>				
<b>Statewide</b>					<b>Statewide</b>					<b>Statewide</b>				
<b>YTD 13/14</b>					<b>YTD 13/14</b>					<b>6 Mth Trend</b>				
<b>FY 12/13</b>					<b>FY 12/13</b>					<b>CRC</b>				
<b>Statewide</b>					<b>Statewide</b>					<b>Statewide</b>				
<b>LABOR</b>														



# HEALTHCARE SERVICES DASHBOARD

## California Medical Facility (CMF)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT					
<b>ACCESS</b>					<b>Recent Qtr</b>					<b>6 Mth Trend</b>					
Medical Services		93%	86%	Asthma Care	72%	72%	81%	Appropriate Placement High Risk Patients		N/A	74%				
Dental Services		96%	96%	Therapeutic Anticoagulation	85%	71%	79%	High Risk Patient Care Plan							
Mental Health Services		91%	86%	Diabetes Care	79%	73%	77%	Follow-Up After MHCB/DSH Admission		97%	87%				
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>Prior Qtr</b>					<b>CMF</b>					
Cancelled Due to Custody		0.3%	1.7%	HCV Treatment	95%	97%	90%	30-Day Community Hospital Readmission		16.5%	9.3%				
Seen as Scheduled		90%	84%	Utilization Specialty Services	80%	87%	92%	30-Day MHCB or DSH Readmission		38%	31%				
<b>EFFECTIVE COMMUNICATION</b>					<b>Statewide</b>					<b>Statewide</b>					
Effective Communication Provided		90%	92%	Colon Cancer Screening	99%	99%	93%	Potentially Avoidable Hospitalizations*		40.3	11.9				
<b>MEDICATION MANAGEMENT</b>					<b>Current Yr</b>					<b>Continuity of Clinicians &amp; Services</b>					
<b>MAPIP</b>					<b>Prior Yr</b>					<b>Primary Care Provider (PCP)</b>					
Medication Continuity-Transfer		89%	83%	Flu Vaccination	94%	100%	90%	Mental Health Primary Clinician		82%	83%				
Medication Non-Adherence Counseling		74%	77%	<b>AVAILABILITY OF HEALTH INFORMATION</b>					Psychiatrist		74%	82%			
Medication Administration		100%	86%	<b>6 Mth Trend</b>					<b>RESOURCE MANAGEMENT</b>						
<b>FORMULARY MANAGEMENT</b>					<b>CMF</b>					<b>6 Mth Trend</b>					
Non-Formulary by Psychiatrists		6.8%	3.7%	Documents Scanned		47%	39%	Claims Processed		N/A	100%				
Non-Formulary by Medical Providers		8.5%	5.5%	Specialty Notes		68%	43%	Specialty Teleservices		41%	66%				
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>Statewide</b>					<b>Health Care Staff Training</b>					
Total Staffing FTE	Actual	Authority	% of Auth	98%	<b>APPEAL PROCESSING</b>					<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>					
Medical FTE	19	21	93%	95%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Nursing FTE	302	353	85%	111%	<b>CMF</b>					<b>CMF</b>					
Pharmacy FTE	37	27	135%	109%	<b>Statewide</b>					<b>Statewide</b>					
Dental Clinical FTE	16	18	89%	97%	<b>Timely Appeals</b>					<b>QM &amp; Patient Safety Program</b>					
Mental Health Clinical FTE	81	80	101%	85%											
Clinical Support FTE	31	39	81%	78%	<b>100%</b>					<b>Health Care Index</b>					
Administrative Support FTE	121	130	93%	85%	<b>90%</b>										
<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>LABOR</b>					<b>WORKLOAD PER DAY</b>					
Total Actual FTE		607	100%	100%	Medical Staff	YTD 13/14	FY 12/13	\$88	<b>6 Mth Trend</b>						
Civil Service FTE		570	94%	91%	Nursing Staff	\$1,344	\$1,328	\$401							
Overtime FTE		24	3.9%	4.6%	Pharmacy Staff	\$145	\$122	\$32							
Registry FTE		14	2.3%	3.9%	Dental Clinical Staff	\$96	\$84	\$79							
<b>NON LABOR</b>					<b>YTD 13/14</b>					<b>OTHER TRENDS</b>					
Hospital	<b>\$464</b>					<b>FY 12/13</b>					<b>6 Mth Trend</b>				
Emergency Department	<b>\$7</b>					<b>\$436</b>									
Specialty	<b>\$107</b>					<b>\$6</b>									
Medications	<b>\$385</b>					<b>\$26</b>									
Diagnostics	<b>\$35</b>					<b>\$89</b>									
					<b>\$17</b>										
					<b>\$309</b>										
					<b>\$289</b>										
					<b>\$101</b>										
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					<b>\$101</b>										
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					<b>\$229</b>										

# HEALTHCARE SERVICES DASHBOARD

## California Men's Colony (CMC)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
Medical Services		<b>72%</b>	<b>86%</b>	Asthma Care	<b>87%</b>	<b>91%</b>	<b>81%</b>	Appropriate Placement High Risk Patients		<b>N/A</b>	<b>74%</b>	
Dental Services		<b>96%</b>	<b>96%</b>	Therapeutic Anticoagulation	<b>84%</b>	<b>72%</b>	<b>79%</b>	High Risk Patient Care Plan				
Mental Health Services		<b>93%</b>	<b>86%</b>	Diabetes Care	<b>79%</b>	<b>76%</b>	<b>77%</b>	Follow-Up After MHCB/DSH Admission		<b>91%</b>	<b>87%</b>	
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Prior Qtr</b>				<b>Statewide</b>				
Cancelled Due to Custody		<b>1.3%</b>	<b>1.7%</b>	HCV Treatment	<b>97%</b>	<b>98%</b>	<b>90%</b>	30-Day Community Hospital Readmission		<b>6.7%</b>	<b>9.3%</b>	
Seen as Scheduled		<b>86%</b>	<b>84%</b>	Utilization Specialty Services	<b>89%</b>	<b>89%</b>	<b>92%</b>	30-Day MHCB or DSH Readmission		<b>28%</b>	<b>31%</b>	
<b>EFFECTIVE COMMUNICATION</b>				<b>Current Yr</b>				<b>Statewide</b>				
Effective Communication Provided		<b>92%</b>	<b>92%</b>	Colon Cancer Screening	<b>99%</b>	<b>100%</b>	<b>93%</b>	Potentially Avoidable Hospitalizations*		<b>8.5</b>	<b>11.9</b>	
<b>MEDICATION MANAGEMENT</b>				<b>Prior Yr</b>				<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>				
<b>MAPIP</b>				<b>Flu Vaccination</b>				<b>6 Mth Trend</b>				
Medication Continuity-Transfer		<b>72%</b>	<b>83%</b>	Flu Vaccination	<b>98%</b>	<b>100%</b>	<b>90%</b>	Primary Care Provider (PCP)		<b>82%</b>	<b>88%</b>	
Medication Non-Adherence Counseling		<b>90%</b>	<b>77%</b>	<b>AVAILABILITY OF HEALTH INFORMATION</b>				<b>Resource Management</b>				
Medication Administration		<b>76%</b>	<b>86%</b>	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
<b>FORMULARY MANAGEMENT</b>				<b>Documents Scanned</b>				<b>Claims Processed</b>				
Non-Formulary by Psychiatrists		<b>7.4%</b>	<b>3.7%</b>	Specialty Notes		<b>55%</b>	<b>39%</b>	Specialty Teleservices		<b>N/A</b>	<b>100%</b>	
Non-Formulary by Medical Providers		<b>6.1%</b>	<b>5.5%</b>	Community Hospital Records		<b>74%</b>	<b>43%</b>	Health Care Staff Training		<b>21%</b>	<b>66%</b>	
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>APPEAL PROCESSING</b>				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				
<b>Actual</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
<b>Authority</b>				<b>Timely Appeals</b>				<b>QM &amp; Patient Safety Program</b>				
<b>% of Auth</b>												
<b>Statewide</b>				<b>89%</b>				<b>Health Care Index</b>				
Total Staffing FTE	572	635	90%	98%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>WORKLOAD PER DAY</b>			
Medical FTE	18	19	97%	95%	<b>LABOR</b>				<b>6 Mth Trend</b>			
Nursing FTE	273	310	88%	111%	Medical Staff	<b>\$127</b>	<b>\$104</b>	<b>\$88</b>	Appointments per PCP		<b>11.0</b>	<b>12.8</b>
Pharmacy FTE	23	21	113%	109%	Nursing Staff	<b>\$539</b>	<b>\$507</b>	<b>\$401</b>	Appointments per PCRN		<b>5.9</b>	<b>6.2</b>
Dental Clinical FTE	27	28	95%	97%	Pharmacy Staff	<b>\$42</b>	<b>\$33</b>	<b>\$32</b>	Encounters per Primary MH Clinician		<b>13.4</b>	<b>9.5</b>
Mental Health Clinical FTE	97	102	95%	85%	Dental Clinical Staff	<b>\$80</b>	<b>\$71</b>	<b>\$79</b>	Encounters per Psychiatrist		<b>10.6</b>	<b>9.3</b>
Clinical Support FTE	24	34	71%	78%	Mental Health Clinical Staff	<b>\$316</b>	<b>\$258</b>	<b>\$168</b>	<b>OTHER TRENDS</b>			
Administrative Support FTE	110	121	90%	85%	Clinical Support Staff	<b>\$40</b>	<b>\$38</b>	<b>\$22</b>	<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>Administrative Support Staff</b>				<b>6 Mth Trend</b>				
				<b>\$123</b>								
Total Actual FTE		<b>572</b>	<b>100%</b>	<b>100%</b>	<b>NON LABOR</b>				<b>6 Mth Trend</b>			
Civil Service FTE		<b>546</b>	<b>96%</b>	<b>91%</b>	Hospital	<b>\$73</b>	<b>\$77</b>	<b>\$100</b>	Hospital Admissions*		<b>3.0</b>	<b>5.1</b>
Overtime FTE		<b>19</b>	<b>3.4%</b>	<b>4.6%</b>	Emergency Department	<b>\$5</b>	<b>\$3</b>	<b>\$6</b>	Emergency Department Visits*		<b>24</b>	<b>24</b>
Registry FTE		<b>6</b>	<b>1.1%</b>	<b>3.9%</b>	Specialty	<b>\$34</b>	<b>\$33</b>	<b>\$26</b>	Specialty Care Referrals*		<b>61</b>	<b>36</b>
				<b>Medications</b>				<b>6 Mth Trend</b>				
				<b>\$175</b>								
				<b>\$153</b>				<b>6.0</b>				
				<b>\$89</b>				<b>6.0</b>				
				<b>\$21</b>				<b>0.9</b>				
				<b>\$21</b>				<b>0.9</b>				
				<b>\$17</b>				<b>0.9</b>				
				<b>\$17</b>				<b>0.8</b>				
				<b>\$17</b>				<b>0.8</b>				
				<b>\$17</b>				<b>27</b>				
				<b>\$17</b>				<b>27</b>				
				<b>\$17</b>				<b>111%</b>				
				<b>\$17</b>				<b>111%</b>				
				<b>\$17</b>				<b>138%</b>				
				<b>\$17</b>				<b>138%</b>				

\* 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				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>CIW</b>	<b>Statewide</b>		<b>Prior Qtr</b>	<b>Statewide</b>		<b>CIW</b>	<b>Statewide</b>			
Medical Services		88%	86%	Asthma Care	85%	81%	Appropriate Placement High Risk Patients	N/A	74%			
Dental Services		97%	96%	Therapeutic Anticoagulation	100%	79%	High Risk Patient Care Plan					
Mental Health Services		93%	86%	Diabetes Care	83%	77%	Follow-Up After MHCB/DSH Admission		89%	87%		
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>						
Cancelled Due to Custody		0.5%	1.7%	HCV Treatment	100%	90%	30-Day Community Hospital Readmission		11.2%	9.3%		
Seen as Scheduled		85%	84%	Utilization Specialty Services	86%	92%	30-Day MHCB or DSH Readmission		30%	31%		
<b>EFFECTIVE COMMUNICATION</b>				<b>Continuity of Care</b>				<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>				
Effective Communication Provided		91%	92%	Colon Cancer Screening	92%	93%	Primary Care Provider (PCP)		88%	88%		
<b>MEDICATION MANAGEMENT</b>				<b>Availability of Health Information</b>				<b>Resource Management</b>				
<b>MAPIP</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
					<b>CIW</b>	<b>Statewide</b>		<b>CIW</b>	<b>Statewide</b>			
Medication Continuity-Transfer		78%	83%	Documents Scanned		61%	39%	Claims Processed		N/A	100%	
Medication Non-Adherence Counseling		94%	77%	Specialty Notes		42%	43%	Specialty Teleservices		74%	66%	
Medication Administration		83%	86%	Community Hospital Records		48%	66%	Health Care Staff Training				
<b>FORMULARY MANAGEMENT</b>				<b>APPEAL PROCESSING</b>				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				
Non-Formulary by Psychiatrists		6.6%	3.7%	Timely Appeals		100%	90%	QM & Patient Safety Program				
Non-Formulary by Medical Providers		5.7%	5.5%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>WORKLOAD PER DAY</b>				
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>LABOR</b>				<b>6 Mth Trend</b>				
					<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>CIW</b>	<b>Statewide</b>		
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Medical Staff	\$136	\$149	\$88	Appointments per PCP		13.7	12.8
Medical FTE	9	10	95%	95%	Nursing Staff	\$838	\$867	\$401	Appointments per PCRN		7.6	6.2
Nursing FTE	200	169	119%	111%	Pharmacy Staff	\$63	\$57	\$32	Encounters per Primary MH Clinician		7.8	9.5
Pharmacy FTE	16	13	126%	109%	Dental Clinical Staff	\$90	\$88	\$79	Encounters per Psychiatrist		8.4	9.3
Dental Clinical FTE	14	15	93%	97%	Mental Health Clinical Staff	\$342	\$304	\$168	<b>OTHER TRENDS</b>			
Mental Health Clinical FTE	46	50	91%	85%	Clinical Support Staff	\$47	\$47	\$22				
Clinical Support FTE	14	14	97%	78%	Administrative Support Staff	\$238	\$246	\$101	Hospital Admissions*		9.5	5.1
Administrative Support FTE	91	96	95%	85%	<b>NON LABOR</b>				Emergency Department Visits*		34	24
						<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	Specialty Care Referrals*		37	36
Total Actual FTE		390	100%	100%	Hospital	\$118	\$91	\$100	Prescriptions Per Inmate		4.3	3.1
Civil Service FTE		349	89%	91%	Emergency Department	\$4	\$3	\$6	Diagnostics Per Inmate		1.0	0.8
Overtime FTE		28	7.1%	4.6%	Specialty	\$22	\$25	\$26	Appeals Received*		19	33
Registry FTE		13	3.4%	3.9%	Medications	\$134	\$114	\$89	Prison Population Capacity		151%	138%
					Diagnostics	\$21	\$21	\$17				

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

# HEALTHCARE SERVICES DASHBOARD

## California Institution for Men (CIM)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT							
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>							
Medical Services		CIM: 95%	Statewide: 86%	Asthma Care	87%	Prior Qtr: 89%	Statewide: 81%	Appropriate Placement High Risk Patients		CIM: N/A	Statewide: 74%				
Dental Services		94%	96%	Therapeutic Anticoagulation	94%	89%	79%	High Risk Patient Care Plan							
Mental Health Services		95%	86%	Diabetes Care	81%	76%	77%	Follow-Up After MHCB/DSH Admission		94%	87%				
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Prior Qtr</b>				<b>CIM</b>							
Cancelled Due to Custody		0.9%	1.7%	HCV Treatment	87%	92%	90%	30-Day Community Hospital Readmission		12.5%	9.3%				
Seen as Scheduled		94%	84%	Utilization Specialty Services	91%	91%	92%	30-Day MHCB or DSH Readmission		31%	31%				
<b>EFFECTIVE COMMUNICATION</b>				<b>Current Yr</b>				<b>Statewide</b>							
Effective Communication Provided		98%	92%	Colon Cancer Screening	97%	94%	93%	Potentially Avoidable Hospitalizations*		25.6	11.9				
<b>MEDICATION MANAGEMENT</b>				<b>N/A</b>				<b>73%</b>							
<b>MAPIP</b>				<b>Prior Yr</b>				<b>71%</b>							
Medication Continuity-Transfer		68%	83%	Breast Cancer Screening	N/A	N/A	89%	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>							
Medication Non-Adherence Counseling		92%	77%	Diagnostic Monitoring	73%	71%	70%	<b>6 Mth Trend</b>							
Medication Administration		83%	86%	Polypharmacy Medication Review				Primary Care Provider (PCP)		96%	88%				
<b>FORMULARY MANAGEMENT</b>				<b>Statewide</b>				<b>CIM</b>							
Non-Formulary by Psychiatrists		1.2%	3.7%	Flu Vaccination	99%	89%	90%	Mental Health Primary Clinician		-	83%				
Non-Formulary by Medical Providers		7.5%	5.5%	<b>AVAILABILITY OF HEALTH INFORMATION</b>				<b>Statewide</b>							
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>6 Mth Trend</b>				<b>CIM</b>							
<b>Actual</b>				<b>CIM</b>				<b>Statewide</b>							
<b>Authority</b>				<b>6 Mth Trend</b>				<b>CIM</b>							
<b>% of Auth</b>				<b>CIM</b>				<b>Statewide</b>							
<b>Statewide</b>				<b>6 Mth Trend</b>				<b>CIM</b>							
Total Staffing FTE	500	476	105%	98%	<b>APPEAL PROCESSING</b>				<b>6 Mth Trend</b>						
Medical FTE	19	18	107%	95%	<b>Timely Appeals</b>				<b>CIM</b>						
Nursing FTE	245	220	111%	111%	<b>6 Mth Trend</b>				<b>CIM</b>						
Pharmacy FTE	26	18	147%	109%	<b>6 Mth Trend</b>				<b>CIM</b>						
Dental Clinical FTE	28	28	100%	97%	<b>6 Mth Trend</b>				<b>CIM</b>						
Mental Health Clinical FTE	67	69	97%	85%	<b>6 Mth Trend</b>				<b>CIM</b>						
Clinical Support FTE	16	17	97%	78%	<b>6 Mth Trend</b>				<b>CIM</b>						
Administrative Support FTE	99	106	93%	85%	<b>6 Mth Trend</b>				<b>CIM</b>						
<b>6 Mth Trend</b>				<b>Actual</b>				<b>Statewide</b>				<b>MAJOR COSTS PER INMATE PER MONTH**</b>			
<b>Actual</b>				<b>YTD 13/14</b>				<b>FY 12/13</b>				<b>Statewide</b>			
<b>CIM</b>				<b>LABOR</b>				<b>YTD 13/14</b>				<b>FY 12/13</b>			
<b>Statewide</b>				<b>Medical Staff</b>				<b>\$107</b>				<b>\$106</b>			
<b>6 Mth Trend</b>				<b>Nursing Staff</b>				<b>\$480</b>				<b>\$461</b>			
<b>Actual</b>				<b>Pharmacy Staff</b>				<b>\$46</b>				<b>\$41</b>			
<b>CIM</b>				<b>Dental Clinical Staff</b>				<b>\$79</b>				<b>\$75</b>			
<b>Statewide</b>				<b>Mental Health Clinical Staff</b>				<b>\$202</b>				<b>\$180</b>			
<b>6 Mth Trend</b>				<b>Clinical Support Staff</b>				<b>\$26</b>				<b>\$25</b>			
<b>Actual</b>				<b>Administrative Support Staff</b>				<b>\$117</b>				<b>\$118</b>			
<b>CIM</b>				<b>NON LABOR</b>				<b>YTD 13/14</b>				<b>FY 12/13</b>			
<b>Statewide</b>				<b>Hospital</b>				<b>\$211</b>				<b>\$165</b>			
<b>6 Mth Trend</b>				<b>Emergency Department</b>				<b>\$4</b>				<b>\$2</b>			
<b>Actual</b>				<b>Specialty</b>				<b>\$42</b>				<b>\$34</b>			
<b>CIM</b>				<b>Medications</b>				<b>\$253</b>				<b>\$190</b>			
<b>Statewide</b>				<b>Diagnostics</b>				<b>\$36</b>				<b>\$35</b>			
<b>6 Mth Trend</b>				<b>Statewide</b>				<b>OTHER TRENDS</b>				<b>6 Mth Trend</b>			
<b>Actual</b>				<b>Hospital Admissions*</b>				<b>8.3</b>				<b>5.1</b>			
<b>CIM</b>				<b>Emergency Department Visits*</b>				<b>26</b>				<b>24</b>			
<b>Statewide</b>				<b>Specialty Care Referrals*</b>				<b>34</b>				<b>36</b>			
<b>6 Mth Trend</b>				<b>Prescriptions Per Inmate</b>				<b>4.4</b>				<b>3.1</b>			
<b>Actual</b>				<b>Diagnostics Per Inmate</b>				<b>1.5</b>				<b>0.8</b>			
<b>CIM</b>				<b>Appeals Received*</b>				<b>39</b>				<b>33</b>			
<b>Statewide</b>				<b>Prison Population Capacity</b>				<b>157%</b>				<b>138%</b>			
<b>6 Mth Trend</b>				<b>Statewide</b>				<b>WORKLOAD PER DAY</b>				<b>6 Mth Trend</b>			
<b>Actual</b>				<b>Appointments per PCP</b>				<b>10.7</b>				<b>12.8</b>			
<b>CIM</b>				<b>Appointments per PCRN</b>				<b>6.6</b>				<b>6.2</b>			
<b>Statewide</b>				<b>Encounters per Primary MH Clinician</b>				<b>6.6</b>				<b>9.5</b>			
<b>6 Mth Trend</b>				<b>Encounters per Psychiatrist</b>				<b>8.9</b>				<b>9.3</b>			
<b>Actual</b>				<b>Statewide</b>				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				<b>6 Mth Trend</b>			
<b>CIM</b>				<b>QM &amp; Patient Safety Program</b>				<b>Health Care Index</b>				<b>CIM</b>			
<b>Statewide</b>				<b>Health Care Index</b>				<b>Statewide</b>				<b>WORKLOAD PER DAY</b>			

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

# HEALTHCARE SERVICES DASHBOARD

## California Health Care Facility (CHCF)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT																																																																																																								
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Prescriptions Per Inmate		11.9	3.1																																																																																																													
Diagnostics Per Inmate		3.8	0.8																																																																																																													
Appeals Received*		49	33																																																																																																													
Prison Population Capacity		51%	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				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>CEN</b>	<b>Statewide</b>		<b>Prior Qtr</b>	<b>Statewide</b>		<b>CEN</b>	<b>Statewide</b>			
Medical Services		91%	86%	Asthma Care	92%	81%	Appropriate Placement High Risk Patients	N/A	74%			
Dental Services		99%	96%	Therapeutic Anticoagulation	100%	79%	High Risk Patient Care Plan					
Mental Health Services		100%	86%	Diabetes Care	74%	77%	Follow-Up After MHCB/DSH Admission	-	87%			
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>		<b>CEN</b>	<b>Statewide</b>			
Cancelled Due to Custody		0.0%	1.7%	HCV Treatment	94%	90%	30-Day Community Hospital Readmission	3.3%	9.3%			
Seen as Scheduled		84%	84%	Utilization Specialty Services	90%	92%	30-Day MHCB or DSH Readmission	-	31%			
<b>EFFECTIVE COMMUNICATION</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>		<b>CEN</b>	<b>Statewide</b>			
Effective Communication Provided		98%	92%	Colon Cancer Screening	98%	93%	Potentially Avoidable Hospitalizations*	4.0	11.9			
<b>MEDICATION MANAGEMENT</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>					
<b>MAPIP</b>	<b>6 Mth Trend</b>	<b>CEN</b>	<b>Statewide</b>	Flu Vaccination	98%	90%	Primary Care Provider (PCP)		82%	88%		
Medication Continuity-Transfer		79%	83%	<b>AVAILABILITY OF HEALTH INFORMATION</b>				Mental Health Primary Clinician	N/A	83%		
Medication Non-Adherence Counseling		56%	77%		<b>6 Mth Trend</b>	<b>CEN</b>	<b>Statewide</b>	Psychiatrist	N/A	82%		
Medication Administration		92%	86%	Documents Scanned		77%	39%	<b>RESOURCE MANAGEMENT</b>				
<b>FORMULARY MANAGEMENT</b>				Specialty Notes		76%	43%	Claims Processed		N/A	100%	
				Community Hospital Records		80%	66%	Specialty Teleservices		84%	66%	
Non-Formulary by Psychiatrists		0.0%	3.7%	<b>APPEAL PROCESSING</b>				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				
Non-Formulary by Medical Providers		5.9%	5.5%		<b>6 Mth Trend</b>	<b>CEN</b>	<b>Statewide</b>	Health Care Staff Training				
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				Timely Appeals		100%	90%	<b>WORKLOAD PER DAY</b>				
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>	<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>	<b>CEN</b>	<b>Statewide</b>
Total Staffing FTE	186	187	100%	98%	<b>LABOR</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	QM & Patient Safety Program			
Medical FTE	9	8	108%	95%	Medical Staff	\$72	\$62	\$88	Health Care Index			
Nursing FTE	77	73	106%	111%	Nursing Staff	\$284	\$267	\$401	<b>OTHER TRENDS</b>			
Pharmacy FTE	8	8	109%	109%	Pharmacy Staff	\$25	\$18	\$32	Hospital Admissions*		1.1	5.1
Dental Clinical FTE	21	22	95%	97%	Dental Clinical Staff	\$92	\$86	\$79	Emergency Department Visits*		22	24
Mental Health Clinical FTE	8	8	100%	85%	Mental Health Clinical Staff	\$38	\$30	\$168	Specialty Care Referrals*		33	36
Clinical Support FTE	4	5	72%	78%	Clinical Support Staff	\$8	\$9	\$22	Prescriptions Per Inmate		1.6	3.1
Administrative Support FTE	60	64	94%	85%	Administrative Support Staff	\$103	\$90	\$101	Diagnostics Per Inmate		0.4	0.8
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>CEN</b>	<b>Statewide</b>	<b>NON LABOR</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	Appeals Received*		13	33
Total Actual FTE		186	100%	100%	Hospital	\$54	\$54	\$100	Prison Population Capacity		122%	138%
Civil Service FTE		172	93%	91%	Emergency Department	\$5	\$3	\$6				
Overtime FTE		6	3.1%	4.6%	Specialty	\$19	\$15	\$26				
Registry FTE		8	4.4%	3.9%	Medications	\$26	\$28	\$89				
					Diagnostics	\$8	\$9	\$17				

\* 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				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>CCWF</b>	<b>Statewide</b>		<b>Prior Qtr</b>	<b>Statewide</b>		<b>CCWF</b>	<b>Statewide</b>			
Medical Services		71%	86%	Asthma Care	88%	90%	81%	Appropriate Placement High Risk Patients	N/A	74%		
Dental Services		90%	96%	Therapeutic Anticoagulation	43%	71%	79%	High Risk Patient Care Plan				
Mental Health Services		94%	86%	Diabetes Care	77%	78%	77%	Follow-Up After MHCB/DSH Admission		89%	87%	
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>						
Cancelled Due to Custody		1.1%	1.7%	HCV Treatment	80%	94%	90%	30-Day Community Hospital Readmission		7.8%	9.3%	
Seen as Scheduled		76%	84%	Utilization Specialty Services	90%	86%	92%	30-Day MHCB or DSH Readmission		21%	31%	
<b>EFFECTIVE COMMUNICATION</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>						
Effective Communication Provided		92%	92%	Colon Cancer Screening	97%	96%	93%	Potentially Avoidable Hospitalizations*		9.0	11.9	
<b>MEDICATION MANAGEMENT</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>						
<b>MAPIP</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>						
Medication Continuity-Transfer		61%	83%	Flu Vaccination	85%	100%	90%	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>				
Medication Non-Adherence Counseling		43%	77%	<b>AVAILABILITY OF HEALTH INFORMATION</b>					<b>6 Mth Trend</b>	<b>CCWF</b>	<b>Statewide</b>	
Medication Administration		91%	86%									
<b>FORMULARY MANAGEMENT</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Non-Formulary by Psychiatrists		5.2%	3.7%	Documents Scanned		25%	39%	Primary Care Provider (PCP)		89%	88%	
Non-Formulary by Medical Providers		7.0%	5.5%	Specialty Notes		17%	43%	Mental Health Primary Clinician		66%	83%	
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
<b>Actual</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Total Staffing FTE	313	330	95%	98%	Community Hospital Records		63%	66%	Psychiatrist		82%	82%
Medical FTE	13	14	96%	95%	<b>APPEAL PROCESSING</b>				<b>RESOURCE MANAGEMENT</b>			
Nursing FTE	138	132	105%	111%						<b>6 Mth Trend</b>	<b>CCWF</b>	<b>Statewide</b>
Pharmacy FTE	18	19	97%	109%	Timely Appeals		100%	90%	Claims Processed		N/A	100%
Dental Clinical FTE	23	23	100%	97%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>6 Mth Trend</b>			
Mental Health Clinical FTE	44	52	84%	85%								
Clinical Support FTE	12	14	84%	78%	<b>LABOR</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	Specialty Teleservices		67%	66%
Administrative Support FTE	66	78	84%	85%	Medical Staff	\$94	\$105	\$88	Health Care Staff Training			
<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Total Actual FTE		313	100%	100%	Nursing Staff	\$361	\$348	\$401	<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>			
Civil Service FTE		304	97%	91%	Pharmacy Staff	\$36	\$38	\$32		<b>6 Mth Trend</b>	<b>CCWF</b>	<b>Statewide</b>
Overtime FTE		8	2.5%	4.6%	Dental Clinical Staff	\$76	\$68	\$79	QM & Patient Safety Program			
Registry FTE		1	0.5%	3.9%	Mental Health Clinical Staff	\$170	\$162	\$168	Health Care Index			
<b>Actual</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Total Actual FTE		313	100%	100%	Clinical Support Staff	\$20	\$24	\$22	<b>WORKLOAD PER DAY</b>			
Civil Service FTE		304	97%	91%	Administrative Support Staff	\$94	\$107	\$101		<b>6 Mth Trend</b>	<b>CCWF</b>	<b>Statewide</b>
Overtime FTE		8	2.5%	4.6%	<b>NON LABOR</b>				<b>6 Mth Trend</b>			
Registry FTE		1	0.5%	3.9%								
<b>Actual</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Total Actual FTE		313	100%	100%	Hospital	\$58	\$59	\$100	Appointments per PCP		12.3	12.8
Civil Service FTE		304	97%	91%	Emergency Department	\$11	\$6	\$6	Appointments per PCRN		7.3	6.2
Overtime FTE		8	2.5%	4.6%	Specialty	\$23	\$39	\$26	Encounters per Primary MH Clinician		8.8	9.5
Registry FTE		1	0.5%	3.9%	Medications	\$95	\$107	\$89	Encounters per Psychiatrist		8.4	9.3
<b>Actual</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Total Actual FTE		313	100%	100%	Diagnosics	\$27	\$28	\$17	<b>OTHER TRENDS</b>			
Civil Service FTE		304	97%	91%	<b>LABOR</b>				<b>6 Mth Trend</b>			
Overtime FTE		8	2.5%	4.6%								
Registry FTE		1	0.5%	3.9%	Hospital	\$58	\$59	\$100	Hospital Admissions*		3.8	5.1
<b>Actual</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Total Actual FTE		313	100%	100%	Emergency Department	\$11	\$6	\$6	Emergency Department Visits*		21	24
Civil Service FTE		304	97%	91%	Specialty	\$23	\$39	\$26	Specialty Care Referrals*		29	36
Overtime FTE		8	2.5%	4.6%	Medications	\$95	\$107	\$89	Prescriptions Per Inmate		3.8	3.1
Registry FTE		1	0.5%	3.9%	Diagnosics	\$27	\$28	\$17	Diagnostics Per Inmate		1.2	0.8
<b>Actual</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Total Actual FTE		313	100%	100%	<b>NON LABOR</b>				<b>6 Mth Trend</b>			
Civil Service FTE		304	97%	91%								
Overtime FTE		8	2.5%	4.6%	Hospital	\$58	\$59	\$100	Appeals Received*		51	33
Registry FTE		1	0.5%	3.9%	Emergency Department	\$11	\$6	\$6	Prison Population Capacity		183%	138%
<b>Actual</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Total Actual FTE		313	100%	100%	Specialty	\$23	\$39	\$26	<b>WORKLOAD PER DAY</b>			
Civil Service FTE		304	97%	91%	Medications	\$95	\$107	\$89		<b>6 Mth Trend</b>	<b>CCWF</b>	<b>Statewide</b>
Overtime FTE		8	2.5%	4.6%	Diagnosics	\$27	\$28	\$17	Appointments per PCP		12.3	12.8
Registry FTE		1	0.5%	3.9%	<b>LABOR</b>				<b>6 Mth Trend</b>			
<b>Actual</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Total Actual FTE		313	100%	100%	Hospital	\$58	\$59	\$100	Appointments per PCRN		7.3	6.2
Civil Service FTE		304	97%	91%	Emergency Department	\$11	\$6	\$6	Encounters per Primary MH Clinician		8.8	9.5
Overtime FTE		8	2.5%	4.6%	Specialty	\$23	\$39	\$26	Encounters per Psychiatrist		8.4	9.3
Registry FTE		1	0.5%	3.9%	Medications	\$95	\$107	\$89	<b>OTHER TRENDS</b>			
<b>Actual</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Total Actual FTE		313	100%	100%	Diagnosics	\$27	\$28	\$17	Hospital Admissions*		3.8	5.1
Civil Service FTE		304	97%	91%	<b>LABOR</b>				<b>6 Mth Trend</b>			
Overtime FTE		8	2.5%	4.6%								
Registry FTE		1	0.5%	3.9%	Hospital	\$58	\$59	\$100	Emergency Department Visits*		21	24
<b>Actual</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Total Actual FTE		313	100%	100%	Emergency Department	\$11	\$6	\$6	Specialty Care Referrals*		29	36
Civil Service FTE		304	97%	91%	Specialty	\$23	\$39	\$26	Prescriptions Per Inmate		3.8	3.1
Overtime FTE		8	2.5%	4.6%	Medications	\$95	\$107	\$89	Diagnostics Per Inmate		1.2	0.8
Registry FTE		1	0.5%	3.9%	Diagnosics	\$27	\$28	\$17	Appeals Received*		51	33
<b>Actual</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Total Actual FTE		313	100%	100%	<b>LABOR</b>				<b>6 Mth Trend</b>			
Civil Service FTE		304	97%	91%								
Overtime FTE		8	2.5%	4.6%	Hospital	\$58	\$59	\$100	Prison Population Capacity		183%	138%
Registry FTE		1	0.5%	3.9%	Emergency Department	\$11	\$6	\$6	<b>WORKLOAD PER DAY</b>			
<b>Actual</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Total Actual FTE		313	100%	100%	Specialty	\$23	\$39	\$26		<b>6 Mth Trend</b>	<b>CCWF</b>	<b>Statewide</b>
Civil Service FTE		304	97%	91%	Medications	\$95	\$107	\$89	Appointments per PCP		12.3	12.8
Overtime FTE		8	2.5%	4.6%	Diagnosics	\$27	\$28	\$17	Appointments per PCRN		7.3	6.2
Registry FTE		1	0.5%	3.9%	<b>LABOR</b>				<b>6 Mth Trend</b>			
<b>Actual</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Total Actual FTE		313	100%	100%	Hospital	\$58	\$59	\$100	Encounters per Primary MH Clinician		8.8	9.5
Civil Service FTE		304	97%	91%	Emergency Department	\$11	\$6	\$6	Encounters per Psychiatrist		8.4	9.3
Overtime FTE		8	2.5%	4.6%	Specialty	\$23	\$39	\$26	<b>OTHER TRENDS</b>			
Registry FTE		1	0.5%	3.9%	Medications	\$95	\$107	\$89		<b>6 Mth Trend</b>	<b>CCWF</b>	<b>Statewide</b>
<b>Actual</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Total Actual FTE		313	100%	100%	Diagnosics	\$27	\$28	\$17	Hospital Admissions*		3.8	5.1
Civil Service FTE		304	97%	91%	<b>LABOR</b>				<b>6 Mth Trend</b>			
Overtime FTE		8	2.5%	4.6%								
Registry FTE		1	0.5%	3								







# HEALTHCARE SERVICES DASHBOARD

## Avenal State Prison (ASP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>ASP</b>	<b>Statewide</b>	<b>Recent Qtr</b>	<b>Prior Qtr</b>	<b>Statewide</b>		<b>ASP</b>	<b>Statewide</b>			
Medical Services		82%	86%	92%	95%	81%	Appropriate Placement High Risk Patients	N/A	74%			
Dental Services		99%	96%	-	-	79%	High Risk Patient Care Plan					
Mental Health Services		94%	86%	82%	78%	77%	Follow-Up After MHCB/DSH Admission	75%	87%			
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>Continuity of Clinicians &amp; Services</b>				
				<b>Current Yr</b>	<b>Prior Yr</b>	<b>Statewide</b>		<b>ASP</b>	<b>Statewide</b>			
Cancelled Due to Custody		0.1%	1.7%	97%	96%	92%	Primary Care Provider (PCP)	86%	88%			
Seen as Scheduled		85%	84%	99%	97%	93%	Mental Health Primary Clinician	N/A	83%			
<b>EFFECTIVE COMMUNICATION</b>				<b>Flu Vaccination</b>				<b>Psychiatrist</b>				
				59%	65%	70%		N/A	82%			
Effective Communication Provided		88%	92%	98%	100%	90%						
<b>MEDICATION MANAGEMENT</b>				<b>AVAILABILITY OF HEALTH INFORMATION</b>				<b>RESOURCE MANAGEMENT</b>				
<b>MAPIP</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>ASP</b>	<b>Statewide</b>		<b>ASP</b>	<b>Statewide</b>		<b>ASP</b>	<b>Statewide</b>			
Medication Continuity-Transfer		63%	83%	Documents Scanned		64%	39%	Claims Processed	N/A	100%		
Medication Non-Adherence Counseling		63%	77%	Specialty Notes		48%	43%	Specialty Teleservices	65%	66%		
Medication Administration		71%	86%	Community Hospital Records		33%	66%	Health Care Staff Training				
<b>FORMULARY MANAGEMENT</b>				<b>APPEAL PROCESSING</b>				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				
				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Non-Formulary by Psychiatrists		0.3%	3.7%		<b>ASP</b>	<b>Statewide</b>		<b>ASP</b>	<b>Statewide</b>			
Non-Formulary by Medical Providers		5.7%	5.5%	Timely Appeals		98%	90%	QM & Patient Safety Program				
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>WORKLOAD PER DAY</b>				
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>	<b>LABOR</b>				<b>6 Mth Trend</b>			
					<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>ASP</b>	<b>Statewide</b>		
Total Staffing FTE	257	292	88%	98%	Medical Staff	\$69	\$67	\$88	Appointments per PCP	12.4	12.8	
Medical FTE	12	15	84%	95%	Nursing Staff	\$241	\$232	\$401	Appointments per PCRN	7.4	6.2	
Nursing FTE	111	122	91%	111%	Pharmacy Staff	\$21	\$17	\$32	Encounters per Primary MH Clinician	8.7	9.5	
Pharmacy FTE	13	16	83%	109%	Dental Clinical Staff	\$94	\$73	\$79	Encounters per Psychiatrist	9.7	9.3	
Dental Clinical FTE	27	28	96%	97%	Mental Health Clinical Staff	\$90	\$77	\$168	<b>OTHER TRENDS</b>			
Mental Health Clinical FTE	26	30	87%	85%	Clinical Support Staff	\$10	\$12	\$22		<b>6 Mth Trend</b>	<b>ASP</b>	<b>Statewide</b>
Clinical Support FTE	7	9	82%	78%	Administrative Support Staff	\$92	\$80	\$101	Hospital Admissions*		3.1	5.1
Administrative Support FTE	61	73	83%	85%	<b>NON LABOR</b>				Emergency Department Visits*		18	24
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>ASP</b>	<b>Statewide</b>		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	Specialty Care Referrals*		25	36
Total Actual FTE		257	100%	100%	Hospital	\$50	\$90	\$100	Prescriptions Per Inmate		1.8	3.1
Civil Service FTE		240	93%	91%	Emergency Department	\$6	\$8	\$6	Diagnostics Per Inmate		0.7	0.8
Overtime FTE		5	2.1%	4.6%	Specialty	\$22	\$27	\$26	Appeals Received*		38	33
Registry FTE		12	4.6%	3.9%	Medications	\$34	\$45	\$89	Prison Population Capacity		133%	138%
					Diagnostics	\$12	\$15	\$17				

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