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

December 2014

HEALTHCARE SERVICES DASHBOARD

Statewide

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	Statewide
Medical Services		89%
Dental Services		93%
Mental Health Services		85%
APPTS COMPLETED AS SCHEDULED		
Cancelled Due to Custody		1.9%
Seen as Scheduled		84%
EFFECTIVE COMMUNCATION		
Effective Communication Provided		96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	Statewide
Asthma Care		81%
Therapeutic Anticoagulation		72%
Diabetes Care		82%
End Stage Liver Disease Care		64%
Colon Cancer Screening		95%
Breast Cancer Screening		83%
Diagnostic Monitoring		80%
Utilization Specialty Services		92%
Polypharmacy Medication Review		

CARE MANAGEMENT

	6 Mth Trend	Statewide
Appropriate Placement High Risk Patients		76%
High Risk Patient Care Plan		
Follow-Up After MHCB/DSH Admission		86%
30-Day Community Hospital Readmission		8.2%
30-Day MHCB or DSH Readmission		31%
Potentially Avoidable Hospitalizations*		11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	Statewide
Primary Care Provider (PCP)		87%
Mental Health Primary Clinician		84%
Psychiatrist		84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	Statewide
Medication Continuity-Transfer		82%
Medication Non-Adherence Counseling		80%
Medication Administration		87%
FORMULARY MANAGEMENT		
Non-Formulary by Psychiatrists		3.2%
Non-Formulary by Medical Providers		3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	Statewide
Non-Dictated Documents		57%
Dictated Documents		39%
Specialty Notes		78%
Community Hospital Records		62%
Scanning Accuracy		98%

RESOURCE MANAGEMENT

	6 Mth Trend	Statewide
Claims Processed		100%
Specialty Teleservices		67%
Health Care Staff Training		

APPEAL PROCESSING

	6 Mth Trend	Statewide
Timely Appeals		89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	Statewide
QM & Patient Safety Program		
Health Care Index		

STAFFING IN FULL TIME EQUIVALENTS (FTE)

	Actual	Authority	% of Auth
Total Staffing FTE	12,972	13,271	98%
Medical FTE	438	463	95%
Nursing FTE	5,804	5,354	108%
Pharmacy FTE	551	488	113%
Dental Clinical FTE	790	822	96%
Mental Health Clinical FTE	1,460	1,711	85%
Clinical Support FTE	413	451	92%
Administrative Support FTE	3,515	3,982	88%

	6 Mth Trend	Actual	Statewide
Total Actual FTE		12,972	100%
Civil Service FTE		11,603	89%
Overtime FTE		664	5.1%
Registry FTE		705	5.4%

MAJOR COSTS PER INMATE PER MONTH

LABOR	YTD 14/15	YTD 13/14
Medical Staff	$111	$98
Nursing Staff	$464	$415
Pharmacy Staff	$39	$35
Dental Clinical Staff	$93	$86
Mental Health Clinical Staff	$189	$175
Clinical Support Staff	$26	$22
Administrative Support Staff	$181	$167

NON LABOR	YTD 14/15	YTD 13/14
Hospital	$119	$110
Emergency Department	$7	$6
Specialty	$27	$29
Medications	$106	$90
Diagnostics	$20	$18

WORKLOAD PER DAY

	6 Mth Trend	Statewide
Appointments per PCP		12.4
Appointments per PCRN		6.2
Encounters per Primary MH Clinician		9.2
Encounters per Psychiatrist		9.0

OTHER TRENDS

	6 Mth Trend	Statewide
Hospital Admissions*		5.0
Emergency Department Visits*		28
Specialty Care Referrals*		31
Prescriptions Per Inmate		2.8
Diagnostics Per Inmate		1.0
Appeals Received*		36
Prison Population Capacity		138%

** Rate Per 1,000 Inmates*

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DASHBOARD COMPARISON

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Dashboard Glossary

December 2014

All Institutions

Scheduling & Access to Care	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Medical Services	89%	88%	89%	88%	81%	96%	94%	95%	88%	96%	90%	75%	95%	92%	93%	94%	87%	67%	91%	82%	85%	99%	75%
RN FTF Triage 1 Day	95%	96%	100%	94%	99%	99%	98%	97%	94%	99%	98%	96%	100%	98%	100%	96%	99%	93%	98%	97%	90%	99%	97%
PCP Urgent Referrals 1 Day	94%	100%	-	100%	72%	100%	86%	-	100%	99%	100%	-	-	100%	75%	96%	43%	0%	75%	100%	67%	100%	0%
PCP Routine Referrals 14 Days	82%	95%	99%	67%	75%	90%	93%	87%	96%	96%	83%	85%	98%	85%	98%	86%	82%	68%	97%	49%	83%	99%	68%
Chronic Care as Ordered	83%	84%	93%	66%	50%	95%	88%	79%	88%	96%	77%	84%	98%	87%	95%	87%	81%	66%	91%	65%	70%	96%	67%
High Priority Specialty 14 Days	78%	71%	75%	93%	78%	96%	100%	100%	62%	89%	82%	65%	75%	93%	93%	83%	100%	75%	100%	67%	100%	100%	88%
Routine Specialty 90 Days	93%	99%	97%	97%	93%	93%	92%	100%	90%	92%	93%	86%	96%	97%	94%	98%	96%	88%	90%	96%	98%	98%	92%
Return from HLOC 5 Days	86%	76%	50%	89%	80%	95%	91%	94%	83%	98%	96%	0%	94%	96%	96%	100%	83%	32%	100%	100%	77%	100%	88%
Laboratory Services as Ordered	92%	90%	100%	91%	90%	99%	50%	100%	81%	96%	89%	95%	98%	74%	93%	96%	100%	89%	80%	87%	95%	98%	72%
Radiology Services as Ordered	97%	83%	100%	96%	93%	100%	100%	99%	96%	100%	87%	94%	100%	100%	-	100%	100%	92%	97%	-	87%	100%	100%
Dental Services	93%	88%	68%	99%	100%	100%	80%	100%	93%	97%	98%	90%	95%	96%	99%	87%	99%	94%	99%	100%	96%	97%	98%
7362 Triage 3 or 10 Days	97%	95%	82%	96%	99%	100%	97%	100%	99%	95%	98%	100%	97%	97%	100%	100%	98%	99%	98%	99%	99%	99%	95%
Treatment within Timeframes	98%	95%	81%	99%	100%	100%	88%	100%	97%	98%	99%	99%	97%	100%	99%	100%	99%	99%	97%	100%	99%	100%	98%
RC Screening 60 Days	90%	-	-	-	-	-	97%	-	-	100%	-	-	-	-	-	-	-	98%	-	-	-	-	-
Patient Requested Exam 90 Days	95%	88%	18%	99%	100%	100%	88%	100%	100%	97%	94%	99%	93%	100%	100%	100%	100%	90%	100%	99%	99%	100%	99%
Notice of Exam 50 Y.O. or Chronic Care	87%	76%	90%	100%	100%	100%	31%	100%	76%	93%	100%	62%	95%	88%	98%	50%	100%	84%	100%	100%	88%	90%	99%
Mental Health Services	85%	97%	88%	98%	89%	97%	79%	100%	77%	95%	82%	87%	90%	68%	95%	98%	100%	88%	98%	91%	80%	91%	90%
Referral Timeframes	86%	95%	100%	100%	97%	94%	54%	99%	87%	94%	86%	98%	97%	71%	91%	97%	100%	98%	96%	89%	63%	82%	93%
EOP Structured Treatment	73%	N/A	N/A	N/A	N/A	N/A	95%	N/A	56%	92%	65%	66%	76%	45%	N/A	N/A	N/A	71%	N/A	N/A	N/A	95%	76%
Contact Timeframes	95%	100%	75%	96%	81%	100%	89%	100%	88%	99%	96%	97%	96%	87%	98%	98%	100%	94%	100%	93%	98%	98%	99%
Primary Clinician Contact Timeframes	95%	99%	50%	88%	67%	100%	83%	100%	79%	99%	94%	98%	97%	79%	99%	98%	100%	93%	100%	91%	95%	98%	98%
Psychiatrist Contact Timeframes	94%	99%	-	100%	100%	99%	94%	100%	93%	99%	97%	95%	92%	92%	99%	100%	100%	100%	100%	92%	100%	97%	99%
IDTT Contact Timeframes	98%	100%	100%	100%	75%	100%	90%	100%	92%	99%	98%	98%	99%	91%	97%	98%	100%	89%	99%	97%	100%	100%	100%
Cancelled Due to Custody	1.9%	0.7%	0.0%	0.1%	0.4%	0.1%	3.7%	0.1%	0.9%	0.2%	0.7%	1.4%	3.5%	7.9%	0.0%	0.4%	0.1%	1.7%	0.5%	0.4%	0.1%	1.3%	6.0%
Medical Services	0.8%	0.6%	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	0.4%	0.5%	0.4%	1.5%	0.9%	2.0%	0.1%	0.3%	0.4%	0.9%	0.8%	0.8%	0.1%	0.9%	2.8%
Mental Health Services	4.4%	1.0%	0.0%	0.2%	1.2%	0.1%	8.4%	0.3%	2.1%	0.0%	1.4%	2.5%	5.2%	21.3%	0.0%	0.5%	0.0%	3.0%	0.8%	0.1%	0.0%	2.9%	15.1%
Dental Services	0.4%	0.6%	0.0%	0.2%	0.0%	0.2%	1.8%	0.0%	0.3%	0.2%	0.2%	0.1%	4.5%	0.3%	0.0%	0.4%	0.0%	1.1%	0.0%	0.3%	0.3%	0.1%	0.0%

** Rate Per 1,000 Inmates*

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December 2014

All Institutions

Scheduling & Access to Care	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Services	79%	85%	-	91%	88%	88%	95%	82%	88%	89%	79%	78%	85%
RN FTF Triage 1 Day	90%	62%	-	100%	99%	96%	99%	99%	100%	96%	92%	92%	99%
PCP Urgent Referrals 1 Day	-	-	-	-	-	67%	95%	-	83%	100%	40%	100%	71%
PCP Routine Referrals 14 Days	56%	79%	-	93%	94%	91%	97%	99%	94%	75%	71%	31%	87%
Chronic Care as Ordered	49%	80%	-	91%	85%	77%	89%	91%	85%	73%	76%	53%	77%
High Priority Specialty 14 Days	82%	87%	-	100%	88%	94%	100%	0%	64%	76%	67%	100%	62%
Routine Specialty 90 Days	96%	98%	-	97%	91%	95%	97%	82%	89%	95%	79%	86%	96%
Return from HLOC 5 Days	66%	83%	-	60%	91%	75%	86%	100%	83%	84%	90%	57%	88%
Laboratory Services as Ordered	97%	96%	-	97%	81%	97%	92%	91%	96%	98%	97%	96%	86%
Radiology Services as Ordered	100%	98%	-	-	78%	100%	97%	93%	98%	100%	100%	92%	98%
Dental Services	99%	83%	96%	100%	99%	99%	98%	98%	97%	97%	97%	93%	90%
7362 Triage 3 or 10 Days	99%	90%	100%	100%	96%	98%	98%	93%	99%	99%	98%	97%	91%
Treatment within Timeframes	99%	81%	100%	100%	100%	100%	99%	98%	92%	97%	99%	93%	93%
RC Screening 60 Days	-	83%	-	-	-	-	-	-	-	90%	-	-	89%
Patient Requested Exam 90 Days	99%	75%	99%	98%	99%	97%	96%	100%	96%	100%	95%	89%	86%
Notice of Exam 50 Y.O. or Chronic Care	100%	85%	87%	100%	100%	100%	98%	100%	100%	100%	98%	94%	90%
Mental Health Services	84%	97%	87%	93%	87%	86%	79%	94%	96%	89%	83%	94%	78%
Referral Timeframes	80%	94%	100%	88%	95%	83%	81%	89%	94%	90%	90%	99%	65%
EOP Structured Treatment	79%	98%	65%	N/A	70%	86%	65%	N/A	N/A	77%	63%	87%	75%
Contact Timeframes	91%	99%	95%	98%	97%	89%	92%	99%	98%	99%	94%	96%	94%
Primary Clinician Contact Timeframes	94%	98%	98%	99%	98%	89%	91%	99%	95%	99%	97%	98%	93%
Psychiatrist Contact Timeframes	83%	99%	90%	96%	94%	81%	88%	99%	99%	99%	88%	91%	94%
IDTT Contact Timeframes	97%	99%	98%	99%	100%	96%	97%	99%	99%	99%	99%	98%	95%
Cancelled Due to Custody	2.8%	0.6%	0.1%	0.6%	2.1%	1.4%	1.8%	0.2%	0.6%	0.5%	2.2%	0.9%	0.1%
Medical Services	2.3%	0.3%	0.0%	0.6%	1.8%	2.2%	0.1%	0.2%	0.6%	0.6%	3.4%	1.9%	0.1%
Mental Health Services	3.8%	1.4%	0.0%	1.2%	4.7%	0.2%	4.6%	0.1%	1.2%	1.0%	1.7%	0.7%	0.3%
Dental Services	2.4%	0.2%	0.2%	0.0%	0.0%	1.9%	0.5%	0.3%	0.0%	0.0%	1.4%	0.2%	0.0%

** Rate Per 1,000 Inmates*

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All Institutions

Scheduling & Access to Care	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Seen as Scheduled	84%	85%	82%	90%	91%	90%	76%	86%	88%	97%	85%	81%	89%	72%	87%	91%	90%	90%	91%	84%	91%	85%	71%
Medical Services	76%	65%	58%	79%	88%	79%	68%	73%	78%	98%	63%	76%	85%	58%	72%	85%	79%	78%	82%	68%	88%	74%	58%
Mental Health Services	88%	96%	100%	99%	99%	99%	70%	99%	96%	99%	97%	77%	89%	70%	97%	97%	99%	95%	98%	99%	94%	95%	77%
Dental Services	90%	94%	87%	91%	86%	91%	90%	88%	90%	92%	93%	92%	94%	87%	93%	93%	94%	97%	92%	86%	90%	85%	78%
Effective Communication Provided	96%	95%	93%	99%	96%	99%	95%	96%	95%	97%	98%	95%	99%	98%	100%	98%	98%	100%	98%	99%	97%	94%	88%
Medical Services	99%	100%	100%	100%	100%	100%	95%	100%	98%	100%	100%	96%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%
Mental Health Services	95%	98%	100%	100%	88%	98%	99%	98%	88%	99%	99%	91%	96%	98%	100%	97%	97%	99%	99%	100%	100%	98%	96%
Dental Services	93%	88%	78%	97%	100%	100%	92%	91%	99%	92%	96%	97%	100%	98%	100%	98%	99%	100%	94%	99%	91%	83%	69%

Population Health Management	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Asthma Care	81%	94%	97%	90%	94%	88%	89%	96%	78%	92%	81%	88%	74%	92%	95%	91%	93%	92%	94%	90%	95%	90%	93%
Asthma SABA Utilization	81%	96%	97%	93%	94%	93%	92%	92%	77%	88%	83%	88%	67%	92%	94%	88%	90%	90%	93%	85%	94%	92%	93%
Persistent Asthma ICS Treatment	81%	92%	-	86%	94%	82%	87%	100%	80%	96%	79%	88%	81%	92%	95%	94%	96%	95%	96%	95%	96%	87%	93%
Therapeutic Anticoagulation	72%	-	-	100%	-	100%	75%	-	67%	88%	50%	63%	75%	80%	100%	100%	100%	-	60%	100%	-	100%	38%
Diabetes Care	82%	85%	-	77%	83%	80%	85%	82%	84%	88%	90%	76%	85%	81%	81%	82%	83%	84%	89%	76%	84%	85%	82%
A1C <8%	78%	92%	-	76%	94%	77%	78%	79%	85%	79%	91%	82%	70%	72%	75%	81%	80%	88%	83%	69%	86%	82%	71%
LDL-Cholesterol <100 mg/dl	74%	81%	-	70%	57%	71%	70%	64%	90%	82%	74%	74%	85%	84%	80%	67%	76%	73%	85%	75%	70%	70%	71%
Blood Pressure <140/90 mm Hg	84%	73%	-	73%	83%	77%	100%	87%	77%	93%	100%	57%	90%	77%	80%	83%	80%	93%	97%	73%	83%	90%	93%
Screened or Treated Nephropathy	91%	93%	-	91%	97%	97%	90%	100%	85%	99%	93%	89%	95%	91%	90%	96%	98%	80%	92%	85%	98%	97%	94%
End Stage Liver Disease Care	64%	0%	33%	33%	100%	65%	63%	78%	61%	72%	93%	69%	54%	74%	72%	68%	67%	44%	74%	56%	55%	20%	69%
EGD for Esophageal Varices	60%	0%	0%	0%	-	75%	77%	67%	72%	71%	91%	46%	50%	83%	50%	55%	67%	33%	65%	67%	29%	29%	75%
HCC Screening	66%	-	-	50%	-	50%	36%	100%	53%	74%	89%	82%	45%	50%	100%	71%	100%	50%	80%	100%	50%	20%	67%
NSAID	64%	0%	67%	50%	100%	70%	75%	67%	59%	69%	100%	80%	67%	90%	67%	77%	33%	50%	78%	0%	86%	13%	64%
Diagnosis Medication Match	60%	-	-	-	-	88%	83%	50%	53%	50%	88%	70%	46%	67%	100%	73%	100%	100%	100%	100%	67%	25%	83%
SBP or TIPS with Cipro. or Sulfa.	34%	-	-	-	-	-	-	-	43%	33%	-	60%	25%	-	-	0%	-	-	-	-	-	-	-
Ascites with Spironolactone	60%	-	-	-	-	100%	-	-	33%	-	-	-	0%	-	-	100%	-	-	-	-	-	-	-
Varices with Beta Blocker	70%	-	-	-	-	75%	67%	50%	63%	61%	88%	82%	71%	33%	100%	91%	100%	100%	100%	100%	67%	50%	67%
Hepatic Enceph. w/ Lactulose and/or Rifaximin	74%	-	-	-	-	-	100%	-	71%	57%	-	67%	86%	100%	-	100%	-	-	-	100%	-	0%	100%

** Rate Per 1,000 Inmates*

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DASHBOARD COMPARISON

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December 2014

All Institutions

Scheduling & Access to Care	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Seen as Scheduled	82%	89%	97%	87%	82%	88%	83%	92%	92%	91%	81%	76%	92%
Medical Services	71%	73%	97%	81%	71%	77%	95%	91%	88%	77%	76%	49%	85%
Mental Health Services	91%	96%	99%	98%	88%	100%	72%	95%	96%	98%	88%	94%	95%
Dental Services	84%	97%	96%	82%	86%	89%	83%	89%	93%	97%	80%	85%	96%
Effective Communication Provided	98%	97%	99%	100%	92%	95%	98%	96%	97%	98%	97%	98%	92%
Medical Services	100%	100%	100%	100%	100%	99%	100%	95%	100%	100%	100%	100%	100%
Mental Health Services	94%	100%	99%	100%	98%	86%	97%	97%	97%	95%	99%	99%	98%
Dental Services	99%	91%	98%	100%	78%	100%	97%	97%	94%	100%	91%	96%	77%
Population Health Management	**MCSP**	**NKSP**	**PBSP**	**PVSP**	**RJD**	**SAC**	**SATF**	**SCC**	**SOL**	**SQ**	**SVSP**	**VSP**	**WSP**
Asthma Care	85%	92%	93%	93%	86%	83%	88%	92%	92%	87%	89%	85%	88%
Asthma SABA Utilization	83%	94%	94%	95%	81%	82%	90%	95%	92%	87%	89%	83%	96%
Persistent Asthma ICS Treatment	87%	89%	93%	91%	90%	84%	86%	89%	92%	87%	89%	87%	80%
Therapeutic Anticoagulation	55%	-	100%	-	77%	73%	70%	100%	65%	56%	20%	100%	100%
Diabetes Care	77%	84%	85%	88%	82%	83%	80%	82%	82%	76%	71%	79%	77%
A1C <8%	78%	74%	92%	77%	77%	82%	76%	82%	71%	73%	72%	82%	83%
LDL-Cholesterol <100 mg/dl	69%	68%	80%	81%	75%	78%	70%	75%	70%	74%	57%	75%	50%
Blood Pressure <140/90 mm Hg	77%	95%	78%	93%	87%	87%	80%	83%	93%	70%	83%	73%	88%
Screened or Treated Nephropathy	82%	100%	92%	100%	88%	86%	94%	86%	94%	88%	73%	87%	85%
End Stage Liver Disease Care	70%	75%	58%	-	66%	54%	53%	35%	62%	65%	47%	71%	71%
EGD for Esophageal Varices	67%	100%	42%	-	72%	47%	38%	11%	62%	70%	33%	50%	100%
HCC Screening	76%	-	45%	-	70%	58%	67%	50%	66%	69%	64%	88%	-
NSAID	69%	50%	86%	-	58%	57%	55%	44%	58%	56%	44%	77%	43%
Diagnosis Medication Match	49%	83%	71%	-	64%	85%	88%	33%	51%	57%	86%	70%	22%
SBP or TIPS with Cipro. or Sulfa.	-	-	-	-	0%	100%	-	-	0%	50%	-	0%	0%
Ascites with Spironolactone	0%	-	-	-	100%	-	-	-	-	-	-	100%	-
Varices with Beta Blocker	75%	100%	71%	-	70%	75%	75%	33%	53%	65%	71%	80%	67%
Hepatic Enceph. w/ Lactulose and/or Rifaximin	71%	67%	-	-	86%	80%	100%	-	100%	-	100%	100%	0%

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Colon Cancer Screening	95%	98%	-	95%	93%	100%	83%	100%	87%	99%	95%	99%	100%	99%	97%	96%	100%	93%	98%	93%	100%	100%	74%
Breast Cancer Screening	83%	-	-	-	-	-	76%	-	-	-	95%	-	-	-	-	-	-	-	-	-	-	-	-
Diagnostic Monitoring	80%	84%	-	-	-	87%	77%	100%	84%	92%	90%	88%	80%	42%	89%	86%	-	78%	96%	65%	-	85%	74%
QT Prolongation EKG 12 Months	62%	71%	-	-	-	60%	56%	-	57%	100%	84%	70%	81%	10%	67%	67%	-	40%	100%	25%	-	-	55%
Antipsychotics	85%	88%	-	-	-	93%	77%	100%	85%	97%	90%	93%	85%	68%	97%	87%	-	82%	95%	73%	-	82%	74%
Lipid Monitoring 12 Months	90%	88%	-	-	-	98%	76%	100%	96%	97%	91%	91%	95%	94%	94%	91%	-	70%	94%	74%	-	85%	79%
Blood Sugar 12 Months	94%	93%	-	-	-	98%	91%	100%	99%	100%	100%	97%	99%	85%	98%	88%	-	95%	98%	94%	-	88%	79%
EKG 12 Months	50%	75%	-	-	-	57%	32%	-	21%	92%	46%	68%	38%	26%	100%	100%	-	50%	100%	25%	-	41%	27%
AIMS 12 Months	88%	83%	-	-	-	98%	72%	100%	81%	98%	94%	100%	79%	96%	100%	85%	-	75%	98%	38%	-	88%	86%
Med Consent 12 Months	91%	93%	-	-	-	96%	82%	100%	87%	97%	98%	98%	81%	89%	99%	95%	-	95%	90%	66%	-	86%	87%
CBC with Platelets 12 Months	87%	88%	-	-	-	98%	87%	100%	98%	97%	96%	95%	96%	38%	96%	77%	-	95%	92%	94%	-	86%	74%
CMP 12 Months	87%	88%	-	-	-	98%	78%	100%	99%	99%	100%	93%	95%	38%	89%	70%	-	85%	92%	94%	-	87%	75%
Thyroid Monitoring 5 Years	95%	95%	-	-	-	98%	98%	100%	99%	93%	100%	96%	97%	79%	100%	89%	-	90%	100%	100%	-	94%	89%
Clozapine	88%	-	-	-	-	-	-	-	89%	-	88%	-	87%	0%	-	-	-	-	-	-	-	-	-
CMP 12 Months	96%	-	-	-	-	-	-	-	100%	-	86%	-	90%	-	-	-	-	-	-	-	-	-	-
Lipid Monitoring 12 Months	96%	-	-	-	-	-	-	-	100%	-	71%	-	100%	-	-	-	-	-	-	-	-	-	-
Blood Sugar 12 Months	100%	-	-	-	-	-	-	-	100%	-	100%	-	100%	-	-	-	-	-	-	-	-	-	-
CBC 30 Days	97%	-	-	-	-	-	-	-	94%	-	100%	-	100%	0%	-	-	-	-	-	-	-	-	-
EKG 12 Months	46%	-	-	-	-	-	-	-	50%	-	43%	-	50%	-	-	-	-	-	-	-	-	-	-
AIMS 12 Months	85%	-	-	-	-	-	-	-	83%	-	100%	-	80%	-	-	-	-	-	-	-	-	-	-
Thyroid Monitoring 5 Years	98%	-	-	-	-	-	-	-	83%	-	100%	-	100%	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	84%	-	-	-	-	-	-	-	100%	-	100%	-	75%	-	-	-	-	-	-	-	-	-	-
Mood Stabilizers	89%	87%	-	-	-	98%	91%	-	91%	91%	92%	96%	83%	51%	96%	95%	-	100%	94%	79%	-	85%	84%
Carbamazepine	91%	-	-	-	-	100%	100%	-	100%	83%	100%	100%	67%	50%	-	100%	-	-	100%	83%	-	100%	83%
CMP 12 Months	92%	-	-	-	-	100%	100%	-	100%	100%	100%	100%	0%	50%	-	100%	-	-	100%	100%	-	100%	100%
Carbamazepine Level 12 Months	86%	-	-	-	-	100%	100%	-	100%	50%	100%	100%	100%	50%	-	100%	-	-	100%	50%	-	100%	50%
CBC 12 Months	95%	-	-	-	-	100%	100%	-	100%	100%	100%	100%	100%	50%	-	100%	-	-	100%	100%	-	100%	100%

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Colon Cancer Screening	98%	100%	100%	96%	97%	94%	88%	99%	93%	95%	83%	94%	92%
Breast Cancer Screening	-	-	-	-	-	-	-	-	-	-	-	-	-
Diagnostic Monitoring	81%	86%	97%	84%	85%	86%	77%	81%	86%	91%	75%	89%	74%
QT Prolongation EKG 12 Months	59%	100%	-	-	55%	63%	56%	50%	60%	93%	40%	73%	100%
Antipsychotics	81%	84%	99%	73%	92%	85%	79%	85%	92%	92%	83%	89%	59%
Lipid Monitoring 12 Months	83%	94%	98%	83%	93%	89%	81%	97%	96%	91%	88%	93%	81%
Blood Sugar 12 Months	92%	88%	100%	78%	95%	94%	86%	97%	98%	99%	95%	95%	67%
EKG 12 Months	26%	100%	100%	50%	71%	35%	64%	33%	92%	76%	45%	46%	20%
AIMS 12 Months	82%	88%	100%	92%	95%	92%	80%	97%	95%	98%	75%	98%	90%
Med Consent 12 Months	89%	88%	100%	94%	97%	90%	89%	97%	96%	97%	85%	99%	63%
CBC with Platelets 12 Months	90%	69%	100%	56%	94%	92%	71%	83%	87%	90%	90%	92%	24%
CMP 12 Months	90%	69%	98%	56%	93%	91%	71%	92%	83%	95%	92%	93%	48%
Thyroid Monitoring 5 Years	99%	75%	100%	78%	98%	99%	86%	86%	92%	93%	98%	98%	76%
Clozapine	95%	-	-	-	-	96%	-	-	-	94%	72%	-	-
CMP 12 Months	100%	-	-	-	-	100%	-	-	-	100%	100%	-	-
Lipid Monitoring 12 Months	100%	-	-	-	-	100%	-	-	-	100%	100%	-	-
Blood Sugar 12 Months	100%	-	-	-	-	100%	-	-	-	100%	100%	-	-
CBC 30 Days	100%	-	-	-	-	100%	-	-	-	100%	100%	-	-
EKG 12 Months	80%	-	-	-	-	67%	-	-	-	50%	0%	-	-
AIMS 12 Months	100%	-	-	-	-	100%	-	-	-	100%	43%	-	-
Thyroid Monitoring 5 Years	100%	-	-	-	-	100%	-	-	-	100%	100%	-	-
Med Consent 12 Months	80%	-	-	-	-	100%	-	-	-	100%	33%	-	-
Mood Stabilizers	84%	90%	96%	93%	94%	94%	90%	100%	98%	97%	89%	96%	71%
Carbamazepine	75%	-	-	-	100%	100%	100%	-	100%	100%	-	-	-
CMP 12 Months	75%	-	-	-	100%	100%	100%	-	100%	100%	-	-	-
Carbamazepine Level 12 Months	75%	-	-	-	100%	100%	100%	-	100%	100%	-	-	-
CBC 12 Months	75%	-	-	-	100%	100%	100%	-	100%	100%	-	-	-

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Med Consent 12 Months	85%	-	-	-	-	100%	50%	-	100%	100%	100%	100%	0%	100%	-	100%	-	-	100%	100%	-	100%	-
Depakote	91%	88%	-	-	-	100%	100%	-	94%	99%	88%	97%	95%	52%	100%	89%	-	100%	88%	79%	-	90%	84%
CMP 12 Months	91%	100%	-	-	-	100%	100%	-	100%	100%	88%	97%	98%	43%	100%	67%	-	100%	88%	80%	-	100%	88%
Depakote Level 12 Months	92%	90%	-	-	-	100%	100%	-	97%	100%	100%	97%	100%	37%	100%	100%	-	100%	88%	80%	-	86%	81%
CBC with Platelets 12 Months	92%	90%	-	-	-	100%	100%	-	100%	100%	88%	97%	100%	40%	100%	89%	-	100%	88%	90%	-	100%	81%
Med Consent 12 Months	88%	70%	-	-	-	100%	100%	-	77%	96%	75%	97%	81%	88%	100%	100%	-	100%	88%	67%	-	73%	86%
Lithium	86%	87%	-	-	-	95%	72%	-	79%	92%	88%	89%	88%	51%	92%	98%	-	-	93%	73%	-	65%	85%
Creatinine & BUN 12 Months	97%	100%	-	-	-	100%	100%	-	100%	100%	100%	100%	100%	53%	100%	100%	-	-	100%	100%	-	100%	90%
Lithium Level 12 Months	96%	100%	-	-	-	100%	90%	-	100%	100%	100%	100%	94%	47%	100%	100%	-	-	100%	100%	-	100%	90%
Thyroid Monitoring 12 Months	95%	100%	-	-	-	100%	80%	-	100%	100%	94%	93%	100%	60%	100%	100%	-	-	100%	100%	-	100%	90%
EKG 12 Months	53%	33%	-	-	-	75%	29%	-	25%	60%	44%	60%	60%	22%	60%	100%	-	-	100%	0%	-	0%	75%
Med Consent 12 Months	89%	100%	-	-	-	100%	60%	-	71%	100%	100%	92%	88%	73%	100%	88%	-	-	67%	67%	-	25%	80%
Antidepressants	74%	90%	-	-	-	97%	85%	100%	96%	78%	95%	96%	61%	81%	98%	95%	-	90%	95%	82%	-	89%	82%
EKG 12 Months (Tricyclics)	40%	-	-	-	-	-	-	-	-	50%	-	-	0%	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	90%	85%	-	-	-	96%	76%	100%	93%	90%	91%	97%	85%	91%	99%	98%	-	89%	94%	68%	-	84%	79%
Thyroid Monitoring 5 Years	92%	95%	-	-	-	97%	95%	100%	99%	95%	99%	94%	98%	71%	98%	93%	-	91%	96%	96%	-	93%	84%
Utilization Specialty Services	92%	99%	60%	100%	85%	95%	88%	92%	90%	96%	97%	91%	79%	98%	91%	97%	100%	94%	81%	91%	100%	94%	94%
Polypharmacy Medication Review																							
Care Management	**SW**	**ASP**	**CAC**	**CAL**	**CCC**	**CCI**	**CCWF**	**CEN**	**CHCF**	**CIM**	**CIW**	**CMC**	**CMF**	**COR**	**CRC**	**CTF**	**CVSP**	**DVI**	**FSP**	**HDSP**	**ISP**	**KVSP**	**LAC**
Appropriate Placement High Risk Patients	76%	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	N/A	N/A	N/A	N/A	N/A	N/A
High Risk Patient Care Plan																							
Follow-Up After MHCB/DSH Admission	86%	100%	100%	-	100%	100%	67%	-	57%	100%	52%	76%	96%	88%	-	0%	-	95%	0%	82%	-	97%	91%
30-Day Community Hospital Readmission	8.2%	7.4%	0.0%	5.6%	0.0%	4.6%	4.3%	4.2%	23.3%	10.4%	6.5%	10.5%	11.7%	17.1%	2.9%	3.1%	2.3%	4.7%	2.1%	2.4%	3.7%	5.4%	2.6%
30-Day MHCB or DSH Readmission	31%	-	-	-	-	-	25%	-	38%	25%	26%	25%	26%	33%	-	-	-	100%	-	23%	-	38%	17%
Potentially Avoidable Hospitalizations*	11.3	2.6	2.5	6.2	0.4	6.8	10.2	4.2	132.2	22.9	16.2	5.9	30.0	14.3	8.9	6.4	5.1	12.2	3.2	1.8	6.0	12.6	14.4
Continuity of Clinicians & Services	**SW**	**ASP**	**CAC**	**CAL**	**CCC**	**CCI**	**CCWF**	**CEN**	**CHCF**	**CIM**	**CIW**	**CMC**	**CMF**	**COR**	**CRC**	**CTF**	**CVSP**	**DVI**	**FSP**	**HDSP**	**ISP**	**KVSP**	**LAC**
Primary Care Provider (PCP)	87%	88%	96%	82%	87%	96%	90%	83%	74%	93%	90%	84%	96%	91%	93%	98%	97%	99%	98%	95%	97%	90%	91%

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Med Consent 12 Months	50%	-	-	-	50%	100%	100%	-	100%	100%	-	-	-
Depakote	91%	100%	93%	93%	94%	96%	82%	100%	98%	100%	96%	96%	71%
CMP 12 Months	93%	100%	86%	86%	96%	97%	81%	100%	94%	100%	97%	93%	100%
Depakote Level 12 Months	97%	100%	100%	86%	93%	97%	77%	100%	100%	100%	98%	96%	100%
CBC with Platelets 12 Months	100%	100%	86%	100%	96%	97%	79%	100%	100%	100%	95%	96%	50%
Med Consent 12 Months	75%	100%	100%	100%	92%	95%	90%	100%	100%	100%	93%	100%	33%
Lithium	86%	80%	100%	93%	87%	85%	89%	100%	96%	92%	83%	96%	-
Creatinine & BUN 12 Months	100%	100%	100%	100%	96%	98%	100%	100%	80%	100%	100%	100%	-
Lithium Level 12 Months	96%	100%	100%	100%	100%	98%	92%	100%	100%	100%	100%	100%	-
Thyroid Monitoring 12 Months	100%	100%	100%	83%	96%	98%	92%	100%	100%	100%	93%	100%	-
EKG 12 Months	47%	100%	100%	80%	46%	36%	72%	100%	100%	58%	33%	88%	-
Med Consent 12 Months	88%	0%	100%	100%	95%	95%	88%	100%	100%	100%	86%	91%	-
Antidepressants	87%	71%	94%	85%	98%	95%	84%	90%	93%	78%	92%	97%	66%
EKG 12 Months (Tricyclics)	-	-	-	-	-	-	-	-	-	50%	-	-	-
Med Consent 12 Months	82%	81%	89%	94%	98%	93%	86%	94%	96%	93%	92%	96%	55%
Thyroid Monitoring 5 Years	91%	61%	100%	76%	99%	96%	82%	86%	90%	90%	92%	99%	76%
Utilization Specialty Services	92%	95%	96%	94%	95%	94%	89%	90%	90%	98%	84%	93%	84%
Polypharmacy Medication Review													
Care Management	**MCSP**	**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	N/A
High Risk Patient Care Plan													
Follow-Up After MHCB/DSH Admission	97%	96%	100%	100%	88%	85%	94%	75%	100%	100%	82%	96%	70%
30-Day Community Hospital Readmission	6.8%	6.1%	0.0%	6.5%	9.4%	14.9%	14.2%	5.6%	8.6%	2.2%	2.7%	6.8%	12.4%
30-Day MHCB or DSH Readmission	22%	38%	44%	8%	52%	33%	19%	-	25%	0%	34%	-	59%
Potentially Avoidable Hospitalizations*	16.4	5.6	0.0	4.5	21.4	6.3	13.2	1.7	18.3	9.2	11.3	6.8	17.1
Continuity of Clinicians & Services	**MCSP**	**NKSP**	**PBSP**	**PVSP**	**RJD**	**SAC**	**SATF**	**SCC**	**SOL**	**SQ**	**SVSP**	**VSP**	**WSP**
Primary Care Provider (PCP)	86%	91%	99%	89%	86%	91%	93%	86%	99%	95%	90%	92%	83%

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Continuity of Clinicians & Services	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Mental Health Primary Clinician	84%	N/A	N/A	N/A	N/A	N/A	93%	N/A	88%	N/A	98%	84%	89%	83%	N/A	N/A	N/A	86%	N/A	N/A	N/A	90%	85%
Psychiatrist	84%	N/A	N/A	N/A	N/A	N/A	81%	N/A	71%	N/A	40%	94%	99%	94%	N/A	N/A	N/A	80%	N/A	N/A	N/A	64%	65%
Medication Management	**SW**	**ASP**	**CAC**	**CAL**	**CCC**	**CCI**	**CCWF**	**CEN**	**CHCF**	**CIM**	**CIW**	**CMC**	**CMF**	**COR**	**CRC**	**CTF**	**CVSP**	**DVI**	**FSP**	**HDSP**	**ISP**	**KVSP**	**LAC**
Medication Continuity-Transfer	82%	85%	82%	99%	98%	86%	77%	98%	-	76%	82%	66%	83%	65%	-	96%	88%	90%	93%	57%	83%	91%	83%
M4: Meds Upon Arrival at Reception Ctr	98%	-	-	-	-	-	100%	-	-	98%	-	-	-	-	-	-	-	98%	-	-	-	-	-
M5: KOP Meds Inter-Institutional	82%	70%	44%	100%	100%	100%	75%	100%	-	95%	90%	85%	90%	45%	-	100%	90%	100%	100%	25%	100%	95%	90%
M6: NA/DOT Meds Intra-Institutional	77%	68%	100%	100%	100%	100%	84%	100%	-	63%	-	77%	86%	51%	-	100%	100%	86%	100%	-	38%	75%	75%
M7: Mental Health Crisis Bed Transfers	68%	-	-	-	-	-	20%	-	-	67%	94%	38%	90%	55%	-	-	-	-	-	59%	-	100%	86%
M8: ASU/SHU/PSU Inter-Institutional	75%	89%	100%	100%	100%	77%	57%	100%	-	42%	62%	61%	100%	58%	-	79%	100%	68%	82%	57%	100%	75%	56%
M9: Discharge from Community Hosp/DSH	75%	100%	100%	100%	100%	59%	100%	100%	-	70%	67%	33%	33%	81%	-	100%	50%	100%	100%	-	100%	100%	90%
M10: Transfer/Parole	95%	100%	64%	93%	91%	95%	100%	88%	-	100%	100%	100%	100%	100%	-	100%	100%	90%	85%	88%	79%	100%	100%
Medication Non-Adherence Counseling	80%	77%	93%	95%	100%	97%	55%	36%	-	96%	76%	88%	90%	62%	-	90%	86%	93%	50%	87%	60%	95%	81%
M11: Non-Adherence MH Prescribed	76%	63%	-	-	-	98%	30%	67%	-	83%	65%	78%	95%	47%	-	100%	100%	85%	80%	79%	-	97%	45%
M12: Non-Adherence PC2602 Meds	96%	100%	-	-	-	100%	76%	-	-	100%	100%	100%	92%	100%	-	-	-	100%	-	89%	-	93%	100%
M13: Non-Adherence Medical Prescribed	77%	67%	87%	90%	100%	90%	70%	42%	-	100%	90%	88%	90%	47%	-	76%	57%	87%	68%	79%	83%	92%	83%
M14: Non-Adherence Insulin/HIV/Clozaril	73%	-	100%	100%	-	100%	44%	0%	-	100%	50%	83%	82%	53%	-	95%	100%	100%	0%	100%	38%	100%	94%
Medication Administration	87%	87%	86%	100%	93%	97%	69%	84%	-	91%	90%	78%	80%	75%	-	100%	93%	99%	85%	89%	96%	80%	90%
M20: Chronic Care Meds-Psychiatrist	68%	60%	-	-	-	90%	20%	67%	-	80%	50%	15%	75%	25%	-	100%	-	100%	88%	100%	100%	50%	65%
M21: Chronic Care Meds-Medical	93%	100%	100%	100%	70%	100%	100%	100%	-	95%	100%	100%	100%	95%	-	100%	100%	100%	80%	100%	90%	80%	100%
M22: New Outpatient Orders-Psychiatrist	91%	75%	-	100%	100%	94%	95%	-	-	92%	100%	76%	100%	89%	-	100%	78%	96%	92%	95%	100%	69%	100%
M23: New Outpatient Orders-Medical	97%	100%	90%	100%	100%	100%	100%	95%	-	95%	98%	100%	100%	100%	-	100%	95%	100%	95%	90%	100%	100%	100%
M24: Administration – TB Medications	86%	100%	67%	100%	100%	100%	31%	75%	-	91%	100%	100%	25%	67%	-	100%	100%	100%	69%	62%	90%	100%	85%
Non-Formulary by Psychiatrists	3.2%	0.7%	-	0.0%	0.0%	1.0%	4.6%	6.7%	6.5%	1.2%	7.0%	3.6%	7.1%	3.8%	0.9%	1.1%	0.0%	2.7%	0.5%	2.7%	2.4%	1.1%	1.5%
Non-Formulary by Medical Providers	3.8%	2.9%	2.6%	1.9%	3.9%	2.9%	5.3%	3.6%	6.3%	4.3%	4.7%	4.2%	5.6%	5.6%	2.2%	1.0%	1.6%	2.7%	2.4%	3.7%	1.3%	3.7%	3.0%
Availability of Health Information	**SW**	**ASP**	**CAC**	**CAL**	**CCC**	**CCI**	**CCWF**	**CEN**	**CHCF**	**CIM**	**CIW**	**CMC**	**CMF**	**COR**	**CRC**	**CTF**	**CVSP**	**DVI**	**FSP**	**HDSP**	**ISP**	**KVSP**	**LAC**
Non-Dictated Documents	57%	66%	87%	88%	70%	93%	33%	91%	63%	70%	61%	65%	78%	55%	73%	62%	56%	55%	95%	31%	42%	83%	35%
Medical Documents 3 Days	60%	64%	88%	95%	52%	93%	16%	88%	82%	79%	61%	71%	86%	48%	79%	82%	61%	69%	98%	37%	37%	89%	24%

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Continuity of Clinicians & Services	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Mental Health Primary Clinician	80%	96%	80%	N/A	87%	80%	84%	N/A	N/A	68%	84%	77%	95%
Psychiatrist	69%	82%	55%	N/A	79%	94%	80%	N/A	N/A	93%	86%	88%	100%
Medication Management	**MCSP**	**NKSP**	**PBSP**	**PVSP**	**RJD**	**SAC**	**SATF**	**SCC**	**SOL**	**SQ**	**SVSP**	**VSP**	**WSP**
Medication Continuity-Transfer	90%	98%	94%	95%	68%	64%	74%	69%	91%	93%	52%	76%	88%
M4: Meds Upon Arrival at Reception Ctr	-	95%	-	-	-	-	-	-	-	98%	-	-	100%
M5: KOP Meds Inter-Institutional	100%	100%	100%	100%	50%	65%	80%	55%	100%	83%	15%	85%	83%
M6: NA/DOT Meds Intra-Institutional	100%	100%	-	100%	30%	50%	56%	-	100%	100%	58%	75%	85%
M7: Mental Health Crisis Bed Transfers	100%	100%	69%	73%	89%	55%	100%	-	100%	-	42%	-	59%
M8: ASU/SHU/PSU Inter-Institutional	85%	90%	100%	97%	100%	67%	51%	47%	46%	84%	70%	92%	100%
M9: Discharge from Community Hosp/DSH	56%	100%	100%	100%	55%	50%	67%	75%	100%	93%	40%	27%	87%
M10: Transfer/Parole	100%	100%	100%	100%	85%	100%	90%	100%	100%	100%	89%	100%	100%
Medication Non-Adherence Counseling	85%	87%	89%	85%	66%	78%	79%	95%	65%	85%	57%	91%	88%
M11: Non-Adherence MH Prescribed	88%	100%	71%	67%	92%	47%	62%	90%	85%	90%	62%	85%	94%
M12: Non-Adherence PC2602 Meds	100%	67%	95%	100%	97%	100%	98%	-	-	100%	90%	100%	83%
M13: Non-Adherence Medical Prescribed	57%	82%	100%	72%	31%	92%	62%	100%	80%	65%	72%	88%	73%
M14: Non-Adherence Insulin/HIV/Clozaril	94%	100%	-	100%	46%	75%	95%	-	30%	-	5%	-	100%
Medication Administration	69%	95%	90%	97%	51%	93%	94%	92%	97%	94%	83%	84%	88%
M20: Chronic Care Meds-Psychiatrist	56%	85%	60%	100%	15%	80%	80%	80%	85%	90%	30%	80%	69%
M21: Chronic Care Meds-Medical	70%	100%	90%	100%	10%	100%	100%	95%	100%	100%	100%	95%	95%
M22: New Outpatient Orders-Psychiatrist	85%	100%	100%	100%	73%	89%	95%	91%	100%	100%	92%	88%	82%
M23: New Outpatient Orders-Medical	100%	100%	100%	100%	98%	95%	93%	95%	100%	100%	93%	95%	93%
M24: Administration – TB Medications	36%	92%	100%	86%	60%	100%	100%	100%	100%	80%	100%	63%	100%
Non-Formulary by Psychiatrists	3.2%	2.2%	1.6%	1.3%	2.1%	5.4%	2.9%	2.7%	1.2%	10.0%	3.6%	1.7%	1.2%
Non-Formulary by Medical Providers	6.0%	1.4%	2.8%	1.7%	5.0%	4.8%	2.8%	2.5%	4.0%	5.9%	3.1%	3.1%	4.0%
Availability of Health Information	**MCSP**	**NKSP**	**PBSP**	**PVSP**	**RJD**	**SAC**	**SATF**	**SCC**	**SOL**	**SQ**	**SVSP**	**VSP**	**WSP**
Non-Dictated Documents	57%	65%	23%	49%	68%	60%	43%	57%	58%	66%	58%	54%	38%
Medical Documents 3 Days	42%	68%	6%	46%	70%	83%	45%	36%	73%	64%	71%	51%	50%

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Availability of Health Information	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Dental Documents 3 Days	74%	66%	89%	99%	97%	98%	48%	100%	90%	91%	99%	90%	92%	79%	91%	68%	63%	76%	99%	44%	45%	96%	43%
Mental Health Documents 3 Days	42%	65%	82%	96%	47%	97%	11%	92%	52%	79%	35%	24%	65%	37%	72%	62%	56%	21%	88%	2%	47%	68%	11%
CDCR Inpatient Documents 3 Days	58%	-	-	-	-	-	71%	84%	44%	64%	54%	81%	76%	64%	-	-	-	-	-	41%	-	83%	74%
Other Documents 3 Days	53%	70%	89%	63%	86%	84%	19%	90%	49%	36%	55%	57%	72%	47%	50%	37%	45%	55%	95%	34%	40%	79%	22%
Dictated Documents	39%	19%	-	36%	-	19%	18%	76%	35%	53%	69%	46%	60%	49%	41%	26%	4%	9%	50%	35%	17%	34%	27%
Dictation Time in Days	0.2	0.1	-	0.0	-	0.0	0.1	0.0	0.0	0.1	0.1	0.2	18.3	0.3	0.0	0.0	0.0	0.0	0.1	0.2	0.0	0.1	0.0
Transcription Time in Days	3.3	2.9	-	2.2	-	3.8	1.1	2.5	3.7	4.2	3.2	2.8	1.4	2.6	3.9	2.8	4.2	4.2	3.4	3.1	3.9	1.8	3.4
Sign Time in Days	3.7	4.5	-	0.2	-	4.1	5.3	1.7	1.5	3.5	2.1	2.9	2.0	5.0	3.6	3.7	4.4	3.7	1.3	2.1	3.0	3.5	4.9
Scan Time in Days	1.6	1.1	-	1.8	-	1.3	9.1	0.9	1.0	1.8	1.5	1.3	8.5	1.5	0.1	1.2	2.2	3.6	0.5	1.4	1.9	1.5	2.3
Total Time in Days	8.8	8.7	-	4.2	-	9.2	15.6	5.1	6.2	9.7	6.8	7.2	30.2	9.5	7.6	7.7	10.9	11.6	5.2	6.7	8.8	6.8	10.6
Medical Dictated Documents 5 Days	26%	19%	-	10%	-	19%	0%	51%	35%	16%	41%	39%	60%	23%	43%	10%	8%	-	-	52%	17%	34%	15%
Dictation Time in Days	0.1	0.1	-	0.0	-	0.0	0.0	0.0	0.0	0.1	0.0	0.2	18.3	0.4	0.0	0.0	0.0	-	-	0.1	0.0	0.0	0.0
Transcription Time in Days	3.5	2.9	-	3.1	-	3.8	3.5	2.7	3.7	4.6	3.3	3.0	1.4	3.0	3.9	3.2	4.2	-	-	3.2	3.9	1.8	3.5
Sign Time in Days	3.8	4.4	-	0.3	-	4.1	24.7	1.8	1.5	3.6	2.0	2.8	2.0	5.3	3.8	3.9	4.5	-	-	2.1	3.0	3.5	5.0
Scan Time in Days	1.4	1.1	-	2.5	-	1.3	7.0	0.9	1.0	1.9	1.4	1.3	8.5	1.6	0.1	1.1	2.1	-	-	1.2	1.9	1.4	2.0
Total Time in Days	8.9	8.6	-	5.9	-	9.2	35.2	5.4	6.2	10.1	6.8	7.2	30.2	10.3	7.8	8.2	10.9	-	-	6.6	8.8	6.8	10.5
Mental Health Dictated Documents 5 Days	45%	-	-	-	-	-	37%	100%	-	48%	67%	-	-	75%	65%	41%	-	9%	50%	32%	-	-	-
Dictation Time in Days	0.8	-	-	-	-	-	0.1	0.0	-	0.0	0.3	-	-	0.0	0.4	0.0	-	0.0	0.1	0.4	-	-	-
Transcription Time in Days	1.9	-	-	-	-	-	1.0	0.0	-	1.1	0.0	-	-	0.0	2.8	1.8	-	4.2	3.4	0.8	-	-	-
Sign Time in Days	2.7	-	-	-	-	-	3.0	0.2	-	3.1	3.8	-	-	3.5	1.6	3.0	-	3.7	1.3	3.1	-	-	-
Scan Time in Days	2.3	-	-	-	-	-	10.4	1.2	-	1.3	2.7	-	-	0.6	0.3	1.6	-	3.6	0.5	4.5	-	-	-
Total Time in Days	7.7	-	-	-	-	-	14.5	1.5	-	5.5	6.8	-	-	4.1	5.0	6.5	-	11.6	5.2	8.8	-	-	-
Specialty Dictated Documents 5 Days	45%	-	-	61%	-	-	17%	-	-	95%	100%	53%	-	-	16%	-	0%	-	-	22%	-	-	39%
Dictation Time in Days	0.1	-	-	0.0	-	-	0.2	-	-	0.0	-	0.0	-	-	0.0	-	0.0	-	-	-	-	-	1.5
Transcription Time in Days	1.8	-	-	0.0	-	-	0.0	-	-	0.0	-	0.9	-	-	4.5	-	6.6	-	-	-	-	-	0.0
Sign Time in Days	2.6	-	-	0.0	-	-	0.0	-	-	0.0	-	4.4	-	-	2.1	-	1.4	-	-	-	-	-	0.0
Scan Time in Days	3.3	-	-	0.0	-	-	7.5	-	-	2.0	-	1.1	-	-	0.2	-	4.0	-	-	-	-	-	27.5

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Availability of Health Information	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Dental Documents 3 Days	88%	76%	39%	23%	90%	83%	44%	83%	86%	76%	69%	72%	52%
Mental Health Documents 3 Days	28%	63%	7%	60%	32%	11%	15%	50%	46%	75%	39%	40%	44%
CDCR Inpatient Documents 3 Days	76%	48%	40%	78%	76%	74%	80%	-	38%	60%	66%	-	6%
Other Documents 3 Days	52%	68%	24%	37%	73%	50%	34%	60%	47%	58%	43%	52%	39%
Dictated Documents	13%	61%	-	3%	32%	43%	14%	30%	13%	42%	43%	35%	17%
Dictation Time in Days	0.0	0.4	0.0	0.0	0.0	0.3	9.1	0.0	0.4	0.1	0.0	0.3	0.1
Transcription Time in Days	3.7	1.0	1.0	3.9	3.4	3.1	3.1	3.6	3.9	3.7	2.6	2.6	3.9
Sign Time in Days	3.7	2.0	2.0	3.3	2.0	5.7	4.7	3.9	4.0	6.5	3.1	5.4	9.8
Scan Time in Days	3.4	1.2	3.0	3.8	1.3	1.8	1.0	2.8	1.5	1.1	0.1	1.6	1.7
Total Time in Days	10.8	4.7	6.0	11.1	6.7	10.9	17.8	10.2	9.9	11.3	5.8	9.9	15.5
Medical Dictated Documents 5 Days	15%	-	-	3%	32%	15%	-	7%	13%	17%	43%	0%	6%
Dictation Time in Days	0.0	-	-	0.0	0.0	0.3	-	0.0	0.4	0.1	0.0	0.0	0.0
Transcription Time in Days	3.8	-	-	4.0	3.4	3.8	-	3.6	3.9	3.7	2.6	5.0	4.4
Sign Time in Days	3.6	-	-	3.4	2.0	6.2	-	4.3	4.0	6.7	3.1	21.0	10.3
Scan Time in Days	3.3	-	-	3.8	1.3	1.5	-	3.2	1.5	1.1	0.1	1.0	1.1
Total Time in Days	10.7	-	-	11.2	6.7	11.7	-	11.1	9.9	11.5	5.8	27.0	15.8
Mental Health Dictated Documents 5 Days	11%	61%	-	-	-	71%	14%	2%	-	84%	-	30%	-
Dictation Time in Days	0.0	0.4	-	-	-	0.0	9.2	0.0	-	0.0	-	0.2	-
Transcription Time in Days	3.5	1.0	-	-	-	0.0	3.0	3.3	-	0.0	-	2.5	-
Sign Time in Days	3.9	2.0	-	-	-	3.6	4.2	2.7	-	1.8	-	3.6	-
Scan Time in Days	3.6	1.2	-	-	-	3.3	0.9	1.6	-	1.3	-	0.8	-
Total Time in Days	11.1	4.6	-	-	-	6.9	17.4	7.6	-	3.1	-	7.1	-
Specialty Dictated Documents 5 Days	-	-	-	-	-	-	-	80%	-	24%	-	75%	27%
Dictation Time in Days	-	-	-	-	-	-	-	0.0	-	0.0	-	1.3	0.0
Transcription Time in Days	-	-	-	-	-	-	-	5.3	-	5.0	-	0.0	0.8
Sign Time in Days	-	-	-	-	-	-	-	1.0	-	3.3	-	0.0	5.3
Scan Time in Days	-	-	-	-	-	-	-	3.0	-	1.8	-	11.0	1.7

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Total Time in Days	7.8	-	-	0.0	-	-	7.7	-	-	2.0	-	6.4	-	-	6.8	-	12.0	-	-	-	-	-	29.0
Specialty Notes	78%	95%	71%	95%	87%	80%	41%	95%	75%	81%	67%	89%	94%	79%	76%	66%	59%	87%	88%	68%	89%	90%	47%
Community Hospital Records	62%	64%	100%	100%	50%	90%	20%	100%	39%	31%	42%	95%	71%	71%	55%	46%	71%	69%	100%	40%	45%	75%	44%
Scanning Accuracy	98%	100%	-	99%	100%	99%	100%	98%	-	99%	97%	100%	98%	96%	92%	100%	98%	98%	100%	96%	99%	100%	98%
Appeal Processing	**SW**	**ASP**	**CAC**	**CAL**	**CCC**	**CCI**	**CCWF**	**CEN**	**CHCF**	**CIM**	**CIW**	**CMC**	**CMF**	**COR**	**CRC**	**CTF**	**CVSP**	**DVI**	**FSP**	**HDSP**	**ISP**	**KVSP**	**LAC**
Timely Appeals	89%	99%	100%	100%	100%	92%	100%	95%	46%	100%	97%	98%	100%	100%	100%	100%	100%	73%	97%	98%	100%	100%	99%
Resource Management	**SW**	**ASP**	**CAC**	**CAL**	**CCC**	**CCI**	**CCWF**	**CEN**	**CHCF**	**CIM**	**CIW**	**CMC**	**CMF**	**COR**	**CRC**	**CTF**	**CVSP**	**DVI**	**FSP**	**HDSP**	**ISP**	**KVSP**	**LAC**
Claims Processed	100%	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	N/A	N/A	N/A	N/A	N/A	N/A
Specialty Teleservices	67%	73%	58%	89%	30%	65%	57%	89%	67%	66%	69%	17%	36%	68%	63%	58%	95%	61%	57%	68%	96%	67%	83%
Health Care Staff Training																							
Continuous Evaluation & Improvement	**SW**	**ASP**	**CAC**	**CAL**	**CCC**	**CCI**	**CCWF**	**CEN**	**CHCF**	**CIM**	**CIW**	**CMC**	**CMF**	**COR**	**CRC**	**CTF**	**CVSP**	**DVI**	**FSP**	**HDSP**	**ISP**	**KVSP**	**LAC**
QM & Patient Safety Program																							
Health Care Index																							
Staffing in Full Time Equivalents (FTE)	**SW**	**ASP**	**CAC**	**CAL**	**CCC**	**CCI**	**CCWF**	**CEN**	**CHCF**	**CIM**	**CIW**	**CMC**	**CMF**	**COR**	**CRC**	**CTF**	**CVSP**	**DVI**	**FSP**	**HDSP**	**ISP**	**KVSP**	**LAC**
Total Staffing FTE	99%	95%	19%	100%	99%	93%	97%	100%	123%	102%	108%	102%	95%	106%	92%	113%	86%	102%	88%	87%	95%	95%	99%
Medical FTE	95%	96%	23%	113%	85%	104%	95%	112%	98%	41%	44%	117%	91%	100%	105%	80%	95%	125%	103%	125%	105%	91%	86%
Nursing FTE	109%	114%	10%	105%	121%	93%	109%	101%	132%	113%	110%	116%	94%	121%	91%	150%	92%	105%	98%	89%	106%	102%	117%
Pharmacy FTE	115%	130%	7%	124%	90%	156%	121%	198%	109%	139%	131%	114%	130%	124%	114%	116%	107%	131%	97%	126%	120%	127%	109%
Dental Clinical FTE	96%	86%	64%	100%	95%	100%	96%	100%	107%	94%	100%	100%	78%	86%	91%	102%	95%	100%	100%	91%	91%	104%	106%
Mental Health Clinical FTE	85%	44%	50%	89%	83%	76%	77%	88%	77%	84%	94%	95%	90%	79%	78%	79%	50%	94%	62%	68%	100%	80%	89%
Clinical Support FTE	92%	131%	24%	98%	96%	108%	113%	82%	73%	109%	115%	69%	119%	101%	118%	81%	85%	126%	46%	100%	85%	94%	73%
Administrative Support FTE	88%	85%	16%	91%	78%	88%	84%	93%	140%	96%	116%	88%	93%	92%	92%	95%	77%	91%	80%	80%	78%	88%	84%
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%
Civil Service FTE	88%	97%	75%	93%	85%	91%	91%	90%	83%	89%	85%	93%	92%	84%	92%	88%	93%	93%	95%	89%	90%	87%	88%
Overtime FTE	5.7%	1.8%	10.0%	3.0%	12.3%	4.9%	4.9%	4.8%	9.7%	3.7%	5.3%	5.1%	6.1%	6.5%	2.9%	5.4%	2.3%	2.9%	3.6%	8.2%	5.2%	4.3%	6.1%
Registry FTE	6.1%	1.2%	14.6%	3.8%	2.5%	4.2%	3.7%	4.9%	7.0%	7.2%	9.8%	1.5%	2.4%	9.3%	5.4%	6.2%	4.8%	3.8%	1.4%	3.0%	4.4%	8.3%	6.2%
Major Costs per Inmate per Month	**SW**	**ASP**	**CAC**	**CAL**	**CCC**	**CCI**	**CCWF**	**CEN**	**CHCF**	**CIM**	**CIW**	**CMC**	**CMF**	**COR**	**CRC**	**CTF**	**CVSP**	**DVI**	**FSP**	**HDSP**	**ISP**	**KVSP**	**LAC**

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Availability of Health Information	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Total Time in Days	-	-	-	-	-	-	-	9.3	-	10.1	-	12.3	7.8
Specialty Notes	25%	81%	52%	87%	50%	93%	87%	52%	91%	86%	78%	67%	88%
Community Hospital Records	72%	67%	0%	43%	45%	86%	70%	50%	88%	64%	29%	57%	77%
Scanning Accuracy	100%	96%	98%	100%	99%	98%	97%	100%	100%	97%	99%	-	100%
Appeal Processing	**MCSP**	**NKSP**	**PBSP**	**PVSP**	**RJD**	**SAC**	**SATF**	**SCC**	**SOL**	**SQ**	**SVSP**	**VSP**	**WSP**
Timely Appeals	100%	99%	100%	100%	100%	85%	99%	100%	100%	100%	96%	67%	100%
Resource Management	**MCSP**	**NKSP**	**PBSP**	**PVSP**	**RJD**	**SAC**	**SATF**	**SCC**	**SOL**	**SQ**	**SVSP**	**VSP**	**WSP**
Claims Processed	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
Specialty Teleservices	71%	72%	73%	65%	84%	62%	80%	42%	59%	40%	48%	68%	85%
Health Care Staff Training													
Continuous Evaluation & Improvement	**MCSP**	**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)	**MCSP**	**NKSP**	**PBSP**	**PVSP**	**RJD**	**SAC**	**SATF**	**SCC**	**SOL**	**SQ**	**SVSP**	**VSP**	**WSP**
Total Staffing FTE	93%	113%	87%	87%	110%	103%	94%	74%	78%	103%	99%	104%	92%
Medical FTE	98%	98%	120%	89%	132%	102%	96%	89%	91%	111%	63%	123%	105%
Nursing FTE	108%	133%	82%	91%	126%	126%	110%	69%	66%	119%	114%	126%	89%
Pharmacy FTE	89%	111%	142%	129%	124%	121%	100%	143%	106%	73%	106%	118%	118%
Dental Clinical FTE	102%	91%	93%	100%	99%	94%	94%	96%	96%	109%	104%	92%	-
Mental Health Clinical FTE	87%	96%	84%	76%	101%	91%	81%	79%	87%	92%	89%	82%	-
Clinical Support FTE	72%	136%	103%	90%	98%	100%	69%	83%	105%	98%	75%	107%	109%
Administrative Support FTE	80%	102%	86%	76%	89%	76%	74%	61%	84%	84%	86%	82%	92%
Total Actual FTE	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Civil Service FTE	92%	82%	92%	94%	81%	85%	84%	95%	91%	86%	86%	94%	87%
Overtime FTE	3.9%	7.0%	3.7%	3.1%	4.2%	4.3%	5.3%	2.6%	2.2%	9.1%	8.6%	4.7%	8.6%
Registry FTE	3.8%	11.3%	4.7%	2.5%	14.4%	11.0%	10.4%	2.5%	6.3%	4.6%	5.2%	1.5%	4.9%
Major Costs per Inmate per Month	**MCSP**	**NKSP**	**PBSP**	**PVSP**	**RJD**	**SAC**	**SATF**	**SCC**	**SOL**	**SQ**	**SVSP**	**VSP**	**WSP**

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Major Costs per Inmate per Month	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Medical Staff	$101	$72	$106	$61	$51	$77	$91	$107	$637	$124	$118	$160	$314	$108	$108	$83	$51	$107	$99	$90	$74	$76	$84
Nursing Staff	$456	$279	$360	$214	$190	$279	$361	$290	$4,384	$512	$963	$639	$1,337	$693	$310	$286	$257	$379	$289	$369	$268	$305	$468
Pharmacy Staff	$36	$25	$18	$18	$9	$32	$33	$27	$171	$63	$78	$51	$164	$43	$33	$33	$15	$32	$27	$20	$19	$24	$32
Dental Clinical Staff	$85	$99	$67	$72	$59	$85	$80	$87	$98	$82	$129	$94	$108	$68	$113	$88	$95	$88	$96	$89	$92	$86	$85
Mental Health Clinical Staff	$184	$92	$3	$28	$9	$101	$163	$42	$652	$216	$408	$381	$563	$224	$113	$66	$30	$173	$72	$70	$30	$137	$303
Clinical Support Staff	$26	$11	$10	$9	$5	$13	$20	$12	$188	$30	$52	$53	$126	$37	$17	$7	$8	$15	$5	$12	$7	$17	$31
Administrative Support Staff	$111	$101	$102	$94	$40	$69	$88	$128	$494	$122	$257	$145	$334	$110	$110	$71	$92	$113	$88	$91	$100	$109	$122
Hospital	$114	$48	$23	$15	$7	$45	$69	$32	$1,829	$162	$136	$91	$384	$99	$100	$107	$68	$185	$68	$35	$20	$94	$26
Emergency Department	$7	$5	$6	$5	$5	$19	$11	$5	$17	$4	$18	$3	$4	$8	$6	$3	$6	$8	$6	$11	$6	$3	$9
Specialty	$27	$17	$16	$19	$11	$19	$22	$23	$126	$35	$30	$49	$66	$21	$15	$22	$28	$21	$14	$17	$16	$19	$25
Medications	$106	$39	$3	$19	$21	$42	$113	$25	$60	$350	$161	$193	$357	$82	$43	$64	$29	$121	$53	$43	$30	$38	$116
Diagnostics	$20	$13	$11	$13	$8	$11	$25	$11	$61	$44	$30	$23	$35	$10	$15	$12	$12	$24	$13	$9	$8	$11	$25
Workload Per Day	**SW**	**ASP**	**CAC**	**CAL**	**CCC**	**CCI**	**CCWF**	**CEN**	**CHCF**	**CIM**	**CIW**	**CMC**	**CMF**	**COR**	**CRC**	**CTF**	**CVSP**	**DVI**	**FSP**	**HDSP**	**ISP**	**KVSP**	**LAC**
Appointments per PCP	12.4	13.4	21.3	10.6	13.4	14.4	11.9	11.6	14.2	9.5	13.7	9.2	10.7	11.5	11.2	15.7	14.7	14.9	9.4	11.7	13.3	15.8	12.9
Appointments per PCRN	6.2	7.7	4.9	6.2	4.3	5.3	5.9	7.1	3.4	6.8	8.4	6.8	7.3	6.8	5.4	6.6	4.8	7.0	6.7	5.2	5.4	8.0	5.9
Encounters per Primary MH Clinician	9.2	8.4	3.4	2.5	3.0	7.3	9.2	4.0	7.2	6.3	7.3	13.6	10.9	9.3	5.7	6.4	3.9	9.6	8.8	6.5	3.7	14.0	12.0
Encounters per Psychiatrist	9.0	9.7	1.0	3.2	1.0	10.2	7.8	4.8	7.2	8.9	8.4	10.8	9.4	9.2	10.1	11.7	2.2	11.6	9.7	6.6	6.2	11.9	11.6
Other Trends	**SW**	**ASP**	**CAC**	**CAL**	**CCC**	**CCI**	**CCWF**	**CEN**	**CHCF**	**CIM**	**CIW**	**CMC**	**CMF**	**COR**	**CRC**	**CTF**	**CVSP**	**DVI**	**FSP**	**HDSP**	**ISP**	**KVSP**	**LAC**
Hospital Admissions*	5.0	2.3	1.4	2.1	0.8	4.1	1.4	2.0	33.6	8.2	10.7	4.4	9.0	10.8	3.8	2.7	2.6	4.1	0.7	0.6	3.3	4.5	4.5
Emergency Department Visits*	28	20	21	30	16	10	26	24	135	25	50	20	24	13	59	20	44	34	20	15	33	21	88
Specialty Care Referrals*	31	21	20	24	15	15	19	30	111	26	31	46	40	38	27	26	38	50	26	28	35	16	56
Prescriptions Per Inmate	2.8	1.5	1.8	0.9	0.4	2.0	3.3	1.3	10.7	4.0	4.0	5.4	5.4	2.8	2.5	3.1	1.7	2.2	2.3	1.6	1.2	1.4	3.7
Diagnostics Per Inmate	1.0	0.7	0.6	0.5	0.4	0.6	1.3	0.4	3.9	1.9	1.4	1.0	2.0	0.4	0.7	0.7	0.7	1.3	0.7	0.5	0.3	0.6	1.0
Appeals Received*	36	37	31	8	4	26	49	12	94	48	38	27	48	60	21	41	10	66	19	24	14	26	41
Prison Population Capacity	138%	147%	-	167%	123%	157%	181%	128%	67%	152%	127%	112%	90%	137%	107%	146%	132%	159%	123%	153%	138%	155%	154%

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Major Costs per Inmate per Month	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Staff	$98	$92	$76	$61	$160	$128	$73	$48	$98	$115	$73	$92	$76
Nursing Staff	$458	$327	$387	$293	$654	$1,057	$358	$138	$275	$480	$560	$366	$322
Pharmacy Staff	$31	$25	$20	$25	$58	$57	$33	$14	$38	$28	$61	$42	$22
Dental Clinical Staff	$88	$73	$87	$85	$94	$99	$76	$78	$95	$82	$92	$80	$73
Mental Health Clinical Staff	$281	$159	$142	$140	$461	$772	$128	$52	$137	$472	$251	$167	$135
Clinical Support Staff	$40	$17	$19	$20	$69	$101	$21	$6	$22	$36	$35	$19	$15
Administrative Support Staff	$141	$93	$131	$97	$145	$180	$72	$41	$98	$116	$127	$89	$80
Hospital	$355	$65	-	$13	$271	$85	$89	$47	$285	$82	$51	$69	$74
Emergency Department	$10	$2	$2	$1	$15	$8	$5	$3	$7	$5	$9	$22	$5
Specialty	$53	$20	$3	$9	$73	$17	$30	$14	$44	$43	$19	$32	$25
Medications	$334	$54	$117	$30	$355	$240	$78	$20	$151	$184	$93	$135	$75
Diagnostics	$30	$35	$8	$7	$35	$14	$12	$8	$20	$36	$16	$18	$38
Workload Per Day	**MCSP**	**NKSP**	**PBSP**	**PVSP**	**RJD**	**SAC**	**SATF**	**SCC**	**SOL**	**SQ**	**SVSP**	**VSP**	**WSP**
Appointments per PCP	9.2	15.0	5.4	14.8	12.8	11.5	15.3	13.1	10.1	11.3	8.4	17.6	12.3
Appointments per PCRN	4.4	8.2	3.0	6.3	7.0	7.7	7.1	4.2	5.5	5.6	6.3	5.6	6.6
Encounters per Primary MH Clinician	10.1	10.6	5.1	8.0	9.4	8.9	11.5	7.1	6.8	5.8	9.1	11.3	11.2
Encounters per Psychiatrist	8.2	9.7	5.5	14.1	8.5	8.7	11.1	9.7	7.6	6.0	9.6	10.6	7.2
Other Trends	**MCSP**	**NKSP**	**PBSP**	**PVSP**	**RJD**	**SAC**	**SATF**	**SCC**	**SOL**	**SQ**	**SVSP**	**VSP**	**WSP**
Hospital Admissions*	8.4	3.3	0.7	1.8	12.8	4.9	4.5	0.9	10.6	3.6	4.8	2.2	11.3
Emergency Department Visits*	46	13	5	12	52	31	13	12	24	21	67	23	18
Specialty Care Referrals*	85	27	14	16	80	24	18	20	43	38	20	29	21
Prescriptions Per Inmate	4.8	2.8	1.2	2.0	5.5	4.6	3.4	0.9	3.6	3.6	3.0	3.6	1.8
Diagnostics Per Inmate	1.4	1.6	0.5	0.3	1.6	0.8	0.4	0.4	1.1	2.1	0.8	0.8	1.7
Appeals Received*	61	28	26	37	56	92	49	12	29	25	61	57	33
Prison Population Capacity	168%	160%	116%	141%	142%	122%	157%	124%	152%	126%	145%	163%	170%

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Institution & Population Characteristics	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
High Risk Priority 1	3.9%	0.0%	0.1%	0.2%	0.0%	0.6%	3.7%	0.5%	33.8%	13.6%	4.7%	7.8%	17.0%	1.5%	0.6%	1.5%	1.4%	2.9%	2.3%	0.7%	0.7%	0.4%	6.0%
High Risk Priority 2	7.5%	0.4%	0.7%	0.6%	0.8%	2.6%	5.8%	1.7%	24.8%	27.3%	10.9%	15.2%	20.3%	4.2%	3.3%	5.7%	3.8%	4.0%	7.7%	2.0%	2.8%	3.4%	12.9%
Medium Risk	41%	54%	29%	18%	7%	47%	49%	20%	32%	36%	44%	41%	51%	54%	55%	52%	28%	33%	45%	40%	23%	47%	50%
Low Risk	48%	46%	70%	81%	92%	50%	42%	78%	9%	23%	40%	36%	12%	40%	41%	41%	67%	60%	45%	57%	74%	49%	31%
Mental Health EOP	4.8%	N/A	N/A	N/A	N/A	N/A	2.0%	N/A	15.0%	0.8%	5.4%	14.4%	20.4%	8.2%	N/A	N/A	N/A	0.8%	N/A	N/A	N/A	3.4%	12.7%
Patients with Disability (ADA)	6.5%	3.6%	0.8%	1.5%	0.2%	1.8%	5.8%	2.5%	38.7%	13.0%	6.6%	6.6%	34.4%	4.5%	2.7%	5.1%	3.7%	4.9%	3.1%	4.5%	2.0%	3.3%	6.1%
Inmates 50 Years or Older	23%	22%	20%	6%	7%	17%	19%	12%	55%	44%	22%	34%	47%	15%	19%	38%	27%	19%	31%	9%	14%	9%	23%
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
Specialized Health Care Beds	3,010	28	-	18	19	16	38	13	2,011	78	25	87	169	87	10	21	-	24	-	27	14	22	16
Institution Population	122,630	4,292	2,205	3,850	4,773	4,378	3,617	2,960	1,962	4,527	1,770	4,282	2,122	4,270	2,662	4,827	2,285	2,675	3,031	3,543	3,042	3,791	3,541

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Institution & Population Characteristics	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
High Risk Priority 1	11.4%	1.1%	0.9%	0.0%	14.7%	5.7%	1.8%	0.3%	8.2%	6.8%	2.0%	2.4%	1.1%
High Risk Priority 2	21.4%	2.6%	1.9%	0.3%	22.4%	11.9%	5.6%	1.6%	16.9%	14.3%	6.0%	8.1%	3.1%
Medium Risk	48%	34%	22%	54%	49%	58%	57%	21%	47%	40%	55%	59%	39%
Low Risk	19%	63%	75%	46%	14%	24%	36%	78%	28%	39%	37%	30%	57%
Mental Health EOP	21.6%	2.6%	2.8%	N/A	17.7%	35.8%	7.2%	N/A	N/A	1.3%	12.5%	8.1%	2.3%
Patients with Disability (ADA)	8.5%	2.0%	1.5%	3.8%	22.8%	4.9%	15.0%	1.0%	8.3%	7.5%	5.8%	11.4%	2.7%
Inmates 50 Years or Older	34%	12%	9%	14%	37%	17%	25%	12%	39%	42%	14%	35%	12%
Men and Women Institutions	M	M	M	M	M	M	M	M	M	M	M	M	M
Specialized Health Care Beds	10	16	19	15	28	66	38	10	15	10	22	23	15
Institution Population	2,860	4,307	2,759	3,257	3,128	2,225	5,389	4,629	3,968	3,873	3,546	3,222	5,062

** Rate Per 1,000 Inmates*

December 2014

HEALTHCARE SERVICES DASHBOARD

Wasco State Prison (WSP)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	WSP	Statewide
Medical Services		85%	89%
Dental Services		90%	93%
Mental Health Services		78%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		0.1%	1.9%
Seen as Scheduled		92%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		92%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	WSP	Statewide
Asthma Care		88%	81%
Therapeutic Anticoagulation		100%	72%
Diabetes Care		77%	82%
End Stage Liver Disease Care		71%	64%
Colon Cancer Screening		92%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		74%	80%
Utilization Specialty Services		84%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	WSP	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		70%	86%
30-Day Community Hospital Readmission		12.4%	8.2%
30-Day MHCB or DSH Readmission		59%	31%
Potentially Avoidable Hospitalizations*		17.1	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	WSP	Statewide
Primary Care Provider (PCP)		83%	87%
Mental Health Primary Clinician		95%	84%
Psychiatrist		100%	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	WSP	Statewide
Medication Continuity-Transfer		88%	82%
Medication Non-Adherence Counseling		88%	80%
Medication Administration		88%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		1.2%	3.2%
Non-Formulary by Medical Providers		4.0%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	WSP	Statewide
Non-Dictated Documents		38%	57%
Dictated Documents		17%	39%
Specialty Notes		88%	78%
Community Hospital Records		77%	62%
Scanning Accuracy		100%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	WSP	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		85%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	WSP	Statewide
Timely Appeals		100%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	WSP	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	230	249	92%	99%
Medical FTE	15	14	105%	95%
Nursing FTE	142	161	89%	109%
Pharmacy FTE	13	11	118%	115%
Dental Clinical FTE	0	0	-	96%
Mental Health Clinical FTE	0	0	-	85%
Clinical Support FTE	8	7	109%	92%
Administrative Support FTE	52	57	92%	88%

	6 Mth Trend	Actual	WSP	Statewide
Total Actual FTE		230	100%	100%
Civil Service FTE		199	87%	88%
Overtime FTE		20	8.6%	5.7%
Registry FTE		11	4.9%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$76	$68	$101
Nursing Staff	$322	$295	$456
Pharmacy Staff	$22	$21	$36
Dental Clinical Staff	$73	$65	$85
Mental Health Clinical Staff	$135	$122	$184
Clinical Support Staff	$15	$15	$26
Administrative Support Staff	$80	$80	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$74	$133	$114
Emergency Department	$5	$4	$7
Specialty	$25	$32	$27
Medications	$75	$58	$106
Diagnostics	$38	$38	$20

WORKLOAD PER DAY

	6 Mth Trend	WSP	Statewide
Appointments per PCP		12.3	12.4
Appointments per PCRN		6.6	6.2
Encounters per Primary MH Clinician		11.2	9.2
Encounters per Psychiatrist		7.2	9.0

OTHER TRENDS

	6 Mth Trend	WSP	Statewide
Hospital Admissions*		11.3	5.0
Emergency Department Visits*		18	28
Specialty Care Referrals*		21	31
Prescriptions Per Inmate		1.8	2.8
Diagnostics Per Inmate		1.7	1.0
Appeals Received*		33	36
Prison Population Capacity		170%	138%

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

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HEALTHCARE SERVICES DASHBOARD

Valley State Prison (VSP)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	VSP	Statewide
Medical Services		78%	89%
Dental Services		93%	93%
Mental Health Services		94%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		0.9%	1.9%
Seen as Scheduled		76%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		98%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	VSP	Statewide
Asthma Care		85%	81%
Therapeutic Anticoagulation		100%	72%
Diabetes Care		79%	82%
End Stage Liver Disease Care		71%	64%
Colon Cancer Screening		94%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		89%	80%
Utilization Specialty Services		93%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	VSP	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		96%	86%
30-Day Community Hospital Readmission		6.8%	8.2%
30-Day MHCB or DSH Readmission		-	31%
Potentially Avoidable Hospitalizations*		6.8	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	VSP	Statewide
Primary Care Provider (PCP)		92%	87%
Mental Health Primary Clinician		77%	84%
Psychiatrist		88%	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	VSP	Statewide
Medication Continuity-Transfer		76%	82%
Medication Non-Adherence Counseling		91%	80%
Medication Administration		84%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		1.7%	3.2%
Non-Formulary by Medical Providers		3.1%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	VSP	Statewide
Non-Dictated Documents		54%	57%
Dictated Documents		35%	39%
Specialty Notes		67%	78%
Community Hospital Records		57%	62%
Scanning Accuracy		-	98%

RESOURCE MANAGEMENT

	6 Mth Trend	VSP	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		68%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	VSP	Statewide
Timely Appeals		67%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	VSP	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	267	257	104%	99%
Medical FTE	12	10	123%	95%
Nursing FTE	125	99	126%	109%
Pharmacy FTE	15	13	118%	115%
Dental Clinical FTE	18	20	92%	96%
Mental Health Clinical FTE	34	41	82%	85%
Clinical Support FTE	10	10	107%	92%
Administrative Support FTE	54	66	82%	88%

	6 Mth Trend	Actual	VSP	Statewide
Total Actual FTE		267	100%	100%
Civil Service FTE		250	94%	88%
Overtime FTE		13	4.7%	5.7%
Registry FTE		4	1.5%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$92	$76	$101
Nursing Staff	$366	$323	$456
Pharmacy Staff	$42	$28	$36
Dental Clinical Staff	$80	$70	$85
Mental Health Clinical Staff	$167	$150	$184
Clinical Support Staff	$19	$18	$26
Administrative Support Staff	$89	$82	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$69	$85	$114
Emergency Department	$22	$11	$7
Specialty	$32	$32	$27
Medications	$135	$76	$106
Diagnostics	$18	$15	$20

WORKLOAD PER DAY

	6 Mth Trend	VSP	Statewide
Appointments per PCP		17.6	12.4
Appointments per PCRN		5.6	6.2
Encounters per Primary MH Clinician		11.3	9.2
Encounters per Psychiatrist		10.6	9.0

OTHER TRENDS

	6 Mth Trend	VSP	Statewide
Hospital Admissions*		2.2	5.0
Emergency Department Visits*		23	28
Specialty Care Referrals*		29	31
Prescriptions Per Inmate		3.6	2.8
Diagnostics Per Inmate		0.8	1.0
Appeals Received*		57	36
Prison Population Capacity		163%	138%

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

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HEALTHCARE SERVICES DASHBOARD

Salinas Valley State Prison (SVSP)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	SVSP	Statewide
Medical Services		79%	89%
Dental Services		97%	93%
Mental Health Services		83%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		2.2%	1.9%
Seen as Scheduled		81%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		97%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	SVSP	Statewide
Asthma Care		89%	81%
Therapeutic Anticoagulation		20%	72%
Diabetes Care		71%	82%
End Stage Liver Disease Care		47%	64%
Colon Cancer Screening		83%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		75%	80%
Utilization Specialty Services		84%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	SVSP	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		82%	86%
30-Day Community Hospital Readmission		2.7%	8.2%
30-Day MHCB or DSH Readmission		34%	31%
Potentially Avoidable Hospitalizations*		11.3	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	SVSP	Statewide
Primary Care Provider (PCP)		90%	87%
Mental Health Primary Clinician		84%	84%
Psychiatrist		86%	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	SVSP	Statewide
Medication Continuity-Transfer		52%	82%
Medication Non-Adherence Counseling		57%	80%
Medication Administration		83%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		3.6%	3.2%
Non-Formulary by Medical Providers		3.1%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	SVSP	Statewide
Non-Dictated Documents		58%	57%
Dictated Documents		43%	39%
Specialty Notes		78%	78%
Community Hospital Records		29%	62%
Scanning Accuracy		99%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	SVSP	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		48%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	SVSP	Statewide
Timely Appeals		96%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	SVSP	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	393	396	99%	99%
Medical FTE	9	14	63%	95%
Nursing FTE	184	161	114%	109%
Pharmacy FTE	26	24	106%	115%
Dental Clinical FTE	25	24	104%	96%
Mental Health Clinical FTE	61	68	89%	85%
Clinical Support FTE	13	18	75%	92%
Administrative Support FTE	75	88	86%	88%

	6 Mth Trend	Actual	SVSP	Statewide
Total Actual FTE		393	100%	100%
Civil Service FTE		339	86%	88%
Overtime FTE		34	8.6%	5.7%
Registry FTE		20	5.2%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$73	$69	$101
Nursing Staff	$560	$506	$456
Pharmacy Staff	$61	$60	$36
Dental Clinical Staff	$92	$84	$85
Mental Health Clinical Staff	$251	$210	$184
Clinical Support Staff	$35	$26	$26
Administrative Support Staff	$127	$120	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$51	$108	$114
Emergency Department	$9	$13	$7
Specialty	$19	$23	$27
Medications	$93	$80	$106
Diagnostics	$16	$13	$20

WORKLOAD PER DAY

	6 Mth Trend	SVSP	Statewide
Appointments per PCP		8.4	12.4
Appointments per PCRN		6.3	6.2
Encounters per Primary MH Clinician		9.1	9.2
Encounters per Psychiatrist		9.6	9.0

OTHER TRENDS

	6 Mth Trend	SVSP	Statewide
Hospital Admissions*		4.8	5.0
Emergency Department Visits*		67	28
Specialty Care Referrals*		20	31
Prescriptions Per Inmate		3.0	2.8
Diagnostics Per Inmate		0.8	1.0
Appeals Received*		61	36
Prison Population Capacity		145%	138%

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

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HEALTHCARE SERVICES DASHBOARD

San Quentin State Prison (SQ)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	SQ	Statewide
Medical Services		89%	89%
Dental Services		97%	93%
Mental Health Services		89%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		0.5%	1.9%
Seen as Scheduled		91%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		98%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	SQ	Statewide
Asthma Care		87%	81%
Therapeutic Anticoagulation		56%	72%
Diabetes Care		76%	82%
End Stage Liver Disease Care		65%	64%
Colon Cancer Screening		95%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		91%	80%
Utilization Specialty Services		98%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	SQ	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		100%	86%
30-Day Community Hospital Readmission		2.2%	8.2%
30-Day MHCB or DSH Readmission		0%	31%
Potentially Avoidable Hospitalizations*		9.2	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	SQ	Statewide
Primary Care Provider (PCP)		95%	87%
Mental Health Primary Clinician		68%	84%
Psychiatrist		93%	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	SQ	Statewide
Medication Continuity-Transfer		93%	82%
Medication Non-Adherence Counseling		85%	80%
Medication Administration		94%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		10.0%	3.2%
Non-Formulary by Medical Providers		5.9%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	SQ	Statewide
Non-Dictated Documents		66%	57%
Dictated Documents		42%	39%
Specialty Notes		86%	78%
Community Hospital Records		64%	62%
Scanning Accuracy		97%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	SQ	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		40%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	SQ	Statewide
Timely Appeals		100%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	SQ	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	402	391	103%	99%
Medical FTE	17	15	111%	95%
Nursing FTE	196	165	119%	109%
Pharmacy FTE	12	17	73%	115%
Dental Clinical FTE	23	22	109%	96%
Mental Health Clinical FTE	70	76	92%	85%
Clinical Support FTE	15	15	98%	92%
Administrative Support FTE	69	83	84%	88%

	6 Mth Trend	Actual	SQ	Statewide
Total Actual FTE		402	100%	100%
Civil Service FTE		347	86%	88%
Overtime FTE		36	9.1%	5.7%
Registry FTE		18	4.6%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$115	$96	$101
Nursing Staff	$480	$404	$456
Pharmacy Staff	$28	$29	$36
Dental Clinical Staff	$82	$72	$85
Mental Health Clinical Staff	$472	$355	$184
Clinical Support Staff	$36	$24	$26
Administrative Support Staff	$116	$93	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$82	$105	$114
Emergency Department	$5	$5	$7
Specialty	$43	$35	$27
Medications	$184	$156	$106
Diagnostics	$36	$31	$20

WORKLOAD PER DAY

	6 Mth Trend	SQ	Statewide
Appointments per PCP		11.3	12.4
Appointments per PCRN		5.6	6.2
Encounters per Primary MH Clinician		5.8	9.2
Encounters per Psychiatrist		6.0	9.0

OTHER TRENDS

	6 Mth Trend	SQ	Statewide
Hospital Admissions*		3.6	5.0
Emergency Department Visits*		21	28
Specialty Care Referrals*		38	31
Prescriptions Per Inmate		3.6	2.8
Diagnostics Per Inmate		2.1	1.0
Appeals Received*		25	36
Prison Population Capacity		126%	138%

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

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HEALTHCARE SERVICES DASHBOARD

California State Prison, Solano (SOL)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	SOL	Statewide
Medical Services		88%	89%
Dental Services		97%	93%
Mental Health Services		96%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		0.6%	1.9%
Seen as Scheduled		92%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		97%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	SOL	Statewide
Asthma Care		92%	81%
Therapeutic Anticoagulation		65%	72%
Diabetes Care		82%	82%
End Stage Liver Disease Care		62%	64%
Colon Cancer Screening		93%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		86%	80%
Utilization Specialty Services		90%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	SOL	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		100%	86%
30-Day Community Hospital Readmission		8.6%	8.2%
30-Day MHCB or DSH Readmission		25%	31%
Potentially Avoidable Hospitalizations*		18.3	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	SOL	Statewide
Primary Care Provider (PCP)		99%	87%
Mental Health Primary Clinician		N/A	84%
Psychiatrist		N/A	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	SOL	Statewide
Medication Continuity-Transfer		91%	82%
Medication Non-Adherence Counseling		65%	80%
Medication Administration		97%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		1.2%	3.2%
Non-Formulary by Medical Providers		4.0%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	SOL	Statewide
Non-Dictated Documents		58%	57%
Dictated Documents		13%	39%
Specialty Notes		91%	78%
Community Hospital Records		88%	62%
Scanning Accuracy		100%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	SOL	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		59%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	SOL	Statewide
Timely Appeals		100%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	SOL	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	276	354	78%	99%
Medical FTE	14	15	91%	95%
Nursing FTE	113	172	66%	109%
Pharmacy FTE	17	17	106%	115%
Dental Clinical FTE	22	23	96%	96%
Mental Health Clinical FTE	36	42	87%	85%
Clinical Support FTE	10	10	105%	92%
Administrative Support FTE	64	76	84%	88%

	6 Mth Trend	Actual	SOL	Statewide
Total Actual FTE		276	100%	100%
Civil Service FTE		253	91%	88%
Overtime FTE		6	2.2%	5.7%
Registry FTE		17	6.3%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$98	$96	$101
Nursing Staff	$275	$274	$456
Pharmacy Staff	$38	$42	$36
Dental Clinical Staff	$95	$79	$85
Mental Health Clinical Staff	$137	$130	$184
Clinical Support Staff	$22	$15	$26
Administrative Support Staff	$98	$86	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$285	$187	$114
Emergency Department	$7	$7	$7
Specialty	$44	$46	$27
Medications	$151	$113	$106
Diagnostics	$20	$19	$20

WORKLOAD PER DAY

	6 Mth Trend	SOL	Statewide
Appointments per PCP		10.1	12.4
Appointments per PCRN		5.5	6.2
Encounters per Primary MH Clinician		6.8	9.2
Encounters per Psychiatrist		7.6	9.0

OTHER TRENDS

	6 Mth Trend	SOL	Statewide
Hospital Admissions*		10.6	5.0
Emergency Department Visits*		24	28
Specialty Care Referrals*		43	31
Prescriptions Per Inmate		3.6	2.8
Diagnostics Per Inmate		1.1	1.0
Appeals Received*		29	36
Prison Population Capacity		152%	138%

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

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HEALTHCARE SERVICES DASHBOARD

Sierra Conservation Center (SCC)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	SCC	Statewide
Medical Services		82%	89%
Dental Services		98%	93%
Mental Health Services		94%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		0.2%	1.9%
Seen as Scheduled		92%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		96%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	SCC	Statewide
Asthma Care		92%	81%
Therapeutic Anticoagulation		100%	72%
Diabetes Care		82%	82%
End Stage Liver Disease Care		35%	64%
Colon Cancer Screening		99%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		81%	80%
Utilization Specialty Services		90%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	SCC	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		75%	86%
30-Day Community Hospital Readmission		5.6%	8.2%
30-Day MHCB or DSH Readmission		-	31%
Potentially Avoidable Hospitalizations*		1.7	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	SCC	Statewide
Primary Care Provider (PCP)		86%	87%
Mental Health Primary Clinician		N/A	84%
Psychiatrist		N/A	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	SCC	Statewide
Medication Continuity-Transfer		69%	82%
Medication Non-Adherence Counseling		95%	80%
Medication Administration		92%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		2.7%	3.2%
Non-Formulary by Medical Providers		2.5%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	SCC	Statewide
Non-Dictated Documents		57%	57%
Dictated Documents		30%	39%
Specialty Notes		52%	78%
Community Hospital Records		50%	62%
Scanning Accuracy		100%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	SCC	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		42%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	SCC	Statewide
Timely Appeals		100%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	SCC	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	156	211	74%	99%
Medical FTE	8	9	89%	95%
Nursing FTE	63	91	69%	109%
Pharmacy FTE	8	6	143%	115%
Dental Clinical FTE	25	26	96%	96%
Mental Health Clinical FTE	16	20	79%	85%
Clinical Support FTE	4	5	83%	92%
Administrative Support FTE	33	55	61%	88%

	6 Mth Trend	Actual	SCC	Statewide
Total Actual FTE		156	100%	100%
Civil Service FTE		148	95%	88%
Overtime FTE		4	2.6%	5.7%
Registry FTE		4	2.5%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$48	$39	$101
Nursing Staff	$138	$123	$456
Pharmacy Staff	$14	$12	$36
Dental Clinical Staff	$78	$72	$85
Mental Health Clinical Staff	$52	$46	$184
Clinical Support Staff	$6	$6	$26
Administrative Support Staff	$41	$42	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$47	$30	$114
Emergency Department	$3	$2	$7
Specialty	$14	$13	$27
Medications	$20	$18	$106
Diagnostics	$8	$7	$20

WORKLOAD PER DAY

	6 Mth Trend	SCC	Statewide
Appointments per PCP		13.1	12.4
Appointments per PCRN		4.2	6.2
Encounters per Primary MH Clinician		7.1	9.2
Encounters per Psychiatrist		9.7	9.0

OTHER TRENDS

	6 Mth Trend	SCC	Statewide
Hospital Admissions*		0.9	5.0
Emergency Department Visits*		12	28
Specialty Care Referrals*		20	31
Prescriptions Per Inmate		0.9	2.8
Diagnostics Per Inmate		0.4	1.0
Appeals Received*		12	36
Prison Population Capacity		124%	138%

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

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HEALTHCARE SERVICES DASHBOARD

Substance Abuse Treatment Facility (SATF)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	SATF	Statewide
Medical Services		95%	89%
Dental Services		98%	93%
Mental Health Services		79%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		1.8%	1.9%
Seen as Scheduled		83%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		98%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	SATF	Statewide
Asthma Care		88%	81%
Therapeutic Anticoagulation		70%	72%
Diabetes Care		80%	82%
End Stage Liver Disease Care		53%	64%
Colon Cancer Screening		88%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		77%	80%
Utilization Specialty Services		89%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	SATF	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		94%	86%
30-Day Community Hospital Readmission		14.2%	8.2%
30-Day MHCB or DSH Readmission		19%	31%
Potentially Avoidable Hospitalizations*		13.2	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	SATF	Statewide
Primary Care Provider (PCP)		93%	87%
Mental Health Primary Clinician		84%	84%
Psychiatrist		80%	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	SATF	Statewide
Medication Continuity-Transfer		74%	82%
Medication Non-Adherence Counseling		79%	80%
Medication Administration		94%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		2.9%	3.2%
Non-Formulary by Medical Providers		2.8%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	SATF	Statewide
Non-Dictated Documents		43%	57%
Dictated Documents		14%	39%
Specialty Notes		87%	78%
Community Hospital Records		70%	62%
Scanning Accuracy		97%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	SATF	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		80%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	SATF	Statewide
Timely Appeals		99%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	SATF	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	432	461	94%	99%
Medical FTE	15	16	96%	95%
Nursing FTE	215	195	110%	109%
Pharmacy FTE	20	21	100%	115%
Dental Clinical FTE	32	34	94%	96%
Mental Health Clinical FTE	60	74	81%	85%
Clinical Support FTE	14	21	69%	92%
Administrative Support FTE	75	101	74%	88%

	6 Mth Trend	Actual	SATF	Statewide
Total Actual FTE		432	100%	100%
Civil Service FTE		364	84%	88%
Overtime FTE		23	5.3%	5.7%
Registry FTE		45	10.4%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$73	$63	$101
Nursing Staff	$358	$314	$456
Pharmacy Staff	$33	$29	$36
Dental Clinical Staff	$76	$65	$85
Mental Health Clinical Staff	$128	$121	$184
Clinical Support Staff	$21	$18	$26
Administrative Support Staff	$72	$72	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$89	$118	$114
Emergency Department	$5	$7	$7
Specialty	$30	$38	$27
Medications	$78	$89	$106
Diagnostics	$12	$12	$20

WORKLOAD PER DAY

	6 Mth Trend	SATF	Statewide
Appointments per PCP		15.3	12.4
Appointments per PCRN		7.1	6.2
Encounters per Primary MH Clinician		11.5	9.2
Encounters per Psychiatrist		11.1	9.0

OTHER TRENDS

	6 Mth Trend	SATF	Statewide
Hospital Admissions*		4.5	5.0
Emergency Department Visits*		13	28
Specialty Care Referrals*		18	31
Prescriptions Per Inmate		3.4	2.8
Diagnostics Per Inmate		0.4	1.0
Appeals Received*		49	36
Prison Population Capacity		157%	138%

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

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HEALTHCARE SERVICES DASHBOARD

California State Prison, Sacramento (SAC)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	SAC	Statewide
Medical Services		88%	89%
Dental Services		99%	93%
Mental Health Services		86%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		1.4%	1.9%
Seen as Scheduled		88%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		95%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	SAC	Statewide
Asthma Care		83%	81%
Therapeutic Anticoagulation		73%	72%
Diabetes Care		83%	82%
End Stage Liver Disease Care		54%	64%
Colon Cancer Screening		94%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		86%	80%
Utilization Specialty Services		94%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	SAC	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		85%	86%
30-Day Community Hospital Readmission		14.9%	8.2%
30-Day MHCB or DSH Readmission		33%	31%
Potentially Avoidable Hospitalizations*		6.3	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	SAC	Statewide
Primary Care Provider (PCP)		91%	87%
Mental Health Primary Clinician		80%	84%
Psychiatrist		94%	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	SAC	Statewide
Medication Continuity-Transfer		64%	82%
Medication Non-Adherence Counseling		78%	80%
Medication Administration		93%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		5.4%	3.2%
Non-Formulary by Medical Providers		4.8%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	SAC	Statewide
Non-Dictated Documents		60%	57%
Dictated Documents		43%	39%
Specialty Notes		93%	78%
Community Hospital Records		86%	62%
Scanning Accuracy		98%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	SAC	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		62%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	SAC	Statewide
Timely Appeals		85%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	SAC	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	501	486	103%	99%
Medical FTE	10	10	102%	95%
Nursing FTE	239	190	126%	109%
Pharmacy FTE	14	12	121%	115%
Dental Clinical FTE	17	18	94%	96%
Mental Health Clinical FTE	120	132	91%	85%
Clinical Support FTE	30	31	100%	92%
Administrative Support FTE	71	93	76%	88%

	6 Mth Trend	Actual	SAC	Statewide
Total Actual FTE		501	100%	100%
Civil Service FTE		425	85%	88%
Overtime FTE		22	4.3%	5.7%
Registry FTE		55	11.0%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$128	$120	$101
Nursing Staff	$1,057	$1,028	$456
Pharmacy Staff	$57	$52	$36
Dental Clinical Staff	$99	$106	$85
Mental Health Clinical Staff	$772	$763	$184
Clinical Support Staff	$101	$103	$26
Administrative Support Staff	$180	$175	$111
NON LABOR	**YTD 14/15**	**YTD 13/14**	**Statewide**
Hospital	$85	$152	$114
Emergency Department	$8	$7	$7
Specialty	$17	$19	$27
Medications	$240	$159	$106
Diagnostics	$14	$16	$20

WORKLOAD PER DAY

	6 Mth Trend	SAC	Statewide
Appointments per PCP		11.5	12.4
Appointments per PCRN		7.7	6.2
Encounters per Primary MH Clinician		8.9	9.2
Encounters per Psychiatrist		8.7	9.0

OTHER TRENDS

	6 Mth Trend	SAC	Statewide
Hospital Admissions*		4.9	5.0
Emergency Department Visits*		31	28
Specialty Care Referrals*		24	31
Prescriptions Per Inmate		4.6	2.8
Diagnostics Per Inmate		0.8	1.0
Appeals Received*		92	36
Prison Population Capacity		122%	138%

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

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HEALTHCARE SERVICES DASHBOARD

Richard J. Donovan Correctional Facility (RJD)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	RJD	Statewide
Medical Services		88%	89%
Dental Services		99%	93%
Mental Health Services		87%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		2.1%	1.9%
Seen as Scheduled		82%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		92%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	RJD	Statewide
Asthma Care		86%	81%
Therapeutic Anticoagulation		77%	72%
Diabetes Care		82%	82%
End Stage Liver Disease Care		66%	64%
Colon Cancer Screening		97%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		85%	80%
Utilization Specialty Services		95%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	RJD	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		88%	86%
30-Day Community Hospital Readmission		9.4%	8.2%
30-Day MHCB or DSH Readmission		52%	31%
Potentially Avoidable Hospitalizations*		21.4	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	RJD	Statewide
Primary Care Provider (PCP)		86%	87%
Mental Health Primary Clinician		87%	84%
Psychiatrist		79%	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	RJD	Statewide
Medication Continuity-Transfer		68%	82%
Medication Non-Adherence Counseling		66%	80%
Medication Administration		51%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		2.1%	3.2%
Non-Formulary by Medical Providers		5.0%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	RJD	Statewide
Non-Dictated Documents		68%	57%
Dictated Documents		32%	39%
Specialty Notes		50%	78%
Community Hospital Records		45%	62%
Scanning Accuracy		99%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	RJD	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		84%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	RJD	Statewide
Timely Appeals		100%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	RJD	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	494	450	110%	99%
Medical FTE	18	14	132%	95%
Nursing FTE	224	177	126%	109%
Pharmacy FTE	22	18	124%	115%
Dental Clinical FTE	25	25	99%	96%
Mental Health Clinical FTE	94	93	101%	85%
Clinical Support FTE	25	26	98%	92%
Administrative Support FTE	87	97	89%	88%

	6 Mth Trend	Actual	RJD	Statewide
Total Actual FTE		494	100%	100%
Civil Service FTE		402	81%	88%
Overtime FTE		21	4.2%	5.7%
Registry FTE		71	14.4%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$160	$140	$101
Nursing Staff	$654	$577	$456
Pharmacy Staff	$58	$54	$36
Dental Clinical Staff	$94	$95	$85
Mental Health Clinical Staff	$461	$414	$184
Clinical Support Staff	$69	$55	$26
Administrative Support Staff	$145	$138	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$271	$220	$114
Emergency Department	$15	$8	$7
Specialty	$73	$59	$27
Medications	$355	$244	$106
Diagnostics	$35	$28	$20

WORKLOAD PER DAY

	6 Mth Trend	RJD	Statewide
Appointments per PCP		12.8	12.4
Appointments per PCRN		7.0	6.2
Encounters per Primary MH Clinician		9.4	9.2
Encounters per Psychiatrist		8.5	9.0

OTHER TRENDS

	6 Mth Trend	RJD	Statewide
Hospital Admissions*		12.8	5.0
Emergency Department Visits*		52	28
Specialty Care Referrals*		80	31
Prescriptions Per Inmate		5.5	2.8
Diagnostics Per Inmate		1.6	1.0
Appeals Received*		56	36
Prison Population Capacity		142%	138%

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

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HEALTHCARE SERVICES DASHBOARD

Pleasant Valley State Prison (PVSP)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	PVSP	Statewide
Medical Services		91%	89%
Dental Services		100%	93%
Mental Health Services		93%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		0.6%	1.9%
Seen as Scheduled		87%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		100%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	PVSP	Statewide
Asthma Care		93%	81%
Therapeutic Anticoagulation		-	72%
Diabetes Care		88%	82%
End Stage Liver Disease Care		-	64%
Colon Cancer Screening		96%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		84%	80%
Utilization Specialty Services		94%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	PVSP	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		100%	86%
30-Day Community Hospital Readmission		6.5%	8.2%
30-Day MHCB or DSH Readmission		8%	31%
Potentially Avoidable Hospitalizations*		4.5	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	PVSP	Statewide
Primary Care Provider (PCP)		89%	87%
Mental Health Primary Clinician		N/A	84%
Psychiatrist		N/A	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	PVSP	Statewide
Medication Continuity-Transfer		95%	82%
Medication Non-Adherence Counseling		85%	80%
Medication Administration		97%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		1.3%	3.2%
Non-Formulary by Medical Providers		1.7%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	PVSP	Statewide
Non-Dictated Documents		49%	57%
Dictated Documents		3%	39%
Specialty Notes		87%	78%
Community Hospital Records		43%	62%
Scanning Accuracy		100%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	PVSP	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		65%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	PVSP	Statewide
Timely Appeals		100%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	PVSP	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	230	266	87%	99%
Medical FTE	8	9	89%	95%
Nursing FTE	100	110	91%	109%
Pharmacy FTE	10	8	129%	115%
Dental Clinical FTE	23	23	100%	96%
Mental Health Clinical FTE	29	38	76%	85%
Clinical Support FTE	5	6	90%	92%
Administrative Support FTE	55	72	76%	88%

	6 Mth Trend	Actual	PVSP	Statewide
Total Actual FTE		230	100%	100%
Civil Service FTE		217	94%	88%
Overtime FTE		7	3.1%	5.7%
Registry FTE		6	2.5%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$61	$73	$101
Nursing Staff	$293	$289	$456
Pharmacy Staff	$25	$24	$36
Dental Clinical Staff	$85	$83	$85
Mental Health Clinical Staff	$140	$133	$184
Clinical Support Staff	$20	$12	$26
Administrative Support Staff	$97	$84	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$13	$38	$114
Emergency Department	$1	$5	$7
Specialty	$9	$21	$27
Medications	$30	$28	$106
Diagnostics	$7	$9	$20

WORKLOAD PER DAY

	6 Mth Trend	PVSP	Statewide
Appointments per PCP		14.8	12.4
Appointments per PCRN		6.3	6.2
Encounters per Primary MH Clinician		8.0	9.2
Encounters per Psychiatrist		14.1	9.0

OTHER TRENDS

	6 Mth Trend	PVSP	Statewide
Hospital Admissions*		1.8	5.0
Emergency Department Visits*		12	28
Specialty Care Referrals*		16	31
Prescriptions Per Inmate		2.0	2.8
Diagnostics Per Inmate		0.3	1.0
Appeals Received*		37	36
Prison Population Capacity		141%	138%

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

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HEALTHCARE SERVICES DASHBOARD

Pelican Bay State Prison (PBSP)

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Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	PBSP	Statewide
Medical Services		-	89%
Dental Services		96%	93%
Mental Health Services		87%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		0.1%	1.9%
Seen as Scheduled		97%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		99%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	PBSP	Statewide
Asthma Care		93%	81%
Therapeutic Anticoagulation		100%	72%
Diabetes Care		85%	82%
End Stage Liver Disease Care		58%	64%
Colon Cancer Screening		100%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		97%	80%
Utilization Specialty Services		96%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	PBSP	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		100%	86%
30-Day Community Hospital Readmission		0.0%	8.2%
30-Day MHCB or DSH Readmission		44%	31%
Potentially Avoidable Hospitalizations*		0.0	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	PBSP	Statewide
Primary Care Provider (PCP)		99%	87%
Mental Health Primary Clinician		80%	84%
Psychiatrist		55%	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	PBSP	Statewide
Medication Continuity-Transfer		94%	82%
Medication Non-Adherence Counseling		89%	80%
Medication Administration		90%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		1.6%	3.2%
Non-Formulary by Medical Providers		2.8%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	PBSP	Statewide
Non-Dictated Documents		23%	57%
Dictated Documents		-	39%
Specialty Notes		52%	78%
Community Hospital Records		0%	62%
Scanning Accuracy		98%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	PBSP	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		73%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	PBSP	Statewide
Timely Appeals		100%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	PBSP	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	232	267	87%	99%
Medical FTE	8	7	120%	95%
Nursing FTE	109	132	82%	109%
Pharmacy FTE	7	5	142%	115%
Dental Clinical FTE	21	23	93%	96%
Mental Health Clinical FTE	21	25	84%	85%
Clinical Support FTE	7	7	103%	92%
Administrative Support FTE	59	69	86%	88%

	6 Mth Trend	Actual	PBSP	Statewide
Total Actual FTE		232	100%	100%
Civil Service FTE		212	92%	88%
Overtime FTE		9	3.7%	5.7%
Registry FTE		11	4.7%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$76	$68	$101
Nursing Staff	$387	$400	$456
Pharmacy Staff	$20	$21	$36
Dental Clinical Staff	$87	$86	$85
Mental Health Clinical Staff	$142	$153	$184
Clinical Support Staff	$19	$20	$26
Administrative Support Staff	$131	$119	$111
NON LABOR	**YTD 14/15**	**YTD 13/14**	**Statewide**
Hospital	-	$28	$114
Emergency Department	$2	$3	$7
Specialty	$3	$5	$27
Medications	$117	$40	$106
Diagnostics	$8	$8	$20

WORKLOAD PER DAY

	6 Mth Trend	PBSP	Statewide
Appointments per PCP		5.4	12.4
Appointments per PCRN		3.0	6.2
Encounters per Primary MH Clinician		5.1	9.2
Encounters per Psychiatrist		5.5	9.0

OTHER TRENDS

	6 Mth Trend	PBSP	Statewide
Hospital Admissions*		0.7	5.0
Emergency Department Visits*		5	28
Specialty Care Referrals*		14	31
Prescriptions Per Inmate		1.2	2.8
Diagnostics Per Inmate		0.5	1.0
Appeals Received*		26	36
Prison Population Capacity		116%	138%

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

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HEALTHCARE SERVICES DASHBOARD

North Kern State Prison (NKSP)

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Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	NKSP	Statewide
Medical Services		85%	89%
Dental Services		83%	93%
Mental Health Services		97%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		0.6%	1.9%
Seen as Scheduled		89%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		97%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	NKSP	Statewide
Asthma Care		92%	81%
Therapeutic Anticoagulation		-	72%
Diabetes Care		84%	82%
End Stage Liver Disease Care		75%	64%
Colon Cancer Screening		100%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		86%	80%
Utilization Specialty Services		95%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	NKSP	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		96%	86%
30-Day Community Hospital Readmission		6.1%	8.2%
30-Day MHCB or DSH Readmission		38%	31%
Potentially Avoidable Hospitalizations*		5.6	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	NKSP	Statewide
Primary Care Provider (PCP)		91%	87%
Mental Health Primary Clinician		96%	84%
Psychiatrist		82%	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	NKSP	Statewide
Medication Continuity-Transfer		98%	82%
Medication Non-Adherence Counseling		87%	80%
Medication Administration		95%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		2.2%	3.2%
Non-Formulary by Medical Providers		1.4%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	NKSP	Statewide
Non-Dictated Documents		65%	57%
Dictated Documents		61%	39%
Specialty Notes		81%	78%
Community Hospital Records		67%	62%
Scanning Accuracy		96%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	NKSP	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		72%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	NKSP	Statewide
Timely Appeals		99%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	NKSP	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	365	323	113%	99%
Medical FTE	13	14	98%	95%
Nursing FTE	169	126	133%	109%
Pharmacy FTE	14	13	111%	115%
Dental Clinical FTE	25	28	91%	96%
Mental Health Clinical FTE	55	58	96%	85%
Clinical Support FTE	12	9	136%	92%
Administrative Support FTE	77	76	102%	88%

	6 Mth Trend	Actual	NKSP	Statewide
Total Actual FTE		365	100%	100%
Civil Service FTE		299	82%	88%
Overtime FTE		26	7.0%	5.7%
Registry FTE		41	11.3%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$92	$78	$101
Nursing Staff	$327	$316	$456
Pharmacy Staff	$25	$23	$36
Dental Clinical Staff	$73	$67	$85
Mental Health Clinical Staff	$159	$147	$184
Clinical Support Staff	$17	$15	$26
Administrative Support Staff	$93	$92	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$65	$54	$114
Emergency Department	$2	$3	$7
Specialty	$20	$23	$27
Medications	$54	$53	$106
Diagnostics	$35	$34	$20

WORKLOAD PER DAY

	6 Mth Trend	NKSP	Statewide
Appointments per PCP		15.0	12.4
Appointments per PCRN		8.2	6.2
Encounters per Primary MH Clinician		10.6	9.2
Encounters per Psychiatrist		9.7	9.0

OTHER TRENDS

	6 Mth Trend	NKSP	Statewide
Hospital Admissions*		3.3	5.0
Emergency Department Visits*		13	28
Specialty Care Referrals*		27	31
Prescriptions Per Inmate		2.8	2.8
Diagnostics Per Inmate		1.6	1.0
Appeals Received*		28	36
Prison Population Capacity		160%	138%

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

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HEALTHCARE SERVICES DASHBOARD

Mule Creek State Prison (MCSP)

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Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	MCSP	Statewide
Medical Services		79%	89%
Dental Services		99%	93%
Mental Health Services		84%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		2.8%	1.9%
Seen as Scheduled		82%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		98%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	MCSP	Statewide
Asthma Care		85%	81%
Therapeutic Anticoagulation		55%	72%
Diabetes Care		77%	82%
End Stage Liver Disease Care		70%	64%
Colon Cancer Screening		98%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		81%	80%
Utilization Specialty Services		92%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	MCSP	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		97%	86%
30-Day Community Hospital Readmission		6.8%	8.2%
30-Day MHCB or DSH Readmission		22%	31%
Potentially Avoidable Hospitalizations*		16.4	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	MCSP	Statewide
Primary Care Provider (PCP)		86%	87%
Mental Health Primary Clinician		80%	84%
Psychiatrist		69%	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	MCSP	Statewide
Medication Continuity-Transfer		90%	82%
Medication Non-Adherence Counseling		85%	80%
Medication Administration		69%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		3.2%	3.2%
Non-Formulary by Medical Providers		6.0%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	MCSP	Statewide
Non-Dictated Documents		57%	57%
Dictated Documents		13%	39%
Specialty Notes		25%	78%
Community Hospital Records		72%	62%
Scanning Accuracy		100%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	MCSP	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		71%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	MCSP	Statewide
Timely Appeals		100%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	MCSP	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	342	366	93%	99%
Medical FTE	12	12	98%	95%
Nursing FTE	144	133	108%	109%
Pharmacy FTE	12	14	89%	115%
Dental Clinical FTE	19	19	102%	96%
Mental Health Clinical FTE	69	79	87%	85%
Clinical Support FTE	15	21	72%	92%
Administrative Support FTE	71	89	80%	88%

	6 Mth Trend	Actual	MCSP	Statewide
Total Actual FTE		342	100%	100%
Civil Service FTE		316	92%	88%
Overtime FTE		13	3.9%	5.7%
Registry FTE		13	3.8%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$98	$94	$101
Nursing Staff	$458	$444	$456
Pharmacy Staff	$31	$33	$36
Dental Clinical Staff	$88	$89	$85
Mental Health Clinical Staff	$281	$282	$184
Clinical Support Staff	$40	$36	$26
Administrative Support Staff	$141	$134	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$355	$157	$114
Emergency Department	$10	$9	$7
Specialty	$53	$36	$27
Medications	$334	$265	$106
Diagnostics	$30	$24	$20

WORKLOAD PER DAY

	6 Mth Trend	MCSP	Statewide
Appointments per PCP		9.2	12.4
Appointments per PCRN		4.4	6.2
Encounters per Primary MH Clinician		10.1	9.2
Encounters per Psychiatrist		8.2	9.0

OTHER TRENDS

	6 Mth Trend	MCSP	Statewide
Hospital Admissions*		8.4	5.0
Emergency Department Visits*		46	28
Specialty Care Referrals*		85	31
Prescriptions Per Inmate		4.8	2.8
Diagnostics Per Inmate		1.4	1.0
Appeals Received*		61	36
Prison Population Capacity		168%	138%

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

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HEALTHCARE SERVICES DASHBOARD

California State Prison, Los Angeles County (LAC)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	LAC	Statewide
Medical Services		75%	89%
Dental Services		98%	93%
Mental Health Services		90%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		6.0%	1.9%
Seen as Scheduled		71%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		88%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	LAC	Statewide
Asthma Care		93%	81%
Therapeutic Anticoagulation		38%	72%
Diabetes Care		82%	82%
End Stage Liver Disease Care		69%	64%
Colon Cancer Screening		74%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		74%	80%
Utilization Specialty Services		94%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	LAC	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		91%	86%
30-Day Community Hospital Readmission		2.6%	8.2%
30-Day MHCB or DSH Readmission		17%	31%
Potentially Avoidable Hospitalizations*		14.4	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	LAC	Statewide
Primary Care Provider (PCP)		91%	87%
Mental Health Primary Clinician		85%	84%
Psychiatrist		65%	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	LAC	Statewide
Medication Continuity-Transfer		83%	82%
Medication Non-Adherence Counseling		81%	80%
Medication Administration		90%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		1.5%	3.2%
Non-Formulary by Medical Providers		3.0%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	LAC	Statewide
Non-Dictated Documents		35%	57%
Dictated Documents		27%	39%
Specialty Notes		47%	78%
Community Hospital Records		44%	62%
Scanning Accuracy		98%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	LAC	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		83%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	LAC	Statewide
Timely Appeals		99%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	LAC	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	371	375	99%	99%
Medical FTE	11	13	86%	95%
Nursing FTE	162	139	117%	109%
Pharmacy FTE	15	14	109%	115%
Dental Clinical FTE	26	25	106%	96%
Mental Health Clinical FTE	69	78	89%	85%
Clinical Support FTE	13	18	73%	92%
Administrative Support FTE	75	89	84%	88%

	6 Mth Trend	Actual	LAC	Statewide
Total Actual FTE		371	100%	100%
Civil Service FTE		326	88%	88%
Overtime FTE		23	6.1%	5.7%
Registry FTE		23	6.2%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$84	$79	$101
Nursing Staff	$468	$407	$456
Pharmacy Staff	$32	$27	$36
Dental Clinical Staff	$85	$76	$85
Mental Health Clinical Staff	$303	$280	$184
Clinical Support Staff	$31	$24	$26
Administrative Support Staff	$122	$110	$111
NON LABOR	**YTD 14/15**	**YTD 13/14**	**Statewide**
Hospital	$26	$63	$114
Emergency Department	$9	$12	$7
Specialty	$25	$32	$27
Medications	$116	$126	$106
Diagnostics	$25	$22	$20

WORKLOAD PER DAY

	6 Mth Trend	LAC	Statewide
Appointments per PCP		12.9	12.4
Appointments per PCRN		5.9	6.2
Encounters per Primary MH Clinician		12.0	9.2
Encounters per Psychiatrist		11.6	9.0

OTHER TRENDS

	6 Mth Trend	LAC	Statewide
Hospital Admissions*		4.5	5.0
Emergency Department Visits*		88	28
Specialty Care Referrals*		56	31
Prescriptions Per Inmate		3.7	2.8
Diagnostics Per Inmate		1.0	1.0
Appeals Received*		41	36
Prison Population Capacity		154%	138%

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

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HEALTHCARE SERVICES DASHBOARD

Kern Valley State Prison (KVSP)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	KVSP	Statewide
Medical Services		99%	89%
Dental Services		97%	93%
Mental Health Services		91%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		1.3%	1.9%
Seen as Scheduled		85%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		94%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	KVSP	Statewide
Asthma Care		90%	81%
Therapeutic Anticoagulation		100%	72%
Diabetes Care		85%	82%
End Stage Liver Disease Care		20%	64%
Colon Cancer Screening		100%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		85%	80%
Utilization Specialty Services		94%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	KVSP	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		97%	86%
30-Day Community Hospital Readmission		5.4%	8.2%
30-Day MHCB or DSH Readmission		38%	31%
Potentially Avoidable Hospitalizations*		12.6	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	KVSP	Statewide
Primary Care Provider (PCP)		90%	87%
Mental Health Primary Clinician		90%	84%
Psychiatrist		64%	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	KVSP	Statewide
Medication Continuity-Transfer		91%	82%
Medication Non-Adherence Counseling		95%	80%
Medication Administration		80%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		1.1%	3.2%
Non-Formulary by Medical Providers		3.7%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	KVSP	Statewide
Non-Dictated Documents		83%	57%
Dictated Documents		34%	39%
Specialty Notes		90%	78%
Community Hospital Records		75%	62%
Scanning Accuracy		100%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	KVSP	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		67%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	KVSP	Statewide
Timely Appeals		100%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	KVSP	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	292	307	95%	99%
Medical FTE	10	11	91%	95%
Nursing FTE	128	126	102%	109%
Pharmacy FTE	11	9	127%	115%
Dental Clinical FTE	26	25	104%	96%
Mental Health Clinical FTE	39	49	80%	85%
Clinical Support FTE	10	11	94%	92%
Administrative Support FTE	68	76	88%	88%

	6 Mth Trend	Actual	KVSP	Statewide
Total Actual FTE		292	100%	100%
Civil Service FTE		255	87%	88%
Overtime FTE		13	4.3%	5.7%
Registry FTE		24	8.3%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$76	$76	$101
Nursing Staff	$305	$306	$456
Pharmacy Staff	$24	$26	$36
Dental Clinical Staff	$86	$80	$85
Mental Health Clinical Staff	$137	$149	$184
Clinical Support Staff	$17	$14	$26
Administrative Support Staff	$109	$104	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$94	$105	$114
Emergency Department	$3	$8	$7
Specialty	$19	$19	$27
Medications	$38	$36	$106
Diagnostics	$11	$9	$20

WORKLOAD PER DAY

	6 Mth Trend	KVSP	Statewide
Appointments per PCP		15.8	12.4
Appointments per PCRN		8.0	6.2
Encounters per Primary MH Clinician		14.0	9.2
Encounters per Psychiatrist		11.9	9.0

OTHER TRENDS

	6 Mth Trend	KVSP	Statewide
Hospital Admissions*		4.5	5.0
Emergency Department Visits*		21	28
Specialty Care Referrals*		16	31
Prescriptions Per Inmate		1.4	2.8
Diagnostics Per Inmate		0.6	1.0
Appeals Received*		26	36
Prison Population Capacity		155%	138%

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

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HEALTHCARE SERVICES DASHBOARD

Ironwood State Prison (ISP)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	ISP	Statewide
Medical Services		85%	89%
Dental Services		96%	93%
Mental Health Services		80%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		0.1%	1.9%
Seen as Scheduled		91%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		97%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	ISP	Statewide
Asthma Care		95%	81%
Therapeutic Anticoagulation		-	72%
Diabetes Care		84%	82%
End Stage Liver Disease Care		55%	64%
Colon Cancer Screening		100%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		-	80%
Utilization Specialty Services		100%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	ISP	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		-	86%
30-Day Community Hospital Readmission		3.7%	8.2%
30-Day MHCB or DSH Readmission		-	31%
Potentially Avoidable Hospitalizations*		6.0	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	ISP	Statewide
Primary Care Provider (PCP)		97%	87%
Mental Health Primary Clinician		N/A	84%
Psychiatrist		N/A	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	ISP	Statewide
Medication Continuity-Transfer		83%	82%
Medication Non-Adherence Counseling		60%	80%
Medication Administration		96%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		2.4%	3.2%
Non-Formulary by Medical Providers		1.3%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	ISP	Statewide
Non-Dictated Documents		42%	57%
Dictated Documents		17%	39%
Specialty Notes		89%	78%
Community Hospital Records		45%	62%
Scanning Accuracy		99%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	ISP	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		96%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	ISP	Statewide
Timely Appeals		100%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	ISP	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	169	179	95%	99%
Medical FTE	7	7	105%	95%
Nursing FTE	81	76	106%	109%
Pharmacy FTE	6	5	120%	115%
Dental Clinical FTE	21	23	91%	96%
Mental Health Clinical FTE	6	6	100%	85%
Clinical Support FTE	3	4	85%	92%
Administrative Support FTE	45	58	78%	88%

	6 Mth Trend	Actual	ISP	Statewide
Total Actual FTE		169	100%	100%
Civil Service FTE		153	90%	88%
Overtime FTE		9	5.2%	5.7%
Registry FTE		8	4.4%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$74	$69	$101
Nursing Staff	$268	$259	$456
Pharmacy Staff	$19	$18	$36
Dental Clinical Staff	$92	$83	$85
Mental Health Clinical Staff	$30	$24	$184
Clinical Support Staff	$7	$6	$26
Administrative Support Staff	$100	$84	$111
NON LABOR	**YTD 14/15**	**YTD 13/14**	**Statewide**
Hospital	$20	$31	$114
Emergency Department	$6	$5	$7
Specialty	$16	$22	$27
Medications	$30	$22	$106
Diagnostics	$8	$9	$20

WORKLOAD PER DAY

	6 Mth Trend	ISP	Statewide
Appointments per PCP		13.3	12.4
Appointments per PCRN		5.4	6.2
Encounters per Primary MH Clinician		3.7	9.2
Encounters per Psychiatrist		6.2	9.0

OTHER TRENDS

	6 Mth Trend	ISP	Statewide
Hospital Admissions*		3.3	5.0
Emergency Department Visits*		33	28
Specialty Care Referrals*		35	31
Prescriptions Per Inmate		1.2	2.8
Diagnostics Per Inmate		0.3	1.0
Appeals Received*		14	36
Prison Population Capacity		138%	138%

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

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HEALTHCARE SERVICES DASHBOARD

High Desert State Prison (HDSP)

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Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	HDSP	Statewide
Medical Services		82%	89%
Dental Services		100%	93%
Mental Health Services		91%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		0.4%	1.9%
Seen as Scheduled		84%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		99%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	HDSP	Statewide
Asthma Care		90%	81%
Therapeutic Anticoagulation		100%	72%
Diabetes Care		76%	82%
End Stage Liver Disease Care		56%	64%
Colon Cancer Screening		93%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		65%	80%
Utilization Specialty Services		91%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	HDSP	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		82%	86%
30-Day Community Hospital Readmission		2.4%	8.2%
30-Day MHCB or DSH Readmission		23%	31%
Potentially Avoidable Hospitalizations*		1.8	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	HDSP	Statewide
Primary Care Provider (PCP)		95%	87%
Mental Health Primary Clinician		N/A	84%
Psychiatrist		N/A	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	HDSP	Statewide
Medication Continuity-Transfer		57%	82%
Medication Non-Adherence Counseling		87%	80%
Medication Administration		89%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		2.7%	3.2%
Non-Formulary by Medical Providers		3.7%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	HDSP	Statewide
Non-Dictated Documents		31%	57%
Dictated Documents		35%	39%
Specialty Notes		68%	78%
Community Hospital Records		40%	62%
Scanning Accuracy		96%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	HDSP	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		68%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	HDSP	Statewide
Timely Appeals		98%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	HDSP	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	232	266	87%	99%
Medical FTE	12	10	125%	95%
Nursing FTE	112	125	89%	109%
Pharmacy FTE	8	7	126%	115%
Dental Clinical FTE	21	23	91%	96%
Mental Health Clinical FTE	19	28	68%	85%
Clinical Support FTE	6	6	100%	92%
Administrative Support FTE	55	69	80%	88%

	6 Mth Trend	Actual	HDSP	Statewide
Total Actual FTE		232	100%	100%
Civil Service FTE		207	89%	88%
Overtime FTE		19	8.2%	5.7%
Registry FTE		7	3.0%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$90	$82	$101
Nursing Staff	$369	$362	$456
Pharmacy Staff	$20	$18	$36
Dental Clinical Staff	$89	$82	$85
Mental Health Clinical Staff	$70	$62	$184
Clinical Support Staff	$12	$10	$26
Administrative Support Staff	$91	$87	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$35	$22	$114
Emergency Department	$11	$7	$7
Specialty	$17	$21	$27
Medications	$43	$38	$106
Diagnostics	$9	$9	$20

WORKLOAD PER DAY

	6 Mth Trend	HDSP	Statewide
Appointments per PCP		11.7	12.4
Appointments per PCRN		5.2	6.2
Encounters per Primary MH Clinician		6.5	9.2
Encounters per Psychiatrist		6.6	9.0

OTHER TRENDS

	6 Mth Trend	HDSP	Statewide
Hospital Admissions*		0.6	5.0
Emergency Department Visits*		15	28
Specialty Care Referrals*		28	31
Prescriptions Per Inmate		1.6	2.8
Diagnostics Per Inmate		0.5	1.0
Appeals Received*		24	36
Prison Population Capacity		153%	138%

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

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HEALTHCARE SERVICES DASHBOARD

Folsom State Prison (FSP)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	FSP	Statewide
Medical Services		91%	89%
Dental Services		99%	93%
Mental Health Services		98%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		0.5%	1.9%
Seen as Scheduled		91%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		98%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	FSP	Statewide
Asthma Care		94%	81%
Therapeutic Anticoagulation		60%	72%
Diabetes Care		89%	82%
End Stage Liver Disease Care		74%	64%
Colon Cancer Screening		98%	95%
Breast Cancer Screening		-	83%
Diagnostic Monitoring		96%	80%
Utilization Specialty Services		81%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	FSP	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		0%	86%
30-Day Community Hospital Readmission		2.1%	8.2%
30-Day MHCB or DSH Readmission		-	31%
Potentially Avoidable Hospitalizations*		3.2	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	FSP	Statewide
Primary Care Provider (PCP)		98%	87%
Mental Health Primary Clinician		N/A	84%
Psychiatrist		N/A	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	FSP	Statewide
Medication Continuity-Transfer		93%	82%
Medication Non-Adherence Counseling		50%	80%
Medication Administration		85%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		0.5%	3.2%
Non-Formulary by Medical Providers		2.4%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	FSP	Statewide
Non-Dictated Documents		95%	57%
Dictated Documents		50%	39%
Specialty Notes		88%	78%
Community Hospital Records		100%	62%
Scanning Accuracy		100%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	FSP	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		57%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	FSP	Statewide
Timely Appeals		97%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	FSP	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	196	222	88%	99%
Medical FTE	10	10	103%	95%
Nursing FTE	89	91	98%	109%
Pharmacy FTE	9	10	97%	115%
Dental Clinical FTE	21	21	100%	96%
Mental Health Clinical FTE	13	21	62%	85%
Clinical Support FTE	3	7	46%	92%
Administrative Support FTE	51	64	80%	88%

	6 Mth Trend	Actual	FSP	Statewide
Total Actual FTE		196	100%	100%
Civil Service FTE		186	95%	88%
Overtime FTE		7	3.6%	5.7%
Registry FTE		3	1.4%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$99	$80	$101
Nursing Staff	$289	$253	$456
Pharmacy Staff	$27	$25	$36
Dental Clinical Staff	$96	$79	$85
Mental Health Clinical Staff	$72	$60	$184
Clinical Support Staff	$5	$5	$26
Administrative Support Staff	$88	$76	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$68	$75	$114
Emergency Department	$6	$3	$7
Specialty	$14	$14	$27
Medications	$53	$47	$106
Diagnostics	$13	$12	$20

WORKLOAD PER DAY

	6 Mth Trend	FSP	Statewide
Appointments per PCP		9.4	12.4
Appointments per PCRN		6.7	6.2
Encounters per Primary MH Clinician		8.8	9.2
Encounters per Psychiatrist		9.7	9.0

OTHER TRENDS

	6 Mth Trend	FSP	Statewide
Hospital Admissions*		0.7	5.0
Emergency Department Visits*		20	28
Specialty Care Referrals*		26	31
Prescriptions Per Inmate		2.3	2.8
Diagnostics Per Inmate		0.7	1.0
Appeals Received*		19	36
Prison Population Capacity		123%	138%

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

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HEALTHCARE SERVICES DASHBOARD

Deuel Vocational Institution (DVI)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	DVI	Statewide
Medical Services		67%	89%
Dental Services		94%	93%
Mental Health Services		88%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		1.7%	1.9%
Seen as Scheduled		90%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		100%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	DVI	Statewide
Asthma Care		92%	81%
Therapeutic Anticoagulation		-	72%
Diabetes Care		84%	82%
End Stage Liver Disease Care		44%	64%
Colon Cancer Screening		93%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		78%	80%
Utilization Specialty Services		94%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	DVI	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		95%	86%
30-Day Community Hospital Readmission		4.7%	8.2%
30-Day MHCB or DSH Readmission		100%	31%
Potentially Avoidable Hospitalizations*		12.2	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	DVI	Statewide
Primary Care Provider (PCP)		99%	87%
Mental Health Primary Clinician		86%	84%
Psychiatrist		80%	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	DVI	Statewide
Medication Continuity-Transfer		90%	82%
Medication Non-Adherence Counseling		93%	80%
Medication Administration		99%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		2.7%	3.2%
Non-Formulary by Medical Providers		2.7%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	DVI	Statewide
Non-Dictated Documents		55%	57%
Dictated Documents		9%	39%
Specialty Notes		87%	78%
Community Hospital Records		69%	62%
Scanning Accuracy		98%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	DVI	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		61%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	DVI	Statewide
Timely Appeals		73%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	DVI	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	232	228	102%	99%
Medical FTE	10	8	125%	95%
Nursing FTE	106	101	105%	109%
Pharmacy FTE	9	7	131%	115%
Dental Clinical FTE	17	17	100%	96%
Mental Health Clinical FTE	29	31	94%	85%
Clinical Support FTE	6	5	126%	92%
Administrative Support FTE	55	60	91%	88%

	6 Mth Trend	Actual	DVI	Statewide
Total Actual FTE		232	100%	100%
Civil Service FTE		216	93%	88%
Overtime FTE		7	2.9%	5.7%
Registry FTE		9	3.8%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$107	$94	$101
Nursing Staff	$379	$354	$456
Pharmacy Staff	$32	$27	$36
Dental Clinical Staff	$88	$74	$85
Mental Health Clinical Staff	$173	$149	$184
Clinical Support Staff	$15	$8	$26
Administrative Support Staff	$113	$109	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$185	$127	$114
Emergency Department	$8	$6	$7
Specialty	$21	$20	$27
Medications	$121	$95	$106
Diagnostics	$24	$21	$20

WORKLOAD PER DAY

	6 Mth Trend	DVI	Statewide
Appointments per PCP		14.9	12.4
Appointments per PCRN		7.0	6.2
Encounters per Primary MH Clinician		9.6	9.2
Encounters per Psychiatrist		11.6	9.0

OTHER TRENDS

	6 Mth Trend	DVI	Statewide
Hospital Admissions*		4.1	5.0
Emergency Department Visits*		34	28
Specialty Care Referrals*		50	31
Prescriptions Per Inmate		2.2	2.8
Diagnostics Per Inmate		1.3	1.0
Appeals Received*		66	36
Prison Population Capacity		159%	138%

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

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HEALTHCARE SERVICES DASHBOARD

Chuckawalla Valley State Prison (CVSP)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	CVSP	Statewide
Medical Services		87%	89%
Dental Services		99%	93%
Mental Health Services		100%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		0.1%	1.9%
Seen as Scheduled		90%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		98%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	CVSP	Statewide
Asthma Care		93%	81%
Therapeutic Anticoagulation		100%	72%
Diabetes Care		83%	82%
End Stage Liver Disease Care		67%	64%
Colon Cancer Screening		100%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		-	80%
Utilization Specialty Services		100%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	CVSP	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		-	86%
30-Day Community Hospital Readmission		2.3%	8.2%
30-Day MHCB or DSH Readmission		-	31%
Potentially Avoidable Hospitalizations*		5.1	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	CVSP	Statewide
Primary Care Provider (PCP)		97%	87%
Mental Health Primary Clinician		N/A	84%
Psychiatrist		N/A	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	CVSP	Statewide
Medication Continuity-Transfer		88%	82%
Medication Non-Adherence Counseling		86%	80%
Medication Administration		93%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		0.0%	3.2%
Non-Formulary by Medical Providers		1.6%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	CVSP	Statewide
Non-Dictated Documents		56%	57%
Dictated Documents		4%	39%
Specialty Notes		59%	78%
Community Hospital Records		71%	62%
Scanning Accuracy		98%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	CVSP	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		95%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	CVSP	Statewide
Timely Appeals		100%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	CVSP	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	132	153	86%	99%
Medical FTE	6	6	95%	95%
Nursing FTE	57	62	92%	109%
Pharmacy FTE	5	5	107%	115%
Dental Clinical FTE	18	19	95%	96%
Mental Health Clinical FTE	3	6	50%	85%
Clinical Support FTE	3	4	85%	92%
Administrative Support FTE	40	52	77%	88%

	6 Mth Trend	Actual	CVSP	Statewide
Total Actual FTE		132	100%	100%
Civil Service FTE		122	93%	88%
Overtime FTE		3	2.3%	5.7%
Registry FTE		6	4.8%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$51	$58	$101
Nursing Staff	$257	$241	$456
Pharmacy Staff	$15	$13	$36
Dental Clinical Staff	$95	$87	$85
Mental Health Clinical Staff	$30	$27	$184
Clinical Support Staff	$8	$8	$26
Administrative Support Staff	$92	$83	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$68	$62	$114
Emergency Department	$6	$6	$7
Specialty	$28	$28	$27
Medications	$29	$28	$106
Diagnostics	$12	$11	$20

WORKLOAD PER DAY

	6 Mth Trend	CVSP	Statewide
Appointments per PCP		14.7	12.4
Appointments per PCRN		4.8	6.2
Encounters per Primary MH Clinician		3.9	9.2
Encounters per Psychiatrist		2.2	9.0

OTHER TRENDS

	6 Mth Trend	CVSP	Statewide
Hospital Admissions*		2.6	5.0
Emergency Department Visits*		44	28
Specialty Care Referrals*		38	31
Prescriptions Per Inmate		1.7	2.8
Diagnostics Per Inmate		0.7	1.0
Appeals Received*		10	36
Prison Population Capacity		132%	138%

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

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HEALTHCARE SERVICES DASHBOARD

Correctional Training Facility (CTF)

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Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	CTF	Statewide
Medical Services		94%	89%
Dental Services		87%	93%
Mental Health Services		98%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		0.4%	1.9%
Seen as Scheduled		91%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		98%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	CTF	Statewide
Asthma Care		91%	81%
Therapeutic Anticoagulation		100%	72%
Diabetes Care		82%	82%
End Stage Liver Disease Care		68%	64%
Colon Cancer Screening		96%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		86%	80%
Utilization Specialty Services		97%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	CTF	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		0%	86%
30-Day Community Hospital Readmission		3.1%	8.2%
30-Day MHCB or DSH Readmission		-	31%
Potentially Avoidable Hospitalizations*		6.4	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	CTF	Statewide
Primary Care Provider (PCP)		98%	87%
Mental Health Primary Clinician		N/A	84%
Psychiatrist		N/A	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	CTF	Statewide
Medication Continuity-Transfer		96%	82%
Medication Non-Adherence Counseling		90%	80%
Medication Administration		100%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		1.1%	3.2%
Non-Formulary by Medical Providers		1.0%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	CTF	Statewide
Non-Dictated Documents		62%	57%
Dictated Documents		26%	39%
Specialty Notes		66%	78%
Community Hospital Records		46%	62%
Scanning Accuracy		100%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	CTF	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		58%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	CTF	Statewide
Timely Appeals		100%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	CTF	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	304	269	113%	99%
Medical FTE	11	14	80%	95%
Nursing FTE	140	93	150%	109%
Pharmacy FTE	20	17	116%	115%
Dental Clinical FTE	32	31	102%	96%
Mental Health Clinical FTE	25	31	79%	85%
Clinical Support FTE	6	8	81%	92%
Administrative Support FTE	71	75	95%	88%

	6 Mth Trend	Actual	CTF	Statewide
Total Actual FTE		304	100%	100%
Civil Service FTE		269	88%	88%
Overtime FTE		16	5.4%	5.7%
Registry FTE		19	6.2%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$83	$66	$101
Nursing Staff	$286	$276	$456
Pharmacy Staff	$33	$26	$36
Dental Clinical Staff	$88	$80	$85
Mental Health Clinical Staff	$66	$66	$184
Clinical Support Staff	$7	$6	$26
Administrative Support Staff	$71	$66	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$107	$88	$114
Emergency Department	$3	$4	$7
Specialty	$22	$22	$27
Medications	$64	$52	$106
Diagnostics	$12	$11	$20

WORKLOAD PER DAY

	6 Mth Trend	CTF	Statewide
Appointments per PCP		15.7	12.4
Appointments per PCRN		6.6	6.2
Encounters per Primary MH Clinician		6.4	9.2
Encounters per Psychiatrist		11.7	9.0

OTHER TRENDS

	6 Mth Trend	CTF	Statewide
Hospital Admissions*		2.7	5.0
Emergency Department Visits*		20	28
Specialty Care Referrals*		26	31
Prescriptions Per Inmate		3.1	2.8
Diagnostics Per Inmate		0.7	1.0
Appeals Received*		41	36
Prison Population Capacity		146%	138%

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

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HEALTHCARE SERVICES DASHBOARD

California Rehabilitation Center (CRC)

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Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	CRC	Statewide
Medical Services		93%	89%
Dental Services		99%	93%
Mental Health Services		95%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		0.0%	1.9%
Seen as Scheduled		87%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		100%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	CRC	Statewide
Asthma Care		95%	81%
Therapeutic Anticoagulation		100%	72%
Diabetes Care		81%	82%
End Stage Liver Disease Care		72%	64%
Colon Cancer Screening		97%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		89%	80%
Utilization Specialty Services		91%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	CRC	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		-	86%
30-Day Community Hospital Readmission		2.9%	8.2%
30-Day MHCB or DSH Readmission		-	31%
Potentially Avoidable Hospitalizations*		8.9	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	CRC	Statewide
Primary Care Provider (PCP)		93%	87%
Mental Health Primary Clinician		N/A	84%
Psychiatrist		N/A	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	CRC	Statewide
Medication Continuity-Transfer		-	82%
Medication Non-Adherence Counseling		-	80%
Medication Administration		-	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		0.9%	3.2%
Non-Formulary by Medical Providers		2.2%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	CRC	Statewide
Non-Dictated Documents		73%	57%
Dictated Documents		41%	39%
Specialty Notes		76%	78%
Community Hospital Records		55%	62%
Scanning Accuracy		92%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	CRC	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		63%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	CRC	Statewide
Timely Appeals		100%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	CRC	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	195	212	92%	99%
Medical FTE	10	10	105%	95%
Nursing FTE	73	80	91%	109%
Pharmacy FTE	11	10	114%	115%
Dental Clinical FTE	20	22	91%	96%
Mental Health Clinical FTE	21	27	78%	85%
Clinical Support FTE	6	6	118%	92%
Administrative Support FTE	54	59	92%	88%

	6 Mth Trend	Actual	CRC	Statewide
Total Actual FTE		195	100%	100%
Civil Service FTE		179	92%	88%
Overtime FTE		6	2.9%	5.7%
Registry FTE		11	5.4%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$108	$85	$101
Nursing Staff	$310	$241	$456
Pharmacy Staff	$33	$28	$36
Dental Clinical Staff	$113	$91	$85
Mental Health Clinical Staff	$113	$100	$184
Clinical Support Staff	$17	$14	$26
Administrative Support Staff	$110	$92	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$100	$65	$114
Emergency Department	$6	$8	$7
Specialty	$15	$15	$27
Medications	$43	$76	$106
Diagnostics	$15	$13	$20

WORKLOAD PER DAY

	6 Mth Trend	CRC	Statewide
Appointments per PCP		11.2	12.4
Appointments per PCRN		5.4	6.2
Encounters per Primary MH Clinician		5.7	9.2
Encounters per Psychiatrist		10.1	9.0

OTHER TRENDS

	6 Mth Trend	CRC	Statewide
Hospital Admissions*		3.8	5.0
Emergency Department Visits*		59	28
Specialty Care Referrals*		27	31
Prescriptions Per Inmate		2.5	2.8
Diagnostics Per Inmate		0.7	1.0
Appeals Received*		21	36
Prison Population Capacity		107%	138%

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

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HEALTHCARE SERVICES DASHBOARD

California State Prison, Corcoran (COR)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	COR	Statewide
Medical Services		92%	89%
Dental Services		96%	93%
Mental Health Services		68%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		7.9%	1.9%
Seen as Scheduled		72%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		98%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	COR	Statewide
Asthma Care		92%	81%
Therapeutic Anticoagulation		80%	72%
Diabetes Care		81%	82%
End Stage Liver Disease Care		74%	64%
Colon Cancer Screening		99%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		42%	80%
Utilization Specialty Services		98%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	COR	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		88%	86%
30-Day Community Hospital Readmission		17.1%	8.2%
30-Day MHCB or DSH Readmission		33%	31%
Potentially Avoidable Hospitalizations*		14.3	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	COR	Statewide
Primary Care Provider (PCP)		91%	87%
Mental Health Primary Clinician		83%	84%
Psychiatrist		94%	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	COR	Statewide
Medication Continuity-Transfer		65%	82%
Medication Non-Adherence Counseling		62%	80%
Medication Administration		75%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		3.8%	3.2%
Non-Formulary by Medical Providers		5.6%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	COR	Statewide
Non-Dictated Documents		55%	57%
Dictated Documents		49%	39%
Specialty Notes		79%	78%
Community Hospital Records		71%	62%
Scanning Accuracy		96%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	COR	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		68%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	COR	Statewide
Timely Appeals		100%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	COR	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	520	491	106%	99%
Medical FTE	13	13	100%	95%
Nursing FTE	300	247	121%	109%
Pharmacy FTE	17	14	124%	115%
Dental Clinical FTE	25	29	86%	96%
Mental Health Clinical FTE	61	78	79%	85%
Clinical Support FTE	18	18	101%	92%
Administrative Support FTE	86	94	92%	88%

	6 Mth Trend	Actual	COR	Statewide
Total Actual FTE		520	100%	100%
Civil Service FTE		438	84%	88%
Overtime FTE		34	6.5%	5.7%
Registry FTE		48	9.3%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$108	$105	$101
Nursing Staff	$693	$659	$456
Pharmacy Staff	$43	$38	$36
Dental Clinical Staff	$68	$72	$85
Mental Health Clinical Staff	$224	$210	$184
Clinical Support Staff	$37	$33	$26
Administrative Support Staff	$110	$108	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$99	$115	$114
Emergency Department	$8	$4	$7
Specialty	$21	$29	$27
Medications	$82	$78	$106
Diagnostics	$10	$9	$20

WORKLOAD PER DAY

	6 Mth Trend	COR	Statewide
Appointments per PCP		11.5	12.4
Appointments per PCRN		6.8	6.2
Encounters per Primary MH Clinician		9.3	9.2
Encounters per Psychiatrist		9.2	9.0

OTHER TRENDS

	6 Mth Trend	COR	Statewide
Hospital Admissions*		10.8	5.0
Emergency Department Visits*		13	28
Specialty Care Referrals*		38	31
Prescriptions Per Inmate		2.8	2.8
Diagnostics Per Inmate		0.4	1.0
Appeals Received*		60	36
Prison Population Capacity		137%	138%

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

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HEALTHCARE SERVICES DASHBOARD

California Medical Facility (CMF)

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Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	CMF	Statewide
Medical Services		95%	89%
Dental Services		95%	93%
Mental Health Services		90%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		3.5%	1.9%
Seen as Scheduled		89%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		99%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	CMF	Statewide
Asthma Care		74%	81%
Therapeutic Anticoagulation		75%	72%
Diabetes Care		85%	82%
End Stage Liver Disease Care		54%	64%
Colon Cancer Screening		100%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		80%	80%
Utilization Specialty Services		79%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	CMF	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		96%	86%
30-Day Community Hospital Readmission		11.7%	8.2%
30-Day MHCB or DSH Readmission		26%	31%
Potentially Avoidable Hospitalizations*		30.0	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	CMF	Statewide
Primary Care Provider (PCP)		96%	87%
Mental Health Primary Clinician		89%	84%
Psychiatrist		99%	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	CMF	Statewide
Medication Continuity-Transfer		83%	82%
Medication Non-Adherence Counseling		90%	80%
Medication Administration		80%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		7.1%	3.2%
Non-Formulary by Medical Providers		5.6%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	CMF	Statewide
Non-Dictated Documents		78%	57%
Dictated Documents		60%	39%
Specialty Notes		94%	78%
Community Hospital Records		71%	62%
Scanning Accuracy		98%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	CMF	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		36%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	CMF	Statewide
Timely Appeals		100%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	CMF	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	589	617	95%	99%
Medical FTE	15	17	91%	95%
Nursing FTE	310	330	94%	109%
Pharmacy FTE	34	26	130%	115%
Dental Clinical FTE	14	18	78%	96%
Mental Health Clinical FTE	74	82	90%	85%
Clinical Support FTE	37	31	119%	92%
Administrative Support FTE	105	113	93%	88%

	6 Mth Trend	Actual	CMF	Statewide
Total Actual FTE		589	100%	100%
Civil Service FTE		539	92%	88%
Overtime FTE		36	6.1%	5.7%
Registry FTE		14	2.4%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$314	$284	$101
Nursing Staff	$1,337	$1,338	$456
Pharmacy Staff	$164	$146	$36
Dental Clinical Staff	$108	$95	$85
Mental Health Clinical Staff	$563	$570	$184
Clinical Support Staff	$126	$103	$26
Administrative Support Staff	$334	$310	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$384	$455	$114
Emergency Department	$4	$8	$7
Specialty	$66	$111	$27
Medications	$357	$362	$106
Diagnostics	$35	$34	$20

WORKLOAD PER DAY

	6 Mth Trend	CMF	Statewide
Appointments per PCP		10.7	12.4
Appointments per PCRN		7.3	6.2
Encounters per Primary MH Clinician		10.9	9.2
Encounters per Psychiatrist		9.4	9.0

OTHER TRENDS

	6 Mth Trend	CMF	Statewide
Hospital Admissions*		9.0	5.0
Emergency Department Visits*		24	28
Specialty Care Referrals*		40	31
Prescriptions Per Inmate		5.4	2.8
Diagnostics Per Inmate		2.0	1.0
Appeals Received*		48	36
Prison Population Capacity		90%	138%

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

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HEALTHCARE SERVICES DASHBOARD

California Men's Colony (CMC)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	CMC	Statewide
Medical Services		75%	89%
Dental Services		90%	93%
Mental Health Services		87%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		1.4%	1.9%
Seen as Scheduled		81%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		95%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	CMC	Statewide
Asthma Care		88%	81%
Therapeutic Anticoagulation		63%	72%
Diabetes Care		76%	82%
End Stage Liver Disease Care		69%	64%
Colon Cancer Screening		99%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		88%	80%
Utilization Specialty Services		91%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	CMC	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		76%	86%
30-Day Community Hospital Readmission		10.5%	8.2%
30-Day MHCB or DSH Readmission		25%	31%
Potentially Avoidable Hospitalizations*		5.9	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	CMC	Statewide
Primary Care Provider (PCP)		84%	87%
Mental Health Primary Clinician		84%	84%
Psychiatrist		94%	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	CMC	Statewide
Medication Continuity-Transfer		66%	82%
Medication Non-Adherence Counseling		88%	80%
Medication Administration		78%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		3.6%	3.2%
Non-Formulary by Medical Providers		4.2%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	CMC	Statewide
Non-Dictated Documents		65%	57%
Dictated Documents		46%	39%
Specialty Notes		89%	78%
Community Hospital Records		95%	62%
Scanning Accuracy		100%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	CMC	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		17%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	CMC	Statewide
Timely Appeals		98%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	CMC	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	551	539	102%	99%
Medical FTE	20	17	117%	95%
Nursing FTE	264	229	116%	109%
Pharmacy FTE	21	19	114%	115%
Dental Clinical FTE	27	27	100%	96%
Mental Health Clinical FTE	97	102	95%	85%
Clinical Support FTE	24	35	69%	92%
Administrative Support FTE	98	111	88%	88%

	6 Mth Trend	Actual	CMC	Statewide
Total Actual FTE		551	100%	100%
Civil Service FTE		515	93%	88%
Overtime FTE		28	5.1%	5.7%
Registry FTE		8	1.5%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$160	$130	$101
Nursing Staff	$639	$546	$456
Pharmacy Staff	$51	$43	$36
Dental Clinical Staff	$94	$81	$85
Mental Health Clinical Staff	$381	$321	$184
Clinical Support Staff	$53	$41	$26
Administrative Support Staff	$145	$126	$111
NON LABOR	**YTD 14/15**	**YTD 13/14**	**Statewide**
Hospital	$91	$83	$114
Emergency Department	$3	$5	$7
Specialty	$49	$38	$27
Medications	$193	$179	$106
Diagnostics	$23	$22	$20

WORKLOAD PER DAY

	6 Mth Trend	CMC	Statewide
Appointments per PCP		9.2	12.4
Appointments per PCRN		6.8	6.2
Encounters per Primary MH Clinician		13.6	9.2
Encounters per Psychiatrist		10.8	9.0

OTHER TRENDS

	6 Mth Trend	CMC	Statewide
Hospital Admissions*		4.4	5.0
Emergency Department Visits*		20	28
Specialty Care Referrals*		46	31
Prescriptions Per Inmate		5.4	2.8
Diagnostics Per Inmate		1.0	1.0
Appeals Received*		27	36
Prison Population Capacity		112%	138%

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

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HEALTHCARE SERVICES DASHBOARD

California Institution for Women (CIW)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	CIW	Statewide
Medical Services		90%	89%
Dental Services		98%	93%
Mental Health Services		82%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		0.7%	1.9%
Seen as Scheduled		85%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		98%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	CIW	Statewide
Asthma Care		81%	81%
Therapeutic Anticoagulation		50%	72%
Diabetes Care		90%	82%
End Stage Liver Disease Care		93%	64%
Colon Cancer Screening		95%	95%
Breast Cancer Screening		95%	83%
Diagnostic Monitoring		90%	80%
Utilization Specialty Services		97%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	CIW	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		52%	86%
30-Day Community Hospital Readmission		6.5%	8.2%
30-Day MHCB or DSH Readmission		26%	31%
Potentially Avoidable Hospitalizations*		16.2	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	CIW	Statewide
Primary Care Provider (PCP)		90%	87%
Mental Health Primary Clinician		98%	84%
Psychiatrist		40%	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	CIW	Statewide
Medication Continuity-Transfer		82%	82%
Medication Non-Adherence Counseling		76%	80%
Medication Administration		90%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		7.0%	3.2%
Non-Formulary by Medical Providers		4.7%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	CIW	Statewide
Non-Dictated Documents		61%	57%
Dictated Documents		69%	39%
Specialty Notes		67%	78%
Community Hospital Records		42%	62%
Scanning Accuracy		97%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	CIW	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		69%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	CIW	Statewide
Timely Appeals		97%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	CIW	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	407	377	108%	99%
Medical FTE	4	9	44%	95%
Nursing FTE	220	199	110%	109%
Pharmacy FTE	13	10	131%	115%
Dental Clinical FTE	15	15	100%	96%
Mental Health Clinical FTE	48	51	94%	85%
Clinical Support FTE	14	13	115%	92%
Administrative Support FTE	93	80	116%	88%

	6 Mth Trend	Actual	CIW	Statewide
Total Actual FTE		407	100%	100%
Civil Service FTE		345	85%	88%
Overtime FTE		22	5.3%	5.7%
Registry FTE		40	9.8%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$118	$133	$101
Nursing Staff	$963	$848	$456
Pharmacy Staff	$78	$66	$36
Dental Clinical Staff	$129	$92	$85
Mental Health Clinical Staff	$408	$349	$184
Clinical Support Staff	$52	$47	$26
Administrative Support Staff	$257	$239	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$136	$127	$114
Emergency Department	$18	$5	$7
Specialty	$30	$24	$27
Medications	$161	$133	$106
Diagnostics	$30	$23	$20

WORKLOAD PER DAY

	6 Mth Trend	CIW	Statewide
Appointments per PCP		13.7	12.4
Appointments per PCRN		8.4	6.2
Encounters per Primary MH Clinician		7.3	9.2
Encounters per Psychiatrist		8.4	9.0

OTHER TRENDS

	6 Mth Trend	CIW	Statewide
Hospital Admissions*		10.7	5.0
Emergency Department Visits*		50	28
Specialty Care Referrals*		31	31
Prescriptions Per Inmate		4.0	2.8
Diagnostics Per Inmate		1.4	1.0
Appeals Received*		38	36
Prison Population Capacity		127%	138%

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

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HEALTHCARE SERVICES DASHBOARD

California Institution for Men (CIM)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	CIM	Statewide
Medical Services		96%	89%
Dental Services		97%	93%
Mental Health Services		95%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		0.2%	1.9%
Seen as Scheduled		97%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		97%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	CIM	Statewide
Asthma Care		92%	81%
Therapeutic Anticoagulation		88%	72%
Diabetes Care		88%	82%
End Stage Liver Disease Care		72%	64%
Colon Cancer Screening		99%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		92%	80%
Utilization Specialty Services		96%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	CIM	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		100%	86%
30-Day Community Hospital Readmission		10.4%	8.2%
30-Day MHCB or DSH Readmission		25%	31%
Potentially Avoidable Hospitalizations*		22.9	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	CIM	Statewide
Primary Care Provider (PCP)		93%	87%
Mental Health Primary Clinician		-	84%
Psychiatrist		-	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	CIM	Statewide
Medication Continuity-Transfer		76%	82%
Medication Non-Adherence Counseling		96%	80%
Medication Administration		91%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		1.2%	3.2%
Non-Formulary by Medical Providers		4.3%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	CIM	Statewide
Non-Dictated Documents		70%	57%
Dictated Documents		53%	39%
Specialty Notes		81%	78%
Community Hospital Records		31%	62%
Scanning Accuracy		99%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	CIM	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		66%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	CIM	Statewide
Timely Appeals		100%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	CIM	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	490	482	102%	99%
Medical FTE	10	23	41%	95%
Nursing FTE	246	217	113%	109%
Pharmacy FTE	29	21	139%	115%
Dental Clinical FTE	26	28	94%	96%
Mental Health Clinical FTE	63	74	84%	85%
Clinical Support FTE	18	17	109%	92%
Administrative Support FTE	99	103	96%	88%

	6 Mth Trend	Actual	CIM	Statewide
Total Actual FTE		490	100%	100%
Civil Service FTE		437	89%	88%
Overtime FTE		18	3.7%	5.7%
Registry FTE		35	7.2%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$124	$107	$101
Nursing Staff	$512	$482	$456
Pharmacy Staff	$63	$47	$36
Dental Clinical Staff	$82	$79	$85
Mental Health Clinical Staff	$216	$204	$184
Clinical Support Staff	$30	$26	$26
Administrative Support Staff	$122	$117	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$162	$210	$114
Emergency Department	$4	$4	$7
Specialty	$35	$46	$27
Medications	$350	$258	$106
Diagnostics	$44	$37	$20

WORKLOAD PER DAY

	6 Mth Trend	CIM	Statewide
Appointments per PCP		9.5	12.4
Appointments per PCRN		6.8	6.2
Encounters per Primary MH Clinician		6.3	9.2
Encounters per Psychiatrist		8.9	9.0

OTHER TRENDS

	6 Mth Trend	CIM	Statewide
Hospital Admissions*		8.2	5.0
Emergency Department Visits*		25	28
Specialty Care Referrals*		26	31
Prescriptions Per Inmate		4.0	2.8
Diagnostics Per Inmate		1.9	1.0
Appeals Received*		48	36
Prison Population Capacity		152%	138%

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

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HEALTHCARE SERVICES DASHBOARD

California Health Care Facility (CHCF)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	CHCF	Statewide
Medical Services		88%	89%
Dental Services		93%	93%
Mental Health Services		77%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		0.9%	1.9%
Seen as Scheduled		88%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		95%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	CHCF	Statewide
Asthma Care		78%	81%
Therapeutic Anticoagulation		67%	72%
Diabetes Care		84%	82%
End Stage Liver Disease Care		61%	64%
Colon Cancer Screening		87%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		84%	80%
Utilization Specialty Services		90%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	CHCF	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		57%	86%
30-Day Community Hospital Readmission		23.3%	8.2%
30-Day MHCB or DSH Readmission		38%	31%
Potentially Avoidable Hospitalizations*		132.2	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	CHCF	Statewide
Primary Care Provider (PCP)		74%	87%
Mental Health Primary Clinician		88%	84%
Psychiatrist		71%	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	CHCF	Statewide
Medication Continuity-Transfer		-	82%
Medication Non-Adherence Counseling		-	80%
Medication Administration		-	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		6.5%	3.2%
Non-Formulary by Medical Providers		6.3%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	CHCF	Statewide
Non-Dictated Documents		63%	57%
Dictated Documents		35%	39%
Specialty Notes		75%	78%
Community Hospital Records		39%	62%
Scanning Accuracy		-	98%

RESOURCE MANAGEMENT

	6 Mth Trend	CHCF	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		67%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	CHCF	Statewide
Timely Appeals		46%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	CHCF	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	1,172	955	123%	99%
Medical FTE	34	35	98%	95%
Nursing FTE	786	594	132%	109%
Pharmacy FTE	39	36	109%	115%
Dental Clinical FTE	13	12	107%	96%
Mental Health Clinical FTE	74	97	77%	85%
Clinical Support FTE	32	44	73%	92%
Administrative Support FTE	194	138	140%	88%

	6 Mth Trend	Actual	CHCF	Statewide
Total Actual FTE		1,172	100%	100%
Civil Service FTE		975	83%	88%
Overtime FTE		114	9.7%	5.7%
Registry FTE		82	7.0%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$637	$652	$101
Nursing Staff	$4,384	$3,941	$456
Pharmacy Staff	$171	$179	$36
Dental Clinical Staff	$98	$116	$85
Mental Health Clinical Staff	$652	$616	$184
Clinical Support Staff	$188	$184	$26
Administrative Support Staff	$494	$578	$111
NON LABOR	**YTD 14/15**	**YTD 13/14**	**Statewide**
Hospital	$1,829	$1,548	$114
Emergency Department	$17	$28	$7
Specialty	$126	$129	$27
Medications	$60	$129	$106
Diagnostics	$61	$65	$20

WORKLOAD PER DAY

	6 Mth Trend	CHCF	Statewide
Appointments per PCP		14.2	12.4
Appointments per PCRN		3.4	6.2
Encounters per Primary MH Clinician		7.2	9.2
Encounters per Psychiatrist		7.2	9.0

OTHER TRENDS

	6 Mth Trend	CHCF	Statewide
Hospital Admissions*		33.6	5.0
Emergency Department Visits*		135	28
Specialty Care Referrals*		111	31
Prescriptions Per Inmate		10.7	2.8
Diagnostics Per Inmate		3.9	1.0
Appeals Received*		94	36
Prison Population Capacity		67%	138%

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

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HEALTHCARE SERVICES DASHBOARD

California State Prison, Centinela (CEN)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	CEN	Statewide
Medical Services		95%	89%
Dental Services		100%	93%
Mental Health Services		100%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		0.1%	1.9%
Seen as Scheduled		86%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		96%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	CEN	Statewide
Asthma Care		96%	81%
Therapeutic Anticoagulation		-	72%
Diabetes Care		82%	82%
End Stage Liver Disease Care		78%	64%
Colon Cancer Screening		100%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		100%	80%
Utilization Specialty Services		92%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	CEN	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		-	86%
30-Day Community Hospital Readmission		4.2%	8.2%
30-Day MHCB or DSH Readmission		-	31%
Potentially Avoidable Hospitalizations*		4.2	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	CEN	Statewide
Primary Care Provider (PCP)		83%	87%
Mental Health Primary Clinician		N/A	84%
Psychiatrist		N/A	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	CEN	Statewide
Medication Continuity-Transfer		98%	82%
Medication Non-Adherence Counseling		36%	80%
Medication Administration		84%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		6.7%	3.2%
Non-Formulary by Medical Providers		3.6%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	CEN	Statewide
Non-Dictated Documents		91%	57%
Dictated Documents		76%	39%
Specialty Notes		95%	78%
Community Hospital Records		100%	62%
Scanning Accuracy		98%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	CEN	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		89%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	CEN	Statewide
Timely Appeals		95%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	CEN	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	190	191	100%	99%
Medical FTE	8	7	112%	95%
Nursing FTE	83	82	101%	109%
Pharmacy FTE	8	4	198%	115%
Dental Clinical FTE	22	22	100%	96%
Mental Health Clinical FTE	7	8	88%	85%
Clinical Support FTE	4	6	82%	92%
Administrative Support FTE	59	63	93%	88%

	6 Mth Trend	Actual	CEN	Statewide
Total Actual FTE		190	100%	100%
Civil Service FTE		172	90%	88%
Overtime FTE		9	4.8%	5.7%
Registry FTE		9	4.9%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$107	$77	$101
Nursing Staff	$290	$283	$456
Pharmacy Staff	$27	$25	$36
Dental Clinical Staff	$87	$90	$85
Mental Health Clinical Staff	$42	$38	$184
Clinical Support Staff	$12	$8	$26
Administrative Support Staff	$128	$105	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$32	$62	$114
Emergency Department	$5	$5	$7
Specialty	$23	$22	$27
Medications	$25	$27	$106
Diagnostics	$11	$9	$20

WORKLOAD PER DAY

	6 Mth Trend	CEN	Statewide
Appointments per PCP		11.6	12.4
Appointments per PCRN		7.1	6.2
Encounters per Primary MH Clinician		4.0	9.2
Encounters per Psychiatrist		4.8	9.0

OTHER TRENDS

	6 Mth Trend	CEN	Statewide
Hospital Admissions*		2.0	5.0
Emergency Department Visits*		24	28
Specialty Care Referrals*		30	31
Prescriptions Per Inmate		1.3	2.8
Diagnostics Per Inmate		0.4	1.0
Appeals Received*		12	36
Prison Population Capacity		128%	138%

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

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HEALTHCARE SERVICES DASHBOARD

Central California Women's Facility (CCWF)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	CCWF	Statewide
Medical Services		94%	89%
Dental Services		80%	93%
Mental Health Services		79%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		3.7%	1.9%
Seen as Scheduled		76%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		95%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	CCWF	Statewide
Asthma Care		89%	81%
Therapeutic Anticoagulation		75%	72%
Diabetes Care		85%	82%
End Stage Liver Disease Care		63%	64%
Colon Cancer Screening		83%	95%
Breast Cancer Screening		76%	83%
Diagnostic Monitoring		77%	80%
Utilization Specialty Services		88%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	CCWF	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		67%	86%
30-Day Community Hospital Readmission		4.3%	8.2%
30-Day MHCB or DSH Readmission		25%	31%
Potentially Avoidable Hospitalizations*		10.2	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	CCWF	Statewide
Primary Care Provider (PCP)		90%	87%
Mental Health Primary Clinician		93%	84%
Psychiatrist		81%	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	CCWF	Statewide
Medication Continuity-Transfer		77%	82%
Medication Non-Adherence Counseling		55%	80%
Medication Administration		69%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		4.6%	3.2%
Non-Formulary by Medical Providers		5.3%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	CCWF	Statewide
Non-Dictated Documents		33%	57%
Dictated Documents		18%	39%
Specialty Notes		41%	78%
Community Hospital Records		20%	62%
Scanning Accuracy		100%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	CCWF	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		57%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	CCWF	Statewide
Timely Appeals		100%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	CCWF	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	328	339	97%	99%
Medical FTE	12	13	95%	95%
Nursing FTE	156	144	109%	109%
Pharmacy FTE	17	14	121%	115%
Dental Clinical FTE	22	23	96%	96%
Mental Health Clinical FTE	43	56	77%	85%
Clinical Support FTE	11	10	113%	92%
Administrative Support FTE	67	80	84%	88%

	6 Mth Trend	Actual	CCWF	Statewide
Total Actual FTE		328	100%	100%
Civil Service FTE		299	91%	88%
Overtime FTE		16	4.9%	5.7%
Registry FTE		12	3.7%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$91	$92	$101
Nursing Staff	$361	$362	$456
Pharmacy Staff	$33	$36	$36
Dental Clinical Staff	$80	$76	$85
Mental Health Clinical Staff	$163	$170	$184
Clinical Support Staff	$20	$20	$26
Administrative Support Staff	$88	$94	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$69	$70	$114
Emergency Department	$11	$12	$7
Specialty	$22	$24	$27
Medications	$113	$100	$106
Diagnostics	$25	$28	$20

WORKLOAD PER DAY

	6 Mth Trend	CCWF	Statewide
Appointments per PCP		11.9	12.4
Appointments per PCRN		5.9	6.2
Encounters per Primary MH Clinician		9.2	9.2
Encounters per Psychiatrist		7.8	9.0

OTHER TRENDS

	6 Mth Trend	CCWF	Statewide
Hospital Admissions*		1.4	5.0
Emergency Department Visits*		26	28
Specialty Care Referrals*		19	31
Prescriptions Per Inmate		3.3	2.8
Diagnostics Per Inmate		1.3	1.0
Appeals Received*		49	36
Prison Population Capacity		181%	138%

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

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HEALTHCARE SERVICES DASHBOARD

California Correctional Institution (CCI)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	CCI	Statewide
Medical Services		96%	89%
Dental Services		100%	93%
Mental Health Services		97%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		0.1%	1.9%
Seen as Scheduled		90%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		99%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	CCI	Statewide
Asthma Care		88%	81%
Therapeutic Anticoagulation		100%	72%
Diabetes Care		80%	82%
End Stage Liver Disease Care		65%	64%
Colon Cancer Screening		100%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		87%	80%
Utilization Specialty Services		95%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	CCI	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		100%	86%
30-Day Community Hospital Readmission		4.6%	8.2%
30-Day MHCB or DSH Readmission		-	31%
Potentially Avoidable Hospitalizations*		6.8	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	CCI	Statewide
Primary Care Provider (PCP)		96%	87%
Mental Health Primary Clinician		N/A	84%
Psychiatrist		N/A	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	CCI	Statewide
Medication Continuity-Transfer		86%	82%
Medication Non-Adherence Counseling		97%	80%
Medication Administration		97%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		1.0%	3.2%
Non-Formulary by Medical Providers		2.9%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	CCI	Statewide
Non-Dictated Documents		93%	57%
Dictated Documents		19%	39%
Specialty Notes		80%	78%
Community Hospital Records		90%	62%
Scanning Accuracy		99%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	CCI	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		65%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	CCI	Statewide
Timely Appeals		92%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	CCI	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	285	305	93%	99%
Medical FTE	12	12	104%	95%
Nursing FTE	125	134	93%	109%
Pharmacy FTE	17	11	156%	115%
Dental Clinical FTE	28	28	100%	96%
Mental Health Clinical FTE	31	40	76%	85%
Clinical Support FTE	10	10	108%	92%
Administrative Support FTE	61	70	88%	88%

	6 Mth Trend	Actual	CCI	Statewide
Total Actual FTE		285	100%	100%
Civil Service FTE		259	91%	88%
Overtime FTE		14	4.9%	5.7%
Registry FTE		12	4.2%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$77	$59	$101
Nursing Staff	$279	$271	$456
Pharmacy Staff	$32	$28	$36
Dental Clinical Staff	$85	$76	$85
Mental Health Clinical Staff	$101	$100	$184
Clinical Support Staff	$13	$12	$26
Administrative Support Staff	$69	$66	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$45	$37	$114
Emergency Department	$19	$3	$7
Specialty	$19	$17	$27
Medications	$42	$39	$106
Diagnostics	$11	$10	$20

WORKLOAD PER DAY

	6 Mth Trend	CCI	Statewide
Appointments per PCP		14.4	12.4
Appointments per PCRN		5.3	6.2
Encounters per Primary MH Clinician		7.3	9.2
Encounters per Psychiatrist		10.2	9.0

OTHER TRENDS

	6 Mth Trend	CCI	Statewide
Hospital Admissions*		4.1	5.0
Emergency Department Visits*		10	28
Specialty Care Referrals*		15	31
Prescriptions Per Inmate		2.0	2.8
Diagnostics Per Inmate		0.6	1.0
Appeals Received*		26	36
Prison Population Capacity		157%	138%

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

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HEALTHCARE SERVICES DASHBOARD

California Correctional Center (CCC)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	CCC	Statewide
Medical Services		81%	89%
Dental Services		100%	93%
Mental Health Services		89%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		0.4%	1.9%
Seen as Scheduled		91%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		96%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	CCC	Statewide
Asthma Care		94%	81%
Therapeutic Anticoagulation		-	72%
Diabetes Care		83%	82%
End Stage Liver Disease Care		100%	64%
Colon Cancer Screening		93%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		-	80%
Utilization Specialty Services		85%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	CCC	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		100%	86%
30-Day Community Hospital Readmission		0.0%	8.2%
30-Day MHCB or DSH Readmission		-	31%
Potentially Avoidable Hospitalizations*		0.4	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	CCC	Statewide
Primary Care Provider (PCP)		87%	87%
Mental Health Primary Clinician		N/A	84%
Psychiatrist		N/A	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	CCC	Statewide
Medication Continuity-Transfer		98%	82%
Medication Non-Adherence Counseling		100%	80%
Medication Administration		93%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		0.0%	3.2%
Non-Formulary by Medical Providers		3.9%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	CCC	Statewide
Non-Dictated Documents		70%	57%
Dictated Documents		-	39%
Specialty Notes		87%	78%
Community Hospital Records		50%	62%
Scanning Accuracy		100%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	CCC	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		30%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	CCC	Statewide
Timely Appeals		100%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	CCC	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	162	164	99%	99%
Medical FTE	8	9	85%	95%
Nursing FTE	78	64	121%	109%
Pharmacy FTE	5	6	90%	115%
Dental Clinical FTE	24	25	95%	96%
Mental Health Clinical FTE	5	6	83%	85%
Clinical Support FTE	4	5	96%	92%
Administrative Support FTE	39	50	78%	88%

	6 Mth Trend	Actual	CCC	Statewide
Total Actual FTE		162	100%	100%
Civil Service FTE		138	85%	88%
Overtime FTE		20	12.3%	5.7%
Registry FTE		4	2.5%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$51	$34	$101
Nursing Staff	$190	$151	$456
Pharmacy Staff	$9	$9	$36
Dental Clinical Staff	$59	$65	$85
Mental Health Clinical Staff	$9	$7	$184
Clinical Support Staff	$5	$4	$26
Administrative Support Staff	$40	$37	$111
NON LABOR	**YTD 14/15**	**YTD 13/14**	**Statewide**
Hospital	$7	$17	$114
Emergency Department	$5	$6	$7
Specialty	$11	$13	$27
Medications	$21	$14	$106
Diagnostics	$8	$8	$20

WORKLOAD PER DAY

	6 Mth Trend	CCC	Statewide
Appointments per PCP		13.4	12.4
Appointments per PCRN		4.3	6.2
Encounters per Primary MH Clinician		3.0	9.2
Encounters per Psychiatrist		1.0	9.0

OTHER TRENDS

	6 Mth Trend	CCC	Statewide
Hospital Admissions*		0.8	5.0
Emergency Department Visits*		16	28
Specialty Care Referrals*		15	31
Prescriptions Per Inmate		0.4	2.8
Diagnostics Per Inmate		0.4	1.0
Appeals Received*		4	36
Prison Population Capacity		123%	138%

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

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HEALTHCARE SERVICES DASHBOARD

Calipatria State Prison (CAL)

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Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	CAL	Statewide
Medical Services		88%	89%
Dental Services		99%	93%
Mental Health Services		98%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		0.1%	1.9%
Seen as Scheduled		90%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		99%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	CAL	Statewide
Asthma Care		90%	81%
Therapeutic Anticoagulation		100%	72%
Diabetes Care		77%	82%
End Stage Liver Disease Care		33%	64%
Colon Cancer Screening		95%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		-	80%
Utilization Specialty Services		100%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	CAL	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		-	86%
30-Day Community Hospital Readmission		5.6%	8.2%
30-Day MHCB or DSH Readmission		-	31%
Potentially Avoidable Hospitalizations*		6.2	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	CAL	Statewide
Primary Care Provider (PCP)		82%	87%
Mental Health Primary Clinician		N/A	84%
Psychiatrist		N/A	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	CAL	Statewide
Medication Continuity-Transfer		99%	82%
Medication Non-Adherence Counseling		95%	80%
Medication Administration		100%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		0.0%	3.2%
Non-Formulary by Medical Providers		1.9%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	CAL	Statewide
Non-Dictated Documents		88%	57%
Dictated Documents		36%	39%
Specialty Notes		95%	78%
Community Hospital Records		100%	62%
Scanning Accuracy		99%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	CAL	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		89%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	CAL	Statewide
Timely Appeals		100%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	CAL	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	196	195	100%	99%
Medical FTE	9	8	113%	95%
Nursing FTE	88	84	105%	109%
Pharmacy FTE	7	6	124%	115%
Dental Clinical FTE	24	24	100%	96%
Mental Health Clinical FTE	8	9	89%	85%
Clinical Support FTE	4	5	98%	92%
Administrative Support FTE	55	61	91%	88%

	6 Mth Trend	Actual	CAL	Statewide
Total Actual FTE		196	100%	100%
Civil Service FTE		183	93%	88%
Overtime FTE		6	3.0%	5.7%
Registry FTE		7	3.8%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$61	$58	$101
Nursing Staff	$214	$229	$456
Pharmacy Staff	$18	$14	$36
Dental Clinical Staff	$72	$72	$85
Mental Health Clinical Staff	$28	$30	$184
Clinical Support Staff	$9	$6	$26
Administrative Support Staff	$94	$80	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$15	$42	$114
Emergency Department	$5	$9	$7
Specialty	$19	$19	$27
Medications	$19	$19	$106
Diagnostics	$13	$11	$20

WORKLOAD PER DAY

	6 Mth Trend	CAL	Statewide
Appointments per PCP		10.6	12.4
Appointments per PCRN		6.2	6.2
Encounters per Primary MH Clinician		2.5	9.2
Encounters per Psychiatrist		3.2	9.0

OTHER TRENDS

	6 Mth Trend	CAL	Statewide
Hospital Admissions*		2.1	5.0
Emergency Department Visits*		30	28
Specialty Care Referrals*		24	31
Prescriptions Per Inmate		0.9	2.8
Diagnostics Per Inmate		0.5	1.0
Appeals Received*		8	36
Prison Population Capacity		167%	138%

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

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HEALTHCARE SERVICES DASHBOARD

California City Correctional Facility (CAC)

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Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	CAC	Statewide
Medical Services		89%	89%
Dental Services		68%	93%
Mental Health Services		88%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		0.0%	1.9%
Seen as Scheduled		82%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		93%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	CAC	Statewide
Asthma Care		97%	81%
Therapeutic Anticoagulation		-	72%
Diabetes Care		-	82%
End Stage Liver Disease Care		33%	64%
Colon Cancer Screening		-	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		-	80%
Utilization Specialty Services		60%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	CAC	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		100%	86%
30-Day Community Hospital Readmission		0.0%	8.2%
30-Day MHCB or DSH Readmission		-	31%
Potentially Avoidable Hospitalizations*		2.5	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	CAC	Statewide
Primary Care Provider (PCP)		96%	87%
Mental Health Primary Clinician		N/A	84%
Psychiatrist		N/A	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	CAC	Statewide
Medication Continuity-Transfer		82%	82%
Medication Non-Adherence Counseling		93%	80%
Medication Administration		86%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		-	3.2%
Non-Formulary by Medical Providers		2.6%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	CAC	Statewide
Non-Dictated Documents		87%	57%
Dictated Documents		-	39%
Specialty Notes		71%	78%
Community Hospital Records		100%	62%
Scanning Accuracy		-	98%

RESOURCE MANAGEMENT

	6 Mth Trend	CAC	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		58%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	CAC	Statewide
Timely Appeals		100%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	CAC	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	24	124	19%	99%
Medical FTE	1	6	23%	95%
Nursing FTE	5	54	10%	109%
Pharmacy FTE	0	6	7%	115%
Dental Clinical FTE	9	14	64%	96%
Mental Health Clinical FTE	1	2	50%	85%
Clinical Support FTE	1	4	24%	92%
Administrative Support FTE	6	38	16%	88%

	6 Mth Trend	Actual	CAC	Statewide
Total Actual FTE		24	100%	100%
Civil Service FTE		18	75%	88%
Overtime FTE		2	10.0%	5.7%
Registry FTE		3	14.6%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$106	$93	$101
Nursing Staff	$360	$446	$456
Pharmacy Staff	$18	$19	$36
Dental Clinical Staff	$67	$83	$85
Mental Health Clinical Staff	$3	$6	$184
Clinical Support Staff	$10	$15	$26
Administrative Support Staff	$102	$95	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$23	$19	$114
Emergency Department	$6	$6	$7
Specialty	$16	$12	$27
Medications	$3	$3	$106
Diagnostics	$11	$14	$20

WORKLOAD PER DAY

	6 Mth Trend	CAC	Statewide
Appointments per PCP		21.3	12.4
Appointments per PCRN		4.9	6.2
Encounters per Primary MH Clinician		3.4	9.2
Encounters per Psychiatrist		1.0	9.0

OTHER TRENDS

	6 Mth Trend	CAC	Statewide
Hospital Admissions*		1.4	5.0
Emergency Department Visits*		21	28
Specialty Care Referrals*		20	31
Prescriptions Per Inmate		1.8	2.8
Diagnostics Per Inmate		0.6	1.0
Appeals Received*		31	36
Prison Population Capacity		-	138%

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

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HEALTHCARE SERVICES DASHBOARD

Avenal State Prison (ASP)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE

ACCESS	6 Mth Trend	ASP	Statewide
Medical Services		88%	89%
Dental Services		88%	93%
Mental Health Services		97%	85%
APPTS COMPLETED AS SCHEDULED			
Cancelled Due to Custody		0.7%	1.9%
Seen as Scheduled		85%	84%
EFFECTIVE COMMUNCATION			
Effective Communication Provided		95%	96%

POPULATION HEALTH MANAGEMENT

	6 Mth Trend	ASP	Statewide
Asthma Care		94%	81%
Therapeutic Anticoagulation		-	72%
Diabetes Care		85%	82%
End Stage Liver Disease Care		0%	64%
Colon Cancer Screening		98%	95%
Breast Cancer Screening		N/A	83%
Diagnostic Monitoring		84%	80%
Utilization Specialty Services		99%	92%
Polypharmacy Medication Review			

CARE MANAGEMENT

	6 Mth Trend	ASP	Statewide
Appropriate Placement High Risk Patients		N/A	76%
High Risk Patient Care Plan			
Follow-Up After MHCB/DSH Admission		100%	86%
30-Day Community Hospital Readmission		7.4%	8.2%
30-Day MHCB or DSH Readmission		-	31%
Potentially Avoidable Hospitalizations*		2.6	11.3

CONTINUITY OF CLINICIANS & SERVICES

	6 Mth Trend	ASP	Statewide
Primary Care Provider (PCP)		88%	87%
Mental Health Primary Clinician		N/A	84%
Psychiatrist		N/A	84%

MEDICATION MANAGEMENT

MAPIP	6 Mth Trend	ASP	Statewide
Medication Continuity-Transfer		85%	82%
Medication Non-Adherence Counseling		77%	80%
Medication Administration		87%	87%
FORMULARY MANAGEMENT			
Non-Formulary by Psychiatrists		0.7%	3.2%
Non-Formulary by Medical Providers		2.9%	3.8%

AVAILABILITY OF HEALTH INFORMATION

	6 Mth Trend	ASP	Statewide
Non-Dictated Documents		66%	57%
Dictated Documents		19%	39%
Specialty Notes		95%	78%
Community Hospital Records		64%	62%
Scanning Accuracy		100%	98%

RESOURCE MANAGEMENT

	6 Mth Trend	ASP	Statewide
Claims Processed		N/A	100%
Specialty Teleservices		73%	67%
Health Care Staff Training			

APPEAL PROCESSING

	6 Mth Trend	ASP	Statewide
Timely Appeals		99%	89%

CONTINUOUS EVALUATION & IMPROVEMENT

	6 Mth Trend	ASP	Statewide
QM & Patient Safety Program			
Health Care Index			

STAFFING IN FULL TIME EQUIVALENTS (FTE)**

	Actual	Authority	% of Auth	Statewide
Total Staffing FTE	240	253	95%	99%
Medical FTE	9	10	96%	95%
Nursing FTE	112	99	114%	109%
Pharmacy FTE	13	10	130%	115%
Dental Clinical FTE	24	28	86%	96%
Mental Health Clinical FTE	14	31	44%	85%
Clinical Support FTE	8	6	131%	92%
Administrative Support FTE	60	71	85%	88%

	6 Mth Trend	Actual	ASP	Statewide
Total Actual FTE		240	100%	100%
Civil Service FTE		233	97%	88%
Overtime FTE		4	1.8%	5.7%
Registry FTE		3	1.2%	6.1%

MAJOR COSTS PER INMATE PER MONTH**

LABOR	YTD 14/15	YTD 13/14	Statewide
Medical Staff	$72	$68	$101
Nursing Staff	$279	$243	$456
Pharmacy Staff	$25	$22	$36
Dental Clinical Staff	$99	$95	$85
Mental Health Clinical Staff	$92	$89	$184
Clinical Support Staff	$11	$10	$26
Administrative Support Staff	$101	$92	$111

NON LABOR	YTD 14/15	YTD 13/14	Statewide
Hospital	$48	$48	$114
Emergency Department	$5	$5	$7
Specialty	$17	$23	$27
Medications	$39	$34	$106
Diagnostics	$13	$13	$20

WORKLOAD PER DAY

	6 Mth Trend	ASP	Statewide
Appointments per PCP		13.4	12.4
Appointments per PCRN		7.7	6.2
Encounters per Primary MH Clinician		8.4	9.2
Encounters per Psychiatrist		9.7	9.0

OTHER TRENDS

	6 Mth Trend	ASP	Statewide
Hospital Admissions*		2.3	5.0
Emergency Department Visits*		20	28
Specialty Care Referrals*		21	31
Prescriptions Per Inmate		1.5	2.8
Diagnostics Per Inmate		0.7	1.0
Appeals Received*		37	36
Prison Population Capacity		147%	138%

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

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