

WHAT IS THE HEALTH CARE SERVICES DASHBOARD?

A MONTHLY REPORT THAT:

- ✓ Consolidates key performance indicators and other important organization metrics across health care programs and service areas.
- ✓ Provides information typically monitored by health care organizations, such as patient outcomes, access to care, and utilization and cost.
- ✓ Helps the organization regularly assess progress in meeting annual performance objectives.
- ✓ Helps health care executives and managers identify areas that may need improvement.

Click the icons below for more information:

Statewide Dashboard



Statewide
performance trends

Institution Comparison



Compare performance
for all institutions

Glossary



Detailed specifications
for Dashboard measures

INSTITUTION MENU

Select an institution below for more information:

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



The Dashboard is intended to support headquarters and institution staff in identifying opportunities for improvement and monitoring progress toward performance objectives. However, there are limitations to the information - California Correctional Health Care Services (CCHCS) has standardized many data collection processes, provided training to promote consistency in data reporting, and invested in information system modifications to improve data quality. However, much of the data featured in the Health Care Services Dashboard is gathered through multiple networked databases or self-reported by institutions, and the data have not been validated or verified. Performance objectives and benchmarks were generated internally for quality improvement purposes and are not necessarily intended to reflect compliance with court mandates or a determination regarding constitutional levels of care.

HEALTHCARE SERVICES DASHBOARD

Statewide

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT			
ACCESS				6 Mth Trend				Statewide			
Medical Services				87%						87%	
Dental Services				94%						94%	
Mental Health Services				85%						85%	
APPTS COMPLETED AS SCHEDULED				6 Mth Trend				Statewide			
Cancelled Due to Custody				2.5%						2.5%	
Seen as Scheduled				84%						84%	
EFFECTIVE COMMUNICATION				6 Mth Trend				Statewide			
Effective Communication Provided				96%						96%	
MEDICATION MANAGEMENT				6 Mth Trend				Statewide			
Medication Continuity-Transfer				81%						81%	
Medication Non-Adherence Counseling				82%						82%	
Medication Administration				87%						87%	
FORMULARY MANAGEMENT				6 Mth Trend				Statewide			
Non-Formulary by Psychiatrists				3.2%						3.2%	
Non-Formulary by Medical Providers				3.9%						3.9%	
STAFFING IN FULL TIME EQUIVALENTS (FTE)				6 Mth Trend				Statewide			
	Actual	Authority	% of Auth								
Total Staffing FTE	13,182	13,320	99%								
Medical FTE	463	463	100%								
Nursing FTE	5,887	5,354	110%								
Pharmacy FTE	564	488	116%								
Dental Clinical FTE	789	822	96%								
Mental Health Clinical FTE	1,516	1,757	86%								
Clinical Support FTE	431	451	96%								
Administrative Support FTE	3,533	3,985	89%								
	6 Mth Trend	Actual	Statewide								
Total Actual FTE		14,412	100%								
Civil Service FTE		11,722	89%								
Overtime FTE		684	4.8%								
Registry FTE		2,006	13.9%								
APPEAL PROCESSING				6 Mth Trend				Statewide			
Timely Appeals				89%						89%	
MAJOR COSTS PER INMATE PER MONTH				YTD 14/15				YTD 13/14			
LABOR											
Medical Staff				\$108		\$98					
Nursing Staff				\$473		\$415					
Pharmacy Staff				\$39		\$35					
Dental Clinical Staff				\$90		\$86					
Mental Health Clinical Staff				\$189		\$175					
Clinical Support Staff				\$27		\$22					
Administrative Support Staff				\$181		\$167					
NON LABOR											
Hospital				\$117		\$110					
Emergency Department				\$7		\$6					
Specialty				\$27		\$29					
Medications				\$105		\$90					
Diagnostics				\$19		\$18					
CONTINUITY OF CLINICIANS & SERVICES				6 Mth Trend				Statewide			
Primary Care Provider (PCP)				87%						87%	
Mental Health Primary Clinician				82%						82%	
Psychiatrist				84%						84%	
RESOURCE MANAGEMENT				6 Mth Trend				Statewide			
Claims Processed				100%						100%	
Specialty Teleservices				66%						66%	
Health Care Staff Training											
CONTINUOUS EVALUATION & IMPROVEMENT				6 Mth Trend				Statewide			
QM & Patient Safety Program											
Health Care Index											
WORKLOAD PER DAY				6 Mth Trend				Statewide			
Appointments per PCP				12.1						12.1	
Appointments per PCRN				6.2						6.2	
Encounters per Primary MH Clinician				9.2						9.2	
Encounters per Psychiatrist				9.0						9.0	
OTHER TRENDS				6 Mth Trend				Statewide			
Hospital Admissions*				5.2						5.2	
Emergency Department Visits*				28						28	
Specialty Care Referrals*				38						38	
Prescriptions Per Inmate				3.4						3.4	
Diagnostics Per Inmate				0.9						0.9	
Appeals Received*				28						28	
Prison Population Capacity				137%						137%	

* Rate Per 1,000 Inmates

DASHBOARD COMPARISON

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January 2015

All Institutions

Dashboard Glossary

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	87%	92%	91%	89%	86%	96%	91%	92%	86%	96%	86%	68%	92%	90%	95%	92%	84%	60%	89%	81%	81%	96%	78%
RN FTF Triage 1 Day	95%	96%	100%	95%	98%	98%	97%	99%	94%	99%	98%	96%	100%	100%	98%	91%	97%	93%	99%	99%	92%	99%	96%
PCP Urgent Referrals 1 Day	92%	100%	80%	-	82%	100%	100%	100%	100%	99%	97%	0%	-	100%	100%	94%	54%	0%	100%	89%	50%	100%	-
PCP Routine Referrals 14 Days	80%	91%	95%	88%	89%	100%	87%	65%	92%	100%	93%	76%	94%	81%	99%	95%	80%	47%	95%	59%	76%	99%	50%
Chronic Care as Ordered	81%	79%	95%	80%	33%	98%	86%	64%	87%	99%	79%	75%	88%	89%	96%	92%	77%	54%	86%	61%	63%	94%	59%
High Priority Specialty 14 Days	67%	75%	65%	74%	100%	81%	89%	100%	53%	85%	65%	62%	80%	76%	83%	83%	88%	65%	68%	86%	92%	83%	86%
Routine Specialty 90 Days	92%	99%	94%	96%	91%	90%	94%	99%	94%	91%	91%	86%	95%	93%	87%	86%	96%	82%	89%	95%	91%	93%	92%
Return from HLOC 5 Days	86%	96%	-	92%	97%	100%	82%	100%	78%	96%	81%	43%	91%	87%	100%	97%	82%	24%	91%	79%	72%	100%	88%
Laboratory Services as Ordered	92%	96%	99%	88%	88%	99%	100%	99%	81%	97%	80%	92%	98%	88%	94%	96%	80%	88%	73%	78%	94%	99%	55%
Radiology Services as Ordered	97%	100%	100%	97%	99%	100%	88%	100%	96%	100%	93%	80%	-	99%	-	99%	100%	89%	99%	-	98%	96%	99%
Dental Services	94%	89%	68%	97%	100%	100%	74%	99%	88%	99%	98%	93%	98%	99%	99%	91%	99%	96%	98%	99%	97%	97%	98%
7362 Triage 3 or 10 Days	97%	93%	94%	98%	100%	100%	94%	100%	96%	95%	98%	97%	97%	96%	99%	99%	99%	98%	99%	99%	98%	99%	96%
Treatment within Timeframes	97%	93%	75%	96%	100%	100%	78%	97%	95%	98%	98%	99%	99%	99%	99%	100%	99%	99%	97%	99%	97%	100%	99%
RC Screening 60 Days	92%	-	-	-	-	-	96%	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-	-
Patient Requested Exam 90 Days	94%	71%	51%	99%	100%	100%	76%	99%	80%	100%	96%	98%	96%	99%	99%	99%	96%	97%	97%	100%	96%	100%	98%
Notice of Exam 50 Y.O. or Chronic Care	88%	100%	53%	96%	100%	100%	28%	100%	80%	99%	100%	79%	100%	100%	98%	67%	100%	83%	100%	100%	98%	87%	100%
Mental Health Services	85%	98%	90%	99%	89%	95%	81%	99%	83%	97%	90%	85%	92%	72%	96%	98%	99%	94%	99%	86%	91%	89%	88%
Referral Timeframes	84%	97%	94%	98%	94%	90%	68%	99%	83%	95%	76%	97%	95%	76%	95%	98%	98%	96%	98%	80%	84%	72%	89%
EOP Structured Treatment	75%	N/A	N/A	N/A	N/A	N/A	87%	N/A	73%	98%	97%	61%	84%	53%	N/A	N/A	N/A	93%	N/A	N/A	N/A	96%	77%
Contact Timeframes	95%	99%	86%	100%	83%	99%	88%	98%	93%	99%	96%	97%	96%	86%	98%	98%	100%	95%	100%	93%	99%	98%	99%
Primary Clinician Contact Timeframes	95%	99%	71%	100%	75%	100%	84%	95%	89%	99%	97%	98%	97%	76%	99%	98%	100%	94%	100%	91%	97%	99%	97%
Psychiatrist Contact Timeframes	94%	99%	-	100%	100%	98%	90%	100%	93%	99%	94%	95%	92%	92%	99%	99%	100%	100%	100%	93%	100%	97%	99%
IDTT Contact Timeframes	97%	99%	100%	100%	75%	100%	89%	100%	95%	99%	98%	98%	99%	91%	97%	98%	100%	90%	99%	96%	100%	100%	100%
Cancelled Due to Custody	2.5%	0.6%	0.2%	0.1%	0.1%	0.1%	2.1%	0.2%	0.9%	0.4%	0.7%	2.0%	4.3%	9.0%	0.0%	0.1%	0.6%	0.6%	0.4%	0.3%	0.4%	0.4%	5.2%
Medical Services	1.0%	0.5%	0.1%	0.1%	0.2%	0.0%	0.7%	0.6%	0.2%	0.7%	0.3%	1.3%	2.0%	2.8%	0.1%	0.0%	1.7%	1.3%	0.6%	0.8%	0.7%	0.5%	2.6%
Mental Health Services	6.3%	1.2%	0.0%	0.0%	0.0%	0.0%	4.9%	0.0%	2.2%	0.2%	1.9%	4.5%	7.7%	24.2%	0.0%	0.2%	0.0%	0.2%	0.3%	0.0%	0.0%	0.6%	12.9%
Dental Services	0.3%	0.0%	0.6%	0.1%	0.0%	0.2%	0.7%	0.0%	0.2%	0.3%	0.0%	0.3%	3.3%	0.1%	0.0%	0.1%	0.0%	0.2%	0.3%	0.0%	0.6%	0.1%	0.1%

* Rate Per 1,000 Inmates

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DASHBOARD COMPARISON

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January 2015

All Institutions

Scheduling & Access to Care	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Services	72%	86%	-	85%	78%	82%	93%	90%	88%	80%	83%	72%	86%
RN FTF Triage 1 Day	94%	60%	-	100%	98%	95%	100%	99%	98%	95%	95%	92%	99%
PCP Urgent Referrals 1 Day	0%	100%	-	50%	0%	50%	97%	-	100%	40%	75%	100%	100%
PCP Routine Referrals 14 Days	55%	86%	-	89%	90%	91%	92%	99%	87%	68%	80%	22%	85%
Chronic Care as Ordered	50%	79%	-	92%	76%	82%	95%	97%	79%	72%	76%	27%	83%
High Priority Specialty 14 Days	70%	90%	-	64%	67%	38%	76%	50%	59%	64%	59%	92%	52%
Routine Specialty 90 Days	95%	84%	-	98%	92%	95%	97%	93%	94%	96%	70%	84%	89%
Return from HLOC 5 Days	89%	78%	-	100%	86%	93%	86%	91%	89%	90%	94%	61%	78%
Laboratory Services as Ordered	96%	97%	-	88%	93%	98%	96%	95%	92%	97%	99%	86%	89%
Radiology Services as Ordered	99%	96%	-	-	100%	100%	93%	95%	91%	100%	99%	88%	99%
Dental Services	99%	96%	100%	100%	99%	98%	97%	98%	98%	98%	94%	87%	98%
7362 Triage 3 or 10 Days	100%	96%	100%	100%	98%	93%	96%	97%	100%	97%	94%	99%	100%
Treatment within Timeframes	98%	97%	100%	100%	98%	100%	98%	97%	95%	96%	99%	91%	100%
RC Screening 60 Days	-	88%	-	-	-	-	-	-	-	99%	-	-	88%
Patient Requested Exam 90 Days	99%	99%	100%	100%	99%	99%	99%	100%	98%	100%	86%	87%	100%
Notice of Exam 50 Y.O. or Chronic Care	100%	100%	100%	100%	100%	100%	96%	100%	100%	100%	98%	70%	100%
Mental Health Services	84%	98%	89%	85%	84%	85%	78%	93%	95%	91%	83%	90%	81%
Referral Timeframes	76%	94%	92%	74%	96%	78%	72%	87%	93%	91%	94%	92%	56%
EOP Structured Treatment	85%	100%	79%	N/A	60%	88%	69%	N/A	N/A	81%	60%	81%	90%
Contact Timeframes	91%	99%	95%	96%	97%	88%	91%	99%	96%	99%	94%	96%	96%
Primary Clinician Contact Timeframes	96%	99%	99%	97%	97%	88%	88%	99%	94%	99%	97%	97%	94%
Psychiatrist Contact Timeframes	80%	98%	88%	94%	95%	80%	91%	100%	97%	100%	86%	95%	97%
IDTT Contact Timeframes	98%	100%	98%	97%	100%	97%	96%	98%	98%	100%	99%	96%	97%
Cancelled Due to Custody	2.7%	0.6%	1.1%	0.4%	4.9%	1.2%	1.2%	0.3%	2.7%	1.0%	5.0%	1.9%	0.1%
Medical Services	2.3%	0.3%	0.0%	1.0%	2.0%	1.7%	0.0%	0.1%	5.3%	0.9%	2.4%	2.4%	0.1%
Mental Health Services	5.4%	0.6%	3.3%	0.2%	12.8%	1.6%	3.6%	0.2%	2.5%	1.7%	12.2%	3.4%	0.3%
Dental Services	0.4%	0.8%	0.0%	0.0%	0.0%	0.2%	0.1%	0.5%	0.2%	0.4%	0.4%	0.0%	0.0%

* Rate Per 1,000 Inmates

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January 2015

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%	87%	85%	91%	93%	91%	83%	82%	87%	97%	86%	85%	90%	72%	88%	88%	88%	89%	91%	85%	91%	85%	68%
Medical Services	75%	69%	63%	83%	90%	84%	68%	63%	77%	98%	68%	81%	88%	61%	75%	86%	74%	76%	85%	68%	92%	75%	49%
Mental Health Services	87%	97%	98%	99%	100%	98%	89%	98%	96%	99%	96%	84%	90%	67%	98%	97%	96%	95%	96%	100%	95%	94%	78%
Dental Services	90%	94%	93%	90%	90%	92%	91%	84%	87%	93%	95%	90%	91%	87%	92%	81%	95%	94%	93%	86%	86%	86%	78%
Effective Communication Provided	96%	98%	95%	98%	98%	99%	98%	97%	93%	93%	99%	95%	99%	96%	97%	96%	100%	98%	98%	99%	98%	93%	91%
Medical Services	99%	100%	100%	100%	100%	100%	98%	100%	97%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mental Health Services	95%	98%	100%	99%	96%	100%	100%	98%	82%	100%	99%	93%	96%	96%	100%	98%	100%	100%	100%	99%	100%	97%	97%
Dental Services	92%	97%	84%	96%	99%	98%	95%	92%	99%	80%	98%	95%	100%	91%	90%	90%	100%	93%	95%	98%	94%	83%	77%
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	80%	93%	91%	90%	91%	86%	88%	95%	77%	90%	77%	85%	76%	91%	95%	91%	91%	93%	95%	88%	94%	88%	92%
Asthma SABA Utilization	82%	94%	96%	93%	93%	94%	91%	95%	76%	88%	81%	86%	69%	90%	94%	89%	92%	89%	92%	88%	96%	93%	93%
Persistent Asthma ICS Treatment	79%	92%	87%	87%	89%	77%	84%	96%	79%	92%	73%	84%	83%	91%	95%	93%	90%	96%	98%	89%	93%	83%	91%
Therapeutic Anticoagulation	76%	-	-	-	-	56%	88%	0%	78%	87%	75%	71%	83%	100%	100%	67%	100%	-	71%	25%	-	100%	50%
Diabetes Care	81%	84%	75%	81%	83%	85%	78%	82%	77%	86%	86%	82%	80%	79%	81%	83%	85%	84%	89%	72%	85%	83%	81%
A1C <8%	78%	95%	63%	76%	97%	80%	79%	79%	84%	80%	90%	82%	70%	72%	69%	78%	83%	83%	86%	71%	85%	79%	68%
LDL-Cholesterol <100 mg/dl	74%	81%	75%	74%	55%	71%	71%	64%	91%	81%	73%	76%	83%	87%	78%	67%	78%	74%	83%	71%	73%	69%	72%
Blood Pressure <140/90 mm Hg	81%	70%	63%	86%	87%	93%	73%	86%	46%	83%	87%	80%	70%	72%	90%	90%	83%	97%	93%	60%	87%	90%	90%
Screened or Treated Nephropathy	90%	91%	100%	88%	94%	97%	89%	100%	87%	100%	94%	90%	97%	87%	86%	96%	96%	81%	93%	85%	95%	95%	92%
End Stage Liver Disease Care	65%	50%	33%	33%	100%	65%	65%	78%	65%	70%	97%	71%	55%	58%	87%	72%	67%	44%	71%	72%	64%	16%	71%
EGD for Esophageal Varices	62%	100%	0%	0%	-	75%	71%	67%	72%	70%	92%	48%	50%	71%	100%	55%	67%	33%	58%	67%	57%	29%	82%
HCC Screening	67%	-	-	50%	-	50%	36%	100%	60%	72%	100%	81%	48%	20%	100%	82%	100%	50%	75%	100%	50%	20%	64%
NSAID	66%	0%	67%	50%	100%	70%	88%	67%	62%	69%	100%	84%	67%	82%	60%	78%	33%	50%	79%	50%	86%	0%	68%
Diagnosis Medication Match	58%	100%	-	-	-	83%	83%	50%	48%	48%	88%	73%	46%	67%	25%	73%	100%	100%	100%	100%	67%	25%	82%
SBP or TIPS with Cipro. or Sulfa.	36%	-	-	-	-	100%	-	-	33%	33%	-	67%	25%	-	-	0%	-	-	-	-	-	-	-
Ascites with Spironolactone	58%	-	-	-	-	100%	-	-	33%	-	-	-	0%	-	-	100%	-	-	-	-	-	-	-
Varices with Beta Blocker	68%	100%	-	-	-	50%	67%	50%	60%	54%	88%	84%	71%	33%	50%	91%	100%	100%	100%	100%	67%	50%	64%
Hepatic Enceph. w/ Lactulose and/or Rifaximin	71%	-	-	-	-	-	100%	-	65%	57%	-	67%	86%	100%	0%	100%	-	-	-	100%	-	0%	100%

* Rate Per 1,000 Inmates

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January 2015

All Institutions

Scheduling & Access to Care	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Seen as Scheduled	77%	90%	94%	92%	75%	90%	88%	92%	89%	90%	78%	75%	95%
Medical Services	64%	78%	94%	89%	60%	79%	97%	92%	79%	84%	77%	45%	91%
Mental Health Services	83%	98%	95%	99%	80%	97%	81%	94%	95%	91%	79%	91%	97%
Dental Services	84%	96%	93%	86%	86%	95%	86%	88%	93%	96%	77%	88%	96%
Effective Communication Provided	98%	96%	99%	100%	97%	96%	97%	94%	98%	97%	95%	99%	90%
Medical Services	100%	100%	99%	100%	100%	99%	100%	90%	100%	100%	100%	100%	100%
Mental Health Services	98%	99%	99%	100%	99%	89%	96%	97%	98%	93%	99%	99%	99%
Dental Services	97%	88%	98%	99%	92%	99%	95%	94%	97%	99%	86%	98%	70%
Population Health Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Asthma Care	82%	94%	90%	90%	86%	85%	88%	90%	90%	85%	88%	86%	83%
Asthma SABA Utilization	84%	96%	95%	96%	84%	86%	90%	96%	91%	88%	90%	86%	94%
Persistent Asthma ICS Treatment	79%	92%	85%	83%	89%	83%	86%	85%	89%	82%	87%	86%	72%
Therapeutic Anticoagulation	67%	-	-	-	86%	64%	64%	100%	78%	67%	63%	78%	100%
Diabetes Care	78%	77%	87%	82%	81%	82%	79%	82%	78%	76%	74%	83%	75%
A1C <8%	77%	86%	96%	65%	78%	83%	76%	81%	70%	75%	71%	82%	80%
LDL-Cholesterol <100 mg/dl	67%	57%	84%	77%	76%	79%	72%	78%	70%	74%	62%	75%	50%
Blood Pressure <140/90 mm Hg	87%	81%	75%	89%	83%	80%	73%	80%	77%	67%	87%	87%	80%
Screened or Treated Nephropathy	82%	86%	92%	96%	87%	86%	94%	88%	94%	87%	77%	86%	91%
End Stage Liver Disease Care	72%	48%	69%	-	67%	58%	50%	39%	60%	64%	53%	68%	69%
EGD for Esophageal Varices	63%	50%	54%	-	71%	58%	38%	22%	60%	68%	40%	55%	50%
HCC Screening	80%	-	67%	-	71%	62%	56%	50%	62%	65%	62%	75%	100%
NSAID	72%	45%	86%	-	60%	54%	55%	44%	58%	59%	56%	75%	57%
Diagnosis Medication Match	37%	58%	71%	-	63%	85%	88%	33%	52%	57%	71%	70%	17%
SBP or TIPS with Cipro. or Sulfa.	0%	-	-	-	0%	100%	-	-	0%	50%	100%	0%	0%
Ascites with Spironolactone	0%	-	-	-	100%	-	-	-	-	-	-	100%	-
Varices with Beta Blocker	76%	50%	71%	-	68%	75%	75%	33%	55%	65%	63%	80%	50%
Hepatic Enceph. w/ Lactulose and/or Rifaximin	71%	67%	-	-	83%	80%	100%	-	100%	-	50%	100%	0%

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Colon Cancer Screening	94%	94%	100%	93%	91%	99%	82%	100%	90%	97%	97%	99%	99%	98%	99%	99%	99%	87%	95%	91%	100%	100%	78%
Breast Cancer Screening	84%	-	-	-	-	-	75%	-	-	-	96%	-	-	-	-	-	-	-	-	-	-	-	-
Diagnostic Monitoring	80%	86%	-	-	-	99%	76%	-	84%	85%	91%	87%	79%	66%	90%	93%	-	73%	96%	67%	-	76%	73%
QT Prolongation EKG 12 Months	65%	71%	-	-	-	100%	54%	-	50%	86%	83%	65%	77%	30%	67%	86%	-	40%	100%	20%	-	50%	50%
Antipsychotics	87%	91%	-	-	-	98%	77%	-	89%	98%	92%	93%	87%	70%	98%	94%	-	82%	97%	80%	-	82%	76%
Lipid Monitoring 12 Months	91%	95%	-	-	-	100%	76%	-	97%	95%	92%	91%	96%	95%	97%	95%	-	80%	94%	74%	-	85%	80%
Blood Sugar 12 Months	94%	95%	-	-	-	100%	88%	-	100%	100%	100%	96%	98%	88%	99%	95%	-	95%	98%	97%	-	89%	80%
EKG 12 Months	55%	75%	-	-	-	86%	38%	-	44%	100%	55%	71%	50%	22%	100%	100%	-	50%	100%	71%	-	35%	37%
AIMS 12 Months	88%	89%	-	-	-	100%	71%	-	84%	98%	97%	99%	82%	96%	100%	96%	-	75%	100%	37%	-	89%	84%
Med Consent 12 Months	92%	95%	-	-	-	98%	82%	-	92%	95%	99%	98%	84%	89%	98%	97%	-	85%	96%	68%	-	89%	90%
CBC with Platelets 12 Months	88%	89%	-	-	-	100%	86%	-	98%	98%	95%	95%	96%	43%	96%	84%	-	95%	92%	94%	-	87%	73%
CMP 12 Months	89%	95%	-	-	-	98%	76%	-	100%	100%	100%	93%	96%	43%	91%	88%	-	80%	92%	97%	-	88%	77%
Thyroid Monitoring 5 Years	96%	98%	-	-	-	100%	97%	-	100%	97%	99%	96%	97%	81%	100%	96%	-	95%	100%	97%	-	95%	87%
Clozapine	88%	-	-	-	-	-	-	-	90%	-	89%	-	84%	100%	-	-	-	-	-	-	-	-	-
CMP 12 Months	96%	-	-	-	-	-	-	-	100%	-	100%	-	80%	-	-	-	-	-	-	-	-	-	-
Lipid Monitoring 12 Months	95%	-	-	-	-	-	-	-	100%	-	71%	-	90%	-	-	-	-	-	-	-	-	-	-
Blood Sugar 12 Months	100%	-	-	-	-	-	-	-	100%	-	100%	-	100%	-	-	-	-	-	-	-	-	-	-
CBC 30 Days	100%	-	-	-	-	-	-	-	100%	-	100%	-	100%	100%	-	-	-	-	-	-	-	-	-
EKG 12 Months	51%	-	-	-	-	-	-	-	50%	-	43%	-	70%	-	-	-	-	-	-	-	-	-	-
AIMS 12 Months	82%	-	-	-	-	-	-	-	83%	-	100%	-	70%	-	-	-	-	-	-	-	-	-	-
Thyroid Monitoring 5 Years	98%	-	-	-	-	-	-	-	83%	-	100%	-	100%	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	85%	-	-	-	-	-	-	-	100%	-	100%	-	63%	-	-	-	-	-	-	-	-	-	-
Mood Stabilizers	90%	90%	-	-	-	99%	90%	-	94%	93%	93%	94%	84%	48%	97%	97%	-	83%	95%	84%	-	85%	83%
Carbamazepine	93%	-	-	-	-	100%	100%	-	100%	89%	100%	100%	67%	50%	100%	-	-	-	-	83%	-	100%	83%
CMP 12 Months	94%	-	-	-	-	100%	100%	-	100%	100%	100%	100%	100%	50%	100%	-	-	-	-	100%	-	100%	100%
Carbamazepine Level 12 Months	86%	-	-	-	-	100%	100%	-	100%	67%	100%	100%	0%	50%	100%	-	-	-	-	50%	-	100%	50%
CBC 12 Months	97%	-	-	-	-	100%	100%	-	100%	100%	100%	100%	100%	50%	100%	-	-	-	-	100%	-	100%	100%

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Colon Cancer Screening	97%	92%	98%	95%	97%	90%	86%	91%	89%	95%	89%	92%	90%
Breast Cancer Screening	-	-	-	-	-	-	-	-	-	-	-	-	-
Diagnostic Monitoring	84%	86%	97%	87%	87%	86%	82%	84%	87%	88%	74%	93%	81%
QT Prolongation EKG 12 Months	62%	100%	100%	-	60%	64%	68%	67%	67%	78%	41%	85%	100%
Antipsychotics	81%	81%	98%	79%	94%	86%	83%	85%	91%	93%	83%	94%	65%
Lipid Monitoring 12 Months	85%	92%	97%	89%	96%	89%	85%	94%	96%	94%	89%	93%	79%
Blood Sugar 12 Months	92%	85%	97%	89%	98%	94%	88%	97%	99%	99%	94%	95%	71%
EKG 12 Months	26%	100%	100%	50%	74%	37%	77%	29%	73%	76%	42%	85%	20%
AIMS 12 Months	81%	69%	100%	92%	94%	93%	83%	94%	91%	100%	75%	98%	96%
Med Consent 12 Months	91%	85%	100%	94%	98%	90%	91%	97%	98%	98%	88%	98%	71%
CBC with Platelets 12 Months	88%	69%	97%	75%	96%	92%	74%	86%	91%	89%	90%	92%	46%
CMP 12 Months	89%	69%	95%	67%	97%	91%	73%	91%	88%	96%	92%	93%	63%
Thyroid Monitoring 5 Years	99%	77%	100%	81%	99%	99%	89%	89%	96%	94%	97%	98%	75%
Clozapine	96%	-	-	-	-	94%	-	-	-	93%	68%	-	-
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	75%	-	-	-	-	50%	-	-	-	40%	0%	-	-
AIMS 12 Months	92%	-	-	-	-	100%	-	-	-	100%	43%	-	-
Thyroid Monitoring 5 Years	100%	-	-	-	-	100%	-	-	-	100%	100%	-	-
Med Consent 12 Months	100%	-	-	-	-	100%	-	-	-	100%	0%	-	-
Mood Stabilizers	94%	90%	97%	93%	93%	93%	88%	98%	98%	98%	87%	97%	88%
Carbamazepine	100%	-	-	-	100%	100%	83%	-	100%	100%	-	-	-
CMP 12 Months	100%	-	-	-	100%	100%	50%	-	100%	100%	-	-	-
Carbamazepine Level 12 Months	100%	-	-	-	100%	100%	100%	-	100%	100%	-	-	-
CBC 12 Months	100%	-	-	-	100%	100%	100%	-	100%	100%	-	-	-

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Med Consent 12 Months	90%	-	-	-	-	100%	50%	-	100%	100%	100%	100%	-	100%	100%	-	-	-	-	100%	-	100%	-
Depakote	92%	81%	-	-	-	100%	94%	-	95%	99%	90%	96%	97%	56%	100%	97%	-	83%	97%	86%	-	90%	84%
CMP 12 Months	92%	85%	-	-	-	100%	75%	-	100%	100%	80%	95%	100%	44%	100%	88%	-	100%	100%	100%	-	100%	91%
Depakote Level 12 Months	92%	77%	-	-	-	100%	100%	-	97%	100%	100%	95%	100%	38%	100%	100%	-	67%	100%	89%	-	87%	78%
CBC with Platelets 12 Months	94%	85%	-	-	-	100%	100%	-	100%	100%	100%	100%	100%	44%	100%	100%	-	100%	100%	89%	-	100%	84%
Med Consent 12 Months	90%	77%	-	-	-	100%	100%	-	83%	95%	80%	95%	87%	96%	100%	100%	-	67%	88%	67%	-	75%	83%
Lithium	86%	100%	-	-	-	97%	76%	-	87%	90%	88%	87%	88%	38%	92%	98%	-	-	93%	83%	-	65%	82%
Creatinine & BUN 12 Months	96%	100%	-	-	-	100%	91%	-	100%	100%	100%	100%	100%	38%	100%	100%	-	-	100%	100%	-	100%	89%
Lithium Level 12 Months	97%	100%	-	-	-	100%	100%	-	100%	100%	100%	100%	100%	38%	100%	100%	-	-	100%	100%	-	100%	89%
Thyroid Monitoring 12 Months	94%	100%	-	-	-	100%	91%	-	100%	100%	93%	93%	100%	46%	100%	100%	-	-	100%	100%	-	100%	89%
EKG 12 Months	55%	100%	-	-	-	83%	25%	-	44%	50%	44%	50%	60%	0%	60%	100%	-	-	100%	50%	-	0%	75%
Med Consent 12 Months	89%	100%	-	-	-	100%	73%	-	89%	100%	100%	92%	80%	67%	100%	89%	-	-	67%	67%	-	25%	67%
Antidepressants	69%	91%	-	-	-	99%	86%	-	96%	62%	96%	95%	61%	82%	99%	96%	-	89%	94%	83%	-	88%	85%
EKG 12 Months (Tricyclics)	25%	-	-	-	-	-	-	-	-	0%	-	-	0%	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	91%	88%	-	-	-	99%	78%	-	94%	89%	93%	96%	86%	92%	99%	97%	-	85%	93%	71%	-	83%	84%
Thyroid Monitoring 5 Years	92%	95%	-	-	-	99%	94%	-	99%	96%	99%	94%	98%	71%	99%	95%	-	92%	95%	95%	-	93%	86%
Utilization Specialty Services	90%	96%	71%	100%	86%	94%	87%	94%	91%	95%	97%	92%	75%	97%	94%	95%	100%	86%	81%	88%	100%	99%	81%
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	75%	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 MHCBS/DSH Admission	92%	100%	-	-	-	73%	90%	-	100%	100%	62%	98%	100%	72%	-	100%	-	94%	100%	91%	-	100%	97%
30-Day Community Hospital Readmission	8.4%	6.2%	0.0%	4.5%	0.0%	5.8%	4.4%	5.7%	24.5%	9.5%	5.9%	10.2%	14.8%	16.9%	2.3%	3.3%	1.2%	6.0%	2.2%	2.2%	5.5%	5.1%	2.6%
30-Day MHCBS or DSH Readmission	32%	-	-	-	-	-	14%	-	33%	49%	28%	33%	31%	27%	-	-	-	-	-	29%	-	45%	15%
Potentially Avoidable Hospitalizations*	11.0	2.6	2.2	5.7	0.4	5.5	9.1	4.2	120.4	23.3	16.3	6.4	23.2	16.2	6.3	6.0	5.1	14.4	3.3	1.8	6.0	13.1	12.3
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%	88%	95%	91%	81%	77%	92%	91%	85%	97%	90%	94%	99%	98%	97%	97%	96%	98%	89%	90%

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Med Consent 12 Months	75%	-	-	-	100%	100%	100%	-	100%	100%	-	-	-
Depakote	93%	100%	94%	89%	93%	95%	87%	100%	95%	100%	95%	95%	88%
CMP 12 Months	92%	100%	75%	86%	93%	97%	88%	100%	90%	100%	95%	96%	100%
Depakote Level 12 Months	97%	100%	100%	86%	90%	96%	85%	100%	95%	100%	95%	100%	100%
CBC with Platelets 12 Months	98%	100%	100%	100%	93%	97%	85%	100%	95%	100%	95%	100%	100%
Med Consent 12 Months	84%	100%	100%	86%	96%	92%	92%	100%	100%	100%	95%	84%	50%
Lithium	89%	80%	100%	97%	87%	84%	93%	95%	100%	95%	80%	98%	-
Creatinine & BUN 12 Months	100%	100%	100%	100%	95%	95%	100%	100%	100%	100%	94%	100%	-
Lithium Level 12 Months	97%	100%	100%	100%	100%	98%	96%	100%	100%	100%	100%	100%	-
Thyroid Monitoring 12 Months	100%	100%	100%	100%	95%	98%	100%	75%	100%	100%	88%	100%	-
EKG 12 Months	53%	100%	100%	83%	50%	31%	82%	100%	100%	73%	35%	100%	-
Med Consent 12 Months	93%	0%	100%	100%	95%	100%	86%	100%	100%	100%	83%	91%	-
Antidepressants	88%	73%	91%	87%	99%	93%	89%	89%	93%	77%	92%	97%	71%
EKG 12 Months (Tricyclics)	-	-	-	-	-	-	-	-	-	50%	-	-	-
Med Consent 12 Months	86%	79%	86%	96%	98%	90%	91%	92%	96%	93%	92%	95%	59%
Thyroid Monitoring 5 Years	91%	67%	97%	79%	99%	96%	86%	86%	91%	89%	92%	98%	82%
Utilization Specialty Services	90%	97%	94%	95%	91%	94%	88%	95%	86%	95%	70%	89%	83%
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	100%	97%	92%	100%	96%	88%	98%	100%	100%	88%	97%	91%	100%
30-Day Community Hospital Readmission	6.5%	7.5%	0.0%	6.7%	8.2%	14.3%	14.2%	5.4%	8.1%	2.0%	3.6%	7.0%	11.8%
30-Day MHCB or DSH Readmission	30%	29%	22%	33%	17%	35%	18%	-	44%	-	33%	-	33%
Potentially Avoidable Hospitalizations*	19.1	8.2	0.0	2.6	26.7	6.3	12.5	1.7	18.4	7.7	8.3	7.4	15.6
Continuity of Clinicians & Services	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Primary Care Provider (PCP)	85%	92%	99%	87%	87%	92%	94%	85%	98%	95%	90%	91%	87%

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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	82%	N/A	N/A	N/A	N/A	N/A	91%	N/A	88%	N/A	95%	82%	87%	81%	N/A	N/A	N/A	86%	N/A	N/A	N/A	88%	87%
Psychiatrist	84%	N/A	N/A	N/A	N/A	N/A	95%	N/A	63%	N/A	39%	94%	100%	90%	N/A	N/A	N/A	83%	N/A	N/A	N/A	59%	63%
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	81%	78%	93%	100%	98%	63%	73%	80%	-	67%	81%	64%	92%	68%	99%	95%	87%	98%	93%	81%	92%	74%	73%
M4: Meds Upon Arrival at Reception Ctr	95%	-	-	-	-	-	100%	-	-	90%	-	-	-	-	-	-	-	98%	-	-	-	-	-
M5: KOP Meds Inter-Institutional	86%	100%	71%	100%	95%	100%	100%	100%	-	95%	75%	100%	100%	65%	95%	100%	80%	100%	100%	85%	100%	60%	70%
M6: NA/DOT Meds Intra-Institutional	76%	53%	100%	-	100%	0%	83%	0%	-	52%	-	56%	100%	41%	100%	86%	100%	96%	91%	67%	92%	100%	71%
M7: Mental Health Crisis Bed Transfers	64%	-	-	-	-	-	13%	-	-	44%	73%	55%	100%	47%	-	-	-	-	-	86%	-	52%	55%
M8: ASU/SHU/PSU Inter-Institutional	75%	100%	100%	100%	100%	50%	15%	100%	-	40%	56%	47%	100%	80%	-	92%	100%	93%	88%	50%	67%	74%	74%
M9: Discharge from Community Hosp/DSH	74%	43%	100%	-	100%	72%	100%	100%	-	48%	100%	27%	50%	73%	100%	100%	82%	100%	100%	100%	100%	56%	68%
M10: Transfer/Parole	97%	95%	95%	100%	95%	95%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	75%	100%	85%	100%	100%	100%	100%
Medication Non-Adherence Counseling	82%	73%	97%	98%	67%	95%	64%	0%	-	95%	91%	99%	86%	62%	87%	94%	93%	89%	93%	87%	25%	81%	80%
M11: Non-Adherence MH Prescribed	81%	75%	-	-	-	90%	48%	0%	-	88%	93%	95%	90%	50%	100%	100%	-	85%	92%	73%	-	82%	47%
M12: Non-Adherence PC2602 Meds	96%	100%	-	-	-	100%	70%	-	-	100%	100%	100%	97%	100%	-	-	-	100%	-	89%	-	97%	100%
M13: Non-Adherence Medical Prescribed	78%	44%	97%	97%	67%	89%	63%	-	-	93%	69%	100%	80%	53%	100%	82%	86%	72%	88%	85%	-	82%	73%
M14: Non-Adherence Insulin/HIV/Clozaril	75%	-	-	100%	-	100%	73%	0%	-	100%	100%	100%	79%	45%	60%	100%	100%	100%	100%	100%	25%	63%	100%
Medication Administration	87%	100%	92%	100%	92%	98%	84%	90%	-	88%	87%	74%	85%	63%	97%	100%	92%	92%	91%	88%	94%	83%	96%
M20: Chronic Care Meds-Psychiatrist	69%	100%	-	-	-	95%	100%	100%	-	70%	35%	13%	95%	30%	90%	100%	100%	60%	94%	94%	100%	50%	80%
M21: Chronic Care Meds-Medical	94%	100%	100%	100%	75%	100%	95%	100%	-	95%	100%	100%	100%	85%	95%	100%	100%	100%	95%	100%	90%	100%	100%
M22: New Outpatient Orders-Psychiatrist	89%	100%	-	100%	-	97%	73%	93%	-	93%	100%	57%	90%	53%	100%	100%	100%	100%	96%	100%	100%	65%	100%
M23: New Outpatient Orders-Medical	98%	100%	95%	100%	100%	100%	83%	83%	-	100%	98%	100%	100%	90%	100%	100%	100%	100%	100%	90%	100%	100%	100%
M24: Administration – TB Medications	86%	100%	81%	100%	100%	100%	71%	77%	-	82%	100%	100%	40%	58%	100%	100%	60%	100%	71%	57%	82%	100%	100%
Non-Formulary by Psychiatrists	3.2%	0.3%	-	66.7%	-	1.1%	5.6%	0.0%	5.4%	1.1%	6.4%	3.1%	7.2%	3.8%	1.1%	1.2%	0.0%	3.1%	0.5%	3.4%	2.9%	1.2%	2.1%
Non-Formulary by Medical Providers	3.9%	3.0%	2.9%	1.9%	4.3%	2.9%	6.0%	3.4%	6.3%	4.1%	4.8%	4.3%	6.0%	5.8%	2.3%	1.5%	1.8%	2.7%	2.2%	3.9%	1.6%	3.3%	3.1%
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	58%	65%	93%	88%	74%	93%	41%	94%	69%	68%	50%	63%	70%	64%	80%	55%	67%	42%	94%	23%	39%	75%	37%
Medical Documents 3 Days	65%	69%	93%	95%	90%	94%	42%	93%	85%	78%	34%	63%	81%	71%	88%	73%	79%	55%	95%	18%	39%	80%	27%

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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	79%	100%	74%	N/A	87%	77%	82%	N/A	N/A	69%	80%	78%	78%
Psychiatrist	73%	100%	54%	N/A	74%	92%	82%	N/A	N/A	94%	87%	94%	100%
Medication Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medication Continuity-Transfer	88%	95%	82%	98%	70%	61%	84%	79%	100%	94%	57%	79%	73%
M4: Meds Upon Arrival at Reception Ctr	-	100%	-	-	-	-	-	-	-	98%	-	-	85%
M5: KOP Meds Inter-Institutional	95%	92%	100%	100%	40%	55%	90%	70%	100%	100%	5%	95%	71%
M6: NA/DOT Meds Intra-Institutional	80%	100%	73%	100%	58%	48%	53%	-	100%	100%	97%	65%	62%
M7: Mental Health Crisis Bed Transfers	100%	95%	100%	100%	95%	57%	100%	-	100%	75%	40%	-	61%
M8: ASU/SHU/PSU Inter-Institutional	86%	91%	100%	88%	97%	58%	95%	75%	100%	95%	74%	94%	82%
M9: Discharge from Community Hosp/DSH	70%	85%	50%	100%	52%	45%	68%	71%	100%	93%	33%	43%	57%
M10: Transfer/Parole	100%	100%	67%	100%	75%	100%	100%	100%	100%	100%	94%	100%	95%
Medication Non-Adherence Counseling	87%	95%	86%	89%	77%	57%	80%	87%	79%	80%	63%	93%	67%
M11: Non-Adherence MH Prescribed	98%	100%	79%	88%	96%	37%	55%	85%	87%	93%	80%	100%	55%
M12: Non-Adherence PC2602 Meds	100%	88%	100%	100%	98%	90%	100%	-	-	67%	93%	100%	67%
M13: Non-Adherence Medical Prescribed	55%	93%	67%	78%	63%	72%	77%	89%	85%	59%	70%	71%	61%
M14: Non-Adherence Insulin/HIV/Clozaril	95%	100%	100%	-	50%	31%	90%	-	65%	100%	10%	100%	83%
Medication Administration	78%	88%	91%	100%	68%	96%	81%	79%	92%	88%	78%	75%	83%
M20: Chronic Care Meds-Psychiatrist	60%	40%	60%	100%	35%	80%	75%	55%	60%	85%	20%	50%	63%
M21: Chronic Care Meds-Medical	95%	100%	95%	100%	35%	100%	100%	75%	100%	90%	85%	100%	70%
M22: New Outpatient Orders-Psychiatrist	96%	100%	100%	100%	75%	100%	62%	65%	100%	100%	100%	88%	83%
M23: New Outpatient Orders-Medical	100%	100%	100%	100%	95%	100%	100%	100%	100%	100%	95%	98%	97%
M24: Administration – TB Medications	40%	100%	100%	100%	100%	100%	67%	100%	100%	63%	88%	40%	100%
Non-Formulary by Psychiatrists	3.3%	2.8%	1.9%	1.0%	2.4%	5.4%	2.6%	2.8%	0.9%	9.6%	3.8%	1.7%	1.7%
Non-Formulary by Medical Providers	6.3%	1.3%	2.7%	1.8%	4.8%	4.9%	2.7%	2.8%	4.3%	6.1%	2.9%	3.1%	3.8%
Availability of Health Information	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Non-Dictated Documents	44%	63%	23%	52%	63%	55%	50%	69%	67%	69%	60%	40%	53%
Medical Documents 3 Days	29%	63%	12%	57%	64%	75%	60%	72%	81%	79%	80%	44%	56%

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Dental Documents 3 Days	72%	63%	92%	96%	92%	96%	51%	100%	91%	78%	89%	82%	83%	84%	89%	74%	70%	54%	94%	37%	30%	83%	50%
Mental Health Documents 3 Days	41%	66%	94%	96%	33%	92%	13%	93%	50%	63%	31%	39%	59%	41%	75%	49%	61%	26%	94%	0%	37%	59%	19%
CDCR Inpatient Documents 3 Days	58%	-	-	-	-	-	72%	89%	45%	65%	51%	70%	69%	61%	-	-	-	-	-	40%	-	81%	70%
Other Documents 3 Days	56%	63%	92%	64%	83%	90%	29%	92%	73%	54%	48%	59%	59%	65%	69%	23%	59%	30%	93%	22%	49%	70%	19%
Dictated Documents	37%	13%	-	54%	-	8%	69%	63%	23%	39%	47%	41%	38%	39%	31%	2%	9%	3%	22%	69%	7%	44%	38%
Dictation Time in Days	0.1	0.1	-	0.0	-	0.0	0.1	0.2	0.0	0.2	0.0	0.0	2.9	0.0	0.0	0.0	0.0	0.0	0.1	0.1	0.0	0.1	0.0
Transcription Time in Days	3.6	3.5	-	2.6	-	4.6	1.0	3.6	4.3	4.4	3.7	2.3	0.9	2.7	4.3	4.4	4.1	4.1	3.7	2.8	4.0	2.2	4.4
Sign Time in Days	3.1	2.5	-	0.7	-	3.1	1.9	2.7	1.7	3.2	2.5	2.6	5.9	3.6	2.6	2.0	5.0	2.7	1.8	2.6	4.2	2.5	1.5
Scan Time in Days	1.6	1.2	-	0.1	-	1.6	5.3	0.6	1.0	1.5	2.5	1.7	2.3	1.3	0.5	3.2	3.7	1.4	0.7	2.1	2.5	1.6	1.3
Total Time in Days	8.4	7.3	-	3.5	-	9.3	8.3	7.0	7.1	9.2	8.7	6.6	12.1	7.7	7.4	9.5	12.8	8.2	6.3	7.7	10.7	6.5	7.3
Medical Dictated Documents 5 Days	22%	17%	-	82%	-	8%	-	28%	23%	11%	26%	41%	38%	23%	26%	2%	9%	-	-	38%	7%	44%	16%
Dictation Time in Days	0.1	0.1	-	0.0	-	0.0	-	0.2	0.0	0.2	0.0	0.0	2.9	0.0	0.0	0.0	0.0	-	-	0.1	0.0	0.1	0.0
Transcription Time in Days	3.8	3.5	-	3.2	-	4.6	-	3.7	4.3	4.9	3.8	2.4	0.9	3.3	4.4	4.4	4.1	-	-	2.8	4.1	2.3	4.5
Sign Time in Days	3.1	2.5	-	0.8	-	3.1	-	2.8	1.7	3.3	2.6	2.5	5.9	3.4	2.7	2.0	5.0	-	-	2.7	4.2	2.3	1.5
Scan Time in Days	1.6	1.2	-	0.1	-	1.6	-	0.6	1.0	1.4	2.4	1.7	2.3	1.5	0.5	3.1	3.6	-	-	1.7	2.5	1.6	1.3
Total Time in Days	8.5	7.3	-	4.1	-	9.3	-	7.3	7.1	9.8	8.9	6.6	12.1	8.2	7.6	9.6	12.7	-	-	7.3	10.8	6.3	7.4
Mental Health Dictated Documents 5 Days	41%	-	-	-	-	-	39%	98%	-	43%	62%	-	-	55%	55%	-	-	3%	22%	-	-	-	-
Dictation Time in Days	0.5	-	-	-	-	-	0.1	0.0	-	0.1	0.3	-	-	0.0	0.0	-	-	0.0	0.1	-	-	-	-
Transcription Time in Days	2.3	-	-	-	-	-	1.3	0.2	-	1.2	0.4	-	-	0.1	3.5	-	-	4.1	3.7	-	-	-	-
Sign Time in Days	2.4	-	-	-	-	-	2.5	0.5	-	2.5	1.9	-	-	4.7	1.3	-	-	2.7	1.8	-	-	-	-
Scan Time in Days	2.0	-	-	-	-	-	5.5	0.8	-	2.0	2.7	-	-	0.5	0.5	-	-	1.4	0.7	-	-	-	-
Total Time in Days	7.1	-	-	-	-	-	9.3	1.5	-	5.8	5.3	-	-	5.4	5.3	-	-	8.2	6.3	-	-	-	-
Specialty Dictated Documents 5 Days	47%	9%	-	26%	-	-	98%	-	-	63%	53%	40%	-	-	13%	-	-	-	-	100%	-	-	60%
Dictation Time in Days	0.3	2.0	-	0.0	-	-	0.3	-	-	0.0	-	0.0	-	-	0.0	-	-	-	-	-	-	-	-
Transcription Time in Days	1.9	3.7	-	0.0	-	-	0.0	-	-	3.5	-	0.7	-	-	4.3	-	-	-	-	-	-	-	-
Sign Time in Days	3.0	2.2	-	0.0	-	-	0.0	-	-	0.0	-	3.9	-	-	6.1	-	-	-	-	-	-	-	-
Scan Time in Days	1.8	1.2	-	0.1	-	-	4.0	-	-	2.5	-	1.6	-	-	0.2	-	-	-	-	-	-	-	-

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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	77%	61%	31%	40%	84%	93%	49%	85%	82%	85%	82%	49%	53%
Mental Health Documents 3 Days	11%	59%	9%	50%	33%	11%	27%	67%	48%	57%	26%	30%	52%
CDCR Inpatient Documents 3 Days	70%	60%	43%	70%	72%	56%	76%	-	51%	56%	65%	-	50%
Other Documents 3 Days	31%	70%	21%	45%	63%	42%	39%	50%	72%	67%	47%	38%	57%
Dictated Documents	15%	79%	-	6%	53%	39%	6%	21%	9%	39%	58%	56%	24%
Dictation Time in Days	0.0	0.0	0.0	0.0	0.1	0.0	6.7	0.1	0.0	0.0	0.0	0.2	1.0
Transcription Time in Days	3.6	0.7	2.0	4.6	3.5	3.6	4.7	4.3	4.5	3.5	3.0	3.9	3.9
Sign Time in Days	3.5	1.2	1.0	2.8	1.7	4.0	1.4	5.1	3.6	4.7	1.9	3.0	8.0
Scan Time in Days	3.0	1.7	0.0	1.9	0.9	1.7	0.5	3.1	1.2	1.3	0.3	1.9	1.3
Total Time in Days	10.1	3.7	3.0	9.3	6.2	9.4	13.3	12.6	9.3	9.6	5.2	9.1	14.2
Medical Dictated Documents 5 Days	12%	-	-	6%	36%	14%	-	2%	9%	18%	58%	-	0%
Dictation Time in Days	0.0	-	-	0.0	0.1	0.0	-	0.1	0.0	0.0	0.0	-	0.0
Transcription Time in Days	3.8	-	-	4.6	3.5	4.2	-	4.4	4.5	3.5	3.0	-	5.1
Sign Time in Days	2.7	-	-	2.8	1.7	4.4	-	5.2	3.6	4.9	1.9	-	15.6
Scan Time in Days	2.8	-	-	1.9	0.9	1.7	-	3.3	1.2	1.3	0.3	-	1.0
Total Time in Days	9.3	-	-	9.4	6.2	10.3	-	13.0	9.3	9.7	5.2	-	21.8
Mental Health Dictated Documents 5 Days	18%	79%	-	-	-	64%	6%	12%	-	89%	-	11%	48%
Dictation Time in Days	0.0	0.0	-	-	-	0.1	6.8	0.0	-	0.0	-	0.0	2.0
Transcription Time in Days	3.4	0.7	-	-	-	0.5	4.7	3.7	-	0.1	-	4.3	2.7
Sign Time in Days	4.0	1.2	-	-	-	2.4	1.3	3.4	-	0.9	-	3.3	3.4
Scan Time in Days	3.2	1.7	-	-	-	1.9	0.5	1.2	-	1.4	-	1.9	1.6
Total Time in Days	10.6	3.6	-	-	-	4.8	13.3	8.3	-	2.5	-	9.4	9.7
Specialty Dictated Documents 5 Days	-	-	-	-	70%	-	-	50%	-	11%	-	100%	-
Dictation Time in Days	-	-	-	-	0.0	-	-	0.0	-	0.0	-	3.0	-
Transcription Time in Days	-	-	-	-	0.4	-	-	4.4	-	6.0	-	0.0	-
Sign Time in Days	-	-	-	-	2.7	-	-	9.9	-	2.5	-	0.0	-
Scan Time in Days	-	-	-	-	0.9	-	-	3.8	-	1.0	-	2.0	-

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Total Time in Days	6.9	9.1	-	0.1	-	-	4.4	-	-	6.0	-	6.2	-	-	10.6	-	-	-	-	-	-	-	-
Specialty Notes	79%	93%	69%	97%	92%	90%	50%	98%	77%	81%	35%	93%	94%	83%	77%	68%	78%	73%	92%	89%	90%	95%	50%
Community Hospital Records	68%	69%	100%	67%	75%	100%	38%	100%	48%	57%	67%	24%	65%	98%	67%	48%	67%	36%	90%	80%	31%	95%	75%
Scanning Accuracy	99%	100%	-	100%	100%	100%	100%	100%	-	99%	100%	100%	100%	99%	96%	100%	95%	99%	100%	96%	98%	92%	100%
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%	100%	100%	100%	100%	100%	97%	100%	40%	100%	97%	99%	100%	100%	100%	100%	100%	68%	100%	99%	100%	100%	96%
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							
Specialty Teleservices	66%	76%	59%	91%	48%	50%	68%	80%	57%	67%	64%	19%	34%	64%	52%	59%	94%	61%	82%	71%	98%	59%	85%
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	100%	98%	86%	100%	93%	94%	96%	100%	127%	103%	106%	104%	95%	107%	93%	112%	84%	102%	85%	89%	93%	96%	98%
Medical FTE	100%	90%	108%	111%	86%	94%	124%	102%	105%	80%	89%	118%	97%	107%	105%	80%	105%	124%	105%	120%	105%	93%	95%
Nursing FTE	110%	113%	95%	106%	108%	91%	108%	103%	137%	112%	108%	117%	92%	123%	91%	149%	91%	108%	91%	91%	105%	103%	114%
Pharmacy FTE	119%	130%	103%	126%	92%	159%	121%	202%	103%	142%	144%	121%	128%	126%	128%	117%	107%	139%	98%	129%	120%	129%	109%
Dental Clinical FTE	96%	89%	79%	100%	91%	100%	96%	100%	99%	93%	100%	100%	78%	90%	91%	94%	101%	100%	100%	104%	91%	100%	100%
Mental Health Clinical FTE	86%	82%	50%	100%	83%	87%	72%	88%	85%	83%	90%	94%	89%	82%	78%	80%	50%	97%	62%	74%	100%	82%	86%
Clinical Support FTE	96%	136%	74%	101%	95%	108%	114%	79%	98%	107%	116%	70%	117%	100%	117%	86%	82%	119%	51%	76%	89%	97%	76%
Administrative Support FTE	89%	82%	74%	87%	77%	88%	81%	92%	138%	96%	111%	94%	94%	90%	95%	94%	67%	87%	78%	81%	73%	89%	86%
Total Actual FTE	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Civil Service FTE	88%	93%	95%	93%	90%	89%	91%	89%	82%	89%	86%	93%	91%	83%	90%	89%	96%	92%	94%	88%	92%	87%	89%
Overtime FTE	5.7%	1.7%	2.5%	3.1%	7.7%	4.9%	4.6%	5.1%	10.9%	4.1%	5.4%	5.4%	6.4%	7.0%	3.7%	5.3%	2.0%	3.8%	4.3%	8.5%	5.2%	4.2%	5.3%
Registry FTE	6.6%	5.7%	3.0%	3.8%	2.1%	5.6%	4.0%	5.7%	7.1%	7.1%	9.1%	1.8%	2.4%	9.9%	6.4%	5.8%	2.4%	4.1%	2.0%	3.4%	2.6%	9.1%	5.3%
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

* Rate Per 1,000 Inmates

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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	-	-	-	-	4.0	-	-	18.1	-	9.6	-	5.0	-
Specialty Notes	16%	78%	83%	92%	52%	77%	90%	84%	92%	91%	71%	63%	91%
Community Hospital Records	59%	74%	0%	100%	57%	91%	94%	73%	96%	67%	39%	40%	80%
Scanning Accuracy	97%	97%	99%	100%	100%	98%	100%	99%	100%	99%	95%	-	98%
Appeal Processing	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Timely Appeals	100%	100%	100%	100%	100%	90%	98%	100%	100%	99%	97%	61%	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	70%	71%	92%	40%	84%	51%	82%	47%	58%	37%	52%	65%	78%
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	96%	113%	86%	85%	109%	106%	93%	77%	78%	99%	99%	105%	109%
Medical FTE	92%	96%	119%	89%	122%	100%	97%	89%	91%	106%	68%	130%	100%
Nursing FTE	110%	134%	83%	88%	125%	130%	107%	68%	67%	120%	111%	126%	114%
Pharmacy FTE	82%	111%	140%	134%	131%	121%	102%	143%	108%	81%	110%	119%	120%
Dental Clinical FTE	100%	94%	93%	100%	99%	94%	88%	96%	100%	105%	104%	95%	-
Mental Health Clinical FTE	92%	96%	89%	74%	103%	89%	85%	78%	84%	81%	88%	84%	-
Clinical Support FTE	74%	125%	103%	113%	94%	98%	71%	112%	101%	109%	76%	111%	123%
Administrative Support FTE	84%	102%	80%	72%	86%	81%	74%	71%	82%	83%	90%	81%	92%
Total Actual FTE	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Civil Service FTE	92%	81%	90%	93%	83%	83%	86%	94%	93%	88%	85%	93%	73%
Overtime FTE	4.2%	7.5%	5.1%	3.9%	4.0%	5.1%	4.8%	1.0%	1.9%	7.0%	7.9%	5.4%	7.6%
Registry FTE	4.3%	11.5%	4.6%	3.4%	13.4%	11.7%	9.7%	5.1%	5.2%	4.7%	6.8%	1.9%	19.1%
Major Costs per Inmate per Month	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP

* Rate Per 1,000 Inmates

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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	\$98	\$70	\$80	\$57	\$48	\$76	\$90	\$104	\$586	\$121	\$122	\$163	\$310	\$107	\$107	\$75	\$54	\$108	\$94	\$86	\$70	\$76	\$85
Nursing Staff	\$465	\$267	\$287	\$218	\$216	\$281	\$377	\$290	\$4,316	\$517	\$1,038	\$654	\$1,388	\$716	\$312	\$290	\$264	\$388	\$295	\$370	\$258	\$313	\$468
Pharmacy Staff	\$36	\$24	\$19	\$17	\$8	\$30	\$33	\$26	\$162	\$62	\$92	\$50	\$163	\$44	\$35	\$32	\$15	\$33	\$26	\$20	\$18	\$24	\$32
Dental Clinical Staff	\$83	\$91	\$66	\$74	\$57	\$86	\$74	\$89	\$88	\$81	\$130	\$92	\$107	\$68	\$111	\$87	\$94	\$87	\$93	\$86	\$85	\$86	\$80
Mental Health Clinical Staff	\$183	\$94	\$3	\$27	\$10	\$100	\$164	\$42	\$651	\$210	\$409	\$375	\$552	\$224	\$113	\$65	\$30	\$170	\$71	\$72	\$31	\$141	\$295
Clinical Support Staff	\$27	\$10	\$8	\$8	\$5	\$13	\$20	\$12	\$178	\$30	\$54	\$55	\$131	\$37	\$16	\$6	\$8	\$15	\$5	\$13	\$8	\$17	\$32
Administrative Support Staff	\$111	\$100	\$92	\$92	\$40	\$72	\$89	\$123	\$473	\$123	\$270	\$144	\$327	\$108	\$111	\$71	\$90	\$115	\$87	\$92	\$96	\$109	\$121
Hospital	\$113	\$29	\$16	\$13	\$13	\$41	\$56	\$53	\$1,806	\$185	\$190	\$85	\$447	\$105	\$98	\$103	\$108	\$176	\$71	\$49	\$25	\$84	\$36
Emergency Department	\$7	\$6	\$8	\$5	\$5	\$14	\$9	\$4	\$23	\$4	\$16	\$3	\$6	\$15	\$7	\$3	\$5	\$7	\$4	\$10	\$5	\$3	\$12
Specialty	\$27	\$16	\$17	\$16	\$11	\$18	\$25	\$23	\$136	\$35	\$32	\$46	\$70	\$26	\$15	\$20	\$30	\$17	\$14	\$19	\$16	\$19	\$27
Medications	\$105	\$36	\$3	\$25	\$23	\$41	\$104	\$24	\$69	\$360	\$150	\$186	\$355	\$68	\$53	\$71	\$38	\$132	\$47	\$39	\$31	\$48	\$123
Diagnostics	\$19	\$12	\$12	\$12	\$7	\$11	\$24	\$10	\$62	\$40	\$31	\$23	\$35	\$10	\$15	\$11	\$12	\$24	\$12	\$10	\$8	\$10	\$23
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	12.1	13.4	19.5	10.9	12.9	12.7	11.3	13.0	12.6	8.8	13.3	10.0	9.9	12.1	10.8	14.6	15.5	15.5	10.0	11.4	11.9	15.0	13.7
Appointments per PCRN	6.2	7.4	4.4	6.2	5.3	6.5	6.1	7.0	3.1	6.3	7.4	6.1	6.3	6.8	5.2	7.9	4.6	7.9	6.9	4.8	4.9	7.8	5.9
Encounters per Primary MH Clinician	9.2	8.0	3.3	2.8	2.5	7.2	9.5	3.7	7.4	5.6	7.1	13.1	11.1	9.4	5.7	6.4	4.2	9.1	10.0	6.0	3.3	13.6	12.8
Encounters per Psychiatrist	9.0	10.2	1.0	3.5	1.5	10.3	8.2	4.1	7.2	8.1	8.3	11.4	8.4	10.1	9.2	13.6	2.6	12.0	10.2	7.1	5.3	12.8	11.2
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*	5.2	2.6	0.5	1.0	0.8	3.9	3.1	2.3	36.8	9.3	4.3	4.0	11.2	14.2	1.2	4.2	2.6	3.6	3.2	0.8	4.0	5.3	5.9
Emergency Department Visits*	28	18	26	30	17	11	27	22	123	27	56	19	24	20	55	19	40	37	16	15	32	23	87
Specialty Care Referrals*	38	20	35	28	16	18	27	32	128	39	30	76	44	38	26	31	46	40	34	35	42	15	42
Prescriptions Per Inmate	3.4	1.9	2.3	1.1	0.6	2.3	4.0	1.5	11.8	4.6	4.6	6.7	6.2	3.3	3.0	3.7	2.1	2.8	2.6	1.9	1.6	1.8	4.2
Diagnostics Per Inmate	0.9	0.6	0.8	0.4	0.3	0.7	1.2	0.4	4.3	1.7	1.2	1.0	2.1	0.4	0.7	0.6	0.6	1.4	0.6	0.5	0.3	0.6	0.9
Appeals Received*	28	29	21	7	5	21	35	8	63	32	21	25	51	47	14	28	8	40	14	23	8	22	34
Prison Population Capacity	137%	143%	-	165%	120%	155%	172%	134%	67%	149%	134%	109%	91%	134%	103%	143%	131%	146%	124%	153%	138%	155%	153%

* Rate Per 1,000 Inmates

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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	\$95	\$87	\$76	\$63	\$152	\$123	\$73	\$47	\$95	\$111	\$70	\$89	\$74
Nursing Staff	\$470	\$341	\$387	\$302	\$680	\$1,050	\$360	\$146	\$284	\$495	\$578	\$375	\$315
Pharmacy Staff	\$31	\$24	\$20	\$25	\$58	\$61	\$33	\$14	\$40	\$28	\$63	\$41	\$22
Dental Clinical Staff	\$84	\$72	\$84	\$81	\$94	\$97	\$75	\$77	\$94	\$80	\$89	\$78	\$70
Mental Health Clinical Staff	\$291	\$161	\$130	\$131	\$459	\$771	\$129	\$52	\$137	\$473	\$245	\$167	\$139
Clinical Support Staff	\$40	\$17	\$19	\$20	\$69	\$104	\$22	\$6	\$21	\$36	\$34	\$19	\$15
Administrative Support Staff	\$137	\$95	\$127	\$101	\$142	\$183	\$72	\$40	\$97	\$117	\$130	\$87	\$78
Hospital	\$256	\$71	\$28	\$11	\$241	\$89	\$86	\$34	\$244	\$62	\$53	\$52	\$77
Emergency Department	\$12	\$4	\$2	\$1	\$16	\$9	\$7	\$2	\$6	\$5	\$10	\$14	\$10
Specialty	\$51	\$21	\$4	\$10	\$72	\$19	\$30	\$11	\$43	\$41	\$19	\$28	\$25
Medications	\$348	\$47	\$90	\$40	\$336	\$228	\$87	\$21	\$147	\$178	\$79	\$154	\$69
Diagnostics	\$30	\$35	\$8	\$6	\$35	\$15	\$13	\$7	\$19	\$34	\$14	\$18	\$35
Workload Per Day	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Appointments per PCP	8.6	17.4	5.8	16.3	11.6	10.3	14.8	11.9	9.0	11.4	10.3	17.1	12.2
Appointments per PCRN	5.0	8.7	3.4	5.6	6.9	7.3	7.1	4.8	5.6	5.7	5.9	6.4	6.7
Encounters per Primary MH Clinician	10.8	11.0	5.4	7.5	9.3	8.8	11.7	6.3	6.6	6.1	8.7	13.7	10.0
Encounters per Psychiatrist	8.9	9.9	7.1	15.5	8.9	8.9	10.3	8.2	7.6	5.7	9.6	11.0	8.4
Other Trends	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Hospital Admissions*	7.0	4.1	0.7	0.3	13.1	4.1	5.0	2.2	12.1	3.7	5.6	1.9	7.9
Emergency Department Visits*	50	15	4	11	59	37	16	13	25	22	63	25	19
Specialty Care Referrals*	110	41	16	25	75	35	19	33	40	54	37	52	34
Prescriptions Per Inmate	5.5	3.3	1.4	2.4	6.6	5.8	4.0	1.1	4.3	4.6	3.8	4.3	2.2
Diagnostics Per Inmate	1.1	1.6	0.4	0.3	1.5	0.8	0.6	0.3	1.0	1.9	0.6	0.8	1.4
Appeals Received*	56	19	27	23	58	82	31	8	26	22	44	45	24
Prison Population Capacity	167%	158%	113%	143%	141%	120%	158%	122%	150%	129%	146%	160%	161%

* Rate Per 1,000 Inmates

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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	4.2%	0.0%	0.1%	0.1%	0.0%	0.7%	3.9%	0.5%	34.7%	14.5%	4.9%	8.3%	18.1%	1.7%	0.7%	1.8%	1.3%	3.2%	2.8%	0.8%	0.8%	0.5%	6.4%
High Risk Priority 2	7.2%	0.4%	0.3%	0.7%	0.7%	2.4%	5.4%	1.6%	23.1%	26.0%	10.1%	14.9%	19.9%	4.0%	3.1%	5.5%	4.0%	3.9%	7.1%	2.0%	2.7%	3.6%	12.7%
Medium Risk	41%	53%	30%	18%	7%	45%	48%	20%	33%	35%	44%	41%	51%	55%	55%	52%	28%	34%	45%	40%	22%	47%	50%
Low Risk	48%	46%	70%	81%	92%	52%	42%	78%	9%	25%	41%	36%	11%	40%	41%	41%	67%	59%	45%	57%	74%	49%	31%
Mental Health EOP	4.9%	N/A	N/A	N/A	N/A	N/A	2.1%	N/A	15.0%	0.8%	4.6%	14.5%	21.7%	8.2%	N/A	N/A	N/A	1.0%	N/A	N/A	N/A	3.5%	12.2%
Patients with Disability (ADA)	6.5%	3.4%	0.8%	1.6%	0.2%	1.6%	5.8%	2.3%	38.2%	12.5%	5.9%	6.8%	35.2%	4.5%	2.9%	5.1%	3.6%	5.3%	3.0%	4.6%	2.1%	3.3%	6.2%
Inmates 50 Years or Older	23%	22%	20%	6%	7%	17%	19%	12%	54%	44%	21%	35%	48%	15%	19%	39%	28%	20%	31%	10%	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	3,011	28	-	18	19	16	38	13	2,011	78	25	87	169	87	10	21	-	24	-	27	14	22	16
Institution Population	122,455	4,180	2,144	3,816	4,731	4,335	3,503	3,106	1,986	4,624	1,876	4,209	2,151	4,222	2,590	4,755	2,285	2,529	3,083	3,596	3,035	3,803	3,539

* Rate Per 1,000 Inmates

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Institution & Population Characteristics	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
High Risk Priority 1	12.8%	1.2%	1.1%	0.0%	15.7%	6.3%	2.0%	0.6%	8.6%	6.7%	2.3%	2.7%	1.3%
High Risk Priority 2	20.6%	2.5%	2.1%	0.2%	21.0%	11.8%	5.6%	1.5%	16.4%	13.8%	5.9%	7.8%	3.1%
Medium Risk	48%	35%	22%	53%	50%	59%	56%	20%	47%	38%	55%	60%	39%
Low Risk	19%	61%	75%	46%	13%	23%	36%	78%	28%	41%	37%	30%	57%
Mental Health EOP	21.2%	2.4%	2.6%	N/A	18.2%	36.3%	7.1%	N/A	N/A	1.2%	13.1%	8.4%	2.4%
Patients with Disability (ADA)	8.7%	1.8%	1.6%	3.8%	22.5%	5.0%	14.9%	0.9%	8.3%	7.3%	5.9%	11.3%	2.6%
Inmates 50 Years or Older	35%	12%	9%	14%	37%	17%	25%	13%	39%	41%	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	16
Institution Population	2,842	4,420	2,687	3,303	3,141	2,199	5,438	4,584	3,953	4,040	3,598	3,201	4,951

* Rate Per 1,000 Inmates

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HEALTHCARE SERVICES DASHBOARD

Salinas Valley State Prison (SVSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			SVSP	Statewide	Asthma Care			SVSP	Statewide	Appropriate Placement High Risk Patients			SVSP	Statewide					
Dental Services			83%	87%	Therapeutic Anticoagulation			88%	80%	High Risk Patient Care Plan			N/A	75%					
Mental Health Services			94%	94%	Diabetes Care			63%	76%	Follow-Up After MHCB/DSH Admission			97%	92%					
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			5.0%	2.5%	End Stage Liver Disease Care			74%	81%	30-Day Community Hospital Readmission			3.6%	8.4%					
Seen as Scheduled			78%	84%	Colon Cancer Screening			53%	65%	30-Day MHCB or DSH Readmission			33%	32%					
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			95%	96%	Breast Cancer Screening			N/A	84%	Potentially Avoidable Hospitalizations*			8.3	11.0					
MEDICATION MANAGEMENT					AVAILABILITY OF HEALTH INFORMATION					CONTINUITY OF CLINICIANS & SERVICES									
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			57%	81%	Non-Dictated Documents			60%	58%	Primary Care Provider (PCP)			90%	87%					
Medication Non-Adherence Counseling			63%	82%	Dictated Documents			58%	37%	Mental Health Primary Clinician			80%	82%					
Medication Administration			78%	87%	Specialty Notes			71%	79%	Psychiatrist			87%	84%					
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			3.8%	3.2%	Community Hospital Records			39%	68%	RESOURCE MANAGEMENT									
Non-Formulary by Medical Providers			2.9%	3.9%	Scanning Accuracy			95%	99%	Claims Processed			N/A	100%					
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					APPEAL PROCESSING					CONTINUOUS EVALUATION & IMPROVEMENT									
Actual					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	392	396	99%	100%	Timely Appeals			97%	89%	Specialty Teleservices			52%	66%					
Medical FTE	9	14	68%	100%	MAJOR COSTS PER INMATE PER MONTH**					Health Care Staff Training									
Nursing FTE	179	161	111%	110%	LABOR					6 Mth Trend									
Pharmacy FTE	26	24	110%	119%	Medical Staff	YTD 14/15	YTD 13/14	Statewide	QM & Patient Safety Program										
Dental Clinical FTE	25	24	104%	96%	Nursing Staff	\$70	\$69	\$98	Health Care Index										
Mental Health Clinical FTE	60	68	88%	86%	Pharmacy Staff	\$578	\$506	\$465	WORKLOAD PER DAY										
Clinical Support FTE	13	18	76%	96%	Dental Clinical Staff	\$63	\$60	\$36	Appointments per PCP			10.3	12.1						
Administrative Support FTE	78	88	90%	89%	Mental Health Clinical Staff	\$89	\$84	\$83	Appointments per PCRN			5.9	6.2						
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			392	100%	100%	Clinical Support Staff	\$245	\$210	\$183	Encounters per Primary MH Clinician			8.7	9.2					
Civil Service FTE			334	85%	88%	Administrative Support Staff	\$34	\$26	\$27	Encounters per Psychiatrist			9.6	9.0					
Overtime FTE			31	7.9%	5.7%	NON LABOR					OTHER TRENDS								
Registry FTE			27	6.8%	6.6%	Hospital	YTD 14/15	YTD 13/14	Statewide	Hospital Admissions*			5.6	5.2					
Actual					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			392	100%	100%	Emergency Department	\$53	\$108	\$113	Emergency Department Visits*			63	28					
Civil Service FTE			334	85%	88%	Specialty	\$19	\$23	\$27	Specialty Care Referrals*			37	38					
Overtime FTE			31	7.9%	5.7%	Medications	\$79	\$80	\$105	Prescriptions Per Inmate			3.8	3.4					
Registry FTE			27	6.8%	6.6%	Diagnostics	\$14	\$13	\$19	Diagnostics Per Inmate			0.6	0.9					
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			392	100%	100%	APPEAL PROCESSING					Appeals Received*			44	28				
Civil Service FTE			334	85%	88%	MAJOR COSTS PER INMATE PER MONTH**					Prison Population Capacity			146%	137%				
Overtime FTE			31	7.9%	5.7%	LABOR					6 Mth Trend								
Registry FTE			27	6.8%	6.6%	Medical Staff	YTD 14/15	YTD 13/14	Statewide	CONTINUOUS EVALUATION & IMPROVEMENT									
Actual					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			392	100%	100%	Nursing Staff	\$70	\$69	\$98	QM & Patient Safety Program									
Civil Service FTE			334	85%	88%	Pharmacy Staff	\$578	\$506	\$465	Health Care Index									
Overtime FTE			31	7.9%	5.7%	Dental Clinical Staff	\$63	\$60	\$36	WORKLOAD PER DAY									
Registry FTE			27	6.8%	6.6%	Mental Health Clinical Staff	\$89	\$84	\$83	Appointments per PCP			10.3	12.1					
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			392	100%	100%	Clinical Support Staff	\$245	\$210	\$183	Appointments per PCRN			5.9	6.2					
Civil Service FTE			334	85%	88%	Administrative Support Staff	\$34	\$26	\$27	Encounters per Primary MH Clinician			8.7	9.2					
Overtime FTE			31	7.9%	5.7%	NON LABOR					OTHER TRENDS								
Registry FTE			27	6.8%	6.6%	Hospital	YTD 14/15	YTD 13/14	Statewide	Encounters per Psychiatrist			9.6	9.0					
Actual					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			392	100%	100%	Emergency Department	\$53	\$108	\$113	CONTINUOUS EVALUATION & IMPROVEMENT									
Civil Service FTE			334	85%	88%	Specialty	\$19	\$23	\$27	QM & Patient Safety Program									
Overtime FTE			31	7.9%	5.7%	Medications	\$79	\$80	\$105	Health Care Index									
Registry FTE			27	6.8%	6.6%	Diagnostics	\$14	\$13	\$19	WORKLOAD PER DAY									
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			392	100%	100%	APPEAL PROCESSING					6 Mth Trend								
Civil Service FTE			334	85%	88%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend								
Overtime FTE			31	7.9%	5.7%	LABOR					CONTINUOUS EVALUATION & IMPROVEMENT								
Registry FTE			27	6.8%	6.6%	Medical Staff	YTD 14/15	YTD 13/14	Statewide	QM & Patient Safety Program									
Actual					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			392	100%	100%	Nursing Staff	\$70	\$69	\$98	Health Care Index									
Civil Service FTE			334	85%	88%	Pharmacy Staff	\$578	\$506	\$465	WORKLOAD PER DAY									
Overtime FTE			31	7.9%	5.7%	Dental Clinical Staff	\$63	\$60	\$36	Appointments per PCP			10.3	12.1					
Registry FTE			27	6.8%	6.6%	Mental Health Clinical Staff	\$89	\$84	\$83	Appointments per PCRN			5.9	6.2					
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			392	100%	100%	Clinical Support Staff	\$245	\$210	\$183	Encounters per Primary MH Clinician			8.7	9.2					
Civil Service FTE			334	85%	88%	Administrative Support Staff	\$34	\$26	\$27	Encounters per Psychiatrist			9.6	9.0					
Overtime FTE			31	7.9%	5.7%	NON LABOR					OTHER TRENDS								
Registry FTE			27	6.8%	6.6%	Hospital	YTD 14/15	YTD 13/14	Statewide	Hospital Admissions*			5.6	5.2					
Actual					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			392	100%	100%	Emergency Department	\$53	\$108	\$113	Emergency Department Visits*			63	28					
Civil Service FTE			334	85%	88%	Specialty	\$19	\$23	\$27	Specialty Care Referrals*			37	38					
Overtime FTE			31	7.9%	5.7%	Medications	\$79	\$80	\$105	Prescriptions Per Inmate			3.8	3.4					
Registry FTE			27	6.8%	6.6%	Diagnostics	\$14	\$13	\$19	Diagnostics Per Inmate			0.6	0.9					
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			392	100%	100%	APPEAL PROCESSING					6 Mth Trend								
Civil Service FTE			334	85%	88%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend								
Overtime FTE			31	7.9%	5.7%	LABOR					CONTINUOUS EVALUATION & IMPROVEMENT								
Registry FTE			27	6.8%	6.6%	Medical Staff	YTD 14/15	YTD 13/14	Statewide	QM & Patient Safety Program									
Actual					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			392	100%	100%	Nursing Staff	\$70	\$69	\$98	Health Care Index									
Civil Service FTE			334	85%	88%	Pharmacy Staff	\$578	\$506	\$465	WORKLOAD PER DAY									
Overtime FTE			31	7.9%	5.7%	Dental Clinical Staff	\$63	\$60	\$36	Appointments per PCP			10.3	12.1					
Registry FTE			27	6.8%	6.6%	Mental Health Clinical Staff	\$89	\$84	\$83	Appointments per PCRN			5.9	6.2					
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			392	100%	100%	Clinical Support Staff	\$245	\$210	\$183	Encounters per Primary MH Clinician			8.7	9.2					
Civil Service FTE			334	85%	88%	Administrative Support Staff	\$34	\$26	\$27	Encounters per Psychiatrist			9.6	9.0					
Overtime FTE			31	7.9%	5.7%	NON LABOR					OTHER TRENDS								
Registry FTE			27	6.8%	6.6%	Hospital	YTD 14/15	YTD 13/14	Statewide	Hospital Admissions*			5.6	5.2					
Actual					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			392	100%	100%	Emergency Department	\$53	\$108	\$113	Emergency Department Visits*			63	28					
Civil Service FTE			334	85%	88%	Specialty	\$19	\$23	\$27	Specialty Care Referrals*			37	38					
Overtime FTE			31	7.9%	5.7%	Medications	\$79	\$80	\$105	Prescriptions Per Inmate			3.8	3.4					
Registry FTE			27	6.8%	6														

HEALTHCARE SERVICES DASHBOARD

Substance Abuse Treatment Facility (SATF)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			SATF	Statewide	Asthma Care			SATF	Statewide	Appropriate Placement High Risk Patients			SATF	Statewide					
Dental Services			93%	87%	Therapeutic Anticoagulation			88%	80%	High Risk Patient Care Plan			N/A	75%					
Mental Health Services			97%	94%	Diabetes Care			64%	76%	Follow-Up After MHCB/DSH Admission			98%	92%					
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			1.2%	2.5%	End Stage Liver Disease Care			79%	81%	30-Day Community Hospital Readmission			14.2%	8.4%					
Seen as Scheduled			88%	84%	Colon Cancer Screening			50%	65%	30-Day MHCB or DSH Readmission			18%	32%					
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			97%	96%	Breast Cancer Screening			N/A	84%	Potentially Avoidable Hospitalizations*			12.5	11.0					
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			84%	81%	Diagnostic Monitoring			82%	80%	CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling			80%	82%	Utilization Specialty Services			88%	90%	Primary Care Provider (PCP)			94%	87%					
Medication Administration			81%	87%	Polypharmacy Medication Review					Mental Health Primary Clinician			82%	82%					
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			2.6%	3.2%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers			2.7%	3.9%	Non-Dictated Documents			50%	58%	Psychiatrist			82%	84%					
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
	Actual	Authority	% of Auth	Statewide	Dictated Documents			6%	37%	RESOURCE MANAGEMENT									
Total Staffing FTE	427	461	93%	100%	Specialty Notes			90%	79%	Claims Processed			N/A	100%					
Medical FTE	16	16	97%	100%	Community Hospital Records			94%	68%	Specialty Teleservices			82%	66%					
Nursing FTE	209	195	107%	110%	Scanning Accuracy			100%	99%	Health Care Staff Training									
Pharmacy FTE	21	21	102%	119%	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
Dental Clinical FTE	30	34	88%	96%	Timely Appeals			98%	89%	QM & Patient Safety Program									
Mental Health Clinical FTE	62	74	85%	86%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Clinical Support FTE	14	21	71%	96%	LABOR	YTD 14/15	YTD 13/14	Statewide	Health Care Index										
Administrative Support FTE	75	101	74%	89%	Medical Staff	\$73	\$63	\$98	CONTINUOUS EVALUATION & IMPROVEMENT										
Total Actual FTE		427	100%	100%	Nursing Staff	\$360	\$314	\$465	Q&M & Patient Safety Program										
Civil Service FTE		365	86%	88%	Pharmacy Staff	\$33	\$29	\$36	Health Care Index										
Overtime FTE		20	4.8%	5.7%	Dental Clinical Staff	\$75	\$65	\$83	WORKLOAD PER DAY										
Registry FTE		42	9.7%	6.6%	Mental Health Clinical Staff	\$129	\$121	\$183	Appointments per PCP			14.8	12.1						
					Clinical Support Staff	\$22	\$18	\$27	Appointments per PCRN			7.1	6.2						
					Administrative Support Staff	\$72	\$72	\$111	Encounters per Primary MH Clinician			11.7	9.2						
					NON LABOR					6 Mth Trend					6 Mth Trend				
					Hospital	\$86	\$118	\$113	Encounters per Psychiatrist			10.3	9.0						
					Emergency Department	\$7	\$7	\$7	OTHER TRENDS										
					Specialty	\$30	\$38	\$27	Hospital Admissions*			5.0	5.2						
					Medications	\$87	\$89	\$105	Emergency Department Visits*			16	28						
					Diagnostics	\$13	\$12	\$19	Specialty Care Referrals*			19	38						
										Prescriptions Per Inmate			4.0	3.4					
										Diagnostics Per Inmate			0.6	0.9					
										Appeals Received*			31	28					
										Prison Population Capacity			158%	137%					

* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

California State Prison, Sacramento (SAC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT													
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Medical Services			SAC	Statewide	Asthma Care			SAC	Statewide	Appropriate Placement High Risk Patients			SAC	Statewide									
Dental Services		82%	87%		Therapeutic Anticoagulation		85%	80%		High Risk Patient Care Plan		N/A	75%										
Mental Health Services		98%	94%		Diabetes Care		64%	76%		Follow-Up After MHCB/DSH Admission		88%	92%										
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Cancelled Due to Custody			SAC	Statewide	End Stage Liver Disease Care			SAC	Statewide	30-Day Community Hospital Readmission		14.3%	8.4%										
Seen as Scheduled		1.2%	2.5%		Colon Cancer Screening		82%	81%		30-Day MHCB or DSH Readmission		35%	32%										
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Effective Communication Provided			SAC	Statewide	Breast Cancer Screening			SAC	Statewide	Potentially Avoidable Hospitalizations*		6.3	11.0										
		96%	96%		Diagnostic Monitoring		N/A	84%		CONTINUITY OF CLINICIANS & SERVICES													
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend								
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Medication Continuity-Transfer			SAC	Statewide	Non-Dictated Documents			SAC	Statewide	Primary Care Provider (PCP)		92%	87%										
Medication Non-Adherence Counseling		61%	81%		Dictated Documents		55%	58%		Mental Health Primary Clinician		77%	82%										
Medication Administration		57%	82%		Specialty Notes		39%	37%		Psychiatrist		92%	84%										
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Non-Formulary by Psychiatrists			SAC	Statewide	Community Hospital Records			SAC	Statewide	RESOURCE MANAGEMENT													
Non-Formulary by Medical Providers		5.4%	3.2%		Scanning Accuracy		77%	79%		Claims Processed		N/A	100%										
		4.9%	3.9%		APPEAL PROCESSING					6 Mth Trend					6 Mth Trend								
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Actual	Authority	% of Auth	Statewide		Timely Appeals			SAC	Statewide	Specialty Teleservices		51%	66%										
Total Staffing FTE	513	486	106%	100%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend								
Medical FTE	10	10	100%	100%	LABOR					6 Mth Trend					6 Mth Trend								
Nursing FTE	248	190	130%	110%	YTD 14/15	YTD 13/14	Statewide	Medical Staff	\$123	\$120	\$98	Appointments per PCP		10.3	12.1								
Pharmacy FTE	14	12	121%	119%	Medical Staff	\$1,050	\$1,028	\$465	Nursing Staff	\$1,050	\$1,028	\$465	Appointments per PCRN		7.3	6.2							
Dental Clinical FTE	17	18	94%	96%	Pharmacy Staff	\$61	\$52	\$36	Pharmacy Staff	\$61	\$52	\$36	Encounters per Primary MH Clinician		8.8	9.2							
Mental Health Clinical FTE	118	132	89%	86%	Dental Clinical Staff	\$97	\$106	\$83	Dental Clinical Staff	\$97	\$106	\$83	Encounters per Psychiatrist		8.9	9.0							
Clinical Support FTE	30	31	98%	96%	Mental Health Clinical Staff	\$771	\$763	\$183	Mental Health Clinical Staff	\$771	\$763	\$183	OTHER TRENDS										
Administrative Support FTE	76	93	81%	89%	Clinical Support Staff	\$104	\$103	\$27	Clinical Support Staff	\$104	\$103	\$27	6 Mth Trend					6 Mth Trend					
	6 Mth Trend	Actual	SAC	Statewide	Administrative Support Staff	\$183	\$175	\$111	Administrative Support Staff	\$183	\$175	\$111	Hospital Admissions*		4.1	5.2							
Total Actual FTE		513	100%	100%	NON LABOR					6 Mth Trend					6 Mth Trend								
Civil Service FTE		427	83%	88%	YTD 14/15	YTD 13/14	Statewide	Hospital	\$89	\$152	\$113	Emergency Department Visits*		37	28								
Overtime FTE		26	5.1%	5.7%	Hospital	\$89	\$152	\$113	Emergency Department	\$9	\$7	\$7	Specialty Care Referrals*		35	38							
Registry FTE		60	11.7%	6.6%	Emergency Department	\$9	\$7	\$7	Specialty	\$19	\$19	\$27	Prescriptions Per Inmate		5.8	3.4							
					Specialty	\$19	\$19	\$27	Medications	\$228	\$159	\$105	Diagnosics Per Inmate		0.8	0.9							
					Medications	\$228	\$159	\$105	Diagnosics	\$15	\$16	\$19	Appeals Received*		82	28							
					Diagnosics	\$15	\$16	\$19	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
					APPEAL PROCESSING					6 Mth Trend					6 Mth Trend								
					Timely Appeals			SAC	Statewide	QM & Patient Safety Program													
					Timely Appeals		90%	89%		Health Care Index													
					MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend								
					LABOR					6 Mth Trend					6 Mth Trend								
					YTD 14/15	YTD 13/14	Statewide	Medical Staff	\$123	\$120	\$98	WORKLOAD PER DAY											
					Medical Staff	\$123	\$120	\$98	Nursing Staff	\$1,050	\$1,028	\$465	Appointments per PCP		10.3	12.1							
					Pharmacy Staff	\$61	\$52	\$36	Pharmacy Staff	\$61	\$52	\$36	Appointments per PCRN		7.3	6.2							
					Dental Clinical Staff	\$97	\$106	\$83	Dental Clinical Staff	\$97	\$106	\$83	Encounters per Primary MH Clinician		8.8	9.2							
					Mental Health Clinical Staff	\$771	\$763	\$183	Mental Health Clinical Staff	\$771	\$763	\$183	Encounters per Psychiatrist		8.9	9.0							
					Clinical Support Staff	\$104	\$103	\$27	Clinical Support Staff	\$104	\$103	\$27	OTHER TRENDS										
					Administrative Support Staff	\$183	\$175	\$111	Administrative Support Staff	\$183	\$175	\$111	6 Mth Trend					6 Mth Trend					
					NON LABOR					6 Mth Trend					6 Mth Trend								
					YTD 14/15	YTD 13/14	Statewide	Hospital	\$89	\$152	\$113	Hospital Admissions*		4.1	5.2								
					Hospital	\$89	\$152	\$113	Emergency Department	\$9	\$7	\$7	Emergency Department Visits*		37	28							
					Emergency Department	\$9	\$7	\$7	Specialty	\$19	\$19	\$27	Specialty Care Referrals*		35	38							
					Specialty	\$19	\$19	\$27	Medications	\$228	\$159	\$105	Prescriptions Per Inmate		5.8	3.4							
					Medications	\$228	\$159	\$105	Diagnosics	\$15	\$16	\$19	Diagnosics Per Inmate		0.8	0.9							
					Diagnosics	\$15	\$16	\$19	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
					APPEAL PROCESSING					6 Mth Trend					6 Mth Trend								
					Timely Appeals			SAC	Statewide	QM & Patient Safety Program													
					Timely Appeals		90%	89%		Health Care Index													
					MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend								
					LABOR					6 Mth Trend					6 Mth Trend								
					YTD 14/15	YTD 13/14	Statewide	Medical Staff	\$123	\$120	\$98	WORKLOAD PER DAY											
					Medical Staff	\$123	\$120	\$98	Nursing Staff	\$1,050	\$1,028	\$465	Appointments per PCP		10.3	12.1							
					Pharmacy Staff	\$61	\$52	\$36	Pharmacy Staff	\$61	\$52	\$36	Appointments per PCRN		7.3	6.2							
					Dental Clinical Staff	\$97	\$106	\$83	Dental Clinical Staff	\$97	\$106	\$83	Encounters per Primary MH Clinician		8.8	9.2							
					Mental Health Clinical Staff	\$771	\$763	\$183	Mental Health Clinical Staff	\$771	\$763	\$183	Encounters per Psychiatrist		8.9	9.0							
					Clinical Support Staff	\$104	\$103	\$27	Clinical Support Staff	\$104	\$103	\$27	OTHER TRENDS										
					Administrative Support Staff	\$183	\$175	\$111	Administrative Support Staff	\$183	\$175	\$111	6 Mth Trend					6 Mth Trend					
					NON LABOR					6 Mth Trend					6 Mth Trend								
					YTD 14/15	YTD 13/14	Statewide	Hospital	\$89	\$152	\$113	Hospital Admissions*		4.1	5.2								
					Hospital	\$89	\$152	\$113	Emergency Department	\$9	\$7	\$7	Emergency Department Visits*		37	28							
					Emergency Department	\$9	\$7	\$7	Specialty	\$19	\$19	\$27	Specialty Care Referrals*		35	38							
					Specialty	\$19	\$19	\$27	Medications	\$228	\$159	\$105	Prescriptions Per Inmate		5.8	3.4							
					Medications	\$228	\$159	\$105	Diagnosics	\$15	\$16	\$19	Diagnosics Per Inmate		0.8	0.9							
					Diagnosics	\$15	\$16	\$19	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
					APPEAL PROCESSING					6 Mth Trend					6 Mth Trend								
					Timely Appeals			SAC	Statewide	QM & Patient Safety Program													
					Timely Appeals		90%	89%		Health Care Index													
					MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend								
					LABOR					6 Mth Trend					6 Mth Trend								
					YTD 14/15	YTD 13/14	Statewide	Medical Staff	\$123	\$120	\$98	WORKLOAD PER DAY											
					Medical Staff	\$123	\$120	\$98	Nursing Staff	\$1,050	\$1,028	\$465	Appointments per PCP		10.3	12.1							
					Pharmacy Staff	\$61	\$52	\$36	Pharmacy Staff	\$61	\$52	\$36	Appointments per PCRN		7.3	6.2							
					Dental Clinical Staff	\$97	\$106	\$83	Dental Clinical Staff	\$97	\$106	\$83	Encounters per Primary MH Clinician		8.8	9.2							
					Mental Health Clinical Staff	\$771	\$763	\$183	Mental Health Clinical Staff	\$771	\$763	\$183	Encounters per Psychiatrist		8.9	9.0							
					Clinical Support Staff	\$104	\$103	\$27	Clinical Support Staff	\$104	\$103	\$27	OTHER TRENDS										
					Administrative Support Staff	\$183	\$175	\$111	Administrative Support Staff	\$183	\$175	\$111	6 Mth Trend					6 Mth Trend					
					NON LABOR					6 Mth Trend					6 Mth Trend								
					YTD 14/15	YTD 13/14	Statewide	Hospital	\$89	\$152	\$113	Hospital Admissions*		4.1	5.2								
					Hospital	\$89	\$152	\$113	Emergency Department	\$9	\$7	\$7	Emergency Department Visits*		37	28							
					Emergency Department	\$9	\$7	\$7	Specialty	\$19	\$19	\$27	Specialty Care Referrals*		35	38							
					Specialty	\$19	\$19	\$27	Medications	\$228	\$159	\$105	Prescriptions Per Inmate		5.8	3.4							
					Medications	\$228	\$159	\$105	Diagnosics	\$15	\$16	\$19	Diagnosics Per Inmate		0.8	0.9							
					Diagnosics	\$15	\$16	\$19	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
					APPEAL PROCESSING					6 Mth Trend					6 Mth Trend								
					Timely Appeals			SAC	Statewide	QM & Patient Safety Program													
					Timely Appeals		90%	89%															

HEALTHCARE SERVICES DASHBOARD

High Desert State Prison (HDSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT										
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical Services				81%	87%	Asthma Care				88%	80%	Appropriate Placement High Risk Patients				N/A	75%			
Dental Services				99%	94%	Therapeutic Anticoagulation				25%	76%	High Risk Patient Care Plan								
Mental Health Services				86%	85%	Diabetes Care				72%	81%	Follow-Up After MHCB/DSH Admission				91%	92%			
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Cancelled Due to Custody				0.3%	2.5%	End Stage Liver Disease Care				72%	65%	30-Day Community Hospital Readmission				2.2%	8.4%			
Seen as Scheduled				85%	84%	Colon Cancer Screening				91%	94%	30-Day MHCB or DSH Readmission				29%	32%			
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Effective Communication Provided				99%	96%	Breast Cancer Screening				N/A	84%	Potentially Avoidable Hospitalizations*				1.8	11.0			
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medication Continuity-Transfer				81%	81%	Diagnostic Monitoring				67%	80%	CONTINUITY OF CLINICIANS & SERVICES								
Medication Non-Adherence Counseling				87%	82%	Utilization Specialty Services				88%	90%	Primary Care Provider (PCP)				96%	87%			
Medication Administration				88%	87%	Polypharmacy Medication Review						Mental Health Primary Clinician				N/A	82%			
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Non-Formulary by Psychiatrists				3.4%	3.2%	AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers				3.9%	3.9%	Non-Dictated Documents				23%	58%	Claims Processed				N/A	100%			
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical FTE	237	266	89%	100%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Nursing FTE	11	10	120%	100%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Pharmacy FTE	113	125	91%	110%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Dental Clinical FTE	8	7	129%	119%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Mental Health Clinical FTE	24	23	104%	96%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Clinical Support FTE	21	28	74%	86%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Administrative Support FTE	4	6	76%	96%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE	55	69	81%	89%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Civil Service FTE					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Overtime FTE					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Registry FTE					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical Staff	YTD 14/15	YTD 13/14	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Nursing Staff	\$86	\$82	\$98	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Pharmacy Staff	\$370	\$362	\$465	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Dental Clinical Staff	\$20	\$18	\$36	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Mental Health Clinical Staff	\$86	\$82	\$83	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Clinical Support Staff	\$72	\$62	\$183	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Administrative Support Staff	\$13	\$10	\$27	6 Mth Trend					6 Mth Trend					6 Mth Trend						
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Hospital	YTD 14/15	YTD 13/14	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Emergency Department	\$49	\$22	\$113	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Specialty	\$10	\$7	\$7	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Medications	\$19	\$21	\$27	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Diagnosics	\$39	\$38	\$105	6 Mth Trend					6 Mth Trend					6 Mth Trend						
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Timely Appeals												CONTINUOUS EVALUATION & IMPROVEMENT								
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					

HEALTHCARE SERVICES DASHBOARD

Chuckawalla Valley State Prison (CVSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT													
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Medical Services				CVSP	84%	Statewide	87%	Asthma Care				CVSP	91%	Statewide	80%	Appropriate Placement High Risk Patients				CVSP	N/A	Statewide	75%
Dental Services				CVSP	99%	Statewide	94%	Therapeutic Anticoagulation				CVSP	100%	Statewide	76%	High Risk Patient Care Plan				CVSP		Statewide	
Mental Health Services				CVSP	99%	Statewide	85%	Diabetes Care				CVSP	85%	Statewide	81%	Follow-Up After MHCB/DSH Admission				CVSP	-	Statewide	92%
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Cancelled Due to Custody				CVSP	0.6%	Statewide	2.5%	End Stage Liver Disease Care				CVSP	67%	Statewide	65%	30-Day Community Hospital Readmission				CVSP	1.2%	Statewide	8.4%
Seen as Scheduled				CVSP	88%	Statewide	84%	Colon Cancer Screening				CVSP	99%	Statewide	94%	30-Day MHCB or DSH Readmission				CVSP	-	Statewide	32%
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Effective Communication Provided				CVSP	100%	Statewide	96%	Breast Cancer Screening				CVSP	N/A	Statewide	84%	Potentially Avoidable Hospitalizations*				CVSP	5.1	Statewide	11.0
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Medication Continuity-Transfer				CVSP	87%	Statewide	81%	Diagnostic Monitoring				CVSP	-	Statewide	80%	CONTINUITY OF CLINICIANS & SERVICES							
Medication Non-Adherence Counseling				CVSP	93%	Statewide	82%	Utilization Specialty Services				CVSP	100%	Statewide	90%	Primary Care Provider (PCP)				CVSP	98%	Statewide	87%
Medication Administration				CVSP	92%	Statewide	87%	Polypharmacy Medication Review				CVSP		Statewide		Mental Health Primary Clinician				CVSP	N/A	Statewide	82%
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Non-Formulary by Psychiatrists				CVSP	0.0%	Statewide	3.2%	AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend										
Non-Formulary by Medical Providers				CVSP	1.8%	Statewide	3.9%	Non-Dictated Documents				CVSP	67%	Statewide	58%	Dictated Documents				CVSP	9%	Statewide	37%
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Total Staffing FTE	Actual	Authority	% of Auth	Statewide				Specialty Notes				CVSP	78%	Statewide	79%	Community Hospital Records				CVSP	78%	Statewide	79%
Medical FTE	128	153	84%	100%	APPEAL PROCESSING					6 Mth Trend													
Nursing FTE	6	6	105%	100%	Timely Appeals			Scanning Accuracy				CVSP	95%	Statewide	99%	6 Mth Trend							
Pharmacy FTE	56	62	91%	110%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend													
Pharmacy FTE	5	5	107%	119%	LABOR					6 Mth Trend													
Dental Clinical FTE	19	19	101%	96%	Medical Staff	YTD 14/15	YTD 13/14	Statewide				CVSP		Statewide		Claims Processed				CVSP	N/A	Statewide	100%
Mental Health Clinical FTE	3	6	50%	86%	Nursing Staff	\$54	\$58	\$98	CONTINUOUS EVALUATION & IMPROVEMENT														
Clinical Support FTE	3	4	82%	96%	Pharmacy Staff	\$264	\$241	\$465	6 Mth Trend														
Administrative Support FTE	35	52	67%	89%	Pharmacy Staff	\$15	\$13	\$36	6 Mth Trend														
6 Mth Trend					6 Mth Trend					6 Mth Trend													
Total Actual FTE					Dental Clinical Staff	\$94	\$87	\$83	6 Mth Trend														
Civil Service FTE					Mental Health Clinical Staff	\$30	\$27	\$183	6 Mth Trend														
Overtime FTE					Clinical Support Staff	\$8	\$8	\$27	6 Mth Trend														
Registry FTE					Administrative Support Staff	\$90	\$83	\$111	6 Mth Trend														
6 Mth Trend					6 Mth Trend					6 Mth Trend													
Total Actual FTE					NON LABOR					6 Mth Trend													
Civil Service FTE					Hospital	YTD 14/15	YTD 13/14	Statewide	6 Mth Trend														
Overtime FTE					Hospital	\$108	\$62	\$113	6 Mth Trend														
Registry FTE					Emergency Department	\$5	\$6	\$7	6 Mth Trend														
6 Mth Trend					6 Mth Trend					6 Mth Trend													
Total Actual FTE					Specialty	\$30	\$28	\$27	6 Mth Trend														
Civil Service FTE					Medications	\$38	\$28	\$105	6 Mth Trend														
Overtime FTE					Diagnostics	\$12	\$11	\$19	6 Mth Trend														
Registry FTE					OTHER TRENDS					6 Mth Trend													
6 Mth Trend					6 Mth Trend					6 Mth Trend													
Total Actual FTE					Hospital Admissions*				6 Mth Trend														
Civil Service FTE					Emergency Department Visits*				6 Mth Trend														
Overtime FTE					Specialty Care Referrals*				6 Mth Trend														
Registry FTE					Prescriptions Per Inmate				6 Mth Trend														
6 Mth Trend					6 Mth Trend					6 Mth Trend													
Total Actual FTE					Diagnostics Per Inmate				6 Mth Trend														
Civil Service FTE					Appeals Received*				6 Mth Trend														
Overtime FTE					Prison Population Capacity				6 Mth Trend														
Registry FTE					6 Mth Trend					6 Mth Trend													
6 Mth Trend					6 Mth Trend					6 Mth Trend													
Total Actual FTE					Hospital Admissions*				6 Mth Trend														
Civil Service FTE					Emergency Department Visits*				6 Mth Trend														
Overtime FTE					Specialty Care Referrals*				6 Mth Trend														
Registry FTE					Prescriptions Per Inmate				6 Mth Trend														
6 Mth Trend					6 Mth Trend					6 Mth Trend													
Total Actual FTE					Diagnostics Per Inmate				6 Mth Trend														
Civil Service FTE					Appeals Received*				6 Mth Trend														
Overtime FTE					Prison Population Capacity				6 Mth Trend														
Registry FTE					6 Mth Trend					6 Mth Trend													
6 Mth Trend					6 Mth Trend					6 Mth Trend													
Total Actual FTE					Hospital Admissions*				6 Mth Trend														
Civil Service FTE					Emergency Department Visits*				6 Mth Trend														
Overtime FTE					Specialty Care Referrals*				6 Mth Trend														
Registry FTE					Prescriptions Per Inmate				6 Mth Trend														
6 Mth Trend					6 Mth Trend					6 Mth Trend													
Total Actual FTE					Diagnostics Per Inmate				6 Mth Trend														
Civil Service FTE					Appeals Received*				6 Mth Trend														
Overtime FTE					Prison Population Capacity				6 Mth Trend														
Registry FTE					6 Mth Trend					6 Mth Trend													
6 Mth Trend					6 Mth Trend					6 Mth Trend													
Total Actual FTE					Hospital Admissions*				6 Mth Trend														
Civil Service FTE					Emergency Department Visits*				6 Mth Trend														
Overtime FTE					Specialty Care Referrals*				6 Mth Trend														
Registry FTE					Prescriptions Per Inmate				6 Mth Trend														
6 Mth Trend					6 Mth Trend					6 Mth Trend													
Total Actual FTE					Diagnostics Per Inmate				6 Mth Trend														
Civil Service FTE					Appeals Received*				6 Mth Trend														
Overtime FTE					Prison Population Capacity				6 Mth Trend														
Registry FTE					6 Mth Trend					6 Mth Trend													
6 Mth Trend					6 Mth Trend					6 Mth Trend													
Total Actual FTE					Hospital Admissions*				6 Mth Trend														
Civil Service FTE					Emergency Department Visits*				6 Mth Trend														
Overtime FTE					Specialty Care Referrals*				6 Mth Trend														
Registry FTE					Prescriptions Per Inmate				6 Mth Trend														
6 Mth Trend					6 Mth Trend					6 Mth Trend													
Total Actual FTE					Diagnostics Per Inmate				6 Mth Trend														
Civil Service FTE					Appeals Received*				6 Mth Trend														
Overtime FTE					Prison Population Capacity				6 Mth Trend														
Registry FTE					6 Mth Trend					6 Mth Trend													
6 Mth Trend					6 Mth Trend					6 Mth Trend													
Total Actual FTE					Hospital Admissions*				6 Mth Trend														
Civil Service FTE					Emergency Department Visits*				6 Mth Trend														
Overtime FTE					Specialty Care Referrals*				6 Mth Trend														
Registry FTE					Prescriptions Per Inmate				6 Mth Trend														
6 Mth Trend					6 Mth Trend					6 Mth Trend													
Total Actual FTE					Diagnostics Per Inmate				6 Mth Trend														
Civil Service FTE					Appeals Received*				6 Mth Trend														
Overtime FTE					Prison Population Capacity				6 Mth Trend														
Registry FTE					6 Mth Trend					6 Mth Trend													
6 Mth Trend					6 Mth Trend					6 Mth Trend													
Total Actual FTE					Hospital Admissions*				6 Mth Trend														
Civil Service FTE					Emergency Department Visits*				6 Mth Trend														
Overtime FTE					Specialty Care Referrals*				6 Mth Trend														
Registry FTE					Prescriptions Per Inmate				6 Mth Trend														
6 Mth Trend					6 Mth Trend					6 Mth Trend													
Total Actual FTE					Diagnostics Per Inmate				6 Mth Trend														
Civil Service FTE					Appeals Received*				6 Mth Trend														
Overtime FTE					Prison Population Capacity				6 Mth Trend														
Registry FTE					6 Mth Trend					6 Mth Trend													
6 Mth Trend					6 Mth Trend					6 Mth Trend													
Total Actual FTE					Hospital Admissions*				6 Mth Trend														
Civil Service FTE					Emergency Department Visits*				6 Mth Trend														
Overtime FTE					Specialty Care Referrals*				6 Mth Trend														
Registry FTE					Prescriptions Per Inmate				6 Mth Trend														
6 Mth Trend					6 Mth Trend					6 Mth Trend													
Total Actual FTE					Diagnostics Per Inmate				6 Mth Trend														
Civil Service FTE					Appeals Received*				6 Mth Trend														
Overtime FTE					Prison Population Capacity				6 Mth Trend														
Registry FTE					6 Mth Trend					6 Mth Trend													
6 Mth Trend					6 Mth Trend					6 Mth Trend													
Total Actual FTE					Hospital Admissions*				6 Mth Trend														
Civil Service FTE					Emergency Department Visits*				6 Mth Trend														
Overtime FTE					Specialty Care Referrals*				6 Mth Trend														
Registry FTE					Prescriptions Per Inmate				6 Mth Trend														
6 Mth Trend					6 Mth Trend					6 Mth Trend													
Total Actual FTE					Diagnostics Per Inmate				6 Mth Trend														
Civil Service FTE					Appeals Received*				6 Mth Trend														
Overtime FTE					Prison Population Capacity				6 Mth Trend														
Registry FTE					6 Mth Trend					6 Mth Trend													
6 Mth Trend					6 Mth Trend					6 Mth Trend													
Total Actual FTE					Hospital Admissions*				6 Mth Trend														
Civil Service FTE					Emergency Department Visits*				6 Mth Trend														
Overtime FTE					Specialty Care Referrals*				6 Mth Trend														
Registry FTE					Prescriptions Per Inmate				6 Mth Trend														
6 Mth Trend					6 Mth Trend					6 Mth Trend													
Total Actual FTE					Diagnostics Per Inmate				6 Mth Trend														
Civil Service FTE					Appeals Received*				6 Mth Trend														
Overtime FTE					Prison Population Capacity				6 Mth Trend														
Registry FTE					6 Mth Trend					6 Mth Trend													
6 Mth Trend					6 Mth Trend					6 Mth Trend													
Total Actual FTE					Hospital Admissions*				6 Mth Trend														
Civil Service FTE																							

HEALTHCARE SERVICES DASHBOARD

California Rehabilitation Center (CRC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT															
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Medical Services					CRC	Statewide	Asthma Care								CRC	Statewide	Appropriate Placement High Risk Patients						CRC	Statewide	
Dental Services					95%	87%	Therapeutic Anticoagulation								N/A	75%	High Risk Patient Care Plan								
Mental Health Services					99%	94%	Diabetes Care								-	92%	Follow-Up After MHCB/DSH Admission								
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Cancelled Due to Custody					0.0%	2.5%	End Stage Liver Disease Care								2.3%	8.4%	30-Day Community Hospital Readmission								
Seen as Scheduled					88%	84%	Colon Cancer Screening								-	32%	30-Day MHCB or DSH Readmission								
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Effective Communication Provided					97%	96%	Breast Cancer Screening								6.3	11.0	Potentially Avoidable Hospitalizations*								
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Medication Continuity-Transfer					99%	81%	Non-Dictated Documents								94%	87%	Primary Care Provider (PCP)								
Medication Non-Adherence Counseling					87%	82%	Dictated Documents								N/A	82%	Mental Health Primary Clinician								
Medication Administration					97%	87%	Specialty Notes								N/A	84%	Psychiatrist								
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Non-Formulary by Psychiatrists					1.1%	3.2%	Community Hospital Records										Claims Processed								
Non-Formulary by Medical Providers					2.3%	3.9%	Scanning Accuracy								52%	66%	Specialty Teleservices								
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Total Staffing FTE	Actual	Authority	% of Auth	Statewide			Timely Appeals										Health Care Staff Training								
Medical FTE	198	212	93%	100%											100%	89%	QM & Patient Safety Program								
Nursing FTE	10	10	105%	100%			MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend								
Pharmacy FTE	73	80	91%	110%			LABOR	YTD 14/15	YTD 13/14	Statewide							Health Care Index								
Dental Clinical FTE	12	10	128%	119%			Medical Staff	\$107	\$85	\$98															
Mental Health Clinical FTE	20	22	91%	96%			Nursing Staff	\$312	\$241	\$465															
Clinical Support FTE	21	27	78%	86%			Pharmacy Staff	\$35	\$28	\$36															
Administrative Support FTE	6	6	117%	96%			Dental Clinical Staff	\$111	\$91	\$83															
	56	59	95%	89%			Mental Health Clinical Staff	\$113	\$100	\$183															
							Clinical Support Staff	\$16	\$14	\$27															
							Administrative Support Staff	\$111	\$92	\$111															
							NON LABOR					6 Mth Trend					6 Mth Trend								
							Hospital	\$98	\$65	\$113															
							Emergency Department	\$7	\$8	\$7															
							Specialty	\$15	\$15	\$27															
							Medications	\$53	\$76	\$105															
							Diagnostics	\$15	\$13	\$19															
							OTHER TRENDS					6 Mth Trend					6 Mth Trend								
							Hospital Admissions*																		
							Emergency Department Visits*																		
							Specialty Care Referrals*																		
							Prescriptions Per Inmate																		
							Diagnostics Per Inmate																		
							Appeals Received*																		
							Prison Population Capacity																		

* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

Calipatria State Prison (CAL)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			CAL	Statewide	Asthma Care			CAL	Statewide	Appropriate Placement High Risk Patients			CAL	Statewide					
Dental Services		89%	87%		Therapeutic Anticoagulation		90%	80%		High Risk Patient Care Plan		N/A	75%						
Mental Health Services		97%	94%		Diabetes Care		81%	81%		Follow-Up After MHCB/DSH Admission		-	92%						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			CAL	Statewide	End Stage Liver Disease Care			CAL	Statewide	30-Day Community Hospital Readmission		4.5%	8.4%						
Seen as Scheduled		0.1%	2.5%		Colon Cancer Screening		33%	65%		30-Day MHCB or DSH Readmission		-	32%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			CAL	Statewide	Breast Cancer Screening			CAL	Statewide	Potentially Avoidable Hospitalizations*		5.7	11.0						
		98%	96%		Diagnostic Monitoring		N/A	84%		CONTINUITY OF CLINICIANS & SERVICES									
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			CAL	Statewide	Non-Dictated Documents			CAL	Statewide	Primary Care Provider (PCP)		82%	87%						
Medication Non-Adherence Counseling		100%	81%		Dictated Documents		88%	58%		Mental Health Primary Clinician		N/A	82%						
Medication Administration		98%	82%		Specialty Notes		54%	37%		Psychiatrist		N/A	84%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			CAL	Statewide	Community Hospital Records			CAL	Statewide	RESOURCE MANAGEMENT									
Non-Formulary by Medical Providers		66.7%	3.2%		Scanning Accuracy		67%	68%		Claims Processed		N/A	100%						
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Actual					Authority					6 Mth Trend					6 Mth Trend				
% of Auth					Statewide					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	194	195	100%	100%	Timely Appeals			CAL	Statewide	Specialty Teleservices		91%	66%						
Medical FTE	9	8	111%	100%	Timely Appeals		100%	89%		Health Care Staff Training									
Nursing FTE	89	84	106%	110%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Pharmacy FTE	7	6	126%	119%	LABOR					6 Mth Trend					6 Mth Trend				
Dental Clinical FTE	24	24	100%	96%	Medical Staff	YTD 14/15	YTD 13/14	Statewide	QM & Patient Safety Program										
Mental Health Clinical FTE	9	9	100%	86%	Nursing Staff	\$57	\$58	\$98	Health Care Index										
Clinical Support FTE	5	5	101%	96%	Pharmacy Staff	\$218	\$229	\$465	WORKLOAD PER DAY										
Administrative Support FTE	52	61	87%	89%	Pharmacy Staff	\$17	\$14	\$36	Appointments per PCP		10.9	12.1							
Total Actual FTE		194	100%	100%	Dental Clinical Staff	\$74	\$72	\$83	Appointments per PCRN		6.2	6.2							
Civil Service FTE		181	93%	88%	Mental Health Clinical Staff	\$27	\$30	\$183	Encounters per Primary MH Clinician		2.8	9.2							
Overtime FTE		6	3.1%	5.7%	Clinical Support Staff	\$8	\$6	\$27	Encounters per Psychiatrist		3.5	9.0							
Registry FTE		7	3.8%	6.6%	Administrative Support Staff	\$92	\$80	\$111	OTHER TRENDS										
NON LABOR					YTD 14/15					YTD 13/14					6 Mth Trend				
Statewide					Statewide					Statewide					6 Mth Trend				
LABOR					YTD 14/15					YTD 13/14					6 Mth Trend				
Statewide					Statewide					Statewide					6 Mth Trend				
LABOR					YTD 14/15					YTD 13/14					6 Mth Trend				
Statewide					Statewide					Statewide					6 Mth Trend				
LABOR					YTD 14/15					YTD 13/14					6 Mth Trend				
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LABOR					YTD 14/15					YTD 13/14					6 Mth Trend				
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LABOR					YTD 14/15					YTD 13/14					6 Mth Trend				
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LABOR					YTD 14/15					YTD 13/14					6 Mth Trend				
Statewide					Statewide					Statewide					6 Mth Trend				
LABOR					YTD 14/15					YTD 13/14					6 Mth Trend				
Statewide					Statewide					Statewide									

HEALTHCARE SERVICES DASHBOARD

California City Correctional Facility (CAC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			CAC	Statewide	Asthma Care			CAC	Statewide	Appropriate Placement High Risk Patients			CAC	Statewide					
Dental Services			91%	87%	Therapeutic Anticoagulation			91%	80%	High Risk Patient Care Plan			N/A	75%					
Mental Health Services			68%	94%	Diabetes Care			75%	81%	Follow-Up After MHCB/DSH Admission			-	92%					
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			0.2%	2.5%	End Stage Liver Disease Care			33%	65%	30-Day Community Hospital Readmission			0.0%	8.4%					
Seen as Scheduled			85%	84%	Colon Cancer Screening			100%	94%	30-Day MHCB or DSH Readmission			-	32%					
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			95%	96%	Breast Cancer Screening			N/A	84%	Potentially Avoidable Hospitalizations*			2.2	11.0					
MEDICATION MANAGEMENT					AVAILABILITY OF HEALTH INFORMATION					CONTINUITY OF CLINICIANS & SERVICES									
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			93%	81%	Non-Dictated Documents			93%	58%	Primary Care Provider (PCP)			96%	87%					
Medication Non-Adherence Counseling			97%	82%	Dictated Documents			-	37%	Mental Health Primary Clinician			N/A	82%					
Medication Administration			92%	87%	Specialty Notes			69%	79%	Psychiatrist			N/A	84%					
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			-	3.2%	Community Hospital Records			100%	68%	RESOURCE MANAGEMENT									
Non-Formulary by Medical Providers			2.9%	3.9%	Scanning Accuracy			-	99%	Claims Processed			N/A	100%					
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					APPEAL PROCESSING					CONTINUOUS EVALUATION & IMPROVEMENT									
Actual					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE		Authority	% of Auth	Statewide	Timely Appeals			100%	89%	QM & Patient Safety Program									
Medical FTE	107	124	86%	100%	MAJOR COSTS PER INMATE PER MONTH**					Health Care Index									
Nursing FTE	6	6	108%	100%	LABOR					6 Mth Trend									
Pharmacy FTE	51	54	95%	110%	Medical Staff	YTD 14/15	YTD 13/14	Statewide	Appointments per PCP			19.5	12.1						
Dental Clinical FTE	6	6	103%	119%	Nursing Staff	\$80	\$93	\$98	Appointments per PCRN			4.4	6.2						
Mental Health Clinical FTE	11	14	79%	96%	Pharmacy Staff	\$287	\$446	\$465	Encounters per Primary MH Clinician			3.3	9.2						
Clinical Support FTE	6	6	103%	119%	Dental Clinical Staff	\$19	\$19	\$36	Encounters per Psychiatrist			1.0	9.0						
Administrative Support FTE	1	2	50%	86%	Mental Health Clinical Staff	\$66	\$83	\$83	OTHER TRENDS										
Actual					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE		Actual	CAC	Statewide	Clinical Support Staff	YTD 14/15	YTD 13/14	Statewide	Hospital Admissions*			0.5	5.2						
Civil Service FTE	3	4	74%	96%	Administrative Support Staff	\$8	\$15	\$27	Emergency Department Visits*			26	28						
Overtime FTE	3	4	74%	89%	Non Labor	\$92	\$95	\$111	Specialty Care Referrals*			35	38						
Registry FTE	28	38	74%	89%	Hospital	\$16	\$19	\$113	Prescriptions Per Inmate			2.3	3.4						
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			107	100%	Emergency Department	YTD 14/15	YTD 13/14	Statewide	Diagnostics Per Inmate			0.8	0.9						
Civil Service FTE			101	95%	Specialty	\$17	\$12	\$27	Appeals Received*			21	28						
Overtime FTE			3	2.5%	Medications	\$3	\$3	\$105	Prison Population Capacity			-	137%						
Registry FTE			3	3.0%	Diagnostics	\$12	\$14	\$19											

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

HEALTHCARE SERVICES DASHBOARD

Avenal State Prison (ASP)

Main Menu

Dashboard Glossary

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			ASP	Statewide	Asthma Care			ASP	Statewide	Appropriate Placement High Risk Patients			ASP	Statewide					
Dental Services		92%		87%	Therapeutic Anticoagulation		93%		80%	High Risk Patient Care Plan		N/A		75%					
Mental Health Services		89%		94%	Diabetes Care		84%		81%	Follow-Up After MHCB/DSH Admission									
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			ASP	Statewide	End Stage Liver Disease Care			ASP	Statewide	30-Day Community Hospital Readmission		100%		92%					
Seen as Scheduled		0.6%		2.5%	Colon Cancer Screening		50%		65%	30-Day MHCB or DSH Readmission		6.2%		8.4%					
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			ASP	Statewide	Breast Cancer Screening			ASP	Statewide	Potentially Avoidable Hospitalizations*		-		32%					
		98%		96%	Diagnostic Monitoring		N/A		84%			2.6		11.0					
MEDICATION MANAGEMENT					AVAILABILITY OF HEALTH INFORMATION					CONTINUITY OF CLINICIANS & SERVICES									
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			ASP	Statewide	Non-Dictated Documents			ASP	Statewide	Primary Care Provider (PCP)			ASP	Statewide					
Medication Non-Adherence Counseling		78%		81%	Dictated Documents		65%		58%	Mental Health Primary Clinician		88%		87%					
Medication Administration		73%		82%	Specialty Notes		13%		37%	Psychiatrist		N/A		82%					
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			ASP	Statewide	Community Hospital Records			ASP	Statewide	Health Care Staff Training			ASP	Statewide					
Non-Formulary by Medical Providers		0.3%		3.2%	Scanning Accuracy		69%		68%	Claims Processed		76%		66%					
		3.0%		3.9%			100%		99%	Specialty Teleservices		N/A		100%					
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					APPEAL PROCESSING					RESOURCE MANAGEMENT									
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Timely Appeals			ASP	Statewide	Health Care Index			ASP	Statewide					
Medical FTE	249	253	98%	100%			100%		89%	QM & Patient Safety Program									
Nursing FTE	9	10	90%	100%	MAJOR COSTS PER INMATE PER MONTH**					CONTINUOUS EVALUATION & IMPROVEMENT									
Pharmacy FTE	111	99	113%	110%	LABOR					6 Mth Trend									
Dental Clinical FTE	13	10	130%	119%	Medical Staff	YTD 14/15	YTD 13/14	Statewide	Appointments per PCP		13.4		12.1						
Mental Health Clinical FTE	25	28	89%	96%	Nursing Staff	\$70	\$68	\$98	Appointments per PCRN		7.4		6.2						
Clinical Support FTE	25	31	82%	86%	Pharmacy Staff	\$267	\$243	\$465	Encounters per Primary MH Clinician		8.0		9.2						
Administrative Support FTE	8	6	136%	96%	Dental Clinical Staff	\$24	\$22	\$36	Encounters per Psychiatrist		10.2		9.0						
	58	71	82%	89%	Mental Health Clinical Staff	\$91	\$95	\$83	OTHER TRENDS										
					Clinical Support Staff	\$94	\$89	\$183	6 Mth Trend										
					Administrative Support Staff	\$10	\$10	\$27	Hospital Admissions*		2.6		5.2						
						\$100	\$92	\$111	Emergency Department Visits*		18		28						
									Specialty Care Referrals*		20		38						
									Prescriptions Per Inmate		1.9		3.4						
									Diagnostics Per Inmate		0.6		0.9						
									Appeals Received*		29		28						
									Prison Population Capacity		143%		137%						

* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

Please direct questions or feedback to QMstaff@cdcr.ca.gov