

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 Medical Services 85% Dental Services 96% Mental Health Services 84%				6 Mth Trend Statewide Asthma Care 82% Therapeutic Anticoagulation 76% Diabetes Care 81% End Stage Liver Disease Care 67% Colon Cancer Screening 94% Breast Cancer Screening 83% Diagnostic Monitoring 78% Utilization Specialty Services 90% Polypharmacy Medication Review 90%				6 Mth Trend Statewide Appropriate Placement High Risk Patients 75% High Risk Patient Care Plan 92% Follow-Up After MHCB/DSH Admission 8.0% 30-Day Community Hospital Readmission 27% 30-Day MHCB or DSH Readmission 10.9 Potentially Avoidable Hospitalizations* 10.9																																																																																				
APPTS COMPLETED AS SCHEDULED Cancelled Due to Custody 3.5% Seen as Scheduled 83%				CONTINUITY OF CLINICIANS & SERVICES Primary Care Provider (PCP) 87% Mental Health Primary Clinician 82% Psychiatrist 85%				EFFECTIVE COMMUNICATION Effective Communication Provided 96%																																																																																				
MEDICATION MANAGEMENT				AVAILABILITY OF HEALTH INFORMATION				RESOURCE MANAGEMENT																																																																																				
MAPIP Medication Continuity-Transfer 82% Medication Non-Adherence Counseling 80% Medication Administration 85%				6 Mth Trend Statewide Non-Dictated Documents 61% Dictated Documents 59% Specialty Notes 79% Community Hospital Records 68% Scanning Accuracy 96%				6 Mth Trend Statewide Claims Processed 100% Specialty Teleservices 65% Health Care Staff Training 65%																																																																																				
FORMULARY MANAGEMENT Non-Formulary by Psychiatrists 3.1% Non-Formulary by Medical Providers 3.8%				APPEAL PROCESSING Timely Appeals 87%				CONTINUOUS EVALUATION & IMPROVEMENT QM & Patient Safety Program 87% Health Care Index 87%																																																																																				
STAFFING IN FULL TIME EQUIVALENTS (FTE)				MAJOR COSTS PER INMATE PER MONTH				WORKLOAD PER DAY																																																																																				
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* Rate Per 1,000 Inmates

DASHBOARD COMPARISON

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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	85%	89%	89%	86%	81%	89%	59%	87%	75%	95%	90%	73%	88%	87%	94%	88%	73%	63%	83%	83%	81%	96%	79%	
RN FTF Triage 1 Day	90%	88%	100%	91%	98%	95%	96%	90%	83%	96%	96%	91%	100%	99%	91%	70%	95%	71%	97%	99%	84%	93%	95%	
PCP Urgent Referrals 1 Day	92%	100%	80%	100%	74%	93%	0%	100%	43%	98%	100%	100%	-	100%	100%	96%	20%	-	-	100%	100%	100%	-	
PCP Routine Referrals 14 Days	75%	77%	95%	62%	78%	99%	71%	49%	91%	100%	88%	57%	94%	65%	99%	91%	73%	55%	79%	60%	68%	99%	56%	
Chronic Care as Ordered	74%	76%	96%	59%	50%	100%	64%	46%	68%	100%	88%	59%	89%	69%	96%	86%	74%	25%	74%	56%	54%	92%	57%	
High Priority Specialty 14 Days	70%	89%	40%	91%	67%	70%	75%	100%	51%	80%	80%	63%	57%	63%	100%	76%	78%	67%	44%	87%	75%	94%	89%	
Routine Specialty 90 Days	88%	99%	91%	91%	87%	64%	85%	100%	88%	91%	94%	86%	92%	97%	90%	85%	93%	74%	92%	90%	91%	95%	72%	
Return from HLOC 5 Days	85%	79%	100%	100%	80%	96%	80%	100%	72%	97%	97%	24%	98%	99%	93%	95%	67%	36%	100%	100%	62%	92%	94%	
Laboratory Services as Ordered	93%	97%	99%	86%	94%	97%	-	100%	80%	96%	73%	95%	97%	93%	86%	96%	60%	81%	83%	68%	96%	100%	69%	
Radiology Services as Ordered	97%	100%	100%	98%	98%	-	0%	96%	97%	100%	91%	85%	75%	99%	-	98%	100%	94%	96%	-	98%	97%	99%	
Dental Services	96%	88%	74%	94%	94%	99%	86%	98%	96%	97%	97%	95%	97%	98%	99%	98%	99%	99%	99%	99%	97%	95%	100%	99%
7362 Triage 3 or 10 Days	97%	95%	93%	95%	99%	100%	97%	99%	99%	91%	96%	99%	96%	98%	100%	94%	97%	98%	99%	98%	98%	100%	97%	
Treatment within Timeframes	97%	92%	81%	96%	100%	99%	89%	94%	98%	97%	96%	100%	98%	99%	99%	100%	99%	99%	99%	98%	95%	99%	98%	
RC Screening 60 Days	96%	-	-	-	-	-	92%	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-	-	
Patient Requested Exam 90 Days	93%	64%	28%	86%	99%	97%	87%	98%	96%	99%	96%	99%	97%	99%	97%	98%	100%	100%	99%	91%	98%	99%	99%	
Notice of Exam 50 Y.O. or Chronic Care	96%	100%	95%	100%	78%	100%	67%	100%	90%	99%	100%	83%	97%	96%	100%	100%	100%	100%	100%	100%	91%	100%	100%	
Mental Health Services	84%	96%	100%	99%	97%	97%	78%	100%	85%	90%	90%	89%	87%	67%	93%	97%	99%	92%	100%	90%	97%	86%	94%	
Referral Timeframes	85%	92%	100%	98%	93%	97%	68%	100%	78%	96%	83%	94%	93%	73%	88%	97%	98%	95%	100%	87%	93%	82%	92%	
EOP Structured Treatment	72%	N/A	N/A	N/A	N/A	N/A	82%	N/A	85%	74%	90%	76%	73%	46%	N/A	N/A	N/A	86%	N/A	N/A	N/A	77%	92%	
Contact Timeframes	94%	99%	100%	99%	100%	98%	85%	99%	92%	99%	96%	97%	95%	83%	98%	98%	100%	96%	100%	93%	100%	99%	98%	
Primary Clinician Contact Timeframes	94%	99%	100%	97%	100%	100%	83%	98%	91%	100%	96%	97%	96%	72%	98%	97%	100%	94%	100%	92%	100%	98%	98%	
Psychiatrist Contact Timeframes	91%	100%	-	100%	-	95%	85%	100%	89%	99%	96%	97%	89%	86%	100%	99%	100%	100%	100%	92%	100%	98%	98%	
IDTT Contact Timeframes	97%	100%	100%	100%	100%	99%	89%	100%	97%	99%	97%	97%	99%	91%	97%	98%	100%	93%	99%	95%	100%	100%	100%	
Cancelled Due to Custody	3.5%	0.5%	0.2%	0.9%	0.8%	0.3%	4.7%	0.8%	3.0%	1.5%	2.0%	1.7%	3.4%	10.0%	0.6%	2.2%	1.0%	0.6%	0.1%	0.9%	0.2%	2.3%	5.0%	
Medical Services	0.9%	0.9%	0.5%	0.5%	0.3%	0.2%	0.5%	0.5%	0.4%	0.5%	1.8%	0.9%	0.7%	2.0%	0.0%	0.5%	2.0%	1.3%	0.1%	1.6%	0.1%	0.6%	1.2%	
Mental Health Services	8.3%	0.4%	0.0%	0.0%	1.0%	0.4%	11.5%	0.0%	4.7%	1.3%	1.6%	3.4%	7.7%	27.8%	1.1%	1.8%	0.0%	0.4%	0.0%	0.1%	0.3%	2.7%	12.8%	

* Rate Per 1,000 Inmates

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Scheduling & Access to Care	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Services	74%	83%	-	84%	89%	91%	96%	97%	83%	82%	76%	65%	89%
RN FTF Triage 1 Day	93%	56%	-	99%	96%	92%	97%	95%	90%	92%	88%	73%	92%
PCP Urgent Referrals 1 Day	50%	-	-	33%	-	100%	100%	-	100%	40%	33%	100%	83%
PCP Routine Referrals 14 Days	51%	93%	-	69%	77%	97%	88%	98%	90%	80%	82%	17%	98%
Chronic Care as Ordered	42%	90%	-	88%	75%	91%	91%	98%	76%	74%	68%	13%	90%
High Priority Specialty 14 Days	83%	70%	-	100%	89%	60%	100%	100%	65%	86%	43%	83%	71%
Routine Specialty 90 Days	89%	83%	-	98%	89%	91%	96%	91%	85%	93%	79%	73%	82%
Return from HLOC 5 Days	68%	83%	-	100%	85%	100%	94%	100%	56%	79%	98%	70%	88%
Laboratory Services as Ordered	93%	97%	-	86%	98%	97%	97%	96%	92%	97%	97%	73%	98%
Radiology Services as Ordered	100%	95%	-	-	100%	94%	97%	100%	92%	99%	100%	82%	98%
Dental Services	99%	96%	98%	99%	98%	99%	97%	97%	99%	98%	94%	98%	98%
7362 Triage 3 or 10 Days	97%	99%	99%	100%	97%	98%	93%	95%	100%	98%	94%	100%	99%
Treatment within Timeframes	99%	100%	100%	100%	99%	100%	97%	97%	96%	97%	100%	96%	100%
RC Screening 60 Days	-	100%	-	-	-	-	-	-	-	100%	-	-	90%
Patient Requested Exam 90 Days	98%	100%	98%	99%	98%	97%	100%	96%	99%	100%	84%	96%	100%
Notice of Exam 50 Y.O. or Chronic Care	100%	83%	94%	96%	97%	99%	97%	100%	100%	94%	100%	100%	100%
Mental Health Services	84%	97%	86%	91%	89%	83%	74%	96%	94%	86%	74%	78%	81%
Referral Timeframes	83%	91%	95%	86%	94%	83%	82%	92%	94%	92%	87%	87%	55%
EOP Structured Treatment	80%	100%	68%	N/A	78%	79%	48%	N/A	N/A	69%	44%	56%	91%
Contact Timeframes	90%	99%	94%	97%	95%	87%	92%	99%	94%	99%	91%	90%	97%
Primary Clinician Contact Timeframes	94%	99%	96%	95%	95%	91%	89%	99%	92%	99%	96%	94%	95%
Psychiatrist Contact Timeframes	76%	99%	89%	98%	92%	73%	90%	100%	93%	99%	79%	81%	98%
IDTT Contact Timeframes	99%	100%	96%	97%	100%	97%	96%	99%	96%	99%	99%	94%	97%
Cancelled Due to Custody	3.7%	0.3%	0.3%	0.6%	6.8%	2.4%	5.5%	1.2%	1.7%	1.3%	5.9%	3.6%	0.1%
Medical Services	2.6%	0.1%	0.0%	0.8%	2.3%	2.0%	0.1%	0.1%	2.4%	0.5%	2.2%	4.5%	0.1%
Mental Health Services	7.7%	0.2%	0.3%	0.5%	16.3%	4.6%	16.1%	1.5%	2.1%	3.3%	14.0%	3.1%	0.1%

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Dental Services	1.2%	0.1%	0.2%	2.1%	1.3%	0.2%	2.1%	1.9%	3.8%	2.6%	2.5%	0.9%	1.7%	0.2%	-	4.4%	-	0.2%	0.2%	-	-	3.7%	0.9%
Seen as Scheduled	83%	86%	83%	91%	92%	93%	77%	82%	83%	96%	85%	87%	91%	79%	88%	87%	86%	89%	93%	80%	94%	84%	71%
Medical Services	73%	70%	53%	84%	87%	91%	67%	63%	65%	98%	64%	79%	90%	83%	72%	82%	68%	77%	84%	58%	96%	75%	53%
Mental Health Services	87%	96%	100%	100%	99%	96%	73%	98%	95%	97%	97%	89%	87%	66%	96%	95%	96%	98%	98%	99%	96%	94%	80%
Dental Services	90%	92%	95%	88%	89%	93%	90%	85%	88%	93%	95%	93%	96%	88%	94%	85%	94%	93%	98%	83%	90%	84%	79%
Effective Communication Provided	96%	98%	94%	100%	98%	99%	94%	98%	95%	95%	100%	95%	99%	97%	98%	97%	99%	97%	98%	99%	99%	94%	94%
Medical Services	100%	100%	100%	100%	99%	100%	98%	100%	98%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mental Health Services	96%	98%	100%	99%	100%	99%	100%	100%	88%	98%	99%	95%	96%	97%	99%	98%	98%	99%	99%	100%	100%	97%	97%
Dental Services	93%	97%	82%	100%	95%	99%	85%	93%	98%	87%	100%	90%	100%	93%	95%	94%	99%	93%	96%	99%	98%	86%	86%
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	82%	95%	95%	91%	93%	89%	89%	96%	86%	93%	81%	86%	73%	92%	94%	92%	93%	94%	96%	90%	93%	89%	92%
Asthma SABA Utilization	82%	95%	96%	94%	95%	94%	90%	95%	78%	89%	85%	87%	67%	90%	90%	90%	93%	93%	93%	87%	95%	92%	93%
Persistent Asthma ICS Treatment	81%	96%	94%	88%	90%	85%	89%	96%	93%	96%	76%	84%	79%	93%	98%	94%	94%	95%	100%	92%	92%	87%	91%
Therapeutic Anticoagulation	76%	-	-	-	-	86%	75%	100%	76%	87%	100%	74%	77%	67%	100%	100%	100%	100%	86%	25%	-	100%	73%
Diabetes Care	81%	88%	72%	80%	85%	85%	79%	81%	80%	85%	86%	83%	79%	78%	81%	83%	85%	83%	88%	70%	83%	82%	80%
A1C <8%	78%	93%	77%	76%	100%	79%	78%	80%	81%	78%	93%	83%	68%	69%	73%	78%	80%	80%	84%	68%	79%	76%	67%
LDL-Cholesterol <100 mg/dl	73%	82%	64%	71%	58%	73%	69%	61%	85%	79%	73%	78%	83%	84%	76%	67%	80%	78%	82%	71%	71%	68%	71%
Blood Pressure <140/90 mm Hg	82%	87%	63%	86%	87%	93%	77%	86%	63%	83%	87%	80%	70%	72%	90%	90%	83%	97%	93%	60%	87%	90%	90%
Screened or Treated Nephropathy	90%	90%	86%	85%	94%	96%	91%	98%	90%	100%	93%	92%	97%	85%	83%	98%	95%	78%	94%	80%	97%	94%	91%
End Stage Liver Disease Care	67%	0%	50%	50%	100%	89%	68%	92%	68%	71%	100%	62%	52%	67%	67%	68%	100%	50%	67%	61%	62%	-	68%
EGD for Esophageal Varices	44%	-	0%	0%	-	100%	67%	100%	59%	50%	100%	17%	18%	60%	0%	25%	100%	0%	30%	0%	33%	-	60%
HCC Screening	68%	-	-	50%	-	67%	36%	100%	58%	68%	100%	81%	48%	40%	100%	88%	100%	50%	75%	100%	67%	-	50%
NSAID	90%	0%	100%	100%	100%	100%	100%	75%	87%	96%	100%	89%	90%	100%	100%	92%	100%	100%	96%	83%	86%	-	93%
Diagnosis Medication Match	61%	-	-	-	-	100%	100%	-	45%	65%	-	61%	39%	100%	0%	67%	-	-	-	100%	-	-	100%
SBP or TIPS with Cipro. or Sulfa.	39%	-	-	-	-	100%	-	-	29%	25%	-	67%	33%	-	-	0%	-	-	-	-	-	-	-
Ascites with Spironolactone	67%	-	-	-	-	100%	-	-	33%	100%	-	-	0%	-	-	100%	-	-	-	-	-	-	-

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Scheduling & Access to Care	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Dental Services	0.7%	0.5%	0.6%	-	1.8%	0.7%	0.4%	2.1%	0.6%	0.2%	1.6%	3.3%	0.1%
Seen as Scheduled	73%	90%	96%	89%	76%	90%	85%	90%	92%	88%	76%	73%	95%
Medical Services	47%	78%	93%	86%	61%	82%	94%	89%	85%	78%	73%	38%	93%
Mental Health Services	89%	97%	100%	99%	77%	93%	75%	94%	96%	91%	78%	94%	96%
Dental Services	84%	96%	95%	83%	89%	94%	87%	88%	96%	96%	78%	85%	96%
Effective Communication Provided	99%	98%	98%	100%	99%	96%	98%	97%	99%	97%	92%	98%	93%
Medical Services	100%	100%	99%	100%	100%	100%	100%	97%	100%	100%	100%	100%	100%
Mental Health Services	99%	100%	100%	99%	98%	87%	97%	98%	98%	96%	99%	98%	100%
Dental Services	97%	93%	96%	100%	99%	100%	97%	96%	100%	95%	78%	96%	78%
Population Health Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Asthma Care	83%	96%	91%	89%	87%	84%	92%	93%	90%	93%	90%	86%	92%
Asthma SABA Utilization	82%	99%	94%	95%	84%	86%	91%	94%	92%	88%	90%	85%	90%
Persistent Asthma ICS Treatment	84%	92%	88%	82%	89%	83%	93%	93%	88%	98%	90%	87%	93%
Therapeutic Anticoagulation	67%	0%	0%	-	92%	75%	73%	100%	76%	56%	38%	70%	67%
Diabetes Care	79%	78%	87%	79%	81%	82%	78%	83%	77%	76%	75%	82%	74%
A1C <8%	79%	82%	91%	75%	77%	82%	76%	84%	69%	75%	74%	79%	79%
LDL-Cholesterol <100 mg/dl	68%	64%	83%	68%	77%	79%	69%	80%	69%	75%	62%	76%	50%
Blood Pressure <140/90 mm Hg	87%	81%	75%	89%	83%	80%	73%	80%	77%	67%	87%	87%	80%
Screened or Treated Nephropathy	83%	86%	100%	86%	87%	87%	93%	88%	93%	87%	77%	88%	88%
End Stage Liver Disease Care	73%	50%	68%	-	76%	69%	45%	59%	64%	68%	52%	56%	100%
EGD for Esophageal Varices	43%	0%	20%	-	58%	50%	0%	38%	48%	61%	13%	25%	100%
HCC Screening	82%	-	91%	-	78%	62%	44%	60%	70%	67%	62%	56%	100%
NSAID	95%	100%	92%	-	93%	96%	90%	79%	76%	77%	83%	88%	100%
Diagnosis Medication Match	43%	100%	-	-	60%	88%	100%	50%	50%	75%	100%	100%	0%
SBP or TIPS with Cipro. or Sulfa.	50%	-	-	-	0%	100%	-	-	0%	50%	100%	100%	0%
Ascites with Spironolactone	0%	-	-	-	100%	-	-	-	-	-	-	100%	-

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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
Varices with Beta Blocker	74%	-	-	-	100%	75%	71%	100%	67%	71%	88%	84%	83%	0%	50%	85%	100%	100%	100%	100%	100%	-	75%
Hepatic Enceph. w/ Lactulose and/or Rifaximin	77%	-	-	-	-	-	100%	-	74%	71%	-	56%	83%	100%	0%	100%	-	-	-	100%	-	-	100%
Colon Cancer Screening	94%	97%	100%	90%	90%	99%	80%	100%	99%	96%	96%	93%	99%	98%	97%	99%	98%	77%	99%	88%	100%	99%	82%
Breast Cancer Screening	83%	-	-	-	-	-	76%	-	-	-	97%	-	-	-	-	-	-	-	-	-	-	-	-
Diagnostic Monitoring	78%	89%	-	-	-	99%	74%	-	85%	84%	89%	89%	81%	65%	90%	97%	-	88%	84%	66%	-	81%	79%
QT Prolongation EKG 12 Months	62%	71%	-	-	-	100%	48%	-	50%	80%	75%	74%	80%	8%	67%	100%	-	100%	50%	25%	-	67%	70%
Antipsychotics	87%	92%	-	-	-	100%	76%	-	91%	96%	92%	92%	89%	72%	94%	92%	-	81%	95%	77%	-	84%	76%
Lipid Monitoring 12 Months	90%	95%	-	-	-	100%	77%	-	97%	96%	90%	91%	96%	92%	92%	96%	-	79%	92%	79%	-	82%	79%
Blood Sugar 12 Months	94%	90%	-	-	-	100%	88%	-	99%	99%	100%	96%	97%	88%	98%	93%	-	95%	96%	93%	-	87%	79%
EKG 12 Months	58%	100%	-	-	-	100%	29%	-	56%	100%	64%	73%	65%	25%	83%	90%	-	50%	100%	56%	-	43%	38%
AIMS 12 Months	89%	92%	-	-	-	100%	73%	-	90%	98%	95%	99%	82%	95%	100%	93%	-	79%	100%	37%	-	94%	89%
Med Consent 12 Months	91%	100%	-	-	-	100%	84%	-	94%	88%	96%	96%	83%	89%	98%	93%	-	79%	96%	74%	-	95%	90%
CBC with Platelets 12 Months	88%	79%	-	-	-	100%	86%	-	98%	94%	94%	92%	96%	51%	92%	88%	-	95%	92%	88%	-	86%	71%
CMP 12 Months	89%	87%	-	-	-	100%	77%	-	98%	96%	99%	93%	96%	51%	89%	88%	-	79%	88%	91%	-	86%	75%
Thyroid Monitoring 5 Years	96%	95%	-	-	-	100%	96%	-	100%	98%	98%	97%	97%	85%	99%	99%	-	95%	100%	98%	-	94%	89%
Clozapine	89%	-	-	-	-	-	-	-	92%	-	88%	-	86%	100%	-	-	-	-	-	-	-	-	-
CMP 12 Months	96%	-	-	-	-	-	-	-	100%	-	100%	-	80%	-	-	-	-	-	-	-	-	-	-
Lipid Monitoring 12 Months	95%	-	-	-	-	-	-	-	100%	-	67%	-	90%	-	-	-	-	-	-	-	-	-	-
Blood Sugar 12 Months	100%	-	-	-	-	-	-	-	100%	-	100%	-	100%	-	-	-	-	-	-	-	-	-	-
CBC 30 Days	100%	-	-	-	-	-	-	-	100%	-	100%	-	100%	100%	-	-	-	-	-	-	-	-	-
EKG 12 Months	53%	-	-	-	-	-	-	-	57%	-	50%	-	70%	-	-	-	-	-	-	-	-	-	-
AIMS 12 Months	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Thyroid Monitoring 5 Years	98%	-	-	-	-	-	-	-	86%	-	100%	-	100%	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	82%	-	-	-	-	-	-	-	100%	-	100%	-	63%	-	-	-	-	-	-	-	-	-	-
Mood Stabilizers	91%	100%	-	-	-	99%	85%	-	94%	97%	94%	94%	88%	61%	100%	97%	-	83%	95%	79%	-	81%	85%
Carbamazepine	94%	-	-	-	-	100%	100%	-	100%	100%	100%	-	83%	67%	100%	-	-	-	-	83%	-	100%	83%

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Population Health Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Varices with Beta Blocker	80%	100%	71%	-	67%	79%	100%	33%	62%	65%	60%	100%	80%
Hepatic Enceph. w/ Lactulose and/or Rifaximin	78%	100%	-	-	80%	75%	100%	50%	100%	100%	100%	100%	0%
Colon Cancer Screening	90%	92%	98%	95%	97%	89%	92%	92%	89%	93%	92%	88%	87%
Breast Cancer Screening	-	-	-	-	-	-	-	-	-	-	-	-	-
Diagnostic Monitoring	84%	78%	98%	88%	83%	88%	83%	88%	85%	81%	73%	96%	76%
QT Prolongation EKG 12 Months	60%	86%	100%	-	48%	71%	67%	75%	50%	71%	35%	100%	86%
Antipsychotics	82%	78%	100%	79%	94%	87%	86%	84%	96%	92%	81%	94%	71%
Lipid Monitoring 12 Months	84%	87%	100%	91%	95%	91%	87%	91%	96%	91%	87%	95%	82%
Blood Sugar 12 Months	92%	80%	100%	89%	98%	95%	91%	94%	100%	98%	93%	95%	77%
EKG 12 Months	38%	100%	100%	50%	69%	46%	85%	33%	100%	71%	37%	93%	25%
AIMS 12 Months	80%	80%	100%	91%	95%	91%	83%	94%	92%	99%	74%	98%	100%
Med Consent 12 Months	88%	80%	100%	94%	98%	91%	92%	94%	100%	95%	87%	93%	76%
CBC with Platelets 12 Months	88%	67%	100%	74%	98%	93%	80%	79%	92%	90%	87%	92%	59%
CMP 12 Months	90%	60%	98%	66%	97%	92%	79%	91%	90%	93%	88%	93%	68%
Thyroid Monitoring 5 Years	99%	67%	100%	80%	99%	99%	90%	91%	96%	95%	97%	97%	77%
Clozapine	95%	-	-	-	-	95%	-	-	-	89%	71%	-	-
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	73%	-	-	-	-	63%	-	-	-	20%	0%	-	-
AIMS 12 Months	-	-	-	-	-	-	-	-	-	-	-	-	-
Thyroid Monitoring 5 Years	100%	-	-	-	-	100%	-	-	-	100%	100%	-	-
Med Consent 12 Months	91%	-	-	-	-	100%	-	-	-	100%	0%	-	-
Mood Stabilizers	92%	82%	100%	95%	92%	92%	92%	100%	99%	96%	87%	96%	83%
Carbamazepine	100%	-	-	-	100%	100%	89%	-	100%	100%	-	-	-

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CMP 12 Months	97%	-	-	-	-	100%	100%	-	100%	100%	100%	-	100%	100%	100%	-	-	-	-	100%	-	100%	100%
Carbamazepine Level 12 Months	88%	-	-	-	-	100%	100%	-	100%	100%	100%	-	50%	50%	100%	-	-	-	-	50%	-	100%	50%
CBC 12 Months	97%	-	-	-	-	100%	100%	-	100%	100%	100%	-	100%	50%	100%	-	-	-	-	100%	-	100%	100%
Med Consent 12 Months	90%	-	-	-	-	100%	50%	-	100%	100%	100%	-	0%	100%	100%	-	-	-	-	100%	-	100%	-
Depakote	92%	100%	-	-	-	100%	78%	-	95%	96%	89%	97%	94%	67%	100%	96%	-	83%	100%	80%	-	79%	84%
CMP 12 Months	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Depakote Level 12 Months	92%	100%	-	-	-	100%	67%	-	98%	100%	100%	95%	100%	51%	100%	100%	-	75%	100%	89%	-	79%	85%
CBC with Platelets 12 Months	94%	100%	-	-	-	100%	100%	-	100%	100%	100%	100%	100%	57%	100%	100%	-	100%	100%	89%	-	89%	82%
Med Consent 12 Months	90%	100%	-	-	-	100%	67%	-	88%	89%	67%	95%	83%	92%	100%	88%	-	75%	100%	63%	-	69%	86%
Lithium	87%	100%	-	-	-	96%	78%	-	86%	93%	93%	91%	85%	49%	100%	98%	-	-	90%	75%	-	65%	87%
Creatinine & BUN 12 Months	96%	100%	-	-	-	100%	92%	-	100%	100%	100%	100%	100%	56%	100%	100%	-	-	100%	100%	-	75%	100%
Lithium Level 12 Months	96%	100%	-	-	-	100%	100%	-	100%	100%	100%	100%	100%	50%	100%	100%	-	-	100%	75%	-	100%	100%
Thyroid Monitoring 12 Months	94%	100%	-	-	-	100%	92%	-	100%	100%	100%	100%	100%	56%	100%	100%	-	-	100%	75%	-	75%	86%
EKG 12 Months	57%	100%	-	-	-	80%	25%	-	38%	67%	67%	61%	56%	11%	100%	100%	-	-	100%	50%	-	0%	75%
Med Consent 12 Months	89%	100%	-	-	-	100%	83%	-	91%	100%	100%	96%	71%	73%	100%	90%	-	-	50%	75%	-	75%	75%
Antidepressants	61%	92%	-	-	-	98%	86%	-	97%	62%	96%	94%	62%	83%	98%	97%	-	86%	97%	81%	-	92%	86%
EKG 12 Months (Tricyclics)	0%	-	-	-	-	-	-	-	-	0%	-	-	0%	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	91%	92%	-	-	-	97%	78%	-	95%	89%	94%	94%	88%	91%	98%	96%	-	78%	97%	67%	-	90%	86%
Thyroid Monitoring 5 Years	93%	92%	-	-	-	99%	94%	-	99%	97%	98%	94%	99%	74%	97%	97%	-	93%	96%	96%	-	94%	86%
Utilization Specialty Services	90%	97%	83%	99%	94%	96%	88%	99%	81%	95%	95%	92%	81%	93%	89%	96%	98%	93%	70%	91%	99%	97%	82%
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 MHCB/DSH Admission	92%	88%	-	-	-	86%	95%	-	93%	82%	100%	96%	88%	92%	50%	100%	-	100%	-	100%	-	95%	93%
30-Day Community Hospital Readmission	8.0%	6.1%	0.0%	5.2%	0.0%	5.3%	3.4%	5.7%	24.1%	8.1%	7.2%	9.1%	14.6%	15.1%	2.2%	3.3%	1.2%	9.4%	2.1%	2.3%	5.5%	2.3%	3.2%

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CMP 12 Months	100%	-	-	-	100%	100%	67%	-	100%	100%	-	-	-
Carbamazepine Level 12 Months	100%	-	-	-	100%	100%	100%	-	100%	100%	-	-	-
CBC 12 Months	100%	-	-	-	100%	100%	100%	-	100%	100%	-	-	-
Med Consent 12 Months	75%	-	-	-	100%	100%	100%	-	100%	100%	-	-	-
Depakote	91%	83%	100%	96%	95%	92%	91%	100%	97%	94%	92%	97%	83%
CMP 12 Months	-	-	-	-	-	-	-	-	-	-	-	-	-
Depakote Level 12 Months	90%	100%	100%	88%	97%	95%	89%	100%	95%	100%	92%	100%	100%
CBC with Platelets 12 Months	95%	100%	100%	100%	97%	97%	89%	100%	95%	100%	90%	100%	100%
Med Consent 12 Months	87%	50%	100%	100%	93%	85%	97%	100%	100%	83%	93%	90%	50%
Lithium	86%	80%	100%	93%	82%	83%	95%	100%	100%	93%	83%	95%	-
Creatinine & BUN 12 Months	97%	100%	100%	100%	90%	98%	100%	100%	100%	100%	96%	100%	-
Lithium Level 12 Months	97%	100%	100%	100%	95%	98%	100%	100%	100%	89%	100%	100%	-
Thyroid Monitoring 12 Months	97%	100%	100%	100%	90%	96%	95%	100%	100%	100%	89%	100%	-
EKG 12 Months	56%	100%	100%	67%	44%	23%	93%	100%	100%	78%	41%	75%	-
Med Consent 12 Months	84%	0%	100%	100%	89%	100%	85%	100%	100%	100%	86%	100%	-
Antidepressants	89%	66%	91%	89%	98%	92%	89%	92%	95%	60%	92%	94%	66%
EKG 12 Months (Tricyclics)	-	-	-	-	-	-	-	-	-	0%	-	-	-
Med Consent 12 Months	86%	66%	85%	95%	96%	88%	92%	94%	96%	92%	91%	91%	54%
Thyroid Monitoring 5 Years	91%	66%	97%	84%	99%	97%	86%	90%	93%	87%	92%	98%	78%
Utilization Specialty Services	90%	96%	94%	96%	89%	93%	85%	95%	87%	92%	69%	91%	80%
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%	91%	100%	92%	81%	97%	100%	100%	100%	91%	100%	90%
30-Day Community Hospital Readmission	6.2%	7.1%	0.0%	6.1%	8.3%	12.9%	12.7%	5.4%	8.4%	1.9%	3.7%	5.3%	11.2%

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30-Day MHCBS or DSH Readmission	27%	-	-	-	-	-	17%	-	30%	23%	14%	27%	26%	27%	-	-	-	-	-	19%	-	19%	21%	
Potentially Avoidable Hospitalizations*	10.9	3.1	3.0	4.7	0.4	4.5	7.5	5.0	114.1	20.4	16.6	6.1	22.2	20.8	7.8	5.6	3.4	12.1	2.6	1.8	4.0	12.0	15.1	
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%	86%	96%	85%	88%	95%	91%	79%	76%	92%	91%	85%	96%	88%	92%	99%	98%	96%	97%	94%	97%	91%	88%	
Mental Health Primary Clinician	82%	N/A	N/A	N/A	N/A	N/A	84%	N/A	85%	N/A	89%	83%	86%	82%	N/A	86%	88%							
Psychiatrist	85%	N/A	N/A	N/A	N/A	N/A	95%	N/A	63%	N/A	43%	93%	100%	84%	N/A	54%	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	82%	87%	94%	100%	98%	98%	80%	96%	-	82%	77%	74%	78%	57%	90%	67%	97%	95%	86%	82%	100%	82%	92%	
M4: Meds Upon Arrival at Reception Ctr	95%	-	-	-	-	-	100%	-	-	87%	-	-	-	-	-	-	-	82%	-	-	-	-	-	
M5: KOP Meds Inter-Institutional	84%	85%	86%	100%	90%	100%	100%	80%	-	95%	45%	95%	90%	70%	75%	65%	95%	100%	100%	70%	100%	60%	85%	
M6: NA/DOT Meds Intra-Institutional	77%	57%	83%	-	100%	100%	73%	100%	-	57%	-	56%	100%	43%	86%	95%	100%	98%	88%	100%	100%	100%	86%	
M7: Mental Health Crisis Bed Transfers	67%	-	-	100%	-	-	35%	-	-	80%	95%	66%	74%	29%	-	-	-	-	-	88%	-	83%	100%	
M8: ASU/SHU/PSU Inter-Institutional	76%	100%	100%	100%	100%	100%	55%	100%	-	75%	89%	56%	88%	53%	-	50%	100%	92%	56%	61%	100%	61%	83%	
M9: Discharge from Community Hosp/DSH	78%	100%	100%	100%	100%	88%	100%	100%	-	79%	54%	75%	14%	48%	100%	25%	91%	100%	100%	75%	100%	88%	100%	
M10: Transfer/Parole	98%	95%	100%	100%	100%	100%	100%	100%	-	100%	100%	95%	100%	100%	100%	100%	100%	100%	85%	100%	100%	100%	100%	
Medication Non-Adherence Counseling	80%	64%	97%	97%	33%	93%	70%	0%	-	96%	87%	89%	87%	47%	63%	54%	97%	98%	92%	82%	79%	71%	93%	
M11: Non-Adherence MH Prescribed	81%	88%	-	-	-	92%	62%	0%	-	93%	92%	78%	92%	33%	90%	100%	100%	100%	100%	98%	81%	-	82%	77%
Referral on MAR	90%	100%	-	-	-	100%	90%	0%	-	90%	100%	100%	80%	20%	100%	100%	100%	100%	100%	100%	94%	-	65%	90%
128 MH5 or 128 C	89%	100%	-	-	-	100%	95%	0%	-	90%	95%	80%	100%	45%	100%	100%	100%	100%	100%	100%	69%	-	90%	65%
Progress Note	64%	64%	-	-	-	75%	0%	0%	-	100%	80%	55%	95%	35%	70%	100%	100%	100%	94%	81%	-	90%	75%	
M12: Non-Adherence PC2602 Meds	92%	100%	-	-	-	100%	80%	-	-	100%	100%	100%	95%	98%	-	-	-	100%	-	89%	-	36%	100%	
M13: Non-Adherence Medical Prescribed	77%	67%	94%	93%	33%	80%	70%	0%	-	93%	88%	82%	85%	37%	100%	33%	90%	90%	92%	90%	91%	85%	94%	
Referral on MAR	89%	100%	100%	80%	0%	89%	80%	0%	-	94%	100%	95%	100%	25%	100%	14%	88%	100%	100%	94%	100%	95%	100%	
128 C	85%	100%	100%	100%	0%	89%	90%	0%	-	94%	100%	100%	100%	50%	100%	14%	100%	100%	100%	88%	75%	100%	100%	
Progress Note	58%	0%	83%	100%	100%	61%	40%	0%	-	89%	64%	50%	55%	35%	100%	71%	81%	70%	74%	88%	100%	60%	82%	
M14: Non-Adherence Insulin/HIV/Clozaril	68%	0%	100%	100%	-	100%	70%	0%	-	100%	67%	94%	77%	20%	0%	29%	100%	100%	88%	67%	67%	80%	100%	

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Care Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
30-Day MHC B or DSH Readmission	50%	27%	22%	33%	29%	37%	17%	-	46%	33%	33%	-	67%
Potentially Avoidable Hospitalizations*	21.1	8.7	0.7	2.6	22.9	7.2	11.4	1.7	22.6	7.2	6.5	9.8	14.7
Continuity of Clinicians & Services	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Primary Care Provider (PCP)	85%	87%	99%	87%	88%	91%	96%	86%	98%	96%	89%	93%	94%
Mental Health Primary Clinician	82%	N/A	75%	N/A	86%	74%	82%	N/A	N/A	71%	79%	81%	74%
Psychiatrist	79%	N/A	66%	N/A	72%	91%	88%	N/A	N/A	95%	86%	97%	100%
Medication Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medication Continuity-Transfer	79%	93%	95%	95%	74%	65%	85%	77%	87%	97%	60%	88%	97%
M4: Meds Upon Arrival at Reception Ctr	-	98%	-	-	-	-	-	-	-	98%	-	-	98%
M5: KOP Meds Inter-Institutional	95%	95%	100%	100%	45%	70%	100%	80%	100%	94%	35%	80%	100%
M6: NA/DOT Meds Intra-Institutional	100%	100%	100%	100%	58%	100%	48%	-	33%	100%	44%	83%	91%
M7: Mental Health Crisis Bed Transfers	82%	100%	73%	78%	92%	21%	100%	-	100%	100%	52%	-	90%
M8: ASU/SHU/PSU Inter-Institutional	60%	85%	100%	91%	100%	52%	82%	67%	100%	92%	74%	-	100%
M9: Discharge from Community Hosp/DSH	57%	72%	100%	100%	57%	47%	83%	60%	88%	95%	57%	100%	100%
M10: Transfer/Parole	80%	100%	100%	100%	93%	100%	95%	100%	100%	100%	100%	90%	100%
Medication Non-Adherence Counseling	76%	95%	82%	87%	73%	69%	69%	88%	72%	93%	56%	92%	82%
M11: Non-Adherence MH Prescribed	62%	100%	72%	75%	97%	51%	70%	85%	82%	87%	58%	100%	92%
Referral on MAR	100%	100%	92%	100%	100%	82%	100%	90%	100%	100%	55%	100%	100%
128 MH5 or 128 C	65%	100%	69%	100%	100%	47%	90%	95%	100%	100%	95%	100%	100%
Progress Note	20%	100%	54%	25%	90%	24%	20%	70%	45%	60%	25%	100%	75%
M12: Non-Adherence PC2602 Meds	100%	92%	97%	100%	98%	98%	100%	-	-	93%	90%	93%	94%
M13: Non-Adherence Medical Prescribed	43%	95%	78%	73%	45%	72%	55%	90%	80%	96%	75%	82%	93%
Referral on MAR	100%	100%	100%	100%	75%	75%	80%	100%	100%	100%	85%	100%	100%
128 C	30%	100%	100%	70%	42%	85%	50%	86%	100%	89%	100%	100%	100%
Progress Note	0%	85%	33%	50%	16%	55%	35%	86%	40%	100%	40%	45%	80%
M14: Non-Adherence Insulin/HIV/Clozaril	100%	95%	-	100%	53%	56%	50%	-	55%	95%	0%	-	50%

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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 Administration	85%	91%	92%	100%	93%	97%	90%	89%	-	80%	87%	82%	80%	73%	92%	80%	96%	80%	93%	92%	96%	81%	91%
Non-Formulary by Psychiatrists	3.1%	0.4%	-	66.7%	-	1.2%	3.7%	14.3%	4.8%	0.9%	6.2%	3.3%	7.0%	3.8%	1.1%	1.1%	0.0%	2.6%	0.5%	3.5%	4.4%	1.0%	2.2%
M20: Chronic Care Meds-Psychiatrist	61%	85%	-	-	-	95%	100%	75%	-	55%	35%	10%	55%	10%	70%	75%	100%	85%	100%	100%	100%	35%	90%
Non-Formulary by Medical Providers	3.8%	2.7%	3.1%	1.8%	4.2%	3.1%	5.9%	3.3%	5.9%	3.8%	4.6%	4.4%	5.7%	5.7%	1.9%	1.0%	1.9%	2.9%	2.1%	3.8%	1.5%	3.3%	3.1%
M21: Chronic Care Meds-Medical	91%	100%	100%	100%	80%	100%	95%	95%	-	80%	100%	100%	100%	95%	95%	65%	100%	100%	90%	100%	90%	80%	100%
M22: New Outpatient Orders-Psychiatrist	91%	71%	-	-	-	91%	74%	100%	-	97%	100%	100%	96%	66%	95%	100%	100%	81%	100%	100%	100%	88%	100%
M23: New Outpatient Orders-Medical	98%	100%	100%	100%	100%	100%	83%	90%	-	93%	98%	100%	100%	100%	100%	93%	100%	100%	98%	93%	100%	100%	100%
M24: Administration – TB Medications	84%	100%	77%	100%	100%	100%	100%	86%	-	75%	100%	100%	50%	93%	100%	65%	81%	33%	76%	69%	89%	100%	67%
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	61%	69%	86%	90%	74%	91%	37%	93%	70%	73%	38%	69%	74%	59%	85%	58%	75%	-	94%	38%	48%	85%	47%
Medical Documents 3 Days	68%	87%	76%	97%	95%	83%	41%	95%	89%	80%	20%	77%	83%	60%	92%	76%	80%	-	95%	51%	36%	90%	48%
Dental Documents 3 Days	75%	54%	97%	98%	88%	96%	43%	100%	95%	87%	54%	90%	89%	82%	90%	71%	89%	-	94%	29%	59%	95%	54%
Mental Health Documents 3 Days	43%	69%	81%	95%	23%	94%	7%	86%	48%	71%	26%	36%	70%	37%	77%	56%	71%	-	94%	-	46%	63%	29%
CDCR Inpatient Documents 3 Days	59%	-	-	-	-	-	69%	94%	39%	65%	49%	80%	62%	63%	-	-	-	-	-	50%	-	89%	82%
Other Documents 3 Days	60%	63%	91%	69%	88%	92%	24%	92%	78%	61%	43%	65%	66%	54%	83%	28%	60%	-	94%	23%	49%	89%	22%
Dictated Documents	59%	41%	-	96%	-	50%	73%	84%	50%	60%	60%	46%	39%	45%	72%	49%	25%	-	79%	73%	42%	61%	70%
Dictation Time in Days	0.2	0.1	-	0.0	-	0.0	0.1	0.0	0.0	0.3	0.1	0.1	4.6	0.0	0.0	0.0	0.1	-	0.7	0.4	0.1	0.1	0.0
Transcription Time in Days	2.3	2.2	-	0.7	-	2.1	0.3	1.7	2.0	2.6	2.6	1.8	0.9	2.5	2.8	2.0	3.1	-	2.6	3.3	2.6	1.6	1.6
Sign Time in Days	3.0	1.9	-	1.0	-	2.2	1.5	1.8	4.9	3.4	1.4	2.9	3.5	2.7	2.2	1.4	6.5	-	1.1	6.0	2.5	1.1	2.5
Scan Time in Days	1.3	0.9	-	0.3	-	1.2	3.7	0.7	1.2	1.6	3.0	1.5	3.1	1.2	0.4	1.5	1.5	-	0.5	1.1	1.2	1.0	1.1
Total Time in Days	6.7	5.2	-	2.0	-	5.4	5.6	4.3	8.1	7.9	7.1	6.2	12.0	6.4	5.4	4.9	11.3	-	4.9	10.8	6.5	3.9	5.2
Medical Dictated Documents 5 Days	48%	49%	-	94%	-	50%	-	73%	50%	36%	29%	55%	39%	45%	68%	7%	25%	-	-	46%	42%	61%	63%
Dictation Time in Days	0.1	0.1	-	0.0	-	0.0	-	0.0	0.0	0.0	0.1	0.1	5.2	0.0	0.0	0.0	0.1	-	-	0.4	0.1	0.1	0.0
Transcription Time in Days	2.4	2.2	-	1.6	-	2.1	-	1.8	2.0	2.9	2.7	1.9	1.0	2.5	2.9	2.5	3.1	-	-	3.3	2.6	1.7	1.7
Sign Time in Days	3.1	1.9	-	2.5	-	2.2	-	1.8	4.9	3.7	1.4	2.9	3.9	2.8	2.3	2.3	6.5	-	-	6.0	2.5	1.2	2.6
Scan Time in Days	1.3	0.9	-	0.1	-	1.2	-	0.7	1.2	1.5	3.0	1.5	3.5	1.2	0.4	2.0	1.5	-	-	1.1	1.4	1.1	1.0

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Medication Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medication Administration	73%	83%	92%	100%	56%	91%	85%	81%	87%	89%	71%	76%	78%
Non-Formulary by Psychiatrists	3.2%	2.6%	1.0%	0.9%	2.5%	5.4%	2.6%	3.7%	1.2%	9.8%	3.3%	1.8%	0.9%
M20: Chronic Care Meds-Psychiatrist	40%	25%	60%	100%	5%	91%	75%	70%	35%	90%	15%	45%	0%
Non-Formulary by Medical Providers	6.2%	1.2%	2.6%	1.6%	5.4%	5.0%	2.5%	2.7%	4.2%	6.2%	3.0%	3.1%	4.0%
M21: Chronic Care Meds-Medical	100%	100%	100%	100%	15%	94%	95%	85%	100%	90%	80%	100%	91%
M22: New Outpatient Orders-Psychiatrist	93%	90%	100%	100%	59%	97%	85%	91%	100%	100%	75%	87%	100%
M23: New Outpatient Orders-Medical	100%	100%	98%	100%	100%	100%	100%	100%	98%	100%	100%	98%	100%
M24: Administration – TB Medications	33%	100%	100%	100%	100%	75%	69%	57%	100%	67%	83%	50%	100%
Availability of Health Information	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Non-Dictated Documents	46%	67%	22%	63%	63%	56%	66%	63%	68%	69%	61%	41%	63%
Medical Documents 3 Days	32%	70%	8%	66%	70%	74%	75%	61%	70%	78%	74%	44%	65%
Dental Documents 3 Days	88%	76%	25%	54%	79%	92%	76%	68%	87%	76%	77%	46%	63%
Mental Health Documents 3 Days	10%	50%	13%	64%	39%	8%	51%	74%	55%	60%	39%	37%	55%
CDCR Inpatient Documents 3 Days	66%	62%	38%	67%	75%	52%	72%	-	64%	56%	-	-	83%
Other Documents 3 Days	34%	79%	26%	64%	52%	55%	57%	47%	61%	73%	53%	37%	48%
Dictated Documents	32%	71%	-	32%	86%	59%	30%	33%	59%	59%	83%	46%	12%
Dictation Time in Days	0.0	0.2	-	0.0	0.0	0.0	5.7	0.0	0.0	0.0	0.0	0.0	0.0
Transcription Time in Days	2.8	0.1	-	2.3	2.0	2.1	2.4	2.5	2.8	2.4	2.2	2.1	3.7
Sign Time in Days	2.7	1.8	-	2.9	1.5	3.0	2.5	3.2	6.6	4.9	2.8	2.1	13.4
Scan Time in Days	2.7	0.8	-	1.4	0.7	1.2	0.3	2.3	0.9	1.1	0.9	1.6	1.0
Total Time in Days	8.3	3.0	-	6.6	4.2	6.4	10.9	8.0	10.3	8.4	5.9	5.9	18.1
Medical Dictated Documents 5 Days	47%	48%	-	32%	71%	41%	27%	26%	35%	39%	83%	-	12%
Dictation Time in Days	0.0	0.6	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	0.0
Transcription Time in Days	2.7	0.9	-	2.4	2.0	2.6	0.9	2.6	2.8	2.5	2.2	-	4.0
Sign Time in Days	1.9	4.0	-	2.9	1.5	3.3	5.6	2.6	6.8	5.0	2.8	-	13.8
Scan Time in Days	1.9	2.0	-	1.4	0.7	1.0	1.0	2.5	0.9	1.0	0.9	-	1.0

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Availability of Health Information	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Total Time in Days	6.9	5.2	-	4.2	-	5.4	-	4.4	8.1	8.1	7.2	6.3	13.6	6.5	5.5	6.8	11.3	-	-	10.8	6.6	4.0	5.2
Mental Health Dictated Documents 5 Days	59%	-	-	-	-	-	65%	95%	-	49%	54%	25%	-	-	64%	92%	-	-	79%	-	-	-	91%
Dictation Time in Days	1.0	-	-	-	-	-	0.1	0.0	-	2.0	0.6	0.2	-	-	0.0	0.0	-	-	0.7	-	-	-	0.3
Transcription Time in Days	1.5	-	-	-	-	-	0.4	0.0	-	0.5	0.3	3.0	-	-	2.5	1.7	-	-	2.6	-	-	-	0.0
Sign Time in Days	2.0	-	-	-	-	-	1.8	1.1	-	2.3	1.3	2.9	-	-	1.6	0.8	-	-	1.1	-	-	-	0.0
Scan Time in Days	1.6	-	-	-	-	-	3.3	0.8	-	2.1	3.3	1.6	-	-	0.6	1.1	-	-	0.5	-	-	-	2.0
Total Time in Days	6.0	-	-	-	-	-	5.5	1.9	-	7.0	5.4	7.7	-	-	4.7	3.7	-	-	4.9	-	-	-	2.3
Specialty Dictated Documents 5 Days	70%	33%	-	98%	-	-	82%	-	-	96%	96%	58%	-	-	85%	-	-	-	-	100%	-	-	58%
Dictation Time in Days	0.0	0.0	-	0.0	-	-	0.2	-	-	0.0	0.9	0.0	-	-	0.0	-	-	-	-	-	-	-	0.0
Transcription Time in Days	0.6	2.7	-	0.0	-	-	0.0	-	-	0.0	0.0	0.5	-	-	2.5	-	-	-	-	-	-	-	0.0
Sign Time in Days	1.8	1.0	-	0.0	-	-	0.0	-	-	0.0	0.0	3.4	-	-	1.5	-	-	-	-	-	-	-	0.0
Scan Time in Days	2.2	1.0	-	0.4	-	-	5.7	-	-	3.0	2.9	1.4	-	-	0.2	-	-	-	-	-	-	-	3.0
Total Time in Days	4.5	4.7	-	0.4	-	-	5.9	-	-	3.0	3.7	5.3	-	-	4.2	-	-	-	-	-	-	-	3.0
Specialty Notes	79%	94%	78%	97%	81%	88%	36%	99%	69%	80%	46%	91%	93%	88%	90%	74%	89%	59%	98%	79%	95%	93%	70%
Community Hospital Records	68%	84%	33%	67%	88%	85%	36%	67%	57%	43%	29%	57%	55%	90%	17%	50%	67%	45%	86%	67%	63%	89%	81%
Scanning Accuracy	96%	100%	-	98%	99%	97%	100%	100%	-	100%	100%	100%	99%	98%	100%	99%	98%	99%	99%	94%	75%	100%	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	87%	97%	100%	100%	100%	100%	97%	94%	36%	100%	100%	100%	100%	100%	100%	100%	100%	57%	100%	99%	100%	100%	98%
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															
Specialty Teleservices	65%	70%	48%	94%	50%	57%	62%	78%	67%	67%	68%	12%	34%	90%	58%	53%	88%	62%	68%	56%	95%	64%	81%
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

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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	6.5	7.5	-	6.6	4.2	7.0	7.5	7.6	10.5	8.6	5.9	-	18.8
Mental Health Dictated Documents 5 Days	17%	94%	-	-	-	78%	32%	39%	83%	94%	-	46%	-
Dictation Time in Days	0.0	0.2	-	-	-	0.0	6.0	0.0	0.2	0.0	-	0.0	-
Transcription Time in Days	2.9	0.0	-	-	-	0.1	2.5	2.4	0.0	0.1	-	2.4	-
Sign Time in Days	3.1	1.5	-	-	-	1.6	2.3	5.5	0.3	0.4	-	2.4	-
Scan Time in Days	3.2	0.7	-	-	-	2.0	0.3	1.5	3.1	1.9	-	1.1	-
Total Time in Days	9.2	2.5	-	-	-	3.7	11.1	9.4	3.6	2.4	-	6.0	-
Specialty Dictated Documents 5 Days	-	-	-	-	100%	-	-	-	-	44%	-	45%	-
Dictation Time in Days	-	-	-	-	0.0	-	-	-	-	0.0	-	0.0	-
Transcription Time in Days	-	-	-	-	0.4	-	-	-	-	0.9	-	0.0	-
Sign Time in Days	-	-	-	-	1.6	-	-	-	-	1.9	-	0.0	-
Scan Time in Days	-	-	-	-	0.8	-	-	-	-	4.6	-	5.3	-
Total Time in Days	-	-	-	-	2.8	-	-	-	-	7.5	-	5.3	-
Specialty Notes	33%	78%	67%	84%	59%	88%	86%	82%	95%	90%	75%	55%	93%
Community Hospital Records	67%	71%	100%	60%	73%	94%	62%	57%	90%	35%	30%	67%	92%
Scanning Accuracy	77%	100%	100%	99%	99%	96%	100%	100%	99%	80%	100%	-	99%
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%	95%	38%	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	66%	71%	20%	39%	85%	59%	89%	39%	61%	27%	38%	68%	73%
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

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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%	95%	80%	98%	92%	91%	96%	100%	128%	103%	104%	99%	94%	107%	93%	112%	84%	101%	85%	90%	92%	96%	99%
Medical FTE	101%	113%	99%	110%	79%	90%	115%	97%	108%	94%	89%	104%	96%	106%	105%	80%	119%	121%	108%	127%	103%	94%	105%
Nursing FTE	111%	103%	95%	107%	108%	91%	110%	105%	140%	114%	108%	107%	92%	126%	93%	150%	93%	105%	88%	90%	102%	104%	115%
Pharmacy FTE	112%	120%	72%	94%	80%	138%	121%	178%	105%	128%	134%	117%	124%	129%	121%	106%	107%	129%	98%	123%	120%	130%	106%
Dental Clinical FTE	96%	96%	64%	100%	90%	106%	96%	100%	98%	96%	100%	100%	83%	89%	91%	92%	98%	100%	104%	104%	91%	100%	100%
Mental Health Clinical FTE	88%	80%	100%	100%	100%	82%	72%	102%	85%	85%	87%	92%	90%	78%	74%	83%	50%	99%	69%	79%	100%	84%	87%
Clinical Support FTE	91%	138%	69%	96%	84%	76%	113%	77%	97%	98%	107%	72%	113%	81%	109%	85%	79%	111%	46%	78%	87%	94%	85%
Administrative Support FTE	87%	81%	63%	85%	77%	83%	80%	90%	131%	93%	103%	92%	95%	86%	94%	94%	66%	90%	78%	82%	75%	88%	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	87%	92%	95%	94%	91%	86%	91%	89%	81%	89%	85%	92%	91%	81%	90%	87%	95%	91%	93%	87%	95%	87%	88%
Overtime FTE	7.2%	3.4%	2.4%	2.9%	7.9%	8.0%	4.1%	6.7%	12.8%	5.1%	6.8%	7.0%	6.8%	11.0%	5.2%	7.9%	3.4%	5.0%	5.4%	10.3%	4.0%	5.8%	6.8%
Registry FTE	6.0%	4.9%	2.6%	3.3%	1.1%	5.8%	5.2%	4.9%	6.6%	6.2%	8.1%	1.2%	2.1%	8.8%	4.7%	4.7%	1.8%	4.3%	1.6%	2.8%	1.5%	7.6%	5.6%
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	\$97	\$65	\$74	\$56	\$49	\$76	\$93	\$98	\$547	\$118	\$125	\$163	\$297	\$107	\$106	\$71	\$58	\$107	\$91	\$88	\$68	\$76	\$83
Nursing Staff	\$464	\$255	\$267	\$222	\$210	\$280	\$373	\$292	\$4,137	\$518	\$1,071	\$647	\$1,399	\$705	\$307	\$290	\$261	\$386	\$294	\$367	\$266	\$312	\$460
Pharmacy Staff	\$36	\$24	\$19	\$18	\$8	\$30	\$33	\$26	\$160	\$61	\$89	\$51	\$164	\$43	\$35	\$31	\$15	\$32	\$26	\$20	\$18	\$24	\$32
Dental Clinical Staff	\$82	\$83	\$70	\$76	\$59	\$85	\$75	\$90	\$81	\$80	\$133	\$91	\$102	\$68	\$106	\$86	\$92	\$84	\$91	\$84	\$84	\$84	\$80
Mental Health Clinical Staff	\$184	\$90	\$3	\$28	\$11	\$98	\$164	\$40	\$642	\$210	\$419	\$374	\$548	\$222	\$117	\$66	\$28	\$170	\$80	\$72	\$33	\$143	\$297
Clinical Support Staff	\$27	\$10	\$7	\$8	\$5	\$13	\$20	\$12	\$173	\$29	\$54	\$55	\$133	\$38	\$17	\$6	\$9	\$16	\$5	\$13	\$8	\$17	\$33
Administrative Support Staff	\$109	\$93	\$86	\$89	\$40	\$72	\$88	\$120	\$452	\$123	\$276	\$141	\$316	\$108	\$113	\$72	\$90	\$115	\$87	\$91	\$94	\$107	\$121
Hospital	\$109	\$24	\$23	\$17	\$12	\$51	\$49	\$50	\$1,607	\$172	\$175	\$78	\$391	\$102	\$95	\$77	\$90	\$156	\$69	\$44	\$35	\$67	\$42
Emergency Department	\$7	\$6	\$7	\$6	\$6	\$12	\$8	\$5	\$21	\$4	\$14	\$3	\$6	\$14	\$8	\$3	\$4	\$7	\$4	\$8	\$7	\$5	\$12
Specialty	\$27	\$15	\$16	\$16	\$11	\$19	\$23	\$23	\$129	\$34	\$30	\$45	\$76	\$27	\$15	\$20	\$30	\$17	\$14	\$18	\$18	\$18	\$29
Medications	\$111	\$37	\$3	\$26	\$23	\$43	\$107	\$27	\$82	\$346	\$188	\$201	\$352	\$69	\$47	\$82	\$39	\$129	\$59	\$42	\$31	\$49	\$120
Diagnostics	\$19	\$12	\$13	\$12	\$7	\$11	\$25	\$10	\$62	\$40	\$30	\$24	\$36	\$10	\$15	\$11	\$13	\$25	\$12	\$10	\$7	\$10	\$23

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Staffing in Full Time Equivalents (FTE)	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Total Staffing FTE	95%	111%	87%	85%	110%	109%	89%	76%	80%	103%	101%	103%	102%
Medical FTE	92%	99%	118%	100%	124%	91%	92%	90%	91%	102%	64%	104%	111%
Nursing FTE	110%	131%	84%	91%	129%	134%	105%	69%	69%	120%	118%	130%	112%
Pharmacy FTE	80%	114%	134%	98%	123%	122%	94%	141%	105%	81%	108%	85%	125%
Dental Clinical FTE	100%	91%	96%	100%	99%	94%	91%	96%	100%	108%	103%	95%	95%
Mental Health Clinical FTE	90%	96%	92%	70%	104%	96%	81%	83%	86%	95%	88%	84%	90%
Clinical Support FTE	75%	118%	102%	104%	104%	102%	55%	102%	93%	93%	70%	82%	105%
Administrative Support FTE	83%	98%	78%	74%	81%	84%	70%	67%	84%	82%	88%	83%	90%
Total Actual FTE	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Civil Service FTE	92%	79%	91%	93%	81%	83%	85%	95%	93%	87%	84%	91%	79%
Overtime FTE	4.0%	10.1%	4.5%	3.7%	6.6%	6.6%	6.2%	1.5%	2.9%	8.4%	9.9%	8.5%	7.0%
Registry FTE	4.0%	11.5%	4.6%	3.1%	12.5%	10.8%	8.4%	4.0%	4.4%	4.4%	6.5%	1.2%	14.2%
Major Costs per Inmate per Month	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Staff	\$94	\$84	\$73	\$63	\$150	\$122	\$73	\$46	\$94	\$111	\$68	\$87	\$76
Nursing Staff	\$465	\$345	\$390	\$301	\$679	\$1,050	\$365	\$145	\$285	\$505	\$571	\$372	\$316
Pharmacy Staff	\$31	\$24	\$21	\$27	\$59	\$60	\$33	\$14	\$41	\$28	\$64	\$41	\$22
Dental Clinical Staff	\$83	\$71	\$83	\$82	\$95	\$97	\$75	\$77	\$94	\$79	\$89	\$76	\$69
Mental Health Clinical Staff	\$300	\$163	\$120	\$129	\$457	\$773	\$128	\$52	\$136	\$487	\$242	\$164	\$141
Clinical Support Staff	\$40	\$17	\$19	\$19	\$68	\$105	\$21	\$6	\$21	\$36	\$33	\$20	\$15
Administrative Support Staff	\$135	\$94	\$125	\$101	\$137	\$183	\$73	\$39	\$96	\$117	\$127	\$86	\$78
Hospital	\$269	\$64	\$28	\$17	\$252	\$117	\$78	\$36	\$245	\$70	\$69	\$72	\$89
Emergency Department	\$12	\$4	\$1	\$3	\$14	\$12	\$8	\$2	\$6	\$5	\$11	\$11	\$9
Specialty	\$48	\$20	\$6	\$11	\$76	\$21	\$29	\$10	\$47	\$41	\$19	\$30	\$25
Medications	\$390	\$49	\$95	\$44	\$381	\$229	\$90	\$26	\$167	\$181	\$82	\$173	\$70
Diagnostics	\$28	\$37	\$8	\$7	\$35	\$15	\$13	\$7	\$19	\$34	\$14	\$18	\$35

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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	11.9	11.6	17.8	10.8	12.4	12.1	13.2	13.1	11.4	8.6	13.5	10.6	9.6	10.6	12.1	13.2	14.5	15.3	10.7	11.1	12.4	14.0	14.5
Appointments per PCRN	6.3	7.4	4.6	7.0	4.8	6.2	6.0	9.3	4.0	6.4	7.9	6.4	7.3	6.8	5.6	7.7	4.9	8.0	7.3	5.1	5.5	8.6	6.2
Encounters per Primary MH Clinician	8.8	7.6	2.5	2.8	2.1	7.4	8.3	3.2	7.6	5.4	6.6	13.0	11.1	8.7	6.1	6.3	4.0	8.5	9.0	6.5	3.7	12.5	12.4
Encounters per Psychiatrist	9.2	9.9	-	3.7	1.0	10.2	8.7	4.2	7.7	8.8	8.5	10.9	9.4	10.4	10.6	13.4	3.6	10.7	9.6	7.1	4.3	11.3	11.4
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*	5.6	4.4	2.0	2.4	2.0	5.2	2.9	0.6	38.7	7.7	5.3	3.4	12.6	15.8	2.0	1.5	4.0	4.5	2.3	2.8	5.1	2.4	4.2
Emergency Department Visits*	29	17	28	27	17	11	27	22	105	26	64	19	22	24	56	21	40	34	16	15	36	24	85
Specialty Care Referrals*	34	21	28	24	19	13	24	29	84	28	42	56	53	30	20	24	34	37	26	25	39	16	45
Prescriptions Per Inmate	3.4	1.7	1.9	1.0	0.5	2.1	3.6	1.3	33.2	4.3	4.4	6.1	6.1	3.0	2.7	3.3	1.8	2.4	2.4	1.7	1.3	1.6	4.1
Diagnostics Per Inmate	1.0	0.5	0.7	0.5	0.4	0.6	1.3	0.4	3.9	1.8	1.4	1.0	2.1	0.3	0.6	0.7	0.6	1.3	0.7	0.6	0.4	0.5	0.8
Appeals Received*	32	26	21	6	4	27	35	13	95	41	18	30	55	45	24	34	15	65	18	23	10	27	47
Prison Population Capacity	134%	139%	-	162%	115%	151%	167%	139%	66%	144%	131%	105%	90%	131%	99%	139%	128%	141%	121%	150%	141%	154%	153%
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	4.3%	0.0%	0.2%	0.1%	0.1%	0.6%	4.0%	0.6%	34.7%	15.4%	5.0%	8.2%	18.2%	2.0%	0.8%	1.8%	1.4%	3.0%	2.8%	0.8%	0.9%	0.4%	6.8%
High Risk Priority 2	7.3%	0.5%	0.4%	0.9%	0.7%	2.5%	5.9%	1.6%	23.2%	25.4%	10.3%	14.9%	20.8%	4.0%	3.5%	5.7%	4.2%	4.1%	7.6%	2.1%	3.0%	3.8%	12.4%
Medium Risk	41%	53%	29%	18%	7%	44%	48%	20%	33%	33%	44%	42%	50%	54%	55%	52%	27%	33%	45%	40%	22%	47%	51%
Low Risk	48%	47%	70%	81%	92%	53%	42%	78%	9%	26%	41%	35%	11%	40%	40%	41%	67%	60%	45%	57%	74%	49%	30%
Mental Health EOP	5.0%	N/A	N/A	N/A	N/A	N/A	2.0%	N/A	14.4%	0.6%	4.3%	14.6%	23.1%	8.0%	N/A	N/A	N/A	0.7%	N/A	N/A	N/A	3.5%	12.5%
Patients with Disability (ADA)	6.5%	3.3%	1.0%	1.6%	0.2%	1.6%	5.8%	2.2%	38.5%	12.4%	6.1%	6.7%	35.4%	4.7%	2.7%	5.4%	3.8%	5.3%	2.7%	4.7%	2.3%	3.1%	6.0%
Inmates 50 Years or Older	23%	23%	21%	6%	8%	17%	19%	11%	54%	44%	22%	35%	49%	15%	19%	39%	28%	19%	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	2,109	28	-	18	19	16	38	13	1,108	78	25	87	169	87	10	21	-	24	-	28	14	22	16
Institution Population	120,633	4,088	2,036	3,768	4,531	4,228	3,392	3,240	1,965	4,424	1,870	4,070	2,142	4,113	2,503	4,625	2,227	2,447	3,026	3,509	3,117	3,791	3,549

* Rate Per 1,000 Inmates

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DASHBOARD COMPARISON

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February 2015

All Institutions

Workload Per Day	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Appointments per PCP	8.1	16.1	5.4	16.6	12.2	10.0	14.8	11.5	9.2	10.7	9.8	18.9	11.9
Appointments per PCRN	5.3	9.3	3.1	7.3	6.5	7.4	6.5	5.5	5.4	6.1	6.0	6.6	6.3
Encounters per Primary MH Clinician	10.3	9.4	4.9	7.6	8.7	8.2	10.4	6.2	6.5	6.2	8.3	13.7	10.5
Encounters per Psychiatrist	9.6	9.9	6.8	13.5	8.5	9.2	9.9	8.3	8.6	6.0	9.3	11.1	7.9
Other Trends	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Hospital Admissions*	7.4	3.5	0.0	1.2	17.8	7.3	7.0	1.1	10.2	4.3	5.0	1.0	11.5
Emergency Department Visits*	53	16	3	13	56	38	18	13	26	22	59	26	20
Specialty Care Referrals*	126	35	11	16	74	18	16	29	38	47	45	44	26
Prescriptions Per Inmate	5.0	2.9	1.3	2.2	6.0	5.3	3.6	0.9	3.8	3.9	3.4	3.9	1.9
Diagnostics Per Inmate	1.0	2.3	0.5	0.4	1.4	0.8	0.6	0.3	1.0	1.8	0.7	0.7	2.0
Appeals Received*	68	22	29	18	72	87	33	10	29	21	70	48	25
Prison Population Capacity	167%	153%	111%	140%	139%	119%	157%	117%	149%	133%	147%	157%	163%
Institution & Population Characteristics	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
High Risk Priority 1	13.2%	1.0%	1.0%	0.0%	16.2%	6.4%	2.1%	0.6%	8.7%	6.8%	2.4%	2.8%	1.3%
High Risk Priority 2	21.3%	2.6%	1.9%	0.4%	22.1%	11.6%	5.6%	1.7%	16.6%	13.1%	5.9%	7.6%	3.0%
Medium Risk	47%	33%	23%	54%	49%	60%	56%	20%	46%	39%	55%	60%	38%
Low Risk	18%	63%	74%	46%	13%	22%	37%	78%	29%	42%	36%	30%	58%
Mental Health EOP	21.1%	2.5%	3.1%	N/A	18.4%	37.7%	6.8%	N/A	N/A	1.4%	14.3%	9.1%	2.3%
Patients with Disability (ADA)	9.1%	2.0%	1.6%	3.7%	22.8%	5.0%	14.7%	1.0%	8.3%	7.1%	5.9%	11.2%	2.8%
Inmates 50 Years or Older	36%	11%	9%	14%	37%	17%	25%	12%	39%	40%	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	2,851	4,252	2,637	3,261	3,096	2,194	5,406	4,441	3,912	4,181	3,628	3,140	4,973

* Rate Per 1,000 Inmates

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HEALTHCARE SERVICES DASHBOARD

Wasco State Prison (WSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT										
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical Services					89%	85%	Asthma Care					92%	82%	Appropriate Placement High Risk Patients					N/A	75%
Dental Services					98%	96%	Therapeutic Anticoagulation					67%	76%	High Risk Patient Care Plan						
Mental Health Services					81%	84%	Diabetes Care					74%	81%	Follow-Up After MHCB/DSH Admission					90%	92%
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Cancelled Due to Custody					0.1%	3.5%	End Stage Liver Disease Care					100%	67%	30-Day Community Hospital Readmission					11.2%	8.0%
Seen as Scheduled					95%	83%	Colon Cancer Screening					87%	94%	30-Day MHCB or DSH Readmission					67%	27%
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Effective Communication Provided					93%	96%	Breast Cancer Screening					N/A	83%	Potentially Avoidable Hospitalizations*					14.7	10.9
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medication Continuity-Transfer					97%	82%	Diagnostic Monitoring					76%	78%	CONTINUITY OF CLINICIANS & SERVICES						
Medication Non-Adherence Counseling					82%	80%	Utilization Specialty Services					80%	90%	Primary Care Provider (PCP)					94%	87%
Medication Administration					78%	85%	Polypharmacy Medication Review							Mental Health Primary Clinician					74%	82%
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Non-Formulary by Psychiatrists					0.9%	3.1%	AVAILABILITY OF HEALTH INFORMATION						Psychiatrist					100%	85%	
Non-Formulary by Medical Providers					4.0%	3.8%	Non-Dictated Documents					63%	61%	RESOURCE MANAGEMENT						
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Staffing FTE	Actual	Authority	% of Auth	Statewide			Dictated Documents					12%	59%	Claims Processed					N/A	100%
Medical FTE	372	364	102%	100%			Specialty Notes					93%	79%	Specialty Teleservices					73%	65%
Nursing FTE	16	14	111%	101%			Community Hospital Records					92%	68%	Health Care Staff Training						
Nursing FTE	180	161	112%	111%			Scanning Accuracy					99%	96%	CONTINUOUS EVALUATION & IMPROVEMENT						
Pharmacy FTE	14	11	125%	112%			APPEAL PROCESSING						QM & Patient Safety Program							
Dental Clinical FTE	28	30	95%	96%			Timely Appeals					100%	87%	Health Care Index						
Mental Health Clinical FTE	53	59	90%	88%			MAJOR COSTS PER INMATE PER MONTH**						WORKLOAD PER DAY							
Clinical Support FTE	10	10	105%	91%			LABOR	YTD 14/15	YTD 13/14	Statewide				Appointments per PCP					11.9	11.9
Administrative Support FTE	72	80	90%	87%			Medical Staff	\$76	\$68	\$97				Appointments per PCRN					6.3	6.3
Total Actual FTE	372	364	102%	100%			Nursing Staff	\$316	\$295	\$464				Encounters per Primary MH Clinician					10.5	8.8
Civil Service FTE	293	293	79%	87%			Pharmacy Staff	\$22	\$21	\$36				Encounters per Psychiatrist					7.9	9.2
Overtime FTE	26	26	7.0%	7.2%			Dental Clinical Staff	\$69	\$65	\$82				OTHER TRENDS						
Registry FTE	53	53	14.2%	6.0%			Mental Health Clinical Staff	\$141	\$122	\$184				Hospital Admissions*					11.5	5.6
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE	372	364	102%	100%			Clinical Support Staff	\$15	\$15	\$27				Emergency Department Visits*					20	29
Civil Service FTE	293	293	79%	87%			Administrative Support Staff	\$78	\$80	\$109				Specialty Care Referrals*					26	34
Overtime FTE	26	26	7.0%	7.2%			NON LABOR						Prescriptions Per Inmate					1.9	3.4	
Registry FTE	53	53	14.2%	6.0%			Hospital	\$89	\$133	\$109				Diagnosics Per Inmate					2.0	1.0
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Hospital	\$89	\$133	\$109				Emergency Department	\$9	\$4	\$7				Appeals Received*					25	32
Emergency Department	\$9	\$4	\$7				Specialty	\$25	\$32	\$27				Prison Population Capacity					163%	134%
Specialty	\$25	\$32	\$27				Medications	\$70	\$58	\$111										
Medications	\$70	\$58	\$111				Diagnosics	\$35	\$38	\$19										
Diagnosics	\$35	\$38	\$19																	

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

HEALTHCARE SERVICES DASHBOARD

Valley State Prison (VSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services				VSP	Statewide	Asthma Care				VSP	Statewide	Appropriate Placement High Risk Patients				VSP	Statewide		
Dental Services				65%	85%	Therapeutic Anticoagulation				86%	82%	High Risk Patient Care Plan				N/A	75%		
Mental Health Services				98%	96%	Diabetes Care				70%	76%	Follow-Up After MHCB/DSH Admission				100%	92%		
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody						End Stage Liver Disease Care						30-Day Community Hospital Readmission				5.3%	8.0%		
Seen as Scheduled				3.6%	3.5%	Colon Cancer Screening				82%	81%	30-Day MHCB or DSH Readmission				-	27%		
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided						Breast Cancer Screening				N/A	83%	Potentially Avoidable Hospitalizations*				9.8	10.9		
				73%	83%	Diagnostic Monitoring				96%	78%	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						Utilization Specialty Services				91%	90%	Primary Care Provider (PCP)				93%	87%		
Medication Non-Adherence Counseling				88%	82%	Polypharmacy Medication Review						Mental Health Primary Clinician				81%	82%		
Medication Administration				92%	80%	AVAILABILITY OF HEALTH INFORMATION						6 Mth Trend							
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists						Non-Dictated Documents				41%	61%	Psychiatrist				97%	85%		
Non-Formulary by Medical Providers				1.8%	3.1%	Dictated Documents				46%	59%	RESOURCE MANAGEMENT							
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	264	257	103%	100%		Specialty Notes				55%	79%	Claims Processed				N/A	100%		
Medical FTE	10	10	104%	101%		Community Hospital Records				67%	68%	Specialty Teleservices				68%	65%		
Nursing FTE	128	99	130%	111%		Scanning Accuracy				-	96%	Health Care Staff Training							
Pharmacy FTE	11	13	85%	112%		APPEAL PROCESSING						6 Mth Trend							
Dental Clinical FTE	19	20	95%	96%		Timely Appeals						QM & Patient Safety Program							
Mental Health Clinical FTE	34	41	84%	88%		MAJOR COSTS PER INMATE PER MONTH**						6 Mth Trend							
Clinical Support FTE	8	10	82%	91%		LABOR						6 Mth Trend							
Administrative Support FTE	55	66	83%	87%		Medical Staff	YTD 14/15	YTD 13/14	Statewide			Health Care Index							
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE						Nursing Staff	\$87	\$76	\$97			CONTINUOUS EVALUATION & IMPROVEMENT							
Civil Service FTE						Pharmacy Staff	\$372	\$323	\$464			QM & Patient Safety Program							
Overtime FTE						Dental Clinical Staff	\$41	\$28	\$36			Health Care Index							
Registry FTE						Mental Health Clinical Staff	\$76	\$70	\$82			WORKLOAD PER DAY							
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE						Clinical Support Staff	\$164	\$150	\$184			Appointments per PCP				18.9	11.9		
Civil Service FTE						Administrative Support Staff	\$20	\$18	\$27			Appointments per PCRN				6.6	6.3		
Overtime FTE						NON LABOR						6 Mth Trend							
Registry FTE						Hospital	YTD 14/15	YTD 13/14	Statewide			Encounters per Primary MH Clinician				13.7	8.8		
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE						Emergency Department	\$72	\$85	\$109			Encounters per Psychiatrist				11.1	9.2		
Civil Service FTE						Specialty	\$30	\$32	\$27			OTHER TRENDS							
Overtime FTE						Medications	\$173	\$76	\$111			Hospital Admissions*				1.0	5.6		
Registry FTE						Diagnostics	\$18	\$15	\$19			Emergency Department Visits*				26	29		
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE						APPEAL PROCESSING						6 Mth Trend							
Civil Service FTE						Timely Appeals						Specialty Care Referrals*				44	34		
Overtime FTE						MAJOR COSTS PER INMATE PER MONTH**						6 Mth Trend							
Registry FTE						Hospital	YTD 14/15	YTD 13/14	Statewide			Prescriptions Per Inmate				3.9	3.4		
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE						Emergency Department	\$11	\$11	\$7			Diagnostics Per Inmate				0.7	1.0		
Civil Service FTE						Specialty	\$30	\$32	\$27			Appeals Received*				48	32		
Overtime FTE						Medications	\$173	\$76	\$111			Prison Population Capacity				157%	134%		
Registry FTE						Diagnostics	\$18	\$15	\$19			OTHER TRENDS							
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE						APPEAL PROCESSING						6 Mth Trend							
Civil Service FTE						Timely Appeals						OTHER TRENDS							
Overtime FTE						MAJOR COSTS PER INMATE PER MONTH**						6 Mth Trend							
Registry FTE						Hospital	YTD 14/15	YTD 13/14	Statewide			Hospital Admissions*				1.0	5.6		
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE						Emergency Department	\$11	\$11	\$7			Emergency Department Visits*				26	29		
Civil Service FTE						Specialty	\$30	\$32	\$27			Specialty Care Referrals*				44	34		
Overtime FTE						Medications	\$173	\$76	\$111			Prescriptions Per Inmate				3.9	3.4		
Registry FTE						Diagnostics	\$18	\$15	\$19			Diagnostics Per Inmate				0.7	1.0		
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE						APPEAL PROCESSING						6 Mth Trend							
Civil Service FTE						Timely Appeals						Appeals Received*				48	32		
Overtime FTE						MAJOR COSTS PER INMATE PER MONTH**						6 Mth Trend							
Registry FTE						Hospital	YTD 14/15	YTD 13/14	Statewide			Prison Population Capacity				157%	134%		
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE						APPEAL PROCESSING						6 Mth Trend							
Civil Service FTE						Timely Appeals						OTHER TRENDS							
Overtime FTE						MAJOR COSTS PER INMATE PER MONTH**						6 Mth Trend							
Registry FTE						Hospital	YTD 14/15	YTD 13/14	Statewide			Hospital Admissions*				1.0	5.6		
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE						Emergency Department	\$11	\$11	\$7			Emergency Department Visits*				26	29		
Civil Service FTE						Specialty	\$30	\$32	\$27			Specialty Care Referrals*				44	34		
Overtime FTE						Medications	\$173	\$76	\$111			Prescriptions Per Inmate				3.9	3.4		
Registry FTE						Diagnostics	\$18	\$15	\$19			Diagnostics Per Inmate				0.7	1.0		
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE						APPEAL PROCESSING						6 Mth Trend							
Civil Service FTE						Timely Appeals						Appeals Received*				48	32		
Overtime FTE						MAJOR COSTS PER INMATE PER MONTH**						6 Mth Trend							
Registry FTE						Hospital	YTD 14/15	YTD 13/14	Statewide			Prison Population Capacity				157%	134%		
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE						APPEAL PROCESSING						6 Mth Trend							
Civil Service FTE						Timely Appeals						OTHER TRENDS							
Overtime FTE						MAJOR COSTS PER INMATE PER MONTH**						6 Mth Trend							
Registry FTE						Hospital	YTD 14/15	YTD 13/14	Statewide			Hospital Admissions*				1.0	5.6		

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

HEALTHCARE SERVICES DASHBOARD

Substance Abuse Treatment Facility (SATF)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT													
ACCESS					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					96%	85%	Therapeutic Anticoagulation								N/A	75%	High Risk Patient Care Plan						
Mental Health Services					97%	96%	Diabetes Care								97%	92%	Follow-Up After MHCB/DSH Admission						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Cancelled Due to Custody					5.5%	3.5%	End Stage Liver Disease Care								12.7%	8.0%	30-Day Community Hospital Readmission						
Seen as Scheduled					85%	83%	Colon Cancer Screening								17%	27%	30-Day MHCB or DSH Readmission						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Effective Communication Provided					98%	96%	Breast Cancer Screening								11.4	10.9	Potentially Avoidable Hospitalizations*						
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend								
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Medication Continuity-Transfer					85%	82%	Non-Dictated Documents								96%	87%	Primary Care Provider (PCP)						
Medication Non-Adherence Counseling					69%	80%	Dictated Documents								82%	82%	Mental Health Primary Clinician						
Medication Administration					85%	85%	Specialty Notes								88%	85%	Psychiatrist						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Non-Formulary by Psychiatrists					2.6%	3.1%	Community Hospital Records										RESOURCE MANAGEMENT						
Non-Formulary by Medical Providers					2.5%	3.8%	Scanning Accuracy										Claims Processed						
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	411	460	89%	100%	6 Mth Trend					6 Mth Trend					6 Mth Trend								
Nursing FTE	15	16	92%	101%	6 Mth Trend					6 Mth Trend					6 Mth Trend								
Pharmacy FTE	205	195	105%	111%	6 Mth Trend					6 Mth Trend					6 Mth Trend								
Dental Clinical FTE	19	21	94%	112%	6 Mth Trend					6 Mth Trend					6 Mth Trend								
Mental Health Clinical FTE	30	33	91%	96%	6 Mth Trend					6 Mth Trend					6 Mth Trend								
Clinical Support FTE	59	74	81%	88%	6 Mth Trend					6 Mth Trend					6 Mth Trend								
Administrative Support FTE	11	21	55%	91%	6 Mth Trend					6 Mth Trend					6 Mth Trend								
Total Actual FTE	71	101	70%	87%	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	\$73	\$63	\$97	6 Mth Trend					6 Mth Trend					6 Mth Trend									
Pharmacy Staff	\$365	\$314	\$464	6 Mth Trend					6 Mth Trend					6 Mth Trend									
Dental Clinical Staff	\$33	\$29	\$36	6 Mth Trend					6 Mth Trend					6 Mth Trend									
Mental Health Clinical Staff	\$75	\$65	\$82	6 Mth Trend					6 Mth Trend					6 Mth Trend									
Clinical Support Staff	\$128	\$121	\$184	6 Mth Trend					6 Mth Trend					6 Mth Trend									
Administrative Support Staff	\$21	\$18	\$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	\$78	\$118	\$109	6 Mth Trend					6 Mth Trend					6 Mth Trend									
Specialty	\$8	\$7	\$7	6 Mth Trend					6 Mth Trend					6 Mth Trend									
Medications	\$29	\$38	\$27	6 Mth Trend					6 Mth Trend					6 Mth Trend									
Diagnostics	\$90	\$89	\$111	6 Mth Trend					6 Mth Trend					6 Mth Trend									
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Timely Appeals					98%	87%	6 Mth Trend					6 Mth Trend					6 Mth Trend						
CONTINUOUS EVALUATION & IMPROVEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend								
QM & Patient Safety Program							6 Mth Trend					6 Mth Trend					6 Mth Trend						
Health Care Index							6 Mth Trend					6 Mth Trend					6 Mth Trend						
WORKLOAD PER DAY					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Appointments per PCP							6 Mth Trend					6 Mth Trend					6 Mth Trend						
Appointments per PCRN							6 Mth Trend					6 Mth Trend					6 Mth Trend						
Encounters per Primary MH Clinician							6 Mth Trend					6 Mth Trend					6 Mth Trend						
Encounters per Psychiatrist							6 Mth Trend					6 Mth Trend					6 Mth Trend						
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Hospital Admissions*							6 Mth Trend					6 Mth Trend					6 Mth Trend						
Emergency Department Visits*							6 Mth Trend					6 Mth Trend					6 Mth Trend						
Specialty Care Referrals*							6 Mth Trend					6 Mth Trend					6 Mth Trend						
Prescriptions Per Inmate							6 Mth Trend					6 Mth Trend					6 Mth Trend						
Diagnostics Per Inmate							6 Mth Trend					6 Mth Trend					6 Mth Trend						
Appeals Received*							6 Mth Trend					6 Mth Trend					6 Mth Trend						
Prison Population Capacity							6 Mth Trend					6 Mth Trend					6 Mth Trend						

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

HEALTHCARE SERVICES DASHBOARD

Richard J. Donovan Correctional Facility (RJD)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT																	
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend												
Medical Services					RJD	89%	Statewide	85%	Asthma Care						RJD	N/A	Statewide	75%	High Risk Patient Care Plan								
Dental Services					RJD	98%	Statewide	96%	Therapeutic Anticoagulation						RJD	92%	Statewide	76%	Follow-Up After MHCB/DSH Admission								
Mental Health Services					RJD	89%	Statewide	84%	Diabetes Care						RJD	81%	Statewide	81%	30-Day Community Hospital Readmission								
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend												
Cancelled Due to Custody					RJD	6.8%	Statewide	3.5%	End Stage Liver Disease Care						RJD	76%	Statewide	67%	30-Day MHC or DSH Readmission								
Seen as Scheduled					RJD	76%	Statewide	83%	Colon Cancer Screening						RJD	97%	Statewide	94%	Potentially Avoidable Hospitalizations*								
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend												
Effective Communication Provided					RJD	99%	Statewide	96%	Breast Cancer Screening						RJD	N/A	Statewide	83%									
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend												
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend												
Medication Continuity-Transfer					RJD	74%	Statewide	82%	Diagnostic Monitoring						RJD	83%	Statewide	78%									
Medication Non-Adherence Counseling					RJD	73%	Statewide	80%	Utilization Specialty Services						RJD	89%	Statewide	90%									
Medication Administration					RJD	56%	Statewide	85%	Polypharmacy Medication Review																		
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend												
Non-Formulary by Psychiatrists					RJD	2.5%	Statewide	3.1%																			
Non-Formulary by Medical Providers					RJD	5.4%	Statewide	3.8%																			
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend												
	Actual	Authority	% of Auth	Statewide																							
Total Staffing FTE	495	450	110%	100%																							
Medical FTE	17	14	124%	101%																							
Nursing FTE	229	177	129%	111%																							
Pharmacy FTE	22	18	123%	112%																							
Dental Clinical FTE	25	25	99%	96%																							
Mental Health Clinical FTE	96	93	104%	88%																							
Clinical Support FTE	27	26	104%	91%																							
Administrative Support FTE	79	97	81%	87%																							
	6 Mth Trend	Actual	RJD	Statewide																							
Total Actual FTE		495	100%	100%																							
Civil Service FTE		401	81%	87%																							
Overtime FTE		33	6.6%	7.2%																							
Registry FTE		62	12.5%	6.0%																							
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend												
Timely Appeals					RJD	100%	Statewide	87%																			
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												
	YTD 14/15	YTD 13/14	Statewide																								
Medical Staff	\$150	\$140	\$97																								
Nursing Staff	\$679	\$577	\$464																								
Pharmacy Staff	\$59	\$54	\$36																								
Dental Clinical Staff	\$95	\$95	\$82																								
Mental Health Clinical Staff	\$457	\$414	\$184																								
Clinical Support Staff	\$68	\$55	\$27																								
Administrative Support Staff	\$137	\$138	\$109																								
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend												
	YTD 14/15	YTD 13/14	Statewide																								
Hospital	\$252	\$220	\$109																								
Emergency Department	\$14	\$8	\$7																								
Specialty	\$76	\$59	\$27																								
Medications	\$381	\$244	\$111																								
Diagnostics	\$35	\$28	\$19																								
RESOURCE MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend												
Claims Processed					RJD	N/A	Statewide	100%	Primary Care Provider (PCP)						RJD	88%	Statewide	87%	Mental Health Primary Clinician								
Specialty Teleservices					RJD	85%	Statewide	65%	Psychiatrist						RJD	86%	Statewide	82%									
Health Care Staff Training					RJD	72%	Statewide	85%																			
CONTINUOUS EVALUATION & IMPROVEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend												
QM & Patient Safety Program					RJD		Statewide		Health Care Index						RJD		Statewide										
WORKLOAD PER DAY					6 Mth Trend					6 Mth Trend					6 Mth Trend												
Appointments per PCP					RJD	12.2	Statewide	11.9	Appointments per PCP						RJD	12.2	Statewide	11.9	Appointments per PCRN								
Appointments per PCRN					RJD	6.5	Statewide	6.3	Encounters per Primary MH Clinician						RJD	8.7	Statewide	8.8	Encounters per Psychiatrist								
Encounters per Primary MH Clinician					RJD	8.5	Statewide	9.2																			
Encounters per Psychiatrist					RJD	8.5	Statewide	9.2																			
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend												
Hospital Admissions*					RJD	17.8	Statewide	5.6	Hospital Admissions*						RJD	17.8	Statewide	5.6	Emergency Department Visits*								
Emergency Department Visits*					RJD	56	Statewide	29	Emergency Department Visits*						RJD	56	Statewide	29	Specialty Care Referrals*								
Specialty Care Referrals*					RJD	74	Statewide	34	Specialty Care Referrals*						RJD	74	Statewide	34	Prescriptions Per Inmate								
Prescriptions Per Inmate					RJD	6.0	Statewide	3.4	Prescriptions Per Inmate						RJD	6.0	Statewide	3.4	Diagnostics Per Inmate								
Diagnostics Per Inmate					RJD	1.4	Statewide	1.0	Diagnostics Per Inmate						RJD	1.4	Statewide	1.0	Appeals Received*								
Appeals Received*					RJD	72	Statewide	32	Appeals Received*						RJD	72	Statewide	32	Prison Population Capacity								
Prison Population Capacity					RJD	139%	Statewide	134%	Prison Population Capacity						RJD	139%	Statewide	134%									

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

HEALTHCARE SERVICES DASHBOARD

North Kern State Prison (NKSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services		83%	85%		Asthma Care		96%	82%		Appropriate Placement High Risk Patients		N/A	75%						
Dental Services		96%	96%		Therapeutic Anticoagulation		0%	76%		High Risk Patient Care Plan									
Mental Health Services		97%	84%		Diabetes Care		78%	81%		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		0.3%	3.5%		End Stage Liver Disease Care		50%	67%		30-Day Community Hospital Readmission		7.1%	8.0%						
Seen as Scheduled		90%	83%		Colon Cancer Screening		92%	94%		30-Day MHCB or DSH Readmission		27%	27%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided		98%	96%		Breast Cancer Screening		N/A	83%		Potentially Avoidable Hospitalizations*		8.7	10.9						
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer		93%	82%		Diagnosis Monitoring		78%	78%		CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling		95%	80%		Utilization Specialty Services		96%	90%		Primary Care Provider (PCP)		87%	87%						
Medication Administration		83%	85%		Polypharmacy Medication Review					Mental Health Primary Clinician		-	82%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists		2.6%	3.1%		AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers		1.2%	3.8%		Non-Dictated Documents		67%	61%		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	Dictated Documents		71%	59%		Specialty Teleservices		71%	65%						
Medical FTE	359	323	111%	100%	Specialty Notes		78%	79%		Health Care Staff Training									
Nursing FTE	13	14	99%	101%	Community Hospital Records		71%	68%		CONTINUOUS EVALUATION & IMPROVEMENT									
Nursing FTE	166	126	131%	111%	Scanning Accuracy		100%	96%		QM & Patient Safety Program									
Pharmacy FTE	14	13	114%	112%	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
Dental Clinical FTE	25	28	91%	96%	Timely Appeals		100%	87%		Health Care Index									
Mental Health Clinical FTE	56	58	96%	88%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Clinical Support FTE	11	9	118%	91%	LABOR	YTD 14/15	YTD 13/14	Statewide	Appointments per PCP		16.1	11.9							
Administrative Support FTE	74	76	98%	87%	Medical Staff	\$84	\$78	\$97	Appointments per PCRN		9.3	6.3							
Total Actual FTE		359	100%	100%	Nursing Staff	\$345	\$316	\$464	Encounters per Primary MH Clinician		9.4	8.8							
Civil Service FTE		282	79%	87%	Pharmacy Staff	\$24	\$23	\$36	Encounters per Psychiatrist		9.9	9.2							
Overtime FTE		36	10.1%	7.2%	Dental Clinical Staff	\$71	\$67	\$82	OTHER TRENDS										
Registry FTE		41	11.5%	6.0%	Mental Health Clinical Staff	\$163	\$147	\$184	Hospital Admissions*		3.5	5.6							
					Clinical Support Staff	\$17	\$15	\$27	Emergency Department Visits*		16	29							
					Administrative Support Staff	\$94	\$92	\$109	Specialty Care Referrals*		35	34							
					NON LABOR					YTD 14/15	YTD 13/14	Statewide	Prescriptions Per Inmate		2.9	3.4			
					Hospital	\$64	\$54	\$109	Diagnosics Per Inmate		2.3	1.0							
					Emergency Department	\$4	\$3	\$7	Appeals Received*		22	32							
					Specialty	\$20	\$23	\$27	Prison Population Capacity		153%	134%							
					Medications	\$49	\$53	\$111											
					Diagnosics	\$37	\$34	\$19											

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

HEALTHCARE SERVICES DASHBOARD

Ironwood State Prison (ISP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			ISP	Statewide	Asthma Care			ISP	Statewide	Appropriate Placement High Risk Patients			ISP	Statewide					
Dental Services			81%	85%	Therapeutic Anticoagulation			93%	82%	High Risk Patient Care Plan			N/A	75%					
Mental Health Services			95%	96%	Diabetes Care			83%	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%	3.5%	End Stage Liver Disease Care			62%	67%	30-Day Community Hospital Readmission			5.5%	8.0%					
Seen as Scheduled			94%	83%	Colon Cancer Screening			100%	94%	30-Day MHCB or DSH Readmission			-	27%					
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			99%	96%	Breast Cancer Screening			N/A	83%	Potentially Avoidable Hospitalizations*			4.0	10.9					
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			100%	82%	Diagnostic Monitoring			-	78%	CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling			79%	80%	Utilization Specialty Services			99%	90%	Primary Care Provider (PCP)			97%	87%					
Medication Administration			96%	85%	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			4.4%	3.1%	AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers			1.5%	3.8%	Non-Dictated Documents			48%	61%	Dictated Documents			42%	59%					
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			95%	79%	Community Hospital Records			63%	68%					
Medical FTE	7	7	103%	101%	Community Hospital Records			63%	68%	Scanning Accuracy			75%	96%					
Nursing FTE	78	76	102%	111%	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
Pharmacy FTE	6	5	120%	112%	Timely Appeals			100%	87%	6 Mth Trend					6 Mth Trend				
Dental Clinical FTE	21	23	91%	96%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Mental Health Clinical FTE	6	6	100%	88%	LABOR	YTD 14/15	YTD 13/14	Statewide	Medical Staff	\$68	\$69	\$97	Appointments per PCP			12.4	11.9		
Clinical Support FTE	3	4	87%	91%	Hospital	\$35	\$31	\$109	Nursing Staff	\$266	\$259	\$464	Appointments per PCRN			5.5	6.3		
Administrative Support FTE	44	58	75%	87%	Emergency Department	\$7	\$5	\$7	Pharmacy Staff	\$18	\$18	\$36	Encounters per Primary MH Clinician			3.7	8.8		
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			165	100%	100%	Specialty	\$18	\$22	\$27	Dental Clinical Staff	\$84	\$83	\$82	Encounters per Psychiatrist			4.3	9.2	
Civil Service FTE			156	95%	87%	Mental Health Clinical Staff	\$33	\$24	\$184	OTHER TRENDS									
Overtime FTE			7	4.0%	7.2%	Clinical Support Staff	\$8	\$6	\$27	Hospital Admissions*			5.1	5.6					
Registry FTE			2	1.5%	6.0%	Administrative Support Staff	\$94	\$84	\$109	Emergency Department Visits*			36	29					
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			165	100%	100%	NON LABOR	YTD 14/15	YTD 13/14	Statewide	Specialty Care Referrals*			39	34					
Civil Service FTE			156	95%	87%	Hospital	\$35	\$31	\$109	Prescriptions Per Inmate			1.3	3.4					
Overtime FTE			7	4.0%	7.2%	Emergency Department	\$7	\$5	\$7	Diagnostics Per Inmate			0.4	1.0					
Registry FTE			2	1.5%	6.0%	Specialty	\$18	\$22	\$27	Appeals Received*			10	32					
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			165	100%	100%	Medications	\$31	\$22	\$111	Prison Population Capacity			141%	134%					
Civil Service FTE			156	95%	87%	Diagnostics	\$7	\$9	\$19										
Overtime FTE			7	4.0%	7.2%														
Registry FTE			2	1.5%	6.0%														

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

HEALTHCARE SERVICES DASHBOARD

Correctional Training Facility (CTF)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT										
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical Services				88%	85%	Asthma Care				92%	82%	Appropriate Placement High Risk Patients				N/A	75%			
Dental Services				98%	96%	Therapeutic Anticoagulation				100%	76%	High Risk Patient Care Plan								
Mental Health Services				97%	84%	Diabetes Care				83%	81%	Follow-Up After MHCB/DSH Admission				100%	92%			
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Cancelled Due to Custody				2.2%	3.5%	End Stage Liver Disease Care				68%	67%	30-Day Community Hospital Readmission				3.3%	8.0%			
Seen as Scheduled				87%	83%	Colon Cancer Screening				99%	94%	30-Day MHCB or DSH Readmission				-	27%			
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Effective Communication Provided				97%	96%	Breast Cancer Screening				N/A	83%	Potentially Avoidable Hospitalizations*				5.6	10.9			
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medication Continuity-Transfer				67%	82%	Diagnostic Monitoring				97%	78%	CONTINUITY OF CLINICIANS & SERVICES								
Medication Non-Adherence Counseling				54%	80%	Utilization Specialty Services				96%	90%	Primary Care Provider (PCP)				99%	87%			
Medication Administration				80%	85%	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				1.1%	3.1%	AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers				1.0%	3.8%	Non-Dictated Documents				58%	61%	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	300	268	112%	100%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Nursing FTE	11	14	80%	101%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Pharmacy FTE	140	93	150%	111%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Dental Clinical FTE	18	17	106%	112%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Mental Health Clinical FTE	28	30	92%	96%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Clinical Support FTE	26	31	83%	88%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Administrative Support FTE	6	8	85%	91%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE	71	75	94%	87%	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	\$71	\$66	\$97	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Pharmacy Staff	\$290	\$276	\$464	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Dental Clinical Staff	\$31	\$26	\$36	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Mental Health Clinical Staff	\$86	\$80	\$82	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Clinical Support Staff	\$66	\$66	\$184	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Administrative Support Staff	\$6	\$6	\$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	\$77	\$88	\$109	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Specialty	\$3	\$4	\$7	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Medications	\$20	\$22	\$27	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Diagnosics	\$82	\$52	\$111	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								
												QM & Patient Safety Program								
												Health Care Index								
WORKLOAD PER DAY					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Appointments per PCP												Appointments per PCP				13.2	11.9			
Appointments per PCRN												Appointments per PCRN				7.7	6.3			
Encounters per Primary MH Clinician												Encounters per Primary MH Clinician				6.3	8.8			
Encounters per Psychiatrist												Encounters per Psychiatrist				13.4	9.2			
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Hospital Admissions*												Hospital Admissions*				1.5	5.6			
Emergency Department Visits*												Emergency Department Visits*				21	29			
Specialty Care Referrals*												Specialty Care Referrals*				24	34			
Prescriptions Per Inmate												Prescriptions Per Inmate				3.3	3.4			
Diagnosics Per Inmate												Diagnosics Per Inmate				0.7	1.0			
Appeals Received*												Appeals Received*				34	32			
Prison Population Capacity												Prison Population Capacity				139%	134%			

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

HEALTHCARE SERVICES DASHBOARD

California Men's Colony (CMC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT										
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical Services			CMC	Statewide	Asthma Care			CMC	Statewide	Appropriate Placement High Risk Patients			CMC	Statewide						
Dental Services			73%	85%	Therapeutic Anticoagulation			86%	82%	High Risk Patient Care Plan			N/A	75%						
Mental Health Services			95%	96%	Diabetes Care			74%	76%	Follow-Up After MHCB/DSH Admission			96%	92%						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Cancelled Due to Custody			1.7%	3.5%	End Stage Liver Disease Care			83%	81%	30-Day Community Hospital Readmission			9.1%	8.0%						
Seen as Scheduled			87%	83%	Colon Cancer Screening			62%	67%	30-Day MHCB or DSH Readmission			27%	27%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Effective Communication Provided			95%	96%	Breast Cancer Screening			N/A	83%	Potentially Avoidable Hospitalizations*			6.1	10.9						
MEDICATION MANAGEMENT					AVAILABILITY OF HEALTH INFORMATION					CONTINUITY OF CLINICIANS & SERVICES										
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medication Continuity-Transfer			74%	82%	Non-Dictated Documents			69%	61%	Primary Care Provider (PCP)			85%	87%						
Medication Non-Adherence Counseling			89%	80%	Dictated Documents			46%	59%	Mental Health Primary Clinician			83%	82%						
Medication Administration			82%	85%	Specialty Notes			91%	79%	Psychiatrist			93%	85%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Non-Formulary by Psychiatrists			3.3%	3.1%	Community Hospital Records			57%	68%	RESOURCE MANAGEMENT										
Non-Formulary by Medical Providers			4.4%	3.8%	Scanning Accuracy			100%	96%	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	534	539	99%	100%	Timely Appeals			100%	87%	Specialty Teleservices			12%	65%						
Medical FTE	18	17	104%	101%	MAJOR COSTS PER INMATE PER MONTH**					Health Care Staff Training										
Nursing FTE	245	229	107%	111%	LABOR					6 Mth Trend					6 Mth Trend					
Pharmacy FTE	22	19	117%	112%	Medical Staff	YTD 14/15	YTD 13/14	Statewide	QM & Patient Safety Program											
Dental Clinical FTE	27	27	100%	96%	Nursing Staff	\$163	\$130	\$97	Health Care Index											
Mental Health Clinical FTE	95	102	92%	88%	Pharmacy Staff	\$647	\$546	\$464	WORKLOAD PER DAY											
Clinical Support FTE	25	35	72%	91%	Pharmacy Staff	\$51	\$43	\$36	Appointments per PCP			10.6	11.9							
Administrative Support FTE	102	111	92%	87%	Dental Clinical Staff	\$91	\$81	\$82	Appointments per PCRN			6.4	6.3							
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE			534	100%	100%	Mental Health Clinical Staff	\$374	\$321	\$184	Encounters per Primary MH Clinician			13.0	8.8						
Civil Service FTE			490	92%	87%	Clinical Support Staff	\$55	\$41	\$27	Encounters per Psychiatrist			10.9	9.2						
Overtime FTE			37	7.0%	7.2%	Administrative Support Staff	\$141	\$126	\$109	OTHER TRENDS										
Registry FTE			7	1.2%	6.0%	NON LABOR					6 Mth Trend					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE			534	100%	100%	Hospital	YTD 14/15	YTD 13/14	Statewide	Hospital Admissions*			3.4	5.6						
Civil Service FTE			490	92%	87%	Hospital	\$78	\$83	\$109	Emergency Department Visits*			19	29						
Overtime FTE			37	7.0%	7.2%	Emergency Department	\$3	\$5	\$7	Specialty Care Referrals*			56	34						
Registry FTE			7	1.2%	6.0%	Specialty	\$45	\$38	\$27	Prescriptions Per Inmate			6.1	3.4						
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE			534	100%	100%	Medications	\$201	\$179	\$111	Diagnostics Per Inmate			1.0	1.0						
Civil Service FTE			490	92%	87%	Diagnostics	\$24	\$22	\$19	Appeals Received*			30	32						
Overtime FTE			37	7.0%	7.2%	APPEAL PROCESSING					Prison Population Capacity			105%	134%					
Registry FTE			7	1.2%	6.0%	Timely Appeals			100%	87%	OTHER TRENDS									

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

HEALTHCARE SERVICES DASHBOARD

California Institution for Men (CIM)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			CIM	Statewide	Asthma Care			CIM	Statewide	Appropriate Placement High Risk Patients			CIM	Statewide					
Dental Services			95%	85%	Therapeutic Anticoagulation			93%	82%	High Risk Patient Care Plan			N/A	75%					
Mental Health Services			97%	96%	Diabetes Care			87%	76%	Follow-Up After MHCB/DSH Admission			82%	92%					
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			1.5%	3.5%	End Stage Liver Disease Care			85%	81%	30-Day Community Hospital Readmission			8.1%	8.0%					
Seen as Scheduled			96%	83%	Colon Cancer Screening			71%	67%	30-Day MHCB or DSH Readmission			23%	27%					
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			95%	96%	Breast Cancer Screening			N/A	83%	Potentially Avoidable Hospitalizations*			20.4	10.9					
MEDICATION MANAGEMENT					AVAILABILITY OF HEALTH INFORMATION					CONTINUITY OF CLINICIANS & SERVICES									
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			82%	82%	Non-Dictated Documents			73%	61%	Primary Care Provider (PCP)			92%	87%					
Medication Non-Adherence Counseling			96%	80%	Dictated Documents			60%	59%	Mental Health Primary Clinician			-	82%					
Medication Administration			80%	85%	Specialty Notes			80%	79%	Psychiatrist			-	85%					
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			0.9%	3.1%	Community Hospital Records			43%	68%	RESOURCE MANAGEMENT									
Non-Formulary by Medical Providers			3.8%	3.8%	Scanning Accuracy			100%	96%	Claims Processed			N/A	100%					
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					APPEAL PROCESSING					CONTINUOUS EVALUATION & IMPROVEMENT									
Actual Authority % of Auth Statewide					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	497	482	103%	100%	Timely Appeals			100%	87%	QM & Patient Safety Program									
Medical FTE	22	23	94%	101%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Nursing FTE	247	217	114%	111%	LABOR					6 Mth Trend					6 Mth Trend				
Pharmacy FTE	26	21	128%	112%	Medical Staff	YTD 14/15	YTD 13/14	Statewide	Appointments per PCP			8.6	11.9						
Dental Clinical FTE	27	28	96%	96%	Nursing Staff	\$518	\$482	\$464	Appointments per PCRN			6.4	6.3						
Mental Health Clinical FTE	63	74	85%	88%	Pharmacy Staff	\$61	\$47	\$36	Encounters per Primary MH Clinician			5.4	8.8						
Clinical Support FTE	16	17	98%	91%	Dental Clinical Staff	\$80	\$79	\$82	Encounters per Psychiatrist			8.8	9.2						
Administrative Support FTE	96	103	93%	87%	Mental Health Clinical Staff	\$210	\$204	\$184	OTHER TRENDS										
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			497	100%	Clinical Support Staff	\$29	\$26	\$27	Hospital Admissions*			7.7	5.6						
Civil Service FTE			441	89%	Administrative Support Staff	\$123	\$117	\$109	Emergency Department Visits*			26	29						
Overtime FTE			25	5.1%	NON LABOR					6 Mth Trend					6 Mth Trend				
Registry FTE			31	6.2%	Hospital	YTD 14/15	YTD 13/14	Statewide	Specialty Care Referrals*			28	34						
					Emergency Department	\$4	\$4	\$7	Prescriptions Per Inmate			4.3	3.4						
					Specialty	\$34	\$46	\$27	Diagnostics Per Inmate			1.8	1.0						
					Medications	\$346	\$258	\$111	Appeals Received*			41	32						
					Diagnostics	\$40	\$37	\$19	Prison Population Capacity			144%	134%						

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

HEALTHCARE SERVICES DASHBOARD

California Health Care Facility (CHCF)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT																								
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend																			
					CHCF					CHCF					CHCF																			
					Statewide					Statewide					Statewide																			
Medical Services					75%	85%				Asthma Care					86%	82%				Appropriate Placement High Risk Patients					N/A	75%								
Dental Services					96%	96%				Therapeutic Anticoagulation					76%	76%				High Risk Patient Care Plan														
Mental Health Services					85%	84%				Diabetes Care					80%	81%				Follow-Up After MHCB/DSH Admission					93%	92%								
APPTS COMPLETED AS SCHEDULED																																		
Cancelled Due to Custody					3.0%	3.5%				End Stage Liver Disease Care					68%	67%				30-Day Community Hospital Readmission					24.1%	8.0%								
Seen as Scheduled					83%	83%				Colon Cancer Screening					99%	94%				30-Day MHCB or DSH Readmission					30%	27%								
EFFECTIVE COMMUNICATION																																		
Effective Communication Provided					95%	96%				Diagnostic Monitoring					85%	78%				Potentially Avoidable Hospitalizations*					114.1	10.9								
MEDICATION MANAGEMENT																																		
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend																			
					CHCF					CHCF					CHCF																			
					Statewide					Statewide					Statewide																			
Medication Continuity-Transfer					-	82%				Non-Dictated Documents					70%	61%				CONTINUITY OF CLINICIANS & SERVICES														
Medication Non-Adherence Counseling					-	80%				Dictated Documents					50%	59%				Primary Care Provider (PCP)					76%	87%								
Medication Administration					-	85%				Specialty Notes					69%	79%				Mental Health Primary Clinician					85%	82%								
FORMULARY MANAGEMENT																																		
Non-Formulary by Psychiatrists					4.8%	3.1%				Community Hospital Records					57%	68%				Psychiatrist					63%	85%								
Non-Formulary by Medical Providers					5.9%	3.8%				Scanning Accuracy					-	96%				RESOURCE MANAGEMENT														
STAFFING IN FULL TIME EQUIVALENTS (FTE)**																																		
					6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend														
					Actual					Actual					Actual					Actual														
					Authority					Authority					Authority					Authority														
					% of Auth					% of Auth					% of Auth					% of Auth														
					Statewide					Statewide					Statewide					Statewide														
Total Staffing FTE					1,222	955				128%	100%				Timely Appeals					36%	87%				Claims Processed					N/A	100%			
Medical FTE					38	35				108%	101%				MAJOR COSTS PER INMATE PER MONTH**					Specialty Teleservices					67%	65%								
Nursing FTE					828	594				140%	111%				LABOR					Health Care Staff Training														
Pharmacy FTE					37	36				105%	112%				YTD 14/15					YTD 13/14					Statewide									
Dental Clinical FTE					12	12				98%	96%				Medical Staff					Medical Staff					Medical Staff									
Mental Health Clinical FTE					83	97				85%	88%				Nursing Staff					Nursing Staff					Nursing Staff									
Clinical Support FTE					43	44				97%	91%				Pharmacy Staff					Pharmacy Staff					Pharmacy Staff									
Administrative Support FTE					181	138				131%	87%				Dental Clinical Staff					Dental Clinical Staff					Dental Clinical Staff									
					6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend														
					Actual					Actual					Actual					Actual														
					CHCF					CHCF					CHCF					CHCF														
					Statewide					Statewide					Statewide					Statewide														
Total Actual FTE					1,222	100%				100%				Mental Health Clinical Staff					Mental Health Clinical Staff					Mental Health Clinical Staff										
Civil Service FTE					985	81%				87%				Clinical Support Staff					Clinical Support Staff					Clinical Support Staff										
Overtime FTE					157	12.8%				7.2%				Administrative Support Staff					Administrative Support Staff					Administrative Support Staff										
Registry FTE					80	6.6%				6.0%				NON LABOR					NON LABOR					NON LABOR										
					YTD 14/15					YTD 13/14					Statewide					YTD 14/15					YTD 13/14					Statewide				
					Hospital					Hospital					Hospital					Hospital					Hospital									
					Emergency Department					Emergency Department					Emergency Department					Emergency Department					Emergency Department									
					Specialty					Specialty					Specialty					Specialty					Specialty									
					Medications					Medications					Medications					Medications					Medications									
					Diagnostics					Diagnostics					Diagnostics					Diagnostics					Diagnostics									
					Statewide					Statewide					Statewide					Statewide					Statewide									
					YTD 14/15					YTD 13/14					Statewide					YTD 14/15					YTD 13/14					Statewide				
					Hospital					Hospital					Hospital					Hospital					Hospital									
					Emergency Department					Emergency Department					Emergency Department					Emergency Department					Emergency Department									
					Specialty					Specialty					Specialty					Specialty					Specialty									
					Medications					Medications					Medications					Medications					Medications									
					Diagnostics					Diagnostics					Diagnostics					Diagnostics					Diagnostics									
					Statewide					Statewide					Statewide					Statewide					Statewide									
					YTD 14/15					YTD 13/14					Statewide					YTD 14/15					YTD 13/14					Statewide				
					Hospital					Hospital					Hospital					Hospital					Hospital									
					Emergency Department					Emergency Department					Emergency Department					Emergency Department					Emergency Department									
					Specialty					Specialty					Specialty					Specialty					Specialty									
					Medications					Medications					Medications					Medications					Medications									
					Diagnostics					Diagnostics					Diagnostics					Diagnostics					Diagnostics									
					Statewide					Statewide					Statewide					Statewide					Statewide									
					YTD 14/15					YTD 13/14					Statewide					YTD 14/15					YTD 13/14					Statewide				
					Hospital					Hospital					Hospital					Hospital					Hospital									
					Emergency Department					Emergency Department					Emergency Department					Emergency Department					Emergency Department									
					Specialty					Specialty					Specialty					Specialty					Specialty									
					Medications					Medications					Medications					Medications					Medications									
					Diagnostics					Diagnostics					Diagnostics					Diagnostics					Diagnostics									
					Statewide					Statewide					Statewide					Statewide					Statewide									
					YTD 14/15					YTD 13/14					Statewide					YTD 14/15					YTD 13/14					Statewide				
					Hospital					Hospital					Hospital					Hospital					Hospital									
					Emergency Department					Emergency Department					Emergency Department					Emergency Department					Emergency Department									
					Specialty					Specialty					Specialty					Specialty					Specialty									
					Medications					Medications					Medications					Medications					Medications									
					Diagnostics					Diagnostics					Diagnostics					Diagnostics					Diagnostics									
					Statewide					Statewide					Statewide					Statewide					Statewide									
					YTD 14/15					YTD 13/14					Statewide					YTD 14/15					YTD 13/14					Statewide				
					Hospital					Hospital					Hospital					Hospital					Hospital									
					Emergency Department					Emergency Department					Emergency Department					Emergency Department					Emergency Department									
					Specialty					Specialty					Specialty					Specialty					Specialty									
					Medications					Medications					Medications					Medications					Medications									
					Diagnostics					Diagnostics					Diagnostics					Diagnostics					Diagnostics									
					Statewide					Statewide					Statewide					Statewide					Statewide									
					YTD 14/15					YTD 13/14					Statewide					YTD 14/15					YTD 13/14					Statewide				
					Hospital					Hospital					Hospital					Hospital					Hospital									
					Emergency Department					Emergency Department					Emergency Department					Emergency Department					Emergency Department									
					Specialty					Specialty					Specialty					Specialty					Specialty									
					Medications					Medications					Medications					Medications					Medications									
					Diagnostics					Diagnostics					Diagnostics					Diagnostics					Diagnostics									
					Statewide					Statewide					Statewide					Statewide					Statewide									
					YTD 14/15					YTD 13/14					Statewide					YTD 14/15					YTD 13/14					Statewide				
					Hospital					Hospital					Hospital					Hospital					Hospital									
					Emergency Department					Emergency Department					Emergency Department					Emergency Department					Emergency Department									
					Specialty					Specialty					Specialty					Specialty					Specialty									
					Medications					Medications					Medications					Medications					Medications									
					Diagnostics					Diagnostics					Diagnostics					Diagnostics					Diagnostics									
					Statewide					Statewide					Statewide					Statewide					Statewide									
					YTD 14/15					YTD 13/14					Statewide					YTD 14/15					YTD 13/14					Statewide				
					Hospital					Hospital					Hospital					Hospital					Hospital									
					Emergency Department					Emergency Department					Emergency Department					Emergency Department					Emergency Department									
					Specialty					Specialty					Specialty					Specialty					Specialty									
					Medications					Medications					Medications					Medications					Medications									
					Diagnostics					Diagnostics					Diagnostics					Diagnostics					Diagnostics									
					Statewide					Statewide					Statewide					Statewide					Statewide									
					YTD 14/15					YTD 13/14					Statewide					YTD 14/15					YTD 13/14					Statewide				
					Hospital					Hospital					Hospital					Hospital					Hospital									
					Emergency Department					Emergency Department					Emergency Department					Emergency Department					Emergency Department									
					Specialty					Specialty					Specialty					Specialty					Specialty									
					Medications					Medications					Medications					Medications					Medications									
					Diagnostics					Diagnostics					Diagnostics					Diagnostics					Diagnostics									
					Statewide					Statewide					Statewide					Statewide					Statewide									
					YTD 14/15					YTD 13/14					Statewide					YTD 14/15					YTD 13/14					Statewide				
					Hospital					Hospital					Hospital					Hospital					Hospital									
					Emergency Department					Emergency Department					Emergency Department					Emergency Department					Emergency Department									
					Specialty					Specialty					Specialty					Specialty					Specialty									
					Medications					Medications					Medications					Medications					Medications									
					Diagnostics					Diagnostics					Diagnostics					Diagnostics					Diagnostics									
					Statewide					Statewide					Statewide					Statewide					Statewide									
					YTD 14/15					YTD 13/14					Statewide					YTD 14/15					YTD 13/14					Statewide				
					Hospital					Hospital					Hospital					Hospital														

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		86%	85%		Therapeutic Anticoagulation		91%	82%		High Risk Patient Care Plan		N/A	75%						
Mental Health Services		94%	96%		Diabetes Care		80%	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		0.9%	3.5%		End Stage Liver Disease Care		50%	67%		30-Day Community Hospital Readmission		5.2%	8.0%						
Seen as Scheduled		91%	83%		Colon Cancer Screening		90%	94%		30-Day MHCB or DSH Readmission		-	27%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided		100%	96%		Breast Cancer Screening		N/A	83%		Potentially Avoidable Hospitalizations*		4.7	10.9						
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer		100%	82%		Diagnostic Monitoring		-	78%		CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling		97%	80%		Utilization Specialty Services		99%	90%		Primary Care Provider (PCP)		85%	87%						
Medication Administration		100%	85%		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		66.7%	3.1%		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers		1.8%	3.8%		Non-Dictated Documents		90%	61%		Psychiatrist		N/A	85%						
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Dictated Documents		96%	59%		RESOURCE MANAGEMENT									
Medical FTE	192	195	98%	100%	Specialty Notes		97%	79%		Claims Processed		N/A	100%						
Nursing FTE	9	8	110%	101%	Community Hospital Records		67%	68%		Specialty Teleservices		94%	65%						
Nursing FTE	89	84	107%	111%	Scanning Accuracy		98%	96%		Health Care Staff Training									
Pharmacy FTE	5	6	94%	112%	APPEAL PROCESSING					6 Mth Trend									
Dental Clinical FTE	24	24	100%	96%	Timely Appeals		100%	87%		QM & Patient Safety Program									
Mental Health Clinical FTE	9	9	100%	88%	6 Mth Trend					6 Mth Trend									
Clinical Support FTE	4	5	96%	91%	6 Mth Trend					6 Mth Trend									
Administrative Support FTE	51	61	85%	87%	6 Mth Trend					6 Mth Trend									
Total Actual FTE		192	100%	100%	6 Mth Trend					6 Mth Trend									
Civil Service FTE		180	94%	87%	6 Mth Trend					6 Mth Trend									
Overtime FTE		6	2.9%	7.2%	6 Mth Trend					6 Mth Trend									
Registry FTE		6	3.3%	6.0%	6 Mth Trend					6 Mth Trend									
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
LABOR					YTD 14/15	YTD 13/14	Statewide	6 Mth Trend					6 Mth Trend						
Medical Staff				\$56	\$58	\$97	6 Mth Trend					6 Mth Trend							
Nursing Staff				\$222	\$229	\$464	6 Mth Trend					6 Mth Trend							
Pharmacy Staff				\$18	\$14	\$36	6 Mth Trend					6 Mth Trend							
Dental Clinical Staff				\$76	\$72	\$82	6 Mth Trend					6 Mth Trend							
Mental Health Clinical Staff				\$28	\$30	\$184	6 Mth Trend					6 Mth Trend							
Clinical Support Staff				\$8	\$6	\$27	6 Mth Trend					6 Mth Trend							
Administrative Support Staff				\$89	\$80	\$109	6 Mth Trend					6 Mth Trend							
NON LABOR					YTD 14/15	YTD 13/14	Statewide	6 Mth Trend					6 Mth Trend						
Hospital				\$17	\$42	\$109	6 Mth Trend					6 Mth Trend							
Emergency Department				\$6	\$9	\$7	6 Mth Trend					6 Mth Trend							
Specialty				\$16	\$19	\$27	6 Mth Trend					6 Mth Trend							
Medications				\$26	\$19	\$111	6 Mth Trend					6 Mth Trend							
Diagnostics				\$12	\$11	\$19	6 Mth Trend					6 Mth Trend							
WORKLOAD PER DAY					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Appointments per PCP		10.8	11.9	6 Mth Trend					6 Mth Trend										
Appointments per PCRN		7.0	6.3	6 Mth Trend					6 Mth Trend										
Encounters per Primary MH Clinician		2.8	8.8	6 Mth Trend					6 Mth Trend										
Encounters per Psychiatrist		3.7	9.2	6 Mth Trend					6 Mth Trend										
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital Admissions*		2.4	5.6	6 Mth Trend					6 Mth Trend										
Emergency Department Visits*		27	29	6 Mth Trend					6 Mth Trend										
Specialty Care Referrals*		24	34	6 Mth Trend					6 Mth Trend										
Prescriptions Per Inmate		1.0	3.4	6 Mth Trend					6 Mth Trend										
Diagnostics Per Inmate		0.5	1.0	6 Mth Trend					6 Mth Trend										
Appeals Received*		6	32	6 Mth Trend					6 Mth Trend										
Prison Population Capacity		162%	134%	6 Mth Trend					6 Mth Trend										

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

HEALTHCARE SERVICES DASHBOARD

Avenal State Prison (ASP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services		89%	85%		Asthma Care		95%	82%		Appropriate Placement High Risk Patients		N/A	75%						
Dental Services		88%	96%		Therapeutic Anticoagulation		-	76%		High Risk Patient Care Plan									
Mental Health Services		96%	84%		Diabetes Care		88%	81%		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		0.5%	3.5%		End Stage Liver Disease Care		0%	67%		30-Day Community Hospital Readmission		6.1%	8.0%						
Seen as Scheduled		86%	83%		Colon Cancer Screening		97%	94%		30-Day MHCB or DSH Readmission		-	27%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided		98%	96%		Breast Cancer Screening		N/A	83%		Potentially Avoidable Hospitalizations*		3.1	10.9						
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer		87%	82%		Diagnostic Monitoring		89%	78%		CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling		64%	80%		Utilization Specialty Services		97%	90%		Primary Care Provider (PCP)		86%	87%						
Medication Administration		91%	85%		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		0.4%	3.1%		AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers		2.7%	3.8%		Non-Dictated Documents		69%	61%		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	Dictated Documents		41%	59%		Specialty Teleservices		70%	65%						
Medical FTE	11	10	113%	101%	Specialty Notes		94%	79%		Health Care Staff Training									
Nursing FTE	101	99	103%	111%	Community Hospital Records		84%	68%		CONTINUOUS EVALUATION & IMPROVEMENT									
Pharmacy FTE	12	10	120%	112%	Scanning Accuracy		100%	96%		QM & Patient Safety Program									
Dental Clinical FTE	27	28	96%	96%	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
Mental Health Clinical FTE	25	31	80%	88%	Timely Appeals		97%	87%		Health Care Index									
Clinical Support FTE	8	6	138%	91%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Administrative Support FTE	57	71	81%	87%	LABOR	YTD 14/15	YTD 13/14	Statewide	Appointments per PCP		11.6	11.9							
Total Actual FTE	241	253	95%	100%	Medical Staff	\$65	\$68	\$97	Appointments per PCRN		7.4	6.3							
Civil Service FTE	221	221	92%	87%	Nursing Staff	\$255	\$243	\$464	Encounters per Primary MH Clinician		7.6	8.8							
Overtime FTE	8	8	3.4%	7.2%	Pharmacy Staff	\$24	\$22	\$36	Encounters per Psychiatrist		9.9	9.2							
Registry FTE	12	12	4.9%	6.0%	Dental Clinical Staff	\$83	\$95	\$82	OTHER TRENDS										
					Mental Health Clinical Staff	\$90	\$89	\$184	Hospital Admissions*		4.4	5.6							
					Clinical Support Staff	\$10	\$10	\$27	Emergency Department Visits*		17	29							
					Administrative Support Staff	\$93	\$92	\$109	Specialty Care Referrals*		21	34							
					NON LABOR					6 Mth Trend					6 Mth Trend				
					Hospital	\$24	\$48	\$109	Prescriptions Per Inmate		1.7	3.4							
					Emergency Department	\$6	\$5	\$7	Diagnostics Per Inmate		0.5	1.0							
					Specialty	\$15	\$23	\$27	Appeals Received*		26	32							
					Medications	\$37	\$34	\$111	Prison Population Capacity		139%	134%							
					Diagnostics	\$12	\$13	\$19											

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** Statewide figures exclude HQ positions