

# 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

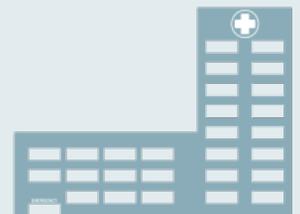


Detailed specifications  
for Dashboard measures

## 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																																																																																				
<b>ACCESS</b> Medical Services: 6 Mth Trend  Statewide <b>89%</b> Dental Services: 6 Mth Trend  Statewide <b>96%</b> Mental Health Services: 6 Mth Trend  Statewide <b>89%</b>				<b>6 Mth Trend</b> <b>Statewide</b> Asthma Care: 6 Mth Trend  Statewide <b>81%</b> Therapeutic Anticoagulation: 6 Mth Trend  Statewide <b>82%</b> Diabetes Care: 6 Mth Trend  Statewide <b>81%</b> End Stage Liver Disease Care: 6 Mth Trend  Statewide <b>69%</b> Colon Cancer Screening: 6 Mth Trend  Statewide <b>96%</b> Breast Cancer Screening: 6 Mth Trend  Statewide <b>91%</b> Diagnostic Monitoring: 6 Mth Trend  Statewide <b>87%</b> Utilization Specialty Services: 6 Mth Trend  Statewide <b>87%</b> Polypharmacy Medication Review: 6 Mth Trend  Statewide <b>37%</b>				<b>6 Mth Trend</b> <b>Statewide</b> Appropriate Placement High Risk Patients: 6 Mth Trend  Statewide <b>75%</b> High Risk Patient Care Plan: 6 Mth Trend  Statewide <b>94%</b> Follow-Up After MHCB/DSH Admission: 6 Mth Trend  Statewide <b>7.9%</b> 30-Day Community Hospital Readmission: 6 Mth Trend  Statewide <b>24%</b> 30-Day MHCB or DSH Readmission: 6 Mth Trend  Statewide <b>10.9</b> Potentially Avoidable Hospitalizations*: 6 Mth Trend  Statewide <b>10.9</b>																																																																																				
<b>APPTS COMPLETED AS SCHEDULED</b> Cancelled Due to Custody: 6 Mth Trend  Statewide <b>1.8%</b> Seen as Scheduled: 6 Mth Trend  Statewide <b>87%</b>				<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b> Primary Care Provider (PCP): 6 Mth Trend  Statewide <b>87%</b> Mental Health Primary Clinician: 6 Mth Trend  Statewide <b>81%</b> Psychiatrist: 6 Mth Trend  Statewide <b>83%</b>				<b>EFFECTIVE COMMUNICATION</b> Effective Communication Provided: 6 Mth Trend  Statewide <b>97%</b>																																																																																				
MEDICATION MANAGEMENT				AVAILABILITY OF HEALTH INFORMATION				RESOURCE MANAGEMENT																																																																																				
<b>MAPIP</b> Medication Continuity-Transfer: 6 Mth Trend  Statewide <b>85%</b> Medication Non-Adherence Counseling: 6 Mth Trend  Statewide <b>82%</b> Medication Administration: 6 Mth Trend  Statewide <b>89%</b>				<b>6 Mth Trend</b> <b>Statewide</b> Non-Dictated Documents: 6 Mth Trend  Statewide <b>72%</b> Dictated Documents: 6 Mth Trend  Statewide <b>67%</b> Specialty Notes: 6 Mth Trend  Statewide <b>86%</b> Community Hospital Records: 6 Mth Trend  Statewide <b>78%</b> Scanning Accuracy: 6 Mth Trend  Statewide <b>97%</b>				<b>6 Mth Trend</b> <b>Statewide</b> Claims Processed: 6 Mth Trend  Statewide <b>100%</b> Specialty Teleservices: 6 Mth Trend  Statewide <b>62%</b> Health Care Staff Training: 6 Mth Trend  Statewide <b>62%</b>																																																																																				
<b>FORMULARY MANAGEMENT</b> Non-Formulary by Psychiatrists: 6 Mth Trend  Statewide <b>3.2%</b> Non-Formulary by Medical Providers: 6 Mth Trend  Statewide <b>4.3%</b>				<b>APPEAL PROCESSING</b> Timely Appeals: 6 Mth Trend  Statewide <b>93%</b>				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b> QM & Patient Safety Program: 6 Mth Trend  Statewide <b>93%</b> Health Care Index: 6 Mth Trend  Statewide <b>93%</b>																																																																																				
STAFFING IN FULL TIME EQUIVALENTS (FTE)				MAJOR COSTS PER INMATE PER MONTH				WORKLOAD PER DAY																																																																																				
<table border="1"> <thead> <tr> <th></th> <th>Actual</th> <th>Authority</th> <th>% of Auth</th> </tr> </thead> <tbody> <tr> <td>Total Staffing FTE</td> <td>12,875</td> <td>13,620</td> <td>95%</td> </tr> <tr> <td>Medical FTE</td> <td>468</td> <td>473</td> <td>99%</td> </tr> <tr> <td>Nursing FTE</td> <td>5,703</td> <td>5,757</td> <td>99%</td> </tr> <tr> <td>Pharmacy FTE</td> <td>536</td> <td>488</td> <td>110%</td> </tr> <tr> <td>Dental Clinical FTE</td> <td>794</td> <td>819</td> <td>97%</td> </tr> <tr> <td>Mental Health Clinical FTE</td> <td>1,561</td> <td>1,685</td> <td>93%</td> </tr> <tr> <td>Clinical Support FTE</td> <td>405</td> <td>429</td> <td>94%</td> </tr> <tr> <td>Administrative Support FTE</td> <td>3,409</td> <td>3,969</td> <td>86%</td> </tr> </tbody> </table>					Actual	Authority	% of Auth	Total Staffing FTE	12,875	13,620	95%	Medical FTE	468	473	99%	Nursing FTE	5,703	5,757	99%	Pharmacy FTE	536	488	110%	Dental Clinical FTE	794	819	97%	Mental Health Clinical FTE	1,561	1,685	93%	Clinical Support FTE	405	429	94%	Administrative Support FTE	3,409	3,969	86%	<table border="1"> <thead> <tr> <th></th> <th>YTD 14/15</th> <th>YTD 13/14</th> </tr> </thead> <tbody> <tr> <td><b>LABOR</b></td> <td></td> <td></td> </tr> <tr> <td>Medical Staff</td> <td>\$88</td> <td>\$98</td> </tr> <tr> <td>Nursing Staff</td> <td>\$398</td> <td>\$415</td> </tr> <tr> <td>Pharmacy Staff</td> <td>\$34</td> <td>\$35</td> </tr> <tr> <td>Dental Clinical Staff</td> <td>\$74</td> <td>\$86</td> </tr> <tr> <td>Mental Health Clinical Staff</td> <td>\$163</td> <td>\$175</td> </tr> <tr> <td>Clinical Support Staff</td> <td>\$23</td> <td>\$22</td> </tr> <tr> <td>Administrative Support Staff</td> <td>\$179</td> <td>\$167</td> </tr> <tr> <td><b>NON LABOR</b></td> <td></td> <td></td> </tr> <tr> <td>Hospital</td> <td>\$113</td> <td>\$110</td> </tr> <tr> <td>Emergency Department</td> <td>\$8</td> <td>\$6</td> </tr> <tr> <td>Specialty</td> <td>\$28</td> <td>\$29</td> </tr> <tr> <td>Medications</td> <td>\$130</td> <td>\$90</td> </tr> <tr> <td>Diagnostics</td> <td>\$19</td> <td>\$18</td> </tr> </tbody> </table>					YTD 14/15	YTD 13/14	<b>LABOR</b>			Medical Staff	\$88	\$98	Nursing Staff	\$398	\$415	Pharmacy Staff	\$34	\$35	Dental Clinical Staff	\$74	\$86	Mental Health Clinical Staff	\$163	\$175	Clinical Support Staff	\$23	\$22	Administrative Support Staff	\$179	\$167	<b>NON LABOR</b>			Hospital	\$113	\$110	Emergency Department	\$8	\$6	Specialty	\$28	\$29	Medications	\$130	\$90	Diagnostics	\$19	\$18	<b>6 Mth Trend</b> <b>Statewide</b> Appointments per PCP: 6 Mth Trend  Statewide <b>12.5</b> Appointments per PCRN: 6 Mth Trend  Statewide <b>6.6</b> Encounters per Primary MH Clinician: 6 Mth Trend  Statewide <b>8.9</b> Encounters per Psychiatrist: 6 Mth Trend  Statewide <b>9.3</b>			
	Actual	Authority	% of Auth																																																																																									
Total Staffing FTE	12,875	13,620	95%																																																																																									
Medical FTE	468	473	99%																																																																																									
Nursing FTE	5,703	5,757	99%																																																																																									
Pharmacy FTE	536	488	110%																																																																																									
Dental Clinical FTE	794	819	97%																																																																																									
Mental Health Clinical FTE	1,561	1,685	93%																																																																																									
Clinical Support FTE	405	429	94%																																																																																									
Administrative Support FTE	3,409	3,969	86%																																																																																									
	YTD 14/15	YTD 13/14																																																																																										
<b>LABOR</b>																																																																																												
Medical Staff	\$88	\$98																																																																																										
Nursing Staff	\$398	\$415																																																																																										
Pharmacy Staff	\$34	\$35																																																																																										
Dental Clinical Staff	\$74	\$86																																																																																										
Mental Health Clinical Staff	\$163	\$175																																																																																										
Clinical Support Staff	\$23	\$22																																																																																										
Administrative Support Staff	\$179	\$167																																																																																										
<b>NON LABOR</b>																																																																																												
Hospital	\$113	\$110																																																																																										
Emergency Department	\$8	\$6																																																																																										
Specialty	\$28	\$29																																																																																										
Medications	\$130	\$90																																																																																										
Diagnostics	\$19	\$18																																																																																										
<table border="1"> <thead> <tr> <th></th> <th>6 Mth Trend</th> <th>Actual</th> <th>Statewide</th> </tr> </thead> <tbody> <tr> <td>Total Actual FTE</td> <td></td> <td>12,875</td> <td>100%</td> </tr> <tr> <td>Civil Service FTE</td> <td></td> <td>11,552</td> <td>90%</td> </tr> <tr> <td>Overtime FTE</td> <td></td> <td>583</td> <td>4.5%</td> </tr> <tr> <td>Registry FTE</td> <td></td> <td>740</td> <td>5.8%</td> </tr> </tbody> </table>					6 Mth Trend	Actual	Statewide	Total Actual FTE		12,875	100%	Civil Service FTE		11,552	90%	Overtime FTE		583	4.5%	Registry FTE		740	5.8%	<b>OTHER TRENDS</b> Hospital Admissions*: 6 Mth Trend  Statewide <b>4.7</b> Emergency Department Visits*: 6 Mth Trend  Statewide <b>5</b> Specialty Care Referrals*: 6 Mth Trend  Statewide <b>40</b> Prescriptions Per Inmate: 6 Mth Trend  Statewide <b>3.6</b> Diagnostics Per Inmate: 6 Mth Trend  Statewide <b>1.0</b> Appeals Received*: 6 Mth Trend  Statewide <b>32</b> Prison Population Capacity: 6 Mth Trend  Statewide <b>132%</b>																																																																				
	6 Mth Trend	Actual	Statewide																																																																																									
Total Actual FTE		12,875	100%																																																																																									
Civil Service FTE		11,552	90%																																																																																									
Overtime FTE		583	4.5%																																																																																									
Registry FTE		740	5.8%																																																																																									

\* Rate Per 1,000 Inmates

# DASHBOARD COMPARISON

May 2015

All Institutions

[Main Menu](#)

[Dashboard Glossary](#)

Scheduling & Access to Care	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Medical Services	89%	95%	97%	84%	89%	94%	76%	94%	70%	95%	93%	77%	91%	97%	90%	94%	92%	74%	90%	79%	73%	92%	84%
RN FTF Triage 1 Day	96%	98%	100%	95%	99%	100%	97%	98%	90%	99%	99%	97%	98%	99%	94%	97%	99%	91%	97%	99%	94%	99%	100%
PCP Urgent Referrals 1 Day	97%	90%	100%	50%	92%	100%	100%	-	33%	100%	100%	0%	-	100%	100%	94%	88%	-	100%	100%	0%	100%	-
PCP Routine Referrals 14 Days	82%	93%	97%	65%	88%	98%	53%	77%	61%	100%	100%	93%	96%	90%	100%	96%	93%	49%	70%	57%	79%	99%	70%
Chronic Care as Ordered	81%	88%	94%	84%	81%	80%	26%	90%	40%	98%	90%	82%	88%	96%	97%	96%	82%	53%	73%	70%	67%	86%	79%
High Priority Specialty 14 Days	78%	100%	88%	81%	78%	78%	100%	100%	62%	71%	81%	83%	82%	96%	69%	89%	80%	68%	89%	80%	100%	80%	83%
Routine Specialty 90 Days	92%	98%	97%	92%	84%	95%	91%	99%	86%	90%	97%	91%	96%	97%	84%	78%	96%	86%	93%	98%	95%	97%	86%
Return from HLOC 5 Days	88%	92%	100%	100%	95%	100%	92%	89%	83%	99%	91%	50%	86%	100%	79%	100%	100%	58%	100%	57%	42%	71%	95%
Laboratory Services as Ordered	94%	98%	99%	85%	88%	99%	33%	99%	79%	97%	83%	96%	98%	99%	93%	98%	93%	96%	96%	56%	99%	100%	62%
Radiology Services as Ordered	97%	-	100%	100%	100%	100%	93%	98%	95%	100%	92%	99%	78%	99%	-	100%	100%	89%	97%	91%	78%	97%	99%
Dental Services	96%	93%	94%	94%	99%	100%	97%	100%	95%	99%	98%	96%	90%	99%	100%	99%	98%	87%	99%	99%	99%	100%	99%
7362 Triage 3 or 10 Days	98%	95%	95%	96%	99%	100%	98%	100%	99%	98%	98%	96%	98%	99%	99%	98%	100%	98%	98%	99%	99%	100%	98%
Treatment within Timeframes	98%	91%	88%	98%	100%	100%	96%	100%	98%	98%	99%	100%	97%	98%	100%	97%	95%	99%	98%	100%	98%	100%	100%
RC Screening 60 Days	90%	-	-	-	-	-	94%	-	-	100%	-	-	-	-	-	-	-	90%	-	-	-	-	-
Patient Requested Exam 90 Days	97%	85%	93%	82%	99%	100%	97%	100%	100%	98%	94%	98%	97%	97%	99%	99%	98%	96%	100%	98%	100%	100%	98%
Notice of Exam 50 Y.O. or Chronic Care	96%	100%	100%	100%	96%	100%	100%	100%	85%	99%	100%	89%	67%	100%	100%	100%	100%	50%	99%	100%	98%	100%	100%
Mental Health Services	89%	99%	86%	100%	100%	98%	89%	100%	93%	97%	86%	98%	89%	73%	88%	98%	100%	97%	97%	96%	99%	86%	95%
Referral Timeframes	87%	99%	93%	100%	100%	97%	76%	100%	91%	96%	87%	99%	96%	71%	80%	98%	100%	97%	94%	94%	99%	65%	90%
EOP Structured Treatment	83%	N/A	N/A	N/A	N/A	N/A	97%	N/A	91%	97%	75%	97%	75%	64%	N/A	N/A	N/A	96%	N/A	N/A	N/A	97%	95%
Contact Timeframes	96%	100%	80%	100%	-	100%	93%	99%	98%	99%	97%	98%	95%	84%	96%	98%	100%	98%	100%	97%	99%	98%	99%
Primary Clinician Contact Timeframes	96%	100%	60%	100%	-	100%	94%	98%	98%	99%	95%	99%	97%	73%	90%	97%	100%	97%	100%	97%	97%	99%	99%
Psychiatrist Contact Timeframes	95%	100%	-	-	-	100%	98%	100%	97%	100%	98%	98%	88%	89%	100%	98%	100%	99%	100%	96%	100%	94%	99%
IDTT Contact Timeframes	98%	100%	100%	100%	-	100%	88%	100%	99%	99%	96%	98%	100%	90%	97%	99%	100%	97%	100%	98%	100%	100%	100%
Cancelled Due to Custody	1.8%	0.3%	0.3%	1.3%	0.3%	0.1%	1.1%	0.1%	0.9%	0.7%	1.0%	1.7%	2.2%	6.4%	0.5%	0.2%	0.1%	0.6%	0.2%	0.8%	0.2%	1.1%	1.2%
Medical Services	0.6%	0.5%	0.0%	0.4%	0.0%	0.1%	0.8%	0.0%	0.4%	0.4%	0.3%	0.4%	0.7%	0.9%	0.3%	0.1%	0.2%	1.2%	0.3%	2.0%	0.0%	0.3%	0.4%
Mental Health Services	3.9%	0.2%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	1.3%	0.8%	2.0%	2.5%	2.4%	18.1%	0.6%	0.0%	0.0%	0.1%	0.2%	0.1%	0.0%	2.2%	2.6%

\* Rate Per 1,000 Inmates

Please direct questions or feedback to [QMstaff@cdcr.ca.gov](mailto:QMstaff@cdcr.ca.gov)

# DASHBOARD COMPARISON

[Return to Top](#)
[Main Menu](#)

May 2015

All Institutions

[Dashboard Glossary](#)

Scheduling & Access to Care	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Services	85%	88%	-	97%	84%	92%	93%	98%	89%	91%	76%	70%	96%
RN FTF Triage 1 Day	92%	71%	-	99%	99%	94%	98%	97%	99%	97%	96%	98%	100%
PCP Urgent Referrals 1 Day	-	-	-	100%	100%	100%	100%	100%	-	80%	50%	100%	100%
PCP Routine Referrals 14 Days	75%	90%	-	86%	77%	94%	78%	100%	94%	83%	79%	39%	100%
Chronic Care as Ordered	59%	84%	-	95%	76%	80%	83%	98%	89%	87%	76%	46%	95%
High Priority Specialty 14 Days	71%	93%	-	100%	86%	69%	97%	-	63%	95%	44%	82%	91%
Routine Specialty 90 Days	95%	89%	-	99%	90%	94%	96%	95%	93%	97%	87%	86%	85%
Return from HLOC 5 Days	91%	85%	-	100%	81%	100%	86%	100%	86%	89%	64%	48%	98%
Laboratory Services as Ordered	95%	99%	-	98%	97%	98%	97%	92%	93%	96%	90%	93%	96%
Radiology Services as Ordered	100%	97%	-	100%	50%	100%	99%	100%	99%	98%	100%	38%	99%
Dental Services	99%	94%	99%	100%	99%	97%	96%	96%	99%	99%	97%	99%	95%
7362 Triage 3 or 10 Days	98%	98%	98%	100%	99%	95%	95%	96%	100%	99%	97%	98%	99%
Treatment within Timeframes	99%	98%	100%	99%	98%	99%	98%	97%	96%	99%	99%	98%	100%
RC Screening 60 Days	-	87%	-	-	-	-	-	-	-	100%	-	-	87%
Patient Requested Exam 90 Days	100%	98%	97%	100%	100%	94%	97%	90%	100%	99%	94%	99%	97%
Notice of Exam 50 Y.O. or Chronic Care	100%	89%	100%	100%	100%	99%	93%	100%	100%	100%	98%	100%	90%
Mental Health Services	95%	97%	77%	94%	86%	90%	83%	96%	98%	96%	81%	88%	84%
Referral Timeframes	94%	93%	98%	90%	91%	87%	80%	92%	97%	97%	93%	96%	57%
EOP Structured Treatment	96%	100%	39%	N/A	71%	94%	74%	N/A	N/A	90%	57%	75%	97%
Contact Timeframes	95%	99%	94%	98%	97%	88%	97%	100%	99%	100%	94%	92%	99%
Primary Clinician Contact Timeframes	96%	98%	97%	98%	96%	90%	96%	100%	98%	100%	94%	95%	99%
Psychiatrist Contact Timeframes	89%	100%	87%	99%	96%	77%	96%	100%	99%	100%	88%	86%	98%
IDTT Contact Timeframes	100%	99%	98%	98%	98%	98%	99%	100%	99%	100%	99%	96%	100%
Cancelled Due to Custody	2.2%	0.5%	0.2%	0.3%	4.1%	1.5%	1.3%	0.9%	1.8%	0.7%	3.1%	2.4%	0.2%
Medical Services	1.3%	0.1%	0.0%	0.1%	1.9%	1.6%	0.1%	0.5%	1.6%	0.3%	1.2%	3.5%	0.3%
Mental Health Services	4.8%	1.2%	0.3%	0.5%	10.0%	1.8%	3.3%	0.1%	0.4%	1.0%	7.7%	1.0%	0.1%

\* Rate Per 1,000 Inmates

Please direct questions or feedback to [QMstaff@cdcr.ca.gov](mailto:QMstaff@cdcr.ca.gov)

# DASHBOARD COMPARISON

[Return to Top](#)
[Main Menu](#)

May 2015

All Institutions

[Dashboard Glossary](#)

Scheduling & Access to Care	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Dental Services	0.8%	0.3%	0.9%	3.6%	0.8%	-	0.5%	0.2%	1.1%	0.8%	0.6%	2.2%	3.4%	0.3%	0.6%	0.4%	0.1%	-	0.3%	0.2%	0.7%	0.7%	0.5%
Seen as Scheduled	87%	95%	95%	91%	94%	95%	81%	93%	85%	97%	88%	90%	89%	88%	89%	91%	91%	91%	92%	81%	89%	84%	85%
Medical Services	79%	91%	90%	90%	89%	94%	60%	88%	67%	97%	72%	86%	91%	95%	73%	85%	81%	79%	80%	62%	90%	67%	85%
Mental Health Services	91%	97%	100%	99%	100%	97%	92%	99%	97%	98%	96%	92%	83%	77%	98%	97%	94%	97%	99%	99%	98%	94%	93%
Dental Services	91%	95%	94%	83%	93%	94%	92%	93%	92%	96%	96%	91%	94%	93%	96%	91%	98%	96%	98%	82%	79%	90%	78%
Effective Communication Provided	97%	97%	100%	99%	98%	100%	99%	98%	95%	99%	98%	95%	99%	95%	97%	97%	100%	95%	96%	99%	99%	98%	96%
Medical Services	100%	100%	100%	100%	100%	100%	98%	100%	99%	100%	99%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mental Health Services	96%	98%	100%	100%	100%	99%	100%	100%	86%	98%	98%	97%	98%	94%	97%	99%	100%	99%	98%	99%	97%	99%	95%
Dental Services	95%	92%	99%	97%	94%	100%	99%	94%	99%	98%	96%	87%	99%	92%	93%	93%	99%	87%	91%	99%	99%	95%	92%
Population Health Management	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Asthma Care	81%	98%	95%	90%	89%	90%	85%	94%	91%	90%	81%	82%	74%	90%	92%	94%	89%	89%	97%	89%	94%	85%	92%
Asthma SABA Utilization	83%	95%	93%	92%	96%	93%	89%	94%	81%	85%	84%	84%	67%	89%	93%	91%	94%	90%	93%	88%	96%	92%	93%
Persistent Asthma ICS Treatment	80%	100%	97%	88%	82%	88%	81%	93%	100%	94%	78%	81%	81%	91%	92%	96%	83%	88%	100%	90%	93%	79%	90%
Therapeutic Anticoagulation	82%	-	-	-	-	83%	83%	50%	78%	87%	100%	86%	81%	60%	100%	100%	100%	100%	71%	100%	-	67%	100%
Diabetes Care	81%	82%	87%	73%	75%	80%	77%	80%	78%	86%	87%	85%	81%	75%	79%	79%	87%	79%	91%	74%	79%	82%	82%
A1C <8%	76%	89%	96%	67%	88%	77%	75%	79%	79%	75%	92%	83%	66%	67%	70%	76%	73%	77%	82%	73%	69%	77%	66%
LDL-Cholesterol <100 mg/dl	73%	69%	72%	58%	41%	69%	68%	61%	82%	79%	75%	82%	79%	75%	70%	68%	83%	67%	91%	67%	60%	77%	75%
Blood Pressure <140/90 mm Hg	81%	80%	80%	83%	77%	80%	76%	80%	57%	90%	87%	83%	83%	80%	87%	73%	93%	93%	93%	73%	90%	80%	93%
Screened or Treated Nephropathy	92%	90%	100%	85%	97%	95%	88%	100%	92%	100%	94%	91%	97%	79%	89%	97%	98%	77%	96%	83%	98%	95%	94%
End Stage Liver Disease Care	69%	83%	-	67%	100%	94%	81%	100%	65%	75%	88%	77%	58%	60%	63%	86%	100%	67%	61%	71%	92%	83%	71%
EGD for Esophageal Varices	45%	50%	-	0%	100%	-	50%	100%	62%	65%	-	47%	31%	29%	0%	50%	100%	50%	14%	0%	100%	100%	73%
HCC Screening	78%	100%	-	100%	100%	100%	75%	100%	66%	77%	86%	87%	60%	67%	50%	100%	100%	50%	73%	100%	100%	33%	88%
NSAID	92%	100%	-	100%	100%	88%	100%	100%	90%	96%	78%	92%	96%	94%	100%	95%	100%	100%	95%	83%	75%	100%	100%
Diagnosis Medication Match	62%	-	-	-	-	-	100%	-	40%	62%	100%	83%	46%	53%	100%	100%	-	-	-	100%	-	100%	25%
SBP or TIPS with Cipro. or Sulfa.	48%	-	-	-	-	-	-	-	20%	0%	100%	100%	67%	33%	-	100%	-	-	-	-	-	-	-
Ascites with Spironolactone	65%	-	-	-	-	-	-	-	33%	100%	-	-	0%	50%	-	100%	-	-	-	-	-	-	0%

\* Rate Per 1,000 Inmates

Please direct questions or feedback to [QMstaff@cdcr.ca.gov](mailto:QMstaff@cdcr.ca.gov)

# DASHBOARD COMPARISON

[Return to Top](#)
[Main Menu](#)

May 2015

All Institutions

[Dashboard Glossary](#)

Scheduling & Access to Care	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Dental Services	0.5%	0.3%	-	-	0.3%	1.0%	0.3%	2.1%	3.3%	0.8%	0.4%	2.6%	-
Seen as Scheduled	75%	91%	95%	89%	79%	94%	90%	92%	90%	91%	77%	80%	96%
Medical Services	51%	79%	92%	80%	64%	87%	95%	95%	82%	80%	74%	58%	92%
Mental Health Services	89%	96%	99%	98%	85%	97%	88%	93%	95%	98%	81%	96%	99%
Dental Services	84%	97%	95%	89%	88%	96%	88%	89%	93%	96%	78%	86%	97%
Effective Communication Provided	99%	95%	97%	99%	99%	96%	97%	97%	98%	99%	98%	98%	95%
Medical Services	100%	100%	100%	100%	98%	99%	100%	98%	100%	100%	100%	100%	100%
Mental Health Services	99%	100%	97%	99%	98%	92%	99%	99%	97%	99%	99%	95%	99%
Dental Services	98%	86%	95%	97%	100%	98%	93%	93%	98%	97%	95%	100%	85%
Population Health Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Asthma Care	87%	93%	88%	88%	88%	82%	91%	96%	89%	91%	90%	87%	85%
Asthma SABA Utilization	83%	97%	90%	94%	83%	84%	89%	96%	91%	86%	92%	87%	90%
Persistent Asthma ICS Treatment	91%	89%	86%	81%	92%	81%	94%	95%	88%	95%	88%	86%	80%
Therapeutic Anticoagulation	76%	0%	100%	-	97%	78%	70%	-	75%	89%	67%	78%	100%
Diabetes Care	73%	88%	87%	84%	79%	78%	78%	81%	80%	77%	80%	87%	74%
A1C <8%	77%	76%	82%	81%	76%	81%	74%	75%	68%	75%	82%	83%	85%
LDL-Cholesterol <100 mg/dl	71%	76%	77%	81%	76%	77%	66%	71%	71%	75%	60%	79%	59%
Blood Pressure <140/90 mm Hg	59%	100%	90%	77%	80%	64%	77%	90%	83%	60%	93%	93%	74%
Screened or Treated Nephropathy	84%	100%	100%	95%	85%	88%	94%	87%	99%	99%	86%	91%	79%
End Stage Liver Disease Care	77%	29%	85%	-	69%	55%	60%	64%	73%	81%	75%	69%	24%
EGD for Esophageal Varices	42%	0%	67%	-	48%	0%	0%	43%	33%	57%	29%	20%	0%
HCC Screening	88%	-	89%	-	82%	46%	52%	83%	81%	82%	86%	83%	-
NSAID	93%	86%	100%	-	93%	92%	88%	80%	79%	86%	85%	90%	73%
Diagnosis Medication Match	86%	0%	-	-	52%	83%	100%	50%	100%	100%	100%	83%	0%
SBP or TIPS with Cipro. or Sulfa.	100%	-	-	-	0%	100%	-	-	-	-	100%	50%	0%
Ascites with Spironolactone	-	-	-	-	100%	-	100%	-	-	-	-	100%	-

\* Rate Per 1,000 Inmates

Please direct questions or feedback to [QMstaff@cdcr.ca.gov](mailto:QMstaff@cdcr.ca.gov)

Report run: 6/2/2015 8:25:55 AM

# DASHBOARD COMPARISON

[Return to Top](#)
[Main Menu](#)

May 2015

All Institutions

[Dashboard Glossary](#)

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
Hepatic Enceph. w/ Lactulose and/or Rifaximin	73%	-	-	-	-	-	100%	-	68%	86%	-	67%	71%	75%	100%	100%	-	-	-	100%	-	100%	50%
Colon Cancer Screening	96%	97%	99%	96%	97%	100%	93%	100%	98%	95%	99%	97%	100%	95%	100%	100%	98%	82%	99%	92%	100%	99%	88%
Breast Cancer Screening	91%	-	-	-	-	-	85%	-	-	-	99%	-	-	-	-	-	-	-	100%	-	-	-	-
Diagnostic Monitoring	87%	98%	-	-	-	87%	91%	-	93%	91%	95%	93%	92%	76%	98%	88%	-	78%	98%	87%	-	80%	78%
QT Prolongation EKG 12 Months	75%	100%	-	-	-	50%	88%	-	80%	86%	92%	86%	89%	50%	100%	71%	-	67%	100%	75%	-	50%	75%
Antipsychotics	90%	96%	-	-	-	100%	86%	-	95%	95%	95%	95%	93%	79%	98%	89%	-	79%	93%	93%	-	86%	77%
Lipid Monitoring 12 Months	91%	92%	-	-	-	100%	87%	-	96%	94%	87%	93%	97%	89%	93%	90%	-	71%	98%	91%	-	90%	81%
Blood Sugar 12 Months	95%	97%	-	-	-	100%	94%	-	99%	98%	95%	97%	99%	90%	98%	94%	-	86%	98%	98%	-	91%	83%
EKG 12 Months	73%	100%	-	-	-	100%	76%	-	89%	100%	100%	91%	86%	40%	100%	73%	-	50%	67%	90%	-	44%	50%
AIMS 12 Months	89%	97%	-	-	-	100%	72%	-	92%	95%	97%	98%	84%	95%	100%	86%	-	95%	98%	86%	-	94%	82%
Med Consent 12 Months	91%	100%	-	-	-	100%	85%	-	90%	86%	96%	97%	84%	88%	98%	94%	-	75%	98%	86%	-	96%	80%
CBC with Platelets 12 Months	91%	92%	-	-	-	100%	94%	-	98%	96%	90%	94%	98%	68%	97%	89%	-	86%	94%	98%	-	91%	72%
CMP 12 Months	92%	89%	-	-	-	100%	86%	-	98%	95%	92%	95%	98%	69%	98%	89%	-	71%	94%	98%	-	91%	78%
Thyroid Monitoring 5 Years	97%	97%	-	-	-	100%	95%	-	100%	95%	100%	98%	99%	91%	99%	99%	-	100%	100%	98%	-	94%	92%
Clozapine	91%	-	-	-	-	-	100%	-	100%	-	95%	-	92%	100%	-	-	-	-	-	-	-	-	-
CMP 12 Months	97%	-	-	-	-	-	100%	-	100%	-	100%	-	92%	-	-	-	-	-	-	-	-	-	-
Lipid Monitoring 12 Months	94%	-	-	-	-	-	100%	-	100%	-	75%	-	92%	-	-	-	-	-	-	-	-	-	-
Blood Sugar 12 Months	98%	-	-	-	-	-	100%	-	100%	-	100%	-	100%	-	-	-	-	-	-	-	-	-	-
CBC 30 Days	100%	-	-	-	-	-	100%	-	100%	-	100%	-	100%	100%	-	-	-	-	-	-	-	-	-
EKG 12 Months	83%	-	-	-	-	-	100%	-	100%	-	100%	-	85%	-	-	-	-	-	-	-	-	-	-
AIMS 12 Months	84%	-	-	-	-	-	100%	-	100%	-	88%	-	85%	-	-	-	-	-	-	-	-	-	-
Thyroid Monitoring 5 Years	100%	-	-	-	-	-	100%	-	100%	-	100%	-	100%	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	74%	-	-	-	-	-	100%	-	100%	-	100%	-	80%	-	-	-	-	-	-	-	-	-	-
Mood Stabilizers	91%	100%	-	-	-	98%	94%	-	97%	95%	94%	95%	90%	64%	99%	94%	-	83%	100%	94%	-	90%	71%
Carbamazepine	89%	-	-	-	-	100%	100%	-	100%	-	100%	-	89%	44%	-	-	-	-	-	83%	-	100%	50%
CMP 12 Months	94%	-	-	-	-	100%	100%	-	100%	-	100%	-	100%	67%	-	-	-	-	-	100%	-	100%	50%

\* Rate Per 1,000 Inmates

Please direct questions or feedback to [QMstaff@cdcr.ca.gov](mailto:QMstaff@cdcr.ca.gov)

# DASHBOARD COMPARISON

[Return to Top](#)
[Main Menu](#)

May 2015

All Institutions

[Dashboard Glossary](#)

Population Health Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Hepatic Enceph. w/ Lactulose and/or Rifaximin	71%	0%	-	-	57%	67%	100%	50%	100%	100%	100%	100%	-
Colon Cancer Screening	93%	100%	98%	100%	99%	98%	92%	95%	95%	96%	91%	95%	99%
Breast Cancer Screening	-	-	-	-	-	-	-	-	-	-	-	-	-
Diagnostic Monitoring	78%	83%	98%	95%	86%	82%	91%	91%	94%	98%	75%	96%	74%
QT Prolongation EKG 12 Months	56%	83%	100%	-	62%	38%	82%	75%	80%	100%	53%	94%	67%
Antipsychotics	87%	78%	98%	96%	93%	91%	93%	91%	99%	96%	77%	95%	72%
Lipid Monitoring 12 Months	84%	100%	100%	100%	93%	94%	94%	100%	100%	95%	82%	93%	75%
Blood Sugar 12 Months	93%	100%	100%	97%	96%	96%	96%	97%	100%	97%	92%	97%	75%
EKG 12 Months	70%	0%	-	100%	77%	74%	100%	50%	100%	100%	21%	94%	50%
AIMS 12 Months	86%	92%	89%	87%	93%	91%	87%	94%	98%	99%	68%	95%	100%
Med Consent 12 Months	89%	77%	94%	93%	94%	89%	93%	100%	99%	92%	83%	94%	70%
CBC with Platelets 12 Months	87%	85%	100%	97%	95%	94%	91%	91%	99%	91%	85%	95%	58%
CMP 12 Months	89%	77%	100%	97%	96%	94%	90%	94%	99%	97%	89%	95%	67%
Thyroid Monitoring 5 Years	98%	92%	100%	97%	100%	99%	92%	100%	99%	98%	98%	96%	79%
Clozapine	94%	-	-	-	-	97%	-	-	-	100%	68%	100%	-
CMP 12 Months	92%	-	-	-	-	100%	-	-	-	100%	100%	-	-
Lipid Monitoring 12 Months	92%	-	-	-	-	100%	-	-	-	100%	100%	-	-
Blood Sugar 12 Months	92%	-	-	-	-	100%	-	-	-	100%	100%	-	-
CBC 30 Days	100%	-	-	-	-	100%	-	-	-	100%	100%	100%	-
EKG 12 Months	92%	-	-	-	-	100%	-	-	-	100%	11%	-	-
AIMS 12 Months	100%	-	-	-	-	100%	-	-	-	100%	33%	-	-
Thyroid Monitoring 5 Years	100%	-	-	-	-	100%	-	-	-	100%	100%	-	-
Med Consent 12 Months	83%	-	-	-	-	75%	-	-	-	100%	0%	-	-
Mood Stabilizers	93%	95%	97%	97%	93%	94%	98%	100%	99%	99%	84%	97%	88%
Carbamazepine	100%	-	-	-	100%	100%	100%	-	100%	100%	-	100%	-
CMP 12 Months	100%	-	-	-	100%	100%	100%	-	100%	100%	-	100%	-

\* Rate Per 1,000 Inmates

Please direct questions or feedback to [QMstaff@cdcr.ca.gov](mailto:QMstaff@cdcr.ca.gov)

Report run: 6/2/2015 8:25:55 AM

# DASHBOARD COMPARISON

[Return to Top](#)
[Main Menu](#)

May 2015

All Institutions

[Dashboard Glossary](#)

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
Carbamazepine Level 12 Months	82%	-	-	-	-	100%	100%	-	100%	-	100%	-	67%	33%	-	-	-	-	-	50%	-	100%	50%
CBC 12 Months	91%	-	-	-	-	100%	100%	-	100%	-	100%	-	100%	33%	-	-	-	-	-	100%	-	100%	50%
Med Consent 12 Months	77%	-	-	-	-	100%	50%	-	0%	-	100%	-	0%	100%	-	-	-	-	-	100%	-	100%	-
Depakote	92%	100%	-	-	-	100%	91%	-	97%	96%	86%	98%	94%	74%	98%	93%	-	83%	100%	100%	-	86%	86%
CMP 12 Months	94%	100%	-	-	-	100%	83%	-	100%	100%	83%	98%	100%	76%	100%	90%	-	100%	100%	100%	-	88%	90%
Depakote Level 12 Months	93%	100%	-	-	-	100%	100%	-	98%	100%	100%	95%	100%	66%	100%	100%	-	100%	100%	100%	-	82%	83%
CBC with Platelets 12 Months	94%	100%	-	-	-	100%	100%	-	100%	100%	100%	98%	100%	71%	100%	80%	-	100%	100%	100%	-	88%	83%
Med Consent 12 Months	88%	100%	-	-	-	100%	80%	-	89%	82%	60%	100%	78%	81%	91%	100%	-	33%	100%	100%	-	83%	86%
Lithium	90%	100%	-	-	-	95%	91%	-	95%	94%	97%	93%	86%	74%	100%	96%	-	-	100%	100%	-	86%	76%
Creatinine & BUN 12 Months	96%	100%	-	-	-	100%	91%	-	100%	100%	100%	96%	100%	77%	100%	100%	-	-	100%	100%	-	100%	100%
Lithium Level 12 Months	97%	100%	-	-	-	100%	100%	-	100%	100%	100%	96%	100%	82%	100%	78%	-	-	100%	100%	-	100%	100%
Thyroid Monitoring 12 Months	95%	100%	-	-	-	100%	91%	-	100%	100%	100%	96%	100%	73%	100%	100%	-	-	100%	100%	-	100%	80%
EKG 12 Months	75%	100%	-	-	-	75%	100%	-	75%	88%	100%	81%	62%	50%	100%	100%	-	-	100%	-	-	43%	33%
Med Consent 12 Months	90%	100%	-	-	-	100%	73%	-	100%	80%	85%	96%	67%	88%	100%	100%	-	-	100%	100%	-	86%	67%
Antidepressants	87%	98%	-	-	-	99%	88%	-	95%	88%	96%	96%	96%	85%	97%	96%	-	82%	97%	85%	-	95%	87%
EKG 12 Months (Tricyclics)	75%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	91%	98%	-	-	-	99%	83%	-	92%	81%	93%	97%	90%	92%	97%	94%	-	67%	98%	74%	-	96%	87%
Thyroid Monitoring 5 Years	94%	98%	-	-	-	99%	94%	-	99%	95%	99%	96%	99%	79%	98%	97%	-	96%	97%	96%	-	95%	88%
Utilization Specialty Services	87%	99%	98%	99%	95%	93%	92%	95%	80%	94%	97%	91%	68%	93%	91%	88%	94%	83%	74%	82%	100%	97%	71%
Polypharmacy Medication Review	37%	98%	80%	40%	0%	100%	1%	0%	1%	93%	18%	69%	40%	40%	32%	19%	94%	2%	26%	15%	11%	96%	30%
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	94%	82%	0%	-	-	89%	96%	-	84%	100%	100%	94%	88%	85%	50%	100%	-	100%	-	100%	67%	96%	94%
30-Day Community Hospital Readmission	7.9%	1.7%	0.0%	2.5%	0.0%	3.5%	2.5%	1.7%	26.9%	9.2%	8.2%	4.4%	16.9%	11.9%	4.3%	5.3%	2.9%	8.9%	0.0%	0.0%	3.3%	2.9%	3.1%
30-Day MHCB or DSH Readmission	24%	-	-	-	-	-	8%	-	35%	27%	25%	21%	25%	28%	-	-	-	0%	-	42%	-	22%	6%

\* Rate Per 1,000 Inmates

Please direct questions or feedback to [QMstaff@cdcr.ca.gov](mailto:QMstaff@cdcr.ca.gov)

# DASHBOARD COMPARISON

[Return to Top](#)
[Main Menu](#)

May 2015

All Institutions

[Dashboard Glossary](#)

Population Health Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Carbamazepine Level 12 Months	100%	-	-	-	100%	100%	100%	-	100%	100%	-	100%	-
CBC 12 Months	100%	-	-	-	100%	100%	100%	-	100%	100%	-	100%	-
Med Consent 12 Months	60%	-	-	-	100%	100%	100%	-	100%	100%	-	100%	-
Depakote	93%	100%	94%	100%	94%	93%	96%	100%	97%	97%	84%	92%	75%
CMP 12 Months	97%	100%	100%	100%	94%	98%	98%	100%	89%	100%	85%	92%	100%
Depakote Level 12 Months	93%	100%	100%	100%	92%	94%	95%	100%	100%	100%	85%	92%	100%
CBC with Platelets 12 Months	95%	100%	100%	100%	94%	97%	100%	100%	100%	100%	84%	96%	100%
Med Consent 12 Months	85%	100%	75%	100%	94%	84%	90%	100%	100%	88%	83%	88%	0%
Lithium	87%	90%	100%	93%	85%	87%	99%	100%	100%	100%	83%	100%	100%
Creatinine & BUN 12 Months	97%	100%	100%	100%	88%	94%	100%	100%	100%	100%	93%	100%	100%
Lithium Level 12 Months	100%	100%	100%	100%	96%	96%	100%	100%	100%	100%	100%	100%	100%
Thyroid Monitoring 12 Months	97%	50%	100%	100%	92%	92%	100%	100%	100%	100%	87%	100%	100%
EKG 12 Months	54%	100%	100%	67%	60%	59%	100%	100%	100%	100%	57%	100%	100%
Med Consent 12 Months	87%	100%	100%	100%	90%	95%	95%	100%	100%	100%	77%	100%	100%
Antidepressants	58%	76%	96%	92%	98%	91%	92%	97%	97%	93%	91%	93%	71%
EKG 12 Months (Tricyclics)	0%	-	-	-	-	-	-	-	-	100%	-	-	-
Med Consent 12 Months	82%	79%	96%	96%	96%	85%	96%	96%	97%	89%	90%	88%	60%
Thyroid Monitoring 5 Years	93%	73%	97%	89%	99%	97%	89%	99%	97%	90%	92%	98%	83%
Utilization Specialty Services	84%	95%	87%	95%	84%	97%	94%	85%	84%	82%	79%	91%	85%
Polypharmacy Medication Review	1%	2%	0%	81%	38%	0%	63%	11%	92%	44%	41%	2%	43%
Care Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Appropriate Placement High Risk Patients	N/A												
High Risk Patient Care Plan													
Follow-Up After MHCB/DSH Admission	100%	98%	100%	92%	96%	94%	91%	100%	100%	88%	98%	100%	98%
30-Day Community Hospital Readmission	5.9%	6.6%	0.0%	0.0%	9.5%	4.0%	8.3%	1.6%	8.7%	2.1%	5.0%	1.5%	9.3%
30-Day MHCB or DSH Readmission	20%	26%	13%	17%	10%	29%	17%	-	22%	0%	27%	0%	18%

\* Rate Per 1,000 Inmates

Please direct questions or feedback to [QMstaff@cdcr.ca.gov](mailto:QMstaff@cdcr.ca.gov)

# DASHBOARD COMPARISON

[Return to Top](#)
[Main Menu](#)

May 2015

All Institutions

[Dashboard Glossary](#)

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
Potentially Avoidable Hospitalizations*	10.9	3.4	2.7	3.1	0.4	5.9	3.8	2.1	92.5	19.6	17.9	4.7	17.1	27.8	6.7	5.7	2.6	6.2	3.3	4.6	4.7	10.5	16.2
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%	80%	97%	84%	82%	96%	89%	80%	73%	93%	95%	89%	95%	88%	89%	99%	97%	97%	96%	91%	97%	92%	88%
Mental Health Primary Clinician	81%	N/A	N/A	N/A	N/A	N/A	94%	N/A	84%	N/A	73%	83%	85%	85%	N/A	83%	84%						
Psychiatrist	83%	N/A	N/A	N/A	N/A	N/A	93%	N/A	71%	N/A	41%	92%	99%	86%	N/A	58%	65%						
Medication Management	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Medication Continuity-Transfer	85%	93%	92%	100%	96%	93%	86%	95%	-	76%	80%	68%	88%	55%	96%	80%	82%	99%	94%	84%	91%	79%	86%
M4: Meds Upon Arrival at Reception Ctr	96%	-	-	-	-	-	100%	-	-	78%	-	-	-	-	-	-	-	100%	-	-	-	-	-
M5: NA/DOT/KOP Meds Inter-Institutional	85%	95%	95%	100%	90%	100%	100%	100%	-	80%	80%	100%	80%	50%	85%	100%	90%	100%	100%	80%	95%	70%	100%
M6: NA/DOT Meds Intra-Institutional	76%	79%	73%	100%	100%	100%	96%	100%	-	53%	-	60%	100%	38%	100%	38%	100%	100%	88%	73%	77%	73%	80%
M7: Mental Health Crisis Bed Transfers	78%	-	-	-	-	-	88%	-	-	55%	39%	47%	100%	35%	-	-	-	-	-	100%	-	100%	100%
M8: ASU/SHU/PSU Inter-Institutional	81%	91%	100%	100%	100%	80%	69%	100%	-	83%	94%	36%	100%	63%	-	60%	63%	96%	83%	50%	-	71%	59%
M9: Discharge from Community Hosp/DSH	82%	100%	100%	100%	100%	89%	50%	89%	-	83%	89%	67%	45%	52%	100%	100%	58%	100%	100%	100%	100%	60%	74%
M10: Transfer/Parole	98%	100%	94%	100%	90%	95%	100%	86%	-	100%	100%	100%	100%	95%	100%	100%	100%	100%	100%	100%	92%	100%	100%
Medication Non-Adherence Counseling	82%	88%	92%	71%	-	82%	68%	75%	-	91%	97%	90%	86%	52%	100%	55%	58%	95%	98%	93%	33%	67%	90%
M11: Non-Adherence MH Prescribed	84%	93%	-	-	-	98%	50%	67%	-	87%	92%	83%	88%	38%	100%	98%	50%	88%	100%	98%	-	77%	72%
Referral on MAR	90%	100%	-	-	-	95%	45%	100%	-	95%	95%	80%	95%	45%	100%	100%	50%	100%	100%	100%	-	85%	90%
128 MH5 or 128 C	91%	100%	-	-	-	100%	95%	0%	-	85%	100%	85%	85%	55%	100%	100%	50%	100%	100%	100%	-	85%	60%
Progress Note	70%	80%	-	-	-	100%	10%	100%	-	80%	80%	85%	85%	15%	100%	93%	50%	65%	100%	94%	-	60%	65%
M12: Non-Adherence PC2602 Meds	93%	-	-	-	-	-	80%	-	-	100%	100%	100%	100%	98%	-	-	-	100%	-	83%	-	50%	100%
M13: Non-Adherence Medical Prescribed	78%	83%	83%	93%	-	72%	59%	83%	-	93%	94%	75%	82%	50%	100%	67%	67%	93%	93%	92%	67%	70%	89%
Referral on MAR	88%	100%	50%	100%	-	74%	89%	100%	-	94%	83%	90%	100%	50%	100%	71%	67%	100%	100%	100%	80%	85%	100%
128 C	90%	100%	100%	100%	-	100%	78%	100%	-	100%	100%	95%	100%	70%	100%	71%	56%	100%	100%	94%	60%	85%	100%
Progress Note	56%	50%	100%	78%	-	42%	11%	50%	-	83%	100%	40%	45%	30%	100%	57%	78%	80%	78%	82%	60%	40%	67%
M14: Non-Adherence Insulin/HIV/Clozaril	72%	-	100%	50%	-	75%	83%	-	-	83%	100%	100%	73%	20%	100%	0%	-	100%	100%	100%	0%	70%	100%
Medication Administration	89%	81%	97%	100%	97%	89%	94%	98%	-	88%	86%	80%	82%	72%	96%	90%	100%	98%	89%	92%	98%	83%	100%

\* Rate Per 1,000 Inmates

*Please direct questions or feedback to [QMstaff@cdcr.ca.gov](mailto:QMstaff@cdcr.ca.gov)*

# DASHBOARD COMPARISON

[Return to Top](#)
[Main Menu](#)

May 2015

All Institutions

[Dashboard Glossary](#)

Care Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Potentially Avoidable Hospitalizations*	20.6	10.1	0.7	1.9	30.7	6.3	8.5	2.6	21.2	7.7	12.7	9.8	13.6
Continuity of Clinicians & Services	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Primary Care Provider (PCP)	89%	87%	99%	92%	89%	91%	95%	88%	98%	97%	81%	90%	96%
Mental Health Primary Clinician	85%	N/A	77%	N/A	82%	76%	80%	N/A	N/A	77%	73%	75%	95%
Psychiatrist	83%	N/A	75%	N/A	72%	91%	89%	N/A	N/A	91%	67%	96%	82%
Medication Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medication Continuity-Transfer	81%	90%	94%	85%	77%	67%	80%	90%	99%	99%	77%	78%	95%
M4: Meds Upon Arrival at Reception Ctr	-	98%	-	-	-	-	-	-	-	100%	-	-	100%
M5: NA/DOT/KOP Meds Inter-Institutional	80%	95%	100%	75%	45%	65%	50%	85%	100%	95%	40%	90%	90%
M6: NA/DOT Meds Intra-Institutional	43%	100%	100%	100%	56%	50%	52%	100%	100%	100%	83%	64%	87%
M7: Mental Health Crisis Bed Transfers	100%	100%	71%	100%	100%	56%	100%	-	100%	100%	62%	-	100%
M8: ASU/SHU/PSU Inter-Institutional	90%	55%	100%	85%	100%	74%	82%	77%	92%	100%	100%	100%	94%
M9: Discharge from Community Hosp/DSH	87%	85%	-	60%	71%	56%	96%	100%	100%	100%	80%	35%	94%
M10: Transfer/Parole	87%	100%	100%	93%	90%	100%	100%	90%	100%	95%	100%	100%	100%
Medication Non-Adherence Counseling	89%	84%	69%	71%	58%	62%	70%	61%	82%	90%	84%	96%	92%
M11: Non-Adherence MH Prescribed	90%	100%	96%	83%	83%	50%	78%	90%	78%	92%	67%	98%	100%
Referral on MAR	100%	100%	100%	100%	89%	80%	90%	95%	100%	95%	80%	100%	100%
128 MH5 or 128 C	100%	100%	100%	83%	83%	55%	90%	95%	100%	100%	100%	95%	100%
Progress Note	70%	100%	89%	67%	78%	15%	55%	80%	35%	80%	20%	100%	100%
M12: Non-Adherence PC2602 Meds	100%	100%	87%	100%	93%	88%	82%	-	-	100%	95%	100%	100%
M13: Non-Adherence Medical Prescribed	67%	95%	94%	50%	30%	61%	93%	93%	72%	67%	85%	85%	69%
Referral on MAR	100%	100%	100%	100%	45%	68%	90%	100%	100%	100%	100%	100%	75%
128 C	100%	100%	83%	50%	35%	53%	100%	100%	100%	86%	100%	100%	92%
Progress Note	0%	85%	100%	0%	10%	63%	90%	80%	15%	14%	55%	55%	42%
M14: Non-Adherence Insulin/HIV/Clozaril	100%	40%	0%	50%	25%	50%	25%	0%	95%	100%	90%	100%	100%
Medication Administration	82%	83%	92%	90%	66%	93%	93%	89%	99%	100%	75%	86%	100%

\* Rate Per 1,000 Inmates

Please direct questions or feedback to [QMstaff@cdcr.ca.gov](mailto:QMstaff@cdcr.ca.gov)

# DASHBOARD COMPARISON

[Return to Top](#)
[Main Menu](#)

May 2015

All Institutions

[Dashboard Glossary](#)

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
M20: Chronic Care Meds-Psychiatrist	68%	75%	-	-	-	85%	100%	-	-	70%	30%	20%	100%	20%	85%	80%	-	100%	75%	100%	100%	35%	100%
M21: Chronic Care Meds-Medical	95%	100%	100%	100%	90%	100%	100%	100%	-	85%	100%	85%	95%	90%	95%	95%	100%	100%	100%	100%	100%	95%	100%
M22: New Outpatient Orders-Psychiatrist	87%	29%	-	-	-	78%	75%	100%	-	100%	100%	95%	95%	51%	100%	100%	100%	90%	100%	100%	100%	85%	100%
M23: New Outpatient Orders-Medical	99%	100%	100%	100%	100%	100%	95%	93%	-	90%	100%	98%	95%	100%	100%	100%	100%	100%	100%	94%	100%	100%	100%
M24: Administration – TB Medications	94%	100%	92%	100%	100%	80%	100%	100%	-	94%	100%	100%	25%	100%	100%	73%	100%	100%	70%	67%	90%	100%	100%
Non-Formulary by Psychiatrists	3.2%	0.3%	-	100.0%	-	0.8%	5.0%	0.0%	4.3%	1.1%	6.0%	3.8%	6.8%	4.0%	1.7%	1.0%	0.0%	3.0%	0.6%	3.8%	0.0%	1.0%	2.1%
Non-Formulary by Medical Providers	4.3%	2.5%	3.7%	1.9%	4.4%	3.1%	6.1%	3.5%	6.3%	4.6%	4.9%	4.6%	7.1%	5.6%	2.4%	1.1%	2.5%	2.9%	2.2%	4.7%	1.7%	3.2%	3.2%
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	72%	82%	94%	94%	95%	95%	69%	92%	71%	80%	38%	66%	86%	66%	83%	71%	93%	84%	93%	67%	79%	86%	64%
Medical Documents 3 Days	78%	85%	95%	94%	97%	95%	80%	90%	90%	80%	19%	63%	89%	83%	86%	88%	93%	72%	96%	69%	88%	92%	60%
Dental Documents 3 Days	87%	90%	98%	99%	97%	98%	86%	100%	100%	91%	73%	91%	95%	33%	85%	84%	99%	98%	98%	75%	99%	95%	71%
Mental Health Documents 3 Days	56%	85%	90%	97%	95%	94%	53%	95%	56%	77%	20%	35%	82%	60%	78%	71%	94%	81%	88%	76%	61%	75%	45%
CDCR Inpatient Documents 3 Days	71%	-	-	-	-	-	75%	84%	62%	75%	43%	82%	83%	88%	-	-	-	-	-	55%	-	87%	92%
Other Documents 3 Days	70%	67%	94%	86%	89%	92%	50%	91%	46%	77%	33%	58%	84%	65%	84%	41%	88%	84%	90%	58%	67%	83%	53%
Dictated Documents	67%	50%	-	91%	100%	84%	80%	90%	81%	72%	42%	41%	54%	64%	73%	64%	57%	45%	95%	92%	54%	100%	56%
Dictation Time in Days	0.1	0.2	-	0.0	0.0	0.0	0.1	0.0	0.0	0.1	0.1	0.1	2.5	0.4	0.1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Transcription Time in Days	2.0	2.1	-	1.0	1.0	0.7	1.3	1.5	0.4	2.2	2.1	1.6	0.8	1.7	2.5	2.5	2.3	3.5	2.6	1.5	2.2	2.1	2.2
Sign Time in Days	2.3	0.9	-	0.6	0.0	0.6	1.4	1.3	1.1	3.3	1.7	2.5	5.1	3.0	2.5	3.3	2.6	0.0	0.7	0.5	3.4	1.2	2.2
Scan Time in Days	1.3	1.4	-	1.6	0.3	1.1	1.8	0.9	2.9	1.1	2.7	3.2	1.9	1.4	0.4	1.4	0.8	2.6	0.4	1.4	0.8	0.3	1.7
Total Time in Days	5.7	4.6	-	3.1	1.2	2.4	4.5	3.8	4.4	6.7	6.6	7.4	10.3	6.5	5.5	7.1	5.8	6.1	3.8	3.4	6.4	3.6	6.0
Medical Dictated Documents 5 Days	56%	66%	-	98%	-	84%	70%	82%	81%	50%	33%	43%	54%	55%	66%	32%	57%	-	-	76%	54%	100%	28%
Dictation Time in Days	0.1	0.2	-	0.0	-	0.0	0.0	0.0	0.0	0.1	0.1	0.1	3.0	0.3	0.1	0.0	0.0	-	-	0.0	0.0	0.0	0.0
Transcription Time in Days	2.1	2.1	-	1.5	-	0.7	2.5	1.5	0.4	2.4	2.3	1.6	0.8	1.9	2.5	2.7	2.3	-	-	2.1	2.2	2.1	2.0
Sign Time in Days	2.4	0.9	-	1.1	-	0.6	1.7	1.3	1.1	3.6	1.6	2.5	6.2	2.9	2.7	3.6	2.6	-	-	0.8	3.2	1.2	4.0
Scan Time in Days	1.3	1.4	-	1.0	-	1.1	1.1	0.9	2.9	1.0	2.7	3.0	2.0	1.6	0.4	1.6	0.8	-	-	1.1	0.7	0.3	1.8
Total Time in Days	5.9	4.5	-	3.6	-	2.4	5.4	3.8	4.4	7.2	6.8	7.1	12.0	6.8	5.6	7.9	5.7	-	-	4.0	6.2	3.7	7.8

\* Rate Per 1,000 Inmates

Please direct questions or feedback to [QMstaff@cdcr.ca.gov](mailto:QMstaff@cdcr.ca.gov)

# DASHBOARD COMPARISON

[Return to Top](#)
[Main Menu](#)

May 2015

All Institutions

[Dashboard Glossary](#)

Medication Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
M20: Chronic Care Meds-Psychiatrist	35%	15%	60%	81%	35%	100%	95%	85%	95%	100%	15%	45%	100%
M21: Chronic Care Meds-Medical	100%	100%	100%	90%	45%	100%	100%	85%	100%	100%	85%	100%	100%
M22: New Outpatient Orders-Psychiatrist	97%	100%	100%	85%	49%	65%	86%	77%	100%	100%	75%	83%	100%
M23: New Outpatient Orders-Medical	100%	98%	100%	92%	100%	100%	98%	100%	100%	100%	100%	100%	100%
M24: Administration – TB Medications	78%	100%	100%	100%	100%	100%	89%	100%	100%	100%	100%	100%	100%
Non-Formulary by Psychiatrists	3.8%	3.5%	4.1%	1.0%	3.0%	5.4%	2.1%	3.4%	1.5%	10.7%	2.6%	2.0%	1.4%
Non-Formulary by Medical Providers	8.2%	1.5%	3.1%	1.6%	5.6%	6.0%	2.6%	3.0%	6.3%	7.5%	3.3%	3.4%	4.8%
Availability of Health Information	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Non-Dictated Documents	85%	73%	23%	78%	75%	64%	66%	47%	78%	75%	68%	50%	84%
Medical Documents 3 Days	90%	71%	13%	85%	79%	78%	65%	44%	86%	74%	79%	66%	89%
Dental Documents 3 Days	98%	85%	26%	84%	96%	98%	75%	60%	91%	89%	84%	69%	90%
Mental Health Documents 3 Days	73%	57%	10%	79%	55%	17%	60%	40%	65%	70%	33%	28%	73%
CDCR Inpatient Documents 3 Days	81%	74%	35%	83%	77%	73%	81%	-	79%	62%	82%	-	86%
Other Documents 3 Days	86%	79%	30%	57%	69%	52%	51%	44%	68%	80%	65%	38%	82%
Dictated Documents	61%	85%	-	61%	77%	69%	44%	50%	72%	52%	71%	55%	24%
Dictation Time in Days	0.0	0.2	-	0.0	0.1	0.0	0.6	0.0	0.1	0.0	0.0	0.5	0.2
Transcription Time in Days	2.3	0.2	-	2.0	2.2	2.0	0.9	2.1	2.3	2.3	2.4	1.9	2.4
Sign Time in Days	1.7	1.6	-	2.3	2.4	2.1	3.9	3.9	3.6	3.4	2.3	2.2	3.3
Scan Time in Days	1.0	0.7	-	1.1	0.8	1.0	0.4	1.6	0.8	1.1	0.1	1.5	2.0
Total Time in Days	5.0	2.7	-	5.5	5.5	5.1	5.9	7.6	6.8	6.8	4.8	6.1	7.8
Medical Dictated Documents 5 Days	55%	75%	-	61%	57%	50%	-	38%	44%	50%	71%	21%	24%
Dictation Time in Days	0.0	1.3	-	0.0	0.1	0.0	-	0.0	0.1	0.0	0.0	0.0	0.0
Transcription Time in Days	2.5	0.8	-	2.0	2.3	2.5	-	2.3	2.5	2.3	2.4	2.4	2.4
Sign Time in Days	2.0	2.4	-	2.3	2.4	2.3	-	4.7	3.7	3.4	2.3	2.4	3.4
Scan Time in Days	1.0	0.8	-	1.1	0.8	1.0	-	1.5	0.9	1.1	0.1	3.1	2.0
Total Time in Days	5.5	5.3	-	5.4	5.6	5.7	-	8.6	7.2	6.8	4.7	8.0	7.8

\* Rate Per 1,000 Inmates

Please direct questions or feedback to [QMstaff@cdcr.ca.gov](mailto:QMstaff@cdcr.ca.gov)

# DASHBOARD COMPARISON

[Return to Top](#)
[Main Menu](#)

May 2015

All Institutions

[Dashboard Glossary](#)

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
Mental Health Dictated Documents 5 Days	78%	-	-	-	-	-	74%	98%	-	71%	44%	-	-	73%	78%	95%	-	45%	95%	99%	-	-	-
Dictation Time in Days	0.1	-	-	-	-	-	0.1	0.1	-	0.1	0.3	-	-	0.8	0.0	0.0	-	0.0	0.0	0.0	-	-	-
Transcription Time in Days	1.3	-	-	-	-	-	0.6	0.1	-	0.6	0.1	-	-	0.3	2.4	2.0	-	3.5	2.6	0.0	-	-	-
Sign Time in Days	1.5	-	-	-	-	-	1.3	1.1	-	2.1	2.4	-	-	3.0	1.6	2.4	-	0.0	0.7	0.1	-	-	-
Scan Time in Days	1.2	-	-	-	-	-	2.2	0.6	-	1.5	4.2	-	-	0.7	0.6	0.6	-	2.6	0.4	2.5	-	-	-
Total Time in Days	4.1	-	-	-	-	-	4.2	1.9	-	4.3	7.0	-	-	4.8	4.6	5.0	-	6.1	3.8	2.6	-	-	-
Specialty Dictated Documents 5 Days	67%	35%	-	84%	100%	-	96%	-	-	93%	50%	38%	-	-	76%	-	-	-	-	100%	-	-	84%
Dictation Time in Days	0.1	0.4	-	0.0	0.0	-	0.0	-	-	0.0	0.0	0.2	-	-	0.0	-	-	-	-	0.0	-	-	0.0
Transcription Time in Days	1.4	2.4	-	0.3	1.0	-	0.4	-	-	0.2	1.2	1.1	-	-	2.3	-	-	-	-	1.1	-	-	2.5
Sign Time in Days	1.3	1.5	-	0.0	0.0	-	0.0	-	-	0.0	0.0	2.9	-	-	1.9	-	-	-	-	0.0	-	-	0.0
Scan Time in Days	1.9	1.1	-	2.1	0.3	-	1.0	-	-	1.8	5.0	3.3	-	-	0.0	-	-	-	-	0.6	-	-	1.5
Total Time in Days	4.7	5.4	-	2.4	1.2	-	1.4	-	-	2.0	6.1	7.5	-	-	4.2	-	-	-	-	1.7	-	-	4.0
Specialty Notes	86%	98%	79%	94%	96%	89%	82%	96%	69%	88%	29%	81%	98%	94%	84%	83%	87%	75%	96%	96%	89%	80%	78%
Community Hospital Records	78%	86%	-	75%	100%	78%	78%	100%	60%	80%	33%	93%	86%	96%	60%	73%	88%	62%	67%	100%	47%	93%	92%
Scanning Accuracy	97%	100%	-	100%	99%	98%	100%	99%	-	100%	99%	100%	89%	96%	81%	97%	99%	97%	100%	91%	100%	99%	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	93%	99%	100%	100%	100%	100%	83%	93%	61%	100%	100%	100%	100%	99%	100%	97%	100%	55%	100%	99%	100%	100%	99%
Resource Management	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Claims Processed	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A													
Specialty Teleservices	62%	66%	59%	87%	48%	56%	59%	81%	61%	63%	65%	18%	34%	73%	57%	45%	86%	60%	63%	60%	92%	59%	77%
Health Care Staff Training																							
Continuous Evaluation & Improvement	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
QM & Patient Safety Program																							
Health Care Index																							
Staffing in Full Time Equivalents (FTE)	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Total Staffing FTE	96%	93%	77%	98%	104%	93%	91%	98%	93%	104%	100%	94%	93%	103%	89%	99%	83%	92%	78%	93%	93%	94%	101%

\* Rate Per 1,000 Inmates

Please direct questions or feedback to [QMstaff@cdcr.ca.gov](mailto:QMstaff@cdcr.ca.gov)

# DASHBOARD COMPARISON

[Return to Top](#)
[Main Menu](#)
[Dashboard Glossary](#)

May 2015

All Institutions

Availability of Health Information	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Mental Health Dictated Documents 5 Days	67%	95%	-	-	89%	89%	44%	17%	100%	91%	-	55%	-
Dictation Time in Days	0.0	0.0	-	-	0.0	0.0	0.6	0.0	0.0	0.0	-	0.6	-
Transcription Time in Days	2.0	0.1	-	-	1.9	0.0	1.0	2.0	0.0	0.1	-	1.9	-
Sign Time in Days	1.3	1.5	-	-	0.9	1.2	4.1	3.4	1.4	2.5	-	2.5	-
Scan Time in Days	1.1	0.7	-	-	0.5	1.2	0.4	2.0	0.3	1.1	-	1.1	-
Total Time in Days	4.4	2.3	-	-	3.3	2.5	6.1	7.3	1.7	3.7	-	6.1	-
Specialty Dictated Documents 5 Days	-	-	-	-	84%	-	-	94%	-	15%	-	90%	-
Dictation Time in Days	-	-	-	-	0.0	-	-	0.0	-	0.0	-	0.7	-
Transcription Time in Days	-	-	-	-	0.0	-	-	1.5	-	2.7	-	0.3	-
Sign Time in Days	-	-	-	-	2.4	-	-	0.3	-	4.0	-	0.0	-
Scan Time in Days	-	-	-	-	0.6	-	-	0.7	-	3.2	-	2.0	-
Total Time in Days	-	-	-	-	3.1	-	-	2.5	-	9.9	-	3.0	-
Specialty Notes	86%	81%	79%	93%	74%	97%	91%	88%	93%	81%	79%	79%	93%
Community Hospital Records	73%	100%	100%	100%	62%	75%	88%	71%	100%	47%	75%	70%	85%
Scanning Accuracy	97%	100%	90%	100%	100%	100%	100%	97%	99%	100%	96%	94%	97%
<b>Appeal Processing</b>	<b>MCSP</b>	<b>NKSP</b>	<b>PBSP</b>	<b>PVSP</b>	<b>RJD</b>	<b>SAC</b>	<b>SATF</b>	<b>SCC</b>	<b>SOL</b>	<b>SQ</b>	<b>SVSP</b>	<b>VSP</b>	<b>WSP</b>
Timely Appeals	100%	100%	100%	100%	100%	84%	100%	100%	100%	100%	99%	72%	100%
<b>Resource Management</b>	<b>MCSP</b>	<b>NKSP</b>	<b>PBSP</b>	<b>PVSP</b>	<b>RJD</b>	<b>SAC</b>	<b>SATF</b>	<b>SCC</b>	<b>SOL</b>	<b>SQ</b>	<b>SVSP</b>	<b>VSP</b>	<b>WSP</b>
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	69%	57%	72%	41%	77%	53%	77%	44%	57%	30%	47%	56%	67%
Health Care Staff Training													
<b>Continuous Evaluation &amp; Improvement</b>	<b>MCSP</b>	<b>NKSP</b>	<b>PBSP</b>	<b>PVSP</b>	<b>RJD</b>	<b>SAC</b>	<b>SATF</b>	<b>SCC</b>	<b>SOL</b>	<b>SQ</b>	<b>SVSP</b>	<b>VSP</b>	<b>WSP</b>
QM & Patient Safety Program													
Health Care Index													
<b>Staffing in Full Time Equivalents (FTE)</b>	<b>MCSP</b>	<b>NKSP</b>	<b>PBSP</b>	<b>PVSP</b>	<b>RJD</b>	<b>SAC</b>	<b>SATF</b>	<b>SCC</b>	<b>SOL</b>	<b>SQ</b>	<b>SVSP</b>	<b>VSP</b>	<b>WSP</b>
Total Staffing FTE	102%	106%	84%	82%	110%	106%	92%	76%	80%	98%	104%	100%	103%

\* Rate Per 1,000 Inmates

Please direct questions or feedback to [QMstaff@cdcr.ca.gov](mailto:QMstaff@cdcr.ca.gov)

# DASHBOARD COMPARISON

[Return to Top](#)
[Main Menu](#)

May 2015

All Institutions

[Dashboard Glossary](#)

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
Medical FTE	99%	99%	112%	103%	95%	106%	113%	76%	82%	103%	89%	110%	96%	104%	95%	88%	105%	97%	94%	95%	100%	84%	108%
Nursing FTE	99%	98%	99%	107%	104%	93%	101%	100%	90%	111%	107%	96%	88%	115%	89%	109%	89%	89%	79%	96%	100%	96%	111%
Pharmacy FTE	112%	100%	105%	87%	86%	125%	91%	150%	109%	150%	131%	115%	113%	129%	109%	111%	98%	138%	95%	107%	100%	110%	117%
Dental Clinical FTE	97%	96%	7%	101%	144%	98%	98%	100%	111%	97%	100%	103%	83%	82%	91%	92%	94%	97%	106%	100%	96%	102%	101%
Mental Health Clinical FTE	93%	89%	0%	89%	133%	91%	85%	100%	80%	88%	78%	96%	93%	94%	72%	90%	53%	91%	67%	85%	121%	89%	91%
Clinical Support FTE	94%	127%	101%	88%	84%	82%	54%	78%	89%	102%	131%	77%	119%	98%	101%	89%	80%	119%	40%	77%	86%	78%	101%
Administrative Support FTE	86%	82%	62%	88%	87%	84%	77%	96%	124%	93%	88%	84%	96%	82%	92%	93%	71%	87%	70%	87%	77%	92%	89%
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	89%	92%	95%	92%	92%	89%	92%	89%	87%	90%	86%	94%	92%	83%	89%	88%	93%	92%	94%	89%	91%	89%	87%
Overtime FTE	5.0%	2.6%	1.7%	4.0%	5.7%	5.4%	3.8%	6.1%	5.7%	3.5%	5.3%	4.0%	5.3%	6.7%	5.1%	5.1%	3.2%	4.0%	4.5%	7.9%	4.9%	3.8%	6.8%
Registry FTE	6.4%	5.6%	3.0%	3.7%	2.1%	5.9%	4.4%	5.4%	7.0%	6.4%	8.8%	2.0%	2.5%	9.9%	5.5%	6.7%	4.0%	3.8%	1.6%	2.9%	3.8%	7.6%	5.8%
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	\$80	\$61	\$59	\$55	\$42	\$77	\$81	\$74	\$439	\$127	\$129	\$136	\$282	\$87	\$107	\$57	\$62	\$87	\$88	\$77	\$67	\$73	\$87
Nursing Staff	\$392	\$241	\$208	\$183	\$188	\$243	\$321	\$243	\$3,375	\$440	\$946	\$527	\$1,151	\$602	\$253	\$239	\$214	\$325	\$244	\$306	\$218	\$266	\$382
Pharmacy Staff	\$31	\$22	\$17	\$15	\$7	\$26	\$34	\$21	\$131	\$55	\$72	\$44	\$135	\$37	\$34	\$26	\$15	\$28	\$21	\$16	\$18	\$20	\$27
Dental Clinical Staff	\$68	\$78	\$74	\$76	\$49	\$74	\$77	\$89	\$66	\$78	\$137	\$89	\$97	\$69	\$103	\$68	\$76	\$80	\$93	\$69	\$88	\$82	\$69
Mental Health Clinical Staff	\$158	\$83	\$5	\$29	\$12	\$88	\$144	\$40	\$531	\$216	\$351	\$307	\$465	\$198	\$122	\$58	\$26	\$146	\$82	\$72	\$31	\$134	\$251
Clinical Support Staff	\$23	\$9	\$7	\$7	\$4	\$11	\$16	\$11	\$151	\$26	\$49	\$48	\$117	\$30	\$15	\$5	\$8	\$13	\$5	\$12	\$7	\$15	\$28
Administrative Support Staff	\$108	\$87	\$79	\$85	\$41	\$74	\$89	\$116	\$412	\$124	\$269	\$138	\$301	\$106	\$114	\$74	\$89	\$112	\$87	\$88	\$94	\$105	\$122
Hospital	\$110	\$27	\$19	\$26	\$11	\$40	\$44	\$41	\$1,510	\$184	\$157	\$81	\$387	\$112	\$100	\$78	\$84	\$167	\$65	\$51	\$39	\$59	\$60
Emergency Department	\$8	\$5	\$5	\$6	\$6	\$10	\$7	\$4	\$23	\$4	\$12	\$5	\$7	\$15	\$7	\$5	\$5	\$7	\$3	\$9	\$7	\$9	\$13
Specialty	\$28	\$15	\$14	\$18	\$11	\$18	\$24	\$21	\$123	\$37	\$29	\$42	\$75	\$28	\$15	\$21	\$28	\$21	\$15	\$19	\$19	\$17	\$32
Medications	\$130	\$53	\$4	\$35	\$19	\$46	\$111	\$38	\$93	\$396	\$177	\$295	\$449	\$81	\$109	\$99	\$36	\$133	\$69	\$41	\$35	\$55	\$148
Diagnostics	\$19	\$11	\$12	\$12	\$7	\$11	\$25	\$9	\$64	\$40	\$28	\$24	\$38	\$9	\$14	\$12	\$12	\$25	\$11	\$11	\$8	\$9	\$21

\* Rate Per 1,000 Inmates

Please direct questions or feedback to [QMstaff@cdcr.ca.gov](mailto:QMstaff@cdcr.ca.gov)

# DASHBOARD COMPARISON

[Return to Top](#)
[Main Menu](#)
[Dashboard Glossary](#)

May 2015

All Institutions

Staffing in Full Time Equivalents (FTE)	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical FTE	96%	106%	116%	90%	133%	100%	96%	89%	93%	104%	80%	115%	116%
Nursing FTE	104%	122%	86%	84%	124%	119%	105%	72%	70%	98%	114%	121%	105%
Pharmacy FTE	94%	116%	125%	106%	124%	130%	114%	135%	118%	86%	104%	97%	93%
Dental Clinical FTE	95%	87%	93%	100%	103%	94%	88%	102%	102%	103%	101%	103%	-
Mental Health Clinical FTE	116%	94%	90%	64%	111%	103%	83%	76%	92%	108%	105%	85%	-
Clinical Support FTE	113%	107%	102%	82%	102%	111%	58%	92%	109%	105%	97%	70%	124%
Administrative Support FTE	90%	96%	68%	79%	82%	81%	75%	62%	74%	91%	91%	81%	93%
Total Actual FTE	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Civil Service FTE	92%	81%	91%	96%	82%	84%	86%	95%	91%	90%	87%	92%	76%
Overtime FTE	2.8%	7.4%	4.1%	1.9%	5.1%	5.5%	4.6%	1.2%	3.0%	4.4%	7.9%	6.7%	6.5%
Registry FTE	4.8%	11.2%	5.1%	2.2%	13.0%	10.4%	9.6%	3.7%	5.6%	6.0%	5.5%	1.8%	17.4%
Major Costs per Inmate per Month	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Staff	\$79	\$72	\$71	\$63	\$122	\$119	\$62	\$46	\$94	\$93	\$58	\$71	\$66
Nursing Staff	\$396	\$307	\$337	\$240	\$576	\$941	\$308	\$120	\$240	\$432	\$476	\$311	\$279
Pharmacy Staff	\$28	\$22	\$18	\$21	\$51	\$51	\$29	\$12	\$36	\$24	\$55	\$34	\$18
Dental Clinical Staff	\$70	\$62	\$83	\$81	\$78	\$97	\$72	\$74	\$94	\$65	\$74	\$79	\$72
Mental Health Clinical Staff	\$277	\$145	\$100	\$102	\$380	\$667	\$108	\$44	\$113	\$414	\$200	\$140	\$130
Clinical Support Staff	\$36	\$15	\$16	\$16	\$59	\$94	\$18	\$7	\$18	\$30	\$31	\$18	\$14
Administrative Support Staff	\$138	\$92	\$122	\$95	\$132	\$190	\$73	\$40	\$93	\$114	\$124	\$89	\$77
Hospital	\$252	\$62	\$20	\$18	\$250	\$104	\$76	\$35	\$238	\$70	\$79	\$75	\$103
Emergency Department	\$12	\$6	\$2	\$4	\$14	\$11	\$9	\$3	\$6	\$6	\$13	\$9	\$14
Specialty	\$47	\$21	\$6	\$12	\$71	\$21	\$30	\$9	\$53	\$40	\$20	\$31	\$27
Medications	\$496	\$60	\$124	\$43	\$422	\$247	\$106	\$31	\$217	\$181	\$94	\$170	\$72
Diagnostics	\$27	\$39	\$7	\$7	\$36	\$15	\$14	\$7	\$18	\$34	\$14	\$16	\$37

\* Rate Per 1,000 Inmates

Please direct questions or feedback to [QMstaff@cdcr.ca.gov](mailto:QMstaff@cdcr.ca.gov)

# DASHBOARD COMPARISON

[Return to Top](#)
[Main Menu](#)

May 2015

All Institutions

[Dashboard Glossary](#)

Workload Per Day	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Appointments per PCP	12.5	11.9	19.1	12.4	15.5	12.9	14.2	16.4	10.2	9.6	13.3	10.2	12.5	11.8	13.2	13.8	13.0	18.0	11.7	9.9	12.2	12.4	15.8
Appointments per PCRN	6.6	6.9	4.6	7.6	4.4	5.3	6.3	7.5	4.2	6.8	7.9	6.0	13.2	8.0	6.1	7.5	4.7	7.0	7.3	5.5	6.3	6.8	7.0
Encounters per Primary MH Clinician	8.9	7.2	2.4	2.4	2.1	6.6	9.2	3.4	8.0	5.3	6.7	13.2	10.9	7.7	5.4	6.6	3.7	7.9	8.2	6.2	2.8	13.0	13.0
Encounters per Psychiatrist	9.3	11.1	1.0	2.0	-	9.0	9.7	6.9	7.9	8.0	9.3	10.4	9.0	9.7	13.8	15.8	4.9	11.1	9.0	6.9	3.8	14.5	11.0
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*	4.7	2.1	0.0	1.1	1.9	2.0	2.8	3.0	27.7	8.1	5.5	3.1	9.8	11.9	4.2	2.9	3.1	5.3	1.7	1.2	5.8	4.3	6.0
Emergency Department Visits*	5	2	2	4	3	3	11	2	19	3	11	5	5	7	6	5	7	4	1	4	7	4	15
Specialty Care Referrals*	40	29	37	24	27	22	35	37	113	36	39	62	61	38	35	31	26	40	38	34	38	16	67
Prescriptions Per Inmate	3.6	2.6	2.2	1.1	0.6	2.4	3.9	1.5	18.9	4.8	5.1	6.7	6.5	3.2	3.1	3.5	2.1	2.7	2.8	1.9	1.6	2.1	4.5
Diagnostics Per Inmate	1.0	0.6	0.7	0.4	0.3	0.6	0.9	0.4	4.2	1.9	1.1	1.0	2.0	0.5	0.6	0.6	0.6	1.3	0.7	0.7	0.3	0.5	0.9
Appeals Received*	32	35	16	9	5	22	35	12	100	35	33	21	47	51	20	35	8	41	17	24	18	24	56
Prison Population Capacity	132%	116%	-	158%	106%	138%	158%	146%	66%	136%	130%	101%	91%	139%	97%	148%	129%	134%	118%	143%	141%	153%	151%
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	4.4%	0.1%	0.1%	0.3%	0.1%	0.9%	3.8%	0.5%	33.2%	17.0%	4.6%	6.9%	19.7%	2.0%	0.9%	1.9%	1.0%	3.0%	2.7%	0.9%	0.9%	0.5%	6.8%
High Risk Priority 2	7.5%	0.3%	0.5%	1.1%	0.6%	2.8%	6.2%	1.6%	23.3%	26.1%	11.6%	14.6%	20.9%	4.0%	3.4%	5.7%	4.4%	4.3%	7.5%	2.0%	2.5%	3.6%	13.1%
Medium Risk	41%	55%	28%	18%	6%	45%	48%	20%	35%	31%	44%	43%	50%	52%	58%	52%	28%	34%	44%	40%	22%	47%	51%
Low Risk	47%	45%	71%	80%	93%	51%	42%	78%	9%	25%	40%	35%	9%	42%	38%	40%	67%	59%	46%	57%	74%	49%	29%
Mental Health EOP	5.2%	N/A	N/A	N/A	N/A	N/A	2.2%	N/A	16.1%	0.6%	5.4%	15.3%	21.9%	6.8%	N/A	N/A	N/A	1.0%	N/A	N/A	N/A	3.3%	13.1%
Patients with Disability (ADA)	6.7%	3.5%	1.2%	1.8%	0.3%	1.9%	6.2%	2.2%	37.4%	13.0%	6.2%	6.7%	35.7%	4.9%	2.6%	5.5%	3.5%	5.4%	2.9%	4.9%	2.4%	3.1%	6.5%
Inmates 50 Years or Older	23%	24%	20%	6%	7%	19%	19%	11%	53%	45%	22%	35%	48%	15%	19%	38%	28%	21%	31%	11%	14%	9%	24%
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	2,870	28	-	18	19	16	38	13	1,867	78	25	87	169	87	10	21	-	24	-	30	14	22	16
Institution Population	117,781	3,404	2,134	3,667	4,143	3,910	3,173	3,341	1,952	4,068	1,832	3,923	2,150	4,289	2,404	4,906	2,235	2,277	2,917	3,323	3,109	3,743	3,491

\* Rate Per 1,000 Inmates

Please direct questions or feedback to [QMstaff@cdcr.ca.gov](mailto:QMstaff@cdcr.ca.gov)

# DASHBOARD COMPARISON

[Return to Top](#)
[Main Menu](#)
[Dashboard Glossary](#)

May 2015

All Institutions

Workload Per Day	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Appointments per PCP	9.8	17.5	5.8	16.7	12.2	7.8	16.4	12.4	9.2	11.3	13.0	18.1	12.7
Appointments per PCRN	6.0	10.6	4.2	8.1	5.8	6.8	6.6	6.7	6.1	6.9	6.2	5.6	6.6
Encounters per Primary MH Clinician	10.5	11.3	4.9	6.6	9.1	8.6	10.8	6.2	6.3	5.7	7.9	13.9	10.2
Encounters per Psychiatrist	9.8	9.7	4.9	14.0	8.6	8.7	10.6	7.1	9.8	6.0	9.9	11.0	9.1
Other Trends	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Hospital Admissions*	6.6	4.3	0.4	1.8	15.4	3.6	4.0	1.6	4.2	3.3	1.4	3.2	9.0
Emergency Department Visits*	6	3	1	2	12	5	3	2	2	4	14	5	4
Specialty Care Referrals*	119	39	12	21	85	35	16	27	36	61	42	62	35
Prescriptions Per Inmate	5.1	3.0	1.4	3.2	6.6	5.8	3.8	1.2	4.3	4.5	3.9	4.4	2.2
Diagnostics Per Inmate	1.2	2.4	0.4	0.3	1.8	0.8	0.8	0.4	1.0	1.9	0.7	0.6	2.0
Appeals Received*	62	20	29	21	71	84	28	9	25	21	68	73	18
Prison Population Capacity	169%	162%	113%	118%	138%	122%	161%	114%	147%	127%	150%	160%	165%
Institution & Population Characteristics	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
High Risk Priority 1	13.8%	0.7%	0.8%	0.0%	17.2%	6.3%	2.6%	0.6%	8.5%	6.9%	2.1%	3.2%	1.6%
High Risk Priority 2	21.9%	2.3%	1.9%	0.3%	22.9%	12.4%	5.4%	1.6%	17.1%	13.8%	5.9%	7.9%	2.8%
Medium Risk	46%	34%	23%	55%	50%	60%	56%	20%	44%	39%	58%	58%	36%
Low Risk	18%	63%	75%	45%	10%	21%	36%	78%	30%	40%	34%	31%	59%
Mental Health EOP	20.6%	2.1%	3.4%	N/A	19.6%	38.0%	6.5%	N/A	N/A	1.0%	15.8%	9.5%	2.3%
Patients with Disability (ADA)	9.9%	1.6%	1.3%	3.4%	22.7%	4.8%	15.0%	1.2%	8.3%	7.6%	6.4%	11.6%	2.9%
Inmates 50 Years or Older	36%	11%	8%	15%	38%	17%	25%	12%	39%	41%	15%	36%	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	2,866	4,416	2,689	2,753	3,049	2,233	5,500	4,262	3,848	3,933	3,677	3,151	5,013

\* Rate Per 1,000 Inmates

Please direct questions or feedback to [QMstaff@cdcr.ca.gov](mailto:QMstaff@cdcr.ca.gov)





# HEALTHCARE SERVICES DASHBOARD

## Salinas Valley State Prison (SVSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT																
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Medical Services					SVSP	76%	Statewide	89%	Asthma Care					SVSP	90%	Statewide	81%	Appropriate Placement High Risk Patients					SVSP	N/A	Statewide	75%
Dental Services					SVSP	97%	Statewide	96%	Therapeutic Anticoagulation					SVSP	67%	Statewide	82%	High Risk Patient Care Plan					SVSP		Statewide	
Mental Health Services					SVSP	81%	Statewide	89%	Diabetes Care					SVSP	80%	Statewide	81%	Follow-Up After MHCB/DSH Admission					SVSP	98%	Statewide	94%
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Cancelled Due to Custody					SVSP	3.1%	Statewide	1.8%	End Stage Liver Disease Care					SVSP	75%	Statewide	69%	30-Day Community Hospital Readmission					SVSP	5.0%	Statewide	7.9%
Seen as Scheduled					SVSP	77%	Statewide	87%	Colon Cancer Screening					SVSP	91%	Statewide	96%	30-Day MHCB or DSH Readmission					SVSP	27%	Statewide	24%
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Effective Communication Provided					SVSP	98%	Statewide	97%	Breast Cancer Screening					SVSP	N/A	Statewide	91%	Potentially Avoidable Hospitalizations*					SVSP	12.7	Statewide	10.9
<b>MEDICATION MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Medication Continuity-Transfer					SVSP	77%	Statewide	85%	Diagnostic Monitoring					SVSP	75%	Statewide	87%	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>								
Medication Non-Adherence Counseling					SVSP	84%	Statewide	82%	Utilization Specialty Services					SVSP	79%	Statewide	87%	Primary Care Provider (PCP)					SVSP	81%	Statewide	87%
Medication Administration					SVSP	75%	Statewide	89%	Polypharmacy Medication Review					SVSP	41%	Statewide	37%	Mental Health Primary Clinician					SVSP	73%	Statewide	81%
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Non-Formulary by Psychiatrists					SVSP	2.6%	Statewide	3.2%	<b>AVAILABILITY OF HEALTH INFORMATION</b>					<b>6 Mth Trend</b>												
Non-Formulary by Medical Providers					SVSP	3.3%	Statewide	4.3%	Non-Dictated Documents					SVSP	68%	Statewide	72%	Psychiatrist					SVSP	67%	Statewide	83%
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Medical FTE	401	385	104%	96%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Nursing FTE	11	14	80%	99%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Pharmacy FTE	183	161	114%	99%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Dental Clinical FTE	25	24	104%	112%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Mental Health Clinical FTE	24	24	101%	97%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Clinical Support FTE	65	62	105%	93%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Administrative Support FTE	14	15	97%	94%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Total Actual FTE	78	86	91%	86%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Civil Service FTE					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Overtime FTE					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Registry FTE					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Medical Staff					YTD 14/15	\$58	YTD 13/14	\$69	Statewide	\$80	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>										
Nursing Staff					YTD 14/15	\$476	YTD 13/14	\$506	Statewide	\$392	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>										
Pharmacy Staff					YTD 14/15	\$55	YTD 13/14	\$60	Statewide	\$31	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>										
Dental Clinical Staff					YTD 14/15	\$74	YTD 13/14	\$84	Statewide	\$68	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>										
Mental Health Clinical Staff					YTD 14/15	\$200	YTD 13/14	\$210	Statewide	\$158	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>										
Clinical Support Staff					YTD 14/15	\$31	YTD 13/14	\$26	Statewide	\$23	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>										
Administrative Support Staff					YTD 14/15	\$124	YTD 13/14	\$120	Statewide	\$108	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>										
<b>NON LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Hospital					YTD 14/15	\$79	YTD 13/14	\$108	Statewide	\$110	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>										
Emergency Department					YTD 14/15	\$13	YTD 13/14	\$13	Statewide	\$8	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>										
Specialty					YTD 14/15	\$20	YTD 13/14	\$23	Statewide	\$28	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>										
Medications					YTD 14/15	\$94	YTD 13/14	\$80	Statewide	\$130	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>										
Diagnostics					YTD 14/15	\$14	YTD 13/14	\$13	Statewide	\$19	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>										
<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Timely Appeals					SVSP	99%	Statewide	93%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>												
<b>RESOURCE MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Claims Processed					SVSP	N/A	Statewide	100%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>												
Specialty Teleservices					SVSP	47%	Statewide	62%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>												
Health Care Staff Training					<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
QM & Patient Safety Program					<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Health Care Index					<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
<b>WORKLOAD PER DAY</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Appointments per PCP					SVSP	13.0	Statewide	12.5	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>												
Appointments per PCRN					SVSP	6.2	Statewide	6.6	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>												
Encounters per Primary MH Clinician					SVSP	7.9	Statewide	8.9	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>												
Encounters per Psychiatrist					SVSP	9.9	Statewide	9.3	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>												
<b>OTHER TRENDS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Hospital Admissions*					SVSP	1.4	Statewide	4.7	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>												
Emergency Department Visits*					SVSP	14	Statewide	5	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>												
Specialty Care Referrals*					SVSP	42	Statewide	40	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>												
Prescriptions Per Inmate					SVSP	3.9	Statewide	3.6	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>												
Diagnostics Per Inmate					SVSP	0.7	Statewide	1.0	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>												
Appeals Received*					SVSP	68	Statewide	32	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>												
Prison Population Capacity					SVSP	150%	Statewide	132%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>												

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









# HEALTHCARE SERVICES DASHBOARD

## California State Prison, Sacramento (SAC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medical Services			<b>SAC</b>	<b>Statewide</b>	Asthma Care			<b>SAC</b>	<b>Statewide</b>	Appropriate Placement High Risk Patients			<b>SAC</b>	<b>Statewide</b>					
Dental Services		92%	89%		Therapeutic Anticoagulation		82%	81%		High Risk Patient Care Plan		N/A	75%						
Mental Health Services		97%	96%		Diabetes Care		78%	81%		Follow-Up After MHCB/DSH Admission		94%	94%						
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Cancelled Due to Custody		1.5%	1.8%		End Stage Liver Disease Care		55%	69%		30-Day Community Hospital Readmission		4.0%	7.9%						
Seen as Scheduled		94%	87%		Colon Cancer Screening		98%	96%		30-Day MHCB or DSH Readmission		29%	24%						
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Effective Communication Provided		96%	97%		Breast Cancer Screening		N/A	91%		Potentially Avoidable Hospitalizations*		6.3	10.9						
<b>MEDICATION MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>MAPIP</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medication Continuity-Transfer		67%	85%		Non-Dictated Documents		64%	72%		<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>									
Medication Non-Adherence Counseling		62%	82%		Dictated Documents		69%	67%		Primary Care Provider (PCP)		91%	87%						
Medication Administration		93%	89%		Specialty Notes		97%	86%		Mental Health Primary Clinician		76%	81%						
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Non-Formulary by Psychiatrists		5.4%	3.2%		Community Hospital Records		75%	78%		Psychiatrist		91%	83%						
Non-Formulary by Medical Providers		6.0%	4.3%		Scanning Accuracy		100%	97%		<b>RESOURCE MANAGEMENT</b>									
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>Actual</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Staffing FTE	530	498	106%	96%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>									
Medical FTE	10	10	100%	99%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Nursing FTE	255	214	119%	99%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Pharmacy FTE	15	12	130%	112%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Dental Clinical FTE	17	18	94%	97%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Mental Health Clinical FTE	128	125	103%	93%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Clinical Support FTE	30	27	111%	94%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Administrative Support FTE	75	92	81%	86%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Total Actual FTE		530	100%	100%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Civil Service FTE		446	84%	89%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Overtime FTE		29	5.5%	5.0%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Registry FTE		55	10.4%	6.4%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>YTD 14/15</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medical Staff	\$119	\$120	\$80		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Nursing Staff	\$941	\$1,028	\$392		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Pharmacy Staff	\$51	\$52	\$31		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Dental Clinical Staff	\$97	\$106	\$68		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Mental Health Clinical Staff	\$667	\$763	\$158		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Clinical Support Staff	\$94	\$103	\$23		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Administrative Support Staff	\$190	\$175	\$108		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
<b>NON LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>YTD 14/15</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Hospital	\$104	\$152	\$110		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Emergency Department	\$11	\$7	\$8		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Specialty	\$21	\$19	\$28		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Medications	\$247	\$159	\$130		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Diagnostics	\$15	\$16	\$19		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
<b>WORKLOAD PER DAY</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Appointments per PCP		7.8	12.5		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Appointments per PCRN		6.8	6.6		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Encounters per Primary MH Clinician		8.6	8.9		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Encounters per Psychiatrist		8.7	9.3		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
<b>OTHER TRENDS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Hospital Admissions*		3.6	4.7		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Emergency Department Visits*		5	5		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Specialty Care Referrals*		35	40		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Prescriptions Per Inmate		5.8	3.6		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Diagnostics Per Inmate		0.8	1.0		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Appeals Received*		84	32		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Prison Population Capacity		122%	132%		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									

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



# HEALTHCARE SERVICES DASHBOARD

## Pleasant Valley State Prison (PVSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT																
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Medical Services					PVSP	Statewide	Asthma Care								PVSP	Statewide	Appropriate Placement High Risk Patients						PVSP	Statewide		
Dental Services					97%	89%	Therapeutic Anticoagulation								N/A	75%	High Risk Patient Care Plan									
Mental Health Services					100%	96%	Diabetes Care								92%	94%	Follow-Up After MHCB/DSH Admission									
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Cancelled Due to Custody					0.3%	1.8%	End Stage Liver Disease Care								0.0%	7.9%	30-Day Community Hospital Readmission									
Seen as Scheduled					89%	87%	Colon Cancer Screening								17%	24%	30-Day MHCB or DSH Readmission									
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Effective Communication Provided					99%	97%	Breast Cancer Screening								1.9	10.9	Potentially Avoidable Hospitalizations*									
<b>MEDICATION MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Medication Continuity-Transfer					85%	85%	Diagnostic Monitoring																			
Medication Non-Adherence Counseling					71%	82%	Utilization Specialty Services																			
Medication Administration					90%	89%	Polypharmacy Medication Review																			
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Non-Formulary by Psychiatrists					1.0%	3.2%																				
Non-Formulary by Medical Providers					1.6%	4.3%																				
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Total Staffing FTE	Actual	Authority	% of Auth	Statewide																						
Medical FTE	219	267	82%	96%																						
Nursing FTE	8	9	90%	99%																						
Pharmacy FTE	93	110	84%	99%																						
Dental Clinical FTE	8	8	106%	112%																						
Mental Health Clinical FTE	23	23	100%	97%																						
Clinical Support FTE	26	40	64%	93%																						
Administrative Support FTE	5	6	82%	94%																						
Registry FTE	56	71	79%	86%																						
Total Actual FTE																										
Civil Service FTE																										
Overtime FTE																										
Registry FTE																										
<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Timely Appeals					100%	93%																				
<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
<b>LABOR</b>					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>											
Medical Staff					\$63	\$73	\$80																			
Nursing Staff					\$240	\$289	\$392																			
Pharmacy Staff					\$21	\$24	\$31																			
Dental Clinical Staff					\$81	\$83	\$68																			
Mental Health Clinical Staff					\$102	\$133	\$158																			
Clinical Support Staff					\$16	\$12	\$23																			
Administrative Support Staff					\$95	\$84	\$108																			
<b>NON LABOR</b>					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>											
Hospital					\$18	\$38	\$110																			
Emergency Department					\$4	\$5	\$8																			
Specialty					\$12	\$21	\$28																			
Medications					\$43	\$28	\$130																			
Diagnostics					\$7	\$9	\$19																			
<b>RESOURCE MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Claims Processed					N/A	100%																				
Specialty Teleservices					41%	62%																				
Health Care Staff Training																										
<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
QM & Patient Safety Program																										
Health Care Index																										
<b>WORKLOAD PER DAY</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Appointments per PCP					16.7	12.5																				
Appointments per PCRN					8.1	6.6																				
Encounters per Primary MH Clinician					6.6	8.9																				
Encounters per Psychiatrist					14.0	9.3																				
<b>OTHER TRENDS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Hospital Admissions*					1.8	4.7																				
Emergency Department Visits*					2	5																				
Specialty Care Referrals*					21	40																				
Prescriptions Per Inmate					3.2	3.6																				
Diagnostics Per Inmate					0.3	1.0																				
Appeals Received*					21	32																				
Prison Population Capacity					118%	132%																				

\* 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									
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medical Services		88%	NKSP	89%	Statewide	Asthma Care		93%	NKSP	81%	Statewide	Appropriate Placement High Risk Patients		N/A	NKSP	75%	Statewide		
Dental Services		94%	NKSP	96%	Statewide	Therapeutic Anticoagulation		0%	NKSP	82%	Statewide	High Risk Patient Care Plan			NKSP		Statewide		
Mental Health Services		97%	NKSP	89%	Statewide	Diabetes Care		88%	NKSP	81%	Statewide	Follow-Up After MHCB/DSH Admission		98%	NKSP	94%	Statewide		
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Cancelled Due to Custody		0.5%	NKSP	1.8%	Statewide	End Stage Liver Disease Care		29%	NKSP	69%	Statewide	30-Day Community Hospital Readmission		6.6%	NKSP	7.9%	Statewide		
Seen as Scheduled		91%	NKSP	87%	Statewide	Colon Cancer Screening		100%	NKSP	96%	Statewide	30-Day MHCB or DSH Readmission		26%	NKSP	24%	Statewide		
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Effective Communication Provided		95%	NKSP	97%	Statewide	Breast Cancer Screening		N/A	NKSP	91%	Statewide	Potentially Avoidable Hospitalizations*		10.1	NKSP	10.9	Statewide		
<b>MEDICATION MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>MAPIP</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medication Continuity-Transfer		90%	NKSP	85%	Statewide	Non-Dictated Documents		73%	NKSP	72%	Statewide	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>							
Medication Non-Adherence Counseling		84%	NKSP	82%	Statewide	Dictated Documents		85%	NKSP	67%	Statewide	Primary Care Provider (PCP)		87%	NKSP	87%	Statewide		
Medication Administration		83%	NKSP	89%	Statewide	Specialty Notes		81%	NKSP	86%	Statewide	Mental Health Primary Clinician		-	NKSP	81%	Statewide		
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Non-Formulary by Psychiatrists		3.5%	NKSP	3.2%	Statewide	Community Hospital Records		100%	NKSP	78%	Statewide	Psychiatrist		-	NKSP	83%	Statewide		
Non-Formulary by Medical Providers		1.5%	NKSP	4.3%	Statewide	Scanning Accuracy		100%	NKSP	97%	Statewide	<b>RESOURCE MANAGEMENT</b>							
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>Actual</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Staffing FTE	343	Authority	323	% of Auth	106%	Statewide	96%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>						
Medical FTE	14	14	106%	99%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Nursing FTE	154	126	122%	99%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Pharmacy FTE	14	13	116%	112%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Dental Clinical FTE	24	28	87%	97%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Mental Health Clinical FTE	55	58	94%	93%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Clinical Support FTE	10	9	107%	94%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Administrative Support FTE	73	76	96%	86%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		343	100%	100%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Civil Service FTE		279	81%	89%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Overtime FTE		26	7.4%	5.0%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Registry FTE		39	11.2%	6.4%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medical Staff	YTD 14/15	YTD 13/14	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Nursing Staff	\$72	\$78	\$80	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Pharmacy Staff	\$307	\$316	\$392	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Dental Clinical Staff	\$22	\$23	\$31	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Mental Health Clinical Staff	\$62	\$67	\$68	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Clinical Support Staff	\$145	\$147	\$158	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Administrative Support Staff	\$15	\$15	\$23	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Administrative Support Staff	\$92	\$92	\$108	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
<b>NON LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Hospital	YTD 14/15	YTD 13/14	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Emergency Department	\$62	\$54	\$110	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Emergency Department	\$6	\$3	\$8	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Specialty	\$21	\$23	\$28	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Medications	\$60	\$53	\$130	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Diagnostics	\$39	\$34	\$19	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
<b>WORKLOAD PER DAY</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Appointments per PCP		17.5	NKSP	12.5	Statewide	<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>					<b>6 Mth Trend</b>								
Appointments per PCRN		10.6	NKSP	6.6	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Encounters per Primary MH Clinician		11.3	NKSP	8.9	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Encounters per Psychiatrist		9.7	NKSP	9.3	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
<b>OTHER TRENDS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Hospital Admissions*		4.3	NKSP	4.7	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Emergency Department Visits*		3	NKSP	5	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Specialty Care Referrals*		39	NKSP	40	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Prescriptions Per Inmate		3.0	NKSP	3.6	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Diagnostics Per Inmate		2.4	NKSP	1.0	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Appeals Received*		20	NKSP	32	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Prison Population Capacity		162%	NKSP	132%	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								

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

# HEALTHCARE SERVICES DASHBOARD

## Mule Creek State Prison (MCSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT												
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Medical Services					85%	89%	Asthma Care					87%	81%	Appropriate Placement High Risk Patients					N/A	75%		
Dental Services					99%	96%	Therapeutic Anticoagulation					76%	82%	High Risk Patient Care Plan								
Mental Health Services					95%	89%	Diabetes Care					73%	81%	Follow-Up After MHCB/DSH Admission					100%	94%		
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Cancelled Due to Custody					2.2%	1.8%	End Stage Liver Disease Care					77%	69%	30-Day Community Hospital Readmission					5.9%	7.9%		
Seen as Scheduled					75%	87%	Colon Cancer Screening					93%	96%	30-Day MHCB or DSH Readmission					20%	24%		
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Effective Communication Provided					99%	97%	Breast Cancer Screening					N/A	91%	Potentially Avoidable Hospitalizations*					20.6	10.9		
<b>MEDICATION MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Medication Continuity-Transfer					81%	85%	Diagnostic Monitoring					78%	87%	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>								
Medication Non-Adherence Counseling					89%	82%	Utilization Specialty Services					84%	87%	Primary Care Provider (PCP)					89%	87%		
Medication Administration					82%	89%	Polypharmacy Medication Review					1%	37%	Mental Health Primary Clinician					85%	81%		
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Non-Formulary by Psychiatrists					3.8%	3.2%	<b>AVAILABILITY OF HEALTH INFORMATION</b>						Psychiatrist					83%	83%			
Non-Formulary by Medical Providers					8.2%	4.3%	Non-Dictated Documents					85%	72%	<b>RESOURCE MANAGEMENT</b>								
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	<b>6 Mth Trend</b>						<b>6 Mth Trend</b>						<b>6 Mth Trend</b>					
Medical FTE	357	350	102%	96%	<b>6 Mth Trend</b>						<b>6 Mth Trend</b>						<b>6 Mth Trend</b>					
Nursing FTE	11	12	96%	99%	<b>6 Mth Trend</b>						<b>6 Mth Trend</b>						<b>6 Mth Trend</b>					
Pharmacy FTE	138	133	104%	99%	<b>6 Mth Trend</b>						<b>6 Mth Trend</b>						<b>6 Mth Trend</b>					
Dental Clinical FTE	13	14	94%	112%	<b>6 Mth Trend</b>						<b>6 Mth Trend</b>						<b>6 Mth Trend</b>					
Mental Health Clinical FTE	18	19	95%	97%	<b>6 Mth Trend</b>						<b>6 Mth Trend</b>						<b>6 Mth Trend</b>					
Clinical Support FTE	80	70	116%	93%	<b>6 Mth Trend</b>						<b>6 Mth Trend</b>						<b>6 Mth Trend</b>					
Administrative Support FTE	18	16	113%	94%	<b>6 Mth Trend</b>						<b>6 Mth Trend</b>						<b>6 Mth Trend</b>					
Total Actual FTE	78	87	90%	86%	<b>6 Mth Trend</b>						<b>6 Mth Trend</b>						<b>6 Mth Trend</b>					
Civil Service FTE					<b>6 Mth Trend</b>						<b>6 Mth Trend</b>						<b>6 Mth Trend</b>					
Overtime FTE					<b>6 Mth Trend</b>						<b>6 Mth Trend</b>						<b>6 Mth Trend</b>					
Registry FTE					<b>6 Mth Trend</b>						<b>6 Mth Trend</b>						<b>6 Mth Trend</b>					
<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Medical Staff					100%	93%	Timely Appeals					100%	93%	<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>								
Nursing Staff							<b>6 Mth Trend</b>						<b>6 Mth Trend</b>									
Pharmacy Staff							<b>6 Mth Trend</b>						<b>6 Mth Trend</b>									
Dental Clinical Staff							<b>6 Mth Trend</b>						<b>6 Mth Trend</b>									
Mental Health Clinical Staff							<b>6 Mth Trend</b>						<b>6 Mth Trend</b>									
Clinical Support Staff							<b>6 Mth Trend</b>						<b>6 Mth Trend</b>									
Administrative Support Staff							<b>6 Mth Trend</b>						<b>6 Mth Trend</b>									
<b>NON LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Hospital							<b>6 Mth Trend</b>						<b>6 Mth Trend</b>									
Emergency Department							<b>6 Mth Trend</b>						<b>6 Mth Trend</b>									
Specialty							<b>6 Mth Trend</b>						<b>6 Mth Trend</b>									
Medications							<b>6 Mth Trend</b>						<b>6 Mth Trend</b>									
Diagnostics							<b>6 Mth Trend</b>						<b>6 Mth Trend</b>									
<b>WORKLOAD PER DAY</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Appointments per PCP							<b>6 Mth Trend</b>						<b>6 Mth Trend</b>									
Appointments per PCRN							<b>6 Mth Trend</b>						<b>6 Mth Trend</b>									
Encounters per Primary MH Clinician							<b>6 Mth Trend</b>						<b>6 Mth Trend</b>									
Encounters per Psychiatrist							<b>6 Mth Trend</b>						<b>6 Mth Trend</b>									
<b>OTHER TRENDS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Hospital Admissions*							<b>6 Mth Trend</b>						<b>6 Mth Trend</b>									
Emergency Department Visits*							<b>6 Mth Trend</b>						<b>6 Mth Trend</b>									
Specialty Care Referrals*							<b>6 Mth Trend</b>						<b>6 Mth Trend</b>									
Prescriptions Per Inmate							<b>6 Mth Trend</b>						<b>6 Mth Trend</b>									
Diagnostics Per Inmate							<b>6 Mth Trend</b>						<b>6 Mth Trend</b>									
Appeals Received*							<b>6 Mth Trend</b>						<b>6 Mth Trend</b>									
Prison Population Capacity							<b>6 Mth Trend</b>						<b>6 Mth Trend</b>									

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



# HEALTHCARE SERVICES DASHBOARD

## Kern Valley State Prison (KVSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT																
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Medical Services					KVSP	Statewide	Asthma Care								KVSP	Statewide	Appropriate Placement High Risk Patients						KVSP	Statewide		
Dental Services					92%	89%	Therapeutic Anticoagulation								N/A	75%	High Risk Patient Care Plan									
Mental Health Services					100%	96%	Diabetes Care								96%	94%	Follow-Up After MHCB/DSH Admission									
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Cancelled Due to Custody					1.1%	1.8%	End Stage Liver Disease Care								2.9%	7.9%	30-Day Community Hospital Readmission									
Seen as Scheduled					84%	87%	Colon Cancer Screening								22%	24%	30-Day MHCB or DSH Readmission									
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Effective Communication Provided					98%	97%	Breast Cancer Screening								10.5	10.9	Potentially Avoidable Hospitalizations*									
<b>MEDICATION MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Medication Continuity-Transfer					79%	85%	Diagnostic Monitoring																			
Medication Non-Adherence Counseling					67%	82%	Utilization Specialty Services																			
Medication Administration					83%	89%	Polypharmacy Medication Review																			
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Non-Formulary by Psychiatrists					1.0%	3.2%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Non-Formulary by Medical Providers					3.2%	4.3%	Timely Appeals								100%	93%	QM & Patient Safety Program									
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Total Staffing FTE	Actual	Authority	% of Auth	Statewide			<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Medical FTE	289	307	94%	96%			<b>LABOR</b>	YTD 14/15	YTD 13/14	Statewide																
Nursing FTE	9	11	84%	99%			Medical Staff	\$73	\$76	\$80																
Pharmacy FTE	121	126	96%	99%			Nursing Staff	\$266	\$306	\$392																
Dental Clinical FTE	10	9	110%	112%			Pharmacy Staff	\$20	\$26	\$31																
Mental Health Clinical FTE	26	25	102%	97%			Dental Clinical Staff	\$82	\$80	\$68																
Clinical Support FTE	44	49	89%	93%			Mental Health Clinical Staff	\$134	\$149	\$158																
Administrative Support FTE	8	11	78%	94%			Clinical Support Staff	\$15	\$14	\$23																
	71	76	92%	86%			Administrative Support Staff	\$105	\$104	\$108																
Total Actual FTE							<b>NON LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Civil Service FTE							Hospital	\$59	\$105	\$110																
Overtime FTE							Emergency Department	\$9	\$8	\$8																
Registry FTE							Specialty	\$17	\$19	\$28																
							Medications	\$55	\$36	\$130																
							Diagnostics	\$9	\$9	\$19																
<b>WORKLOAD PER DAY</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>											
Appointments per PCP							<b>OTHER TRENDS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Appointments per PCRN							Hospital Admissions*																			
Encounters per Primary MH Clinician							Emergency Department Visits*	4		5																
Encounters per Psychiatrist							Specialty Care Referrals*	16		40																
							Prescriptions Per Inmate	2.1		3.6																
							Diagnostics Per Inmate	0.5		1.0																
							Appeals Received*	24		32																
							Prison Population Capacity	153%		132%																

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



# HEALTHCARE SERVICES DASHBOARD

## High Desert State Prison (HDSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medical Services			HDSP	Statewide	Asthma Care			HDSP	Statewide	Appropriate Placement High Risk Patients			HDSP	Statewide					
Dental Services			79%	89%	Therapeutic Anticoagulation			89%	81%	High Risk Patient Care Plan			N/A	75%					
Mental Health Services			99%	96%	Diabetes Care			74%	81%	Follow-Up After MHCB/DSH Admission			100%	94%					
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Cancelled Due to Custody			0.8%	1.8%	End Stage Liver Disease Care			71%	69%	30-Day Community Hospital Readmission			0.0%	7.9%					
Seen as Scheduled			81%	87%	Colon Cancer Screening			92%	96%	30-Day MHCB or DSH Readmission			42%	24%					
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Effective Communication Provided			99%	97%	Breast Cancer Screening			N/A	91%	Potentially Avoidable Hospitalizations*			4.6	10.9					
<b>MEDICATION MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medication Continuity-Transfer			84%	85%	Diagnostic Monitoring			87%	87%	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>									
Medication Non-Adherence Counseling			93%	82%	Utilization Specialty Services			82%	87%	Primary Care Provider (PCP)			91%	87%					
Medication Administration			92%	89%	Polypharmacy Medication Review			15%	37%	Mental Health Primary Clinician			N/A	81%					
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Non-Formulary by Psychiatrists			3.8%	3.2%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Non-Formulary by Medical Providers			4.7%	4.3%	Non-Dictated Documents			67%	72%	Psychiatrist			N/A	83%					
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Dictated Documents			92%	67%	<b>RESOURCE MANAGEMENT</b>									
Medical FTE	9	10	95%	99%	Specialty Notes			96%	86%	Claims Processed			N/A	100%					
Nursing FTE	120	125	96%	99%	Community Hospital Records			100%	78%	Specialty Teleservices			60%	62%					
Pharmacy FTE	7	7	107%	112%	Scanning Accuracy			91%	97%	Health Care Staff Training									
Dental Clinical FTE	23	23	100%	97%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>									
Mental Health Clinical FTE	23	27	85%	93%	Timely Appeals			99%	93%	<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>									
Clinical Support FTE	4	6	77%	94%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Administrative Support FTE	60	69	87%	86%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Total Actual FTE		246	100%	100%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Civil Service FTE		219	89%	89%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Overtime FTE		19	7.9%	5.0%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Registry FTE		7	2.9%	6.4%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>LABOR</b>					YTD 14/15	YTD 13/14	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
Medical Staff			\$77	\$82	\$80	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Nursing Staff			\$306	\$362	\$392	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Pharmacy Staff			\$16	\$18	\$31	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Dental Clinical Staff			\$69	\$82	\$68	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Mental Health Clinical Staff			\$72	\$62	\$158	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Clinical Support Staff			\$12	\$10	\$23	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Administrative Support Staff			\$88	\$87	\$108	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
<b>NON LABOR</b>					YTD 14/15	YTD 13/14	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
Hospital			\$51	\$22	\$110	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Emergency Department			\$9	\$7	\$8	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Specialty			\$19	\$21	\$28	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Medications			\$41	\$38	\$130	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Diagnostics			\$11	\$9	\$19	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
<b>WORKLOAD PER DAY</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>6 Mth Trend</b>					HDSP	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Appointments per PCP			9.9	12.5	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Appointments per PCRN			5.5	6.6	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Encounters per Primary MH Clinician			6.2	8.9	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Encounters per Psychiatrist			6.9	9.3	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
<b>OTHER TRENDS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>6 Mth Trend</b>					HDSP	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Hospital Admissions*			1.2	4.7	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Emergency Department Visits*			4	5	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Specialty Care Referrals*			34	40	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Prescriptions Per Inmate			1.9	3.6	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Diagnostics Per Inmate			0.7	1.0	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Appeals Received*			24	32	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Prison Population Capacity			143%	132%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									

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



# HEALTHCARE SERVICES DASHBOARD

## Deuel Vocational Institution (DVI)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT															
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>										
Medical Services				DVI	74%	Statewide	89%	Asthma Care					DVI	89%	Statewide	81%	Appropriate Placement High Risk Patients					DVI	N/A	Statewide	75%
Dental Services				DVI	87%	Statewide	96%	Therapeutic Anticoagulation					DVI	100%	Statewide	82%	High Risk Patient Care Plan					DVI		Statewide	
Mental Health Services				DVI	97%	Statewide	89%	Diabetes Care					DVI	79%	Statewide	81%	Follow-Up After MHCB/DSH Admission					DVI	100%	Statewide	94%
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>										
Cancelled Due to Custody				DVI	0.6%	Statewide	1.8%	End Stage Liver Disease Care					DVI	67%	Statewide	69%	30-Day Community Hospital Readmission					DVI	8.9%	Statewide	7.9%
Seen as Scheduled				DVI	91%	Statewide	87%	Colon Cancer Screening					DVI	82%	Statewide	96%	30-Day MHCB or DSH Readmission					DVI	0%	Statewide	24%
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>										
Effective Communication Provided				DVI	95%	Statewide	97%	Breast Cancer Screening					DVI	N/A	Statewide	91%	Potentially Avoidable Hospitalizations*					DVI	6.2	Statewide	10.9
<b>MEDICATION MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>										
Medication Continuity-Transfer				DVI	99%	Statewide	85%	Non-Dictated Documents					DVI	84%	Statewide	72%	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>								
Medication Non-Adherence Counseling				DVI	95%	Statewide	82%	Dictated Documents					DVI	45%	Statewide	67%	Primary Care Provider (PCP)					DVI	97%	Statewide	87%
Medication Administration				DVI	98%	Statewide	89%	Specialty Notes					DVI	75%	Statewide	86%	Mental Health Primary Clinician					DVI	-	Statewide	81%
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>										
Non-Formulary by Psychiatrists				DVI	3.0%	Statewide	3.2%	Community Hospital Records					DVI	62%	Statewide	78%	Psychiatrist					DVI	-	Statewide	83%
Non-Formulary by Medical Providers				DVI	2.9%	Statewide	4.3%	Scanning Accuracy					DVI	97%	Statewide	97%	<b>RESOURCE MANAGEMENT</b>								
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>										
Total Staffing FTE	Actual	Authority	% of Auth	Statewide																					
Medical FTE	209	228	92%	96%																					
Nursing FTE	8	8	97%	99%																					
Pharmacy FTE	89	101	89%	99%																					
Dental Clinical FTE	10	7	138%	112%																					
Mental Health Clinical FTE	16	17	97%	97%																					
Clinical Support FTE	29	32	91%	93%																					
Administrative Support FTE	6	5	119%	94%																					
	51	59	87%	86%																					
Total Actual FTE					6 Mth Trend	Actual	DVI	Statewide																	
Civil Service FTE						209	100%	100%																	
Overtime FTE						193	92%	89%																	
Registry FTE						8	4.0%	5.0%																	
						8	3.8%	6.4%																	
<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>										
Timely Appeals				DVI	55%	Statewide	93%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
<b>LABOR</b>					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>										
Medical Staff					\$87	\$94	\$80																		
Nursing Staff					\$325	\$354	\$392																		
Pharmacy Staff					\$28	\$27	\$31																		
Dental Clinical Staff					\$80	\$74	\$68																		
Mental Health Clinical Staff					\$146	\$149	\$158																		
Clinical Support Staff					\$13	\$8	\$23																		
Administrative Support Staff					\$112	\$109	\$108																		
<b>NON LABOR</b>					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>										
Hospital					\$167	\$127	\$110																		
Emergency Department					\$7	\$6	\$8																		
Specialty					\$21	\$20	\$28																		
Medications					\$133	\$95	\$130																		
Diagnostics					\$25	\$21	\$19																		
<b>WORKLOAD PER DAY</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>										
Appointments per PCP							18.0	12.5																	
Appointments per PCRN							7.0	6.6																	
Encounters per Primary MH Clinician							7.9	8.9																	
Encounters per Psychiatrist							11.1	9.3																	
<b>OTHER TRENDS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>										
Hospital Admissions*							5.3	4.7																	
Emergency Department Visits*							4	5																	
Specialty Care Referrals*							40	40																	
Prescriptions Per Inmate							2.7	3.6																	
Diagnostics Per Inmate							1.3	1.0																	
Appeals Received*							41	32																	
Prison Population Capacity							134%	132%																	

\* 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										
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Medical Services				94%	89%	Asthma Care				94%	81%	Appropriate Placement High Risk Patients				N/A	75%			
Dental Services				99%	96%	Therapeutic Anticoagulation				100%	82%	High Risk Patient Care Plan								
Mental Health Services				98%	89%	Diabetes Care				79%	81%	Follow-Up After MHCB/DSH Admission				100%	94%			
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Cancelled Due to Custody				0.2%	1.8%	End Stage Liver Disease Care				86%	69%	30-Day Community Hospital Readmission				5.3%	7.9%			
Seen as Scheduled				91%	87%	Colon Cancer Screening				100%	96%	30-Day MHCB or DSH Readmission				-	24%			
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Effective Communication Provided				97%	97%	Breast Cancer Screening				N/A	91%	Potentially Avoidable Hospitalizations*				5.7	10.9			
<b>MEDICATION MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Medication Continuity-Transfer				80%	85%	Diagnostic Monitoring				88%	87%	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>								
Medication Non-Adherence Counseling				55%	82%	Utilization Specialty Services				88%	87%	Primary Care Provider (PCP)				99%	87%			
Medication Administration				90%	89%	Polypharmacy Medication Review				19%	37%	Mental Health Primary Clinician				N/A	81%			
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Non-Formulary by Psychiatrists				1.0%	3.2%	<b>AVAILABILITY OF HEALTH INFORMATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Non-Formulary by Medical Providers				1.1%	4.3%	Non-Dictated Documents				71%	72%	Psychiatrist				N/A	83%			
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Medical FTE	263	267	99%	96%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Nursing FTE	12	14	88%	99%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Pharmacy FTE	101	93	109%	99%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Dental Clinical FTE	19	17	111%	112%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Mental Health Clinical FTE	28	30	92%	97%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Clinical Support FTE	28	31	90%	93%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Administrative Support FTE	7	8	89%	94%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Total Actual FTE	69	74	93%	86%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Civil Service FTE					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Overtime FTE					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Registry FTE					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
	6 Mth Trend	Actual	CTF	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
		263	100%	100%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
		232	88%	89%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
		13	5.1%	5.0%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
		18	6.7%	6.4%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Medical Staff					YTD 14/15	YTD 13/14	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Nursing Staff					\$57	\$66	\$80	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Pharmacy Staff					\$239	\$276	\$392	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Dental Clinical Staff					\$26	\$26	\$31	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Mental Health Clinical Staff					\$68	\$80	\$68	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Clinical Support Staff					\$58	\$66	\$158	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Administrative Support Staff					\$5	\$6	\$23	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
					\$74	\$66	\$108	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
<b>NON LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Hospital					YTD 14/15	YTD 13/14	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Emergency Department					\$78	\$88	\$110	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Specialty					\$5	\$4	\$8	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Medications					\$21	\$22	\$28	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Diagnostics					\$99	\$52	\$130	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
					\$12	\$11	\$19	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Timely Appeals					97%	93%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
<b>RESOURCE MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Claims Processed					N/A	100%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Specialty Teleservices					45%	62%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Health Care Staff Training							<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
QM & Patient Safety Program							<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Health Care Index							<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
<b>WORKLOAD PER DAY</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Appointments per PCP					13.8	12.5	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Appointments per PCRN					7.5	6.6	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Encounters per Primary MH Clinician					6.6	8.9	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Encounters per Psychiatrist					15.8	9.3	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
<b>OTHER TRENDS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Hospital Admissions*					2.9	4.7	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Emergency Department Visits*					5	5	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Specialty Care Referrals*					31	40	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Prescriptions Per Inmate					3.5	3.6	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Diagnostics Per Inmate					0.6	1.0	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Appeals Received*					35	32	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Prison Population Capacity					148%	132%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								

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





# HEALTHCARE SERVICES DASHBOARD

## California Medical Facility (CMF)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medical Services			<b>CMF</b>	<b>Statewide</b>	Asthma Care			<b>CMF</b>	<b>Statewide</b>	Appropriate Placement High Risk Patients			<b>CMF</b>	<b>Statewide</b>					
Dental Services			91%	89%	Therapeutic Anticoagulation			74%	81%	High Risk Patient Care Plan			N/A	75%					
Mental Health Services			90%	96%	Diabetes Care			81%	81%	Follow-Up After MHCB/DSH Admission			88%	94%					
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Cancelled Due to Custody			2.2%	1.8%	End Stage Liver Disease Care			58%	69%	30-Day Community Hospital Readmission			16.9%	7.9%					
Seen as Scheduled			89%	87%	Colon Cancer Screening			100%	96%	30-Day MHCB or DSH Readmission			25%	24%					
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Effective Communication Provided			99%	97%	Breast Cancer Screening			N/A	91%	Potentially Avoidable Hospitalizations*			17.1	10.9					
<b>MEDICATION MANAGEMENT</b>					<b>AVAILABILITY OF HEALTH INFORMATION</b>					<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>									
<b>MAPIP</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medication Continuity-Transfer			88%	85%	Non-Dictated Documents			86%	72%	Primary Care Provider (PCP)			95%	87%					
Medication Non-Adherence Counseling			86%	82%	Dictated Documents			54%	67%	Mental Health Primary Clinician			85%	81%					
Medication Administration			82%	89%	Specialty Notes			98%	86%	Psychiatrist			99%	83%					
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Non-Formulary by Psychiatrists			6.8%	3.2%	Community Hospital Records			86%	78%	<b>RESOURCE MANAGEMENT</b>									
Non-Formulary by Medical Providers			7.1%	4.3%	Scanning Accuracy			89%	97%	Claims Processed			N/A	100%					
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Staffing FTE	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>	Timely Appeals			100%	93%	Specialty Teleservices			34%	62%					
Medical FTE	571	616	93%	96%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>					Health Care Staff Training									
Nursing FTE	16	17	96%	99%	<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Pharmacy FTE	291	330	88%	99%	Medical Staff	<b>YTD 14/15</b>	<b>YTD 13/14</b>	<b>Statewide</b>	QM & Patient Safety Program										
Dental Clinical FTE	29	26	113%	112%	Nursing Staff	\$282	\$284	\$80	Health Care Index										
Mental Health Clinical FTE	15	18	83%	97%	Pharmacy Staff	\$1,151	\$1,338	\$392	<b>WORKLOAD PER DAY</b>										
Clinical Support FTE	78	84	93%	93%	Dental Clinical Staff	\$135	\$146	\$31	Appointments per PCP			12.5	12.5						
Administrative Support FTE	34	29	119%	94%	Mental Health Clinical Staff	\$97	\$95	\$68	Appointments per PCRN			13.2	6.6						
Registry FTE	108	113	96%	86%	Clinical Support Staff	\$465	\$570	\$158	Encounters per Primary MH Clinician			10.9	8.9						
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		571	100%	100%	Administrative Support Staff	\$117	\$103	\$23	Encounters per Psychiatrist			9.0	9.3						
Civil Service FTE		526	92%	89%	<b>NON LABOR</b>					<b>OTHER TRENDS</b>									
Overtime FTE		30	5.3%	5.0%	Hospital	<b>YTD 14/15</b>	<b>YTD 13/14</b>	<b>Statewide</b>	Hospital Admissions*			9.8	4.7						
Registry FTE		15	2.5%	6.4%	Emergency Department	\$387	\$455	\$110	Emergency Department Visits*			5	5						
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		571	100%	100%	Specialty	\$75	\$111	\$28	Specialty Care Referrals*			61	40						
Civil Service FTE		526	92%	89%	Medications	\$449	\$362	\$130	Prescriptions Per Inmate			6.5	3.6						
Overtime FTE		30	5.3%	5.0%	Diagnostics	\$38	\$34	\$19	Diagnostics Per Inmate			2.0	1.0						
Registry FTE		15	2.5%	6.4%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		571	100%	100%	Timely Appeals			100%	93%	Appeals Received*			47	32					
Civil Service FTE		526	92%	89%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Overtime FTE		30	5.3%	5.0%	Medical Staff	<b>YTD 14/15</b>	<b>YTD 13/14</b>	<b>Statewide</b>	Prison Population Capacity			91%	132%						
Registry FTE		15	2.5%	6.4%	Nursing Staff	\$282	\$284	\$80	<b>OTHER TRENDS</b>										
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		571	100%	100%	Pharmacy Staff	\$1,151	\$1,338	\$392	<b>OTHER TRENDS</b>										
Civil Service FTE		526	92%	89%	Dental Clinical Staff	\$135	\$146	\$31	<b>OTHER TRENDS</b>										
Overtime FTE		30	5.3%	5.0%	Mental Health Clinical Staff	\$97	\$95	\$68	<b>OTHER TRENDS</b>										
Registry FTE		15	2.5%	6.4%	Clinical Support Staff	\$465	\$570	\$158	<b>OTHER TRENDS</b>										
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		571	100%	100%	Administrative Support Staff	\$117	\$103	\$23	<b>OTHER TRENDS</b>										
Civil Service FTE		526	92%	89%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Overtime FTE		30	5.3%	5.0%	Timely Appeals			100%	93%	<b>OTHER TRENDS</b>									
Registry FTE		15	2.5%	6.4%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		571	100%	100%	Hospital	<b>YTD 14/15</b>	<b>YTD 13/14</b>	<b>Statewide</b>	<b>OTHER TRENDS</b>										
Civil Service FTE		526	92%	89%	Emergency Department	\$387	\$455	\$110	<b>OTHER TRENDS</b>										
Overtime FTE		30	5.3%	5.0%	Specialty	\$75	\$111	\$28	<b>OTHER TRENDS</b>										
Registry FTE		15	2.5%	6.4%	Medications	\$449	\$362	\$130	<b>OTHER TRENDS</b>										
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		571	100%	100%	Diagnostics	\$38	\$34	\$19	<b>OTHER TRENDS</b>										
Civil Service FTE		526	92%	89%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Overtime FTE		30	5.3%	5.0%	Timely Appeals			100%	93%	<b>OTHER TRENDS</b>									
Registry FTE		15	2.5%	6.4%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		571	100%	100%	Hospital	<b>YTD 14/15</b>	<b>YTD 13/14</b>	<b>Statewide</b>	<b>OTHER TRENDS</b>										
Civil Service FTE		526	92%	89%	Emergency Department	\$387	\$455	\$110	<b>OTHER TRENDS</b>										
Overtime FTE		30	5.3%	5.0%	Specialty	\$75	\$111	\$28	<b>OTHER TRENDS</b>										
Registry FTE		15	2.5%	6.4%	Medications	\$449	\$362	\$130	<b>OTHER TRENDS</b>										
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		571	100%	100%	Diagnostics	\$38	\$34	\$19	<b>OTHER TRENDS</b>										
Civil Service FTE		526	92%	89%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Overtime FTE		30	5.3%	5.0%	Timely Appeals			100%	93%	<b>OTHER TRENDS</b>									
Registry FTE		15	2.5%	6.4%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		571	100%	100%	Hospital	<b>YTD 14/15</b>	<b>YTD 13/14</b>	<b>Statewide</b>	<b>OTHER TRENDS</b>										
Civil Service FTE		526	92%	89%	Emergency Department	\$387	\$455	\$110	<b>OTHER TRENDS</b>										
Overtime FTE		30	5.3%	5.0%	Specialty	\$75	\$111	\$28	<b>OTHER TRENDS</b>										
Registry FTE		15	2.5%	6.4%	Medications	\$449	\$362	\$130	<b>OTHER TRENDS</b>										
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		571	100%	100%	Diagnostics	\$38	\$34	\$19	<b>OTHER TRENDS</b>										
Civil Service FTE		526	92%	89%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Overtime FTE		30	5.3%	5.0%	Timely Appeals			100%	93%	<b>OTHER TRENDS</b>									
Registry FTE		15	2.5%	6.4%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		571	100%	100%	Hospital	<b>YTD 14/15</b>	<b>YTD 13/14</b>	<b>Statewide</b>	<b>OTHER TRENDS</b>										
Civil Service FTE		526	92%	89%	Emergency Department	\$387	\$455	\$110	<b>OTHER TRENDS</b>										
Overtime FTE		30	5.3%	5.0%	Specialty	\$75	\$111	\$28	<b>OTHER TRENDS</b>										
Registry FTE		15	2.5%	6.4%	Medications	\$449	\$362	\$130	<b>OTHER TRENDS</b>										
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		571	100%	100%	Diagnostics	\$38	\$34	\$19	<b>OTHER TRENDS</b>										
Civil Service FTE		526	92%	89%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Overtime FTE		30	5.3%	5.0%	Timely Appeals			100%	93%	<b>OTHER TRENDS</b>									
Registry FTE		15	2.5%	6.4%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		571	100%	100%	Hospital	<b>YTD 14/15</b>	<b>YTD 13/14</b>	<b>Statewide</b>	<b>OTHER TRENDS</b>										
Civil Service FTE		526	92%	89%	Emergency Department	\$387	\$455	\$110	<b>OTHER TRENDS</b>										
Overtime FTE		30	5.3%	5.0%	Specialty	\$75	\$111	\$28	<b>OTHER TRENDS</b>										
Registry FTE		15	2.5%	6.4%	Medications	\$449	\$362	\$130	<b>OTHER TRENDS</b>										
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		571	100%	100%	Diagnostics	\$38	\$34	\$19	<b>OTHER TRENDS</b>										
Civil Service FTE		526	92%	89%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Overtime FTE		30	5.3%	5.0%	Timely Appeals			100%	93%	<b>OTHER TRENDS</b>									
Registry FTE		15	2.5%	6.4%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE																			

# HEALTHCARE SERVICES DASHBOARD

## California Men's Colony (CMC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medical Services		<b>77%</b>	<b>89%</b>		Asthma Care		<b>82%</b>	<b>81%</b>		Appropriate Placement High Risk Patients		<b>N/A</b>	<b>75%</b>						
Dental Services		<b>96%</b>	<b>96%</b>		Therapeutic Anticoagulation		<b>86%</b>	<b>82%</b>		High Risk Patient Care Plan									
Mental Health Services		<b>98%</b>	<b>89%</b>		Diabetes Care		<b>85%</b>	<b>81%</b>		Follow-Up After MHCB/DSH Admission		<b>94%</b>	<b>94%</b>						
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Cancelled Due to Custody		<b>1.7%</b>	<b>1.8%</b>		End Stage Liver Disease Care		<b>77%</b>	<b>69%</b>		30-Day Community Hospital Readmission		<b>4.4%</b>	<b>7.9%</b>						
Seen as Scheduled		<b>90%</b>	<b>87%</b>		Colon Cancer Screening		<b>97%</b>	<b>96%</b>		30-Day MHCB or DSH Readmission		<b>21%</b>	<b>24%</b>						
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Effective Communication Provided		<b>95%</b>	<b>97%</b>		Breast Cancer Screening		<b>N/A</b>	<b>91%</b>		Potentially Avoidable Hospitalizations*		<b>4.7</b>	<b>10.9</b>						
<b>MEDICATION MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medication Continuity-Transfer		<b>68%</b>	<b>85%</b>		Diagnosis Monitoring		<b>93%</b>	<b>87%</b>		<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>									
Medication Non-Adherence Counseling		<b>90%</b>	<b>82%</b>		Utilization Specialty Services		<b>91%</b>	<b>87%</b>		Primary Care Provider (PCP)		<b>89%</b>	<b>87%</b>						
Medication Administration		<b>80%</b>	<b>89%</b>		Polypharmacy Medication Review		<b>69%</b>	<b>37%</b>		Mental Health Primary Clinician		<b>83%</b>	<b>81%</b>						
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Non-Formulary by Psychiatrists		<b>3.8%</b>	<b>3.2%</b>		<b>AVAILABILITY OF HEALTH INFORMATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Non-Formulary by Medical Providers		<b>4.6%</b>	<b>4.3%</b>		Non-Dictated Documents		<b>66%</b>	<b>72%</b>		Claims Processed		<b>N/A</b>	<b>100%</b>						
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Staffing FTE	<b>508</b>	<b>543</b>	<b>94%</b>	<b>96%</b>	Dictated Documents		<b>41%</b>	<b>67%</b>		Specialty Teleservices		<b>18%</b>	<b>62%</b>						
Medical FTE	<b>19</b>	<b>17</b>	<b>110%</b>	<b>99%</b>	Specialty Notes		<b>81%</b>	<b>86%</b>		Health Care Staff Training									
Nursing FTE	<b>219</b>	<b>229</b>	<b>96%</b>	<b>99%</b>	Community Hospital Records		<b>93%</b>	<b>78%</b>		<b>RESOURCE MANAGEMENT</b>									
Pharmacy FTE	<b>21</b>	<b>19</b>	<b>115%</b>	<b>112%</b>	Scanning Accuracy		<b>100%</b>	<b>97%</b>		Continuity of Evaluation & Improvement	<b>6 Mth Trend</b>	<b>CMC</b>	<b>Statewide</b>						
Dental Clinical FTE	<b>28</b>	<b>27</b>	<b>103%</b>	<b>97%</b>	<b>APPEAL PROCESSING</b>					QM & Patient Safety Program									
Mental Health Clinical FTE	<b>101</b>	<b>105</b>	<b>96%</b>	<b>93%</b>	Timely Appeals		<b>100%</b>	<b>93%</b>		Health Care Index									
Clinical Support FTE	<b>27</b>	<b>35</b>	<b>77%</b>	<b>94%</b>	<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>									
Administrative Support FTE	<b>94</b>	<b>112</b>	<b>84%</b>	<b>86%</b>	<b>LABOR</b>	<b>YTD 14/15</b>	<b>YTD 13/14</b>	<b>Statewide</b>	<b>6 Mth Trend</b>										
Total Actual FTE		<b>508</b>	<b>100%</b>	<b>100%</b>	Medical Staff	<b>\$136</b>	<b>\$130</b>	<b>\$80</b>	Appointments per PCP		<b>10.2</b>	<b>12.5</b>							
Civil Service FTE		<b>478</b>	<b>94%</b>	<b>89%</b>	Nursing Staff	<b>\$527</b>	<b>\$546</b>	<b>\$392</b>	Appointments per PCRN		<b>6.0</b>	<b>6.6</b>							
Overtime FTE		<b>20</b>	<b>4.0%</b>	<b>5.0%</b>	Pharmacy Staff	<b>\$44</b>	<b>\$43</b>	<b>\$31</b>	Encounters per Primary MH Clinician		<b>13.2</b>	<b>8.9</b>							
Registry FTE		<b>10</b>	<b>2.0%</b>	<b>6.4%</b>	Dental Clinical Staff	<b>\$89</b>	<b>\$81</b>	<b>\$68</b>	Encounters per Psychiatrist		<b>10.4</b>	<b>9.3</b>							
<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Hospital		<b>3.1</b>	<b>4.7</b>		Mental Health Clinical Staff		<b>\$307</b>	<b>\$321</b>	<b>\$158</b>	<b>OTHER TRENDS</b>									
Emergency Department		<b>5</b>	<b>5</b>		Clinical Support Staff		<b>\$48</b>	<b>\$41</b>	<b>\$23</b>	Hospital Admissions*		<b>3.1</b>	<b>4.7</b>						
Specialty		<b>62</b>	<b>40</b>		Administrative Support Staff		<b>\$138</b>	<b>\$126</b>	<b>\$108</b>	Emergency Department Visits*		<b>5</b>	<b>5</b>						
Medications		<b>6.7</b>	<b>3.6</b>		<b>NON LABOR</b>					<b>6 Mth Trend</b>									
Diagnostics		<b>1.0</b>	<b>1.0</b>		Hospital	<b>\$81</b>	<b>\$83</b>	<b>\$110</b>	<b>6 Mth Trend</b>										
<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Hospital		<b>21</b>	<b>32</b>		Emergency Department		<b>\$5</b>	<b>\$5</b>	<b>\$8</b>	Specialty Care Referrals*		<b>62</b>	<b>40</b>						
Emergency Department		<b>101%</b>	<b>132%</b>		Specialty		<b>\$42</b>	<b>\$38</b>	<b>\$28</b>	Prescriptions Per Inmate		<b>6.7</b>	<b>3.6</b>						
Specialty					Medications		<b>\$295</b>	<b>\$179</b>	<b>\$130</b>	Diagnostics Per Inmate		<b>1.0</b>	<b>1.0</b>						
Medications					Diagnostics		<b>\$24</b>	<b>\$22</b>	<b>\$19</b>	Appeals Received*		<b>21</b>	<b>32</b>						
Diagnostics					<b>NON LABOR</b>					<b>6 Mth Trend</b>									
<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Hospital					Hospital		<b>\$81</b>	<b>\$83</b>	<b>\$110</b>	Prison Population Capacity		<b>101%</b>	<b>132%</b>						
Emergency Department					Emergency Department		<b>\$5</b>	<b>\$5</b>	<b>\$8</b>	<b>OTHER TRENDS</b>									
Specialty					Specialty		<b>\$42</b>	<b>\$38</b>	<b>\$28</b>	Hospital Admissions*		<b>3.1</b>	<b>4.7</b>						
Medications					Medications		<b>\$295</b>	<b>\$179</b>	<b>\$130</b>	Emergency Department Visits*		<b>5</b>	<b>5</b>						
Diagnostics					Diagnostics		<b>\$24</b>	<b>\$22</b>	<b>\$19</b>	Specialty Care Referrals*		<b>62</b>	<b>40</b>						

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





# HEALTHCARE SERVICES DASHBOARD

## California Health Care Facility (CHCF)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT														
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
					<b>CHCF</b>					<b>CHCF</b>					<b>Statewide</b>									
Medical Services										91%					81%									
Dental Services										78%					82%									
Mental Health Services										78%					81%									
<b>APPTS COMPLETED AS SCHEDULED</b>																								
Cancelled Due to Custody										0.9%					1.8%									
Seen as Scheduled										85%					87%									
<b>EFFECTIVE COMMUNICATION</b>																								
Effective Communication Provided										95%					97%									
Asthma Care										91%					81%									
Therapeutic Anticoagulation										78%					82%									
Diabetes Care										78%					81%									
End Stage Liver Disease Care										65%					69%									
Colon Cancer Screening										98%					96%									
Breast Cancer Screening										N/A					91%									
Diagnostic Monitoring										93%					87%									
Utilization Specialty Services										80%					87%									
Polypharmacy Medication Review										1%					37%									
Appropriate Placement High Risk Patients										N/A					75%									
High Risk Patient Care Plan																								
Follow-Up After MHCB/DSH Admission										84%					94%									
30-Day Community Hospital Readmission										26.9%					7.9%									
30-Day MHCB or DSH Readmission										35%					24%									
Potentially Avoidable Hospitalizations*										92.5					10.9									
CONTINUITY OF CLINICIANS & SERVICES																								
Primary Care Provider (PCP)										73%					87%									
Mental Health Primary Clinician										84%					81%									
Psychiatrist										71%					83%									
RESOURCE MANAGEMENT																								
Claims Processed										N/A					100%									
Specialty Teleservices										61%					62%									
Health Care Staff Training																								
APPEAL PROCESSING																								
Timely Appeals										61%					93%									
MAJOR COSTS PER INMATE PER MONTH**																								
<b>LABOR</b>					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>									
Medical Staff					\$439					\$652					\$80									
Nursing Staff					\$3,375					\$3,941					\$392									
Pharmacy Staff					\$131					\$179					\$31									
Dental Clinical Staff					\$66					\$116					\$68									
Mental Health Clinical Staff					\$531					\$616					\$158									
Clinical Support Staff					\$151					\$184					\$23									
Administrative Support Staff					\$412					\$578					\$108									
<b>NON LABOR</b>					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>									
Hospital					\$1,510					\$1,548					\$110									
Emergency Department					\$23					\$28					\$8									
Specialty					\$123					\$129					\$28									
Medications					\$93					\$129					\$130									
Diagnostics					\$64					\$65					\$19									
STAFFING IN FULL TIME EQUIVALENTS (FTE)**																								
					<b>Actual</b>					<b>Authority</b>					<b>% of Auth</b>					<b>Statewide</b>				
Total Staffing FTE					1,201					1,289					93%					96%				
Medical FTE					37					45					82%					99%				
Nursing FTE					816					909					90%					99%				
Pharmacy FTE					39					36					109%					112%				
Dental Clinical FTE					13					12					111%					97%				
Mental Health Clinical FTE					80					101					80%					93%				
Clinical Support FTE					39					44					89%					94%				
Administrative Support FTE					176					142					124%					86%				
					<b>6 Mth Trend</b>					<b>Actual</b>					<b>CHCF</b>					<b>Statewide</b>				
Total Actual FTE										1,201					100%					100%				
Civil Service FTE										1,048					87%					89%				
Overtime FTE										69					5.7%					5.0%				
Registry FTE										84					7.0%					6.4%				
WORKLOAD PER DAY																								
Appointments per PCP										10.2					12.5									
Appointments per PCRN										4.2					6.6									
Encounters per Primary MH Clinician										8.0					8.9									
Encounters per Psychiatrist										7.9					9.3									
OTHER TRENDS																								
Hospital Admissions*										27.7					4.7									
Emergency Department Visits*										19					5									
Specialty Care Referrals*										113					40									
Prescriptions Per Inmate										18.9					3.6									
Diagnostics Per Inmate										4.2					1.0									
Appeals Received*										100					32									
Prison Population Capacity										66%					132%									

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





# HEALTHCARE SERVICES DASHBOARD

## California Correctional Institution (CCI)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT																																																						
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>																																																	
					<b>CCI</b>					<b>CCI</b>					<b>CCI</b>																																																	
					<b>Statewide</b>					<b>Statewide</b>					<b>Statewide</b>																																																	
Medical Services										94%					89%					Asthma Care										90%					81%					Appropriate Placement High Risk Patients										N/A					75%									
Dental Services										100%					96%					Therapeutic Anticoagulation										83%					82%					High Risk Patient Care Plan																								
Mental Health Services										98%					89%					Diabetes Care										80%					81%					Follow-Up After MHCB/DSH Admission										89%					94%									
<b>APPTS COMPLETED AS SCHEDULED</b>																				End Stage Liver Disease Care										94%					69%					30-Day Community Hospital Readmission										3.5%					7.9%									
Cancelled Due to Custody										0.1%					1.8%					Colon Cancer Screening										100%					96%					30-Day MHCB or DSH Readmission										-					24%									
Seen as Scheduled										95%					87%					Breast Cancer Screening										N/A					91%					Potentially Avoidable Hospitalizations*										5.9					10.9									
<b>EFFECTIVE COMMUNICATION</b>																				Diagnostic Monitoring										87%					87%					<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>																								
Effective Communication Provided										100%					97%					Utilization Specialty Services										93%					87%										Primary Care Provider (PCP)										96%					87%				
<b>MEDICATION MANAGEMENT</b>																				Polypharmacy Medication Review										100%					37%					Mental Health Primary Clinician										N/A					81%									
<b>MAPIP</b>																				Non-Dictated Documents										95%					72%					Psychiatrist										N/A					83%									
Medication Continuity-Transfer										93%					85%					Dictated Documents										84%					67%					<b>RESOURCE MANAGEMENT</b>																								
Medication Non-Adherence Counseling										82%					82%					Specialty Notes										89%					86%										Claims Processed										N/A					100%				
Medication Administration										89%					89%					Community Hospital Records										78%					78%					Specialty Teleservices										56%					62%									
<b>FORMULARY MANAGEMENT</b>																				Scanning Accuracy										98%					97%					Health Care Staff Training																								
Non-Formulary by Psychiatrists										0.8%					3.2%					<b>APPEAL PROCESSING</b>																																												
Non-Formulary by Medical Providers										3.1%					4.3%										Timely Appeals										100%					93%					QM & Patient Safety Program																			
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>																				<b>MAJOR COSTS PER INMATE PER MONTH**</b>																																												
																									LABOR					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>					WORKLOAD PER DAY																			
Total Staffing FTE					<b>Actual</b>					<b>Authority</b>					<b>% of Auth</b>					<b>Statewide</b>					Medical Staff					\$77					\$59					\$80					Appointments per PCP										12.9					12.5				
Medical FTE					13					306					93%					96%					Nursing Staff					\$243					\$271					\$392					Appointments per PCRN										5.3					6.6				
Nursing FTE					126					134					93%					99%					Pharmacy Staff					\$26					\$28					\$31					Encounters per Primary MH Clinician										6.6					8.9				
Pharmacy FTE					14					11					125%					112%					Dental Clinical Staff					\$74					\$76					\$68					Encounters per Psychiatrist										9.0					9.3				
Dental Clinical FTE					27					28					98%					97%					Mental Health Clinical Staff					\$88					\$100					\$158					<b>OTHER TRENDS</b>																			
Mental Health Clinical FTE					37					41					91%					93%					Clinical Support Staff					\$11					\$12					\$23										Hospital Admissions*										2.0				
Clinical Support FTE					8					10					82%					94%					Administrative Support Staff					\$74					\$66					\$108					Emergency Department Visits*										3					5				
Administrative Support FTE					59					70					84%					86%					NON LABOR					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>					Specialty Care Referrals*										22					40				
Total Actual FTE					<b>6 Mth Trend</b>					<b>Actual</b>					<b>CCI</b>					<b>Statewide</b>					Hospital					\$40					\$37					\$110					Prescriptions Per Inmate										2.4					3.6				
Civil Service FTE										284					100%					100%					Emergency Department					\$10					\$3					\$8					Diagnostics Per Inmate										0.6					1.0				
Overtime FTE										15					5.4%					5.0%					Specialty					\$18					\$17					\$28					Appeals Received*										22					32				
Registry FTE										17					5.9%					6.4%					Medications					\$46					\$39					\$130					Prison Population Capacity										138%					132%				
																				Diagnostics					\$11					\$10					\$19																													

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

# HEALTHCARE SERVICES DASHBOARD

## California Correctional Center (CCC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT							
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Medical Services		CCC	Statewide	89%	89%	Asthma Care		CCC	Statewide	89%	81%	Appropriate Placement High Risk Patients		CCC	Statewide	N/A	75%
Dental Services		99%	96%	Therapeutic Anticoagulation		-	82%	High Risk Patient Care Plan		-	-	Follow-Up After MHCB/DSH Admission		-	94%		
Mental Health Services		100%	89%	Diabetes Care		75%	81%	30-Day Community Hospital Readmission		0.0%	7.9%	30-Day MHCB or DSH Readmission		-	24%		
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Cancelled Due to Custody		0.3%	1.8%	End Stage Liver Disease Care		100%	69%	Potentially Avoidable Hospitalizations*		0.4	10.9	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>					
Seen as Scheduled		94%	87%	Colon Cancer Screening		97%	96%	Primary Care Provider (PCP)		82%	87%						
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Effective Communication Provided		98%	97%	Breast Cancer Screening		N/A	91%	Mental Health Primary Clinician		N/A	81%	Psychiatrist		N/A	83%		
<b>MEDICATION MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Medication Continuity-Transfer		96%	85%	Non-Dictated Documents		95%	72%	<b>RESOURCE MANAGEMENT</b>									
Medication Non-Adherence Counseling		-	82%	Dictated Documents		100%	67%										
Medication Administration		97%	89%	Specialty Notes		96%	86%	Claims Processed		N/A	100%						
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Non-Formulary by Psychiatrists		-	3.2%	Community Hospital Records		100%	78%	Specialty Teleservices		48%	62%						
Non-Formulary by Medical Providers		4.4%	4.3%	Scanning Accuracy		99%	97%	Health Care Staff Training		-	-						
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>	<b>APPEAL PROCESSING</b>					<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>							
Total Staffing FTE	170	163	104%	96%													
Medical FTE	9	9	95%	99%													
Nursing FTE	67	64	104%	99%													
Pharmacy FTE	5	6	86%	112%													
Dental Clinical FTE	36	25	144%	97%													
Mental Health Clinical FTE	8	6	133%	93%													
Clinical Support FTE	4	5	84%	94%													
Administrative Support FTE	42	49	87%	86%													
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>CCC</b>	<b>Statewide</b>													
Total Actual FTE		170	100%	100%													
Civil Service FTE		157	92%	89%													
Overtime FTE		10	5.7%	5.0%													
Registry FTE		4	2.1%	6.4%													
<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
<b>LABOR</b>					<b>YTD 14/15</b>	<b>YTD 13/14</b>	<b>Statewide</b>	<b>OTHER TRENDS</b>									
Medical Staff	\$42	\$34	\$80	<b>WORKLOAD PER DAY</b>													
Nursing Staff	\$188	\$151	\$392														
Pharmacy Staff	\$7	\$9	\$31														
Dental Clinical Staff	\$49	\$65	\$68														
Mental Health Clinical Staff	\$12	\$7	\$158														
Clinical Support Staff	\$4	\$4	\$23														
Administrative Support Staff	\$41	\$37	\$108														
<b>NON LABOR</b>													<b>YTD 14/15</b>	<b>YTD 13/14</b>	<b>Statewide</b>		
Hospital	\$11	\$17	\$110										<b>APPEAL PROCESSING</b>				
Emergency Department	\$6	\$6	\$8														
Specialty	\$11	\$13	\$28														
Medications	\$19	\$14	\$130														
Diagnostics	\$7	\$8	\$19														
Hospital Admissions*		1.9	4.7														
Emergency Department Visits*		3	5														
Specialty Care Referrals*		27	40														
Prescriptions Per Inmate		0.6	3.6														
Diagnostics Per Inmate		0.3	1.0														
Appeals Received*		5	32														
Prison Population Capacity		106%	132%														

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



# HEALTHCARE SERVICES DASHBOARD

## California City Correctional Facility (CAC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medical Services			<b>CAC</b>	<b>Statewide</b>	Asthma Care			<b>CAC</b>	<b>Statewide</b>	Appropriate Placement High Risk Patients			<b>CAC</b>	<b>Statewide</b>					
Dental Services			97%	89%	Therapeutic Anticoagulation			95%	81%	High Risk Patient Care Plan			N/A	75%					
Mental Health Services			94%	96%	Diabetes Care			87%	81%	Follow-Up After MHCB/DSH Admission			0%	94%					
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Cancelled Due to Custody			0.3%	1.8%	End Stage Liver Disease Care			-	69%	30-Day Community Hospital Readmission			0.0%	7.9%					
Seen as Scheduled			95%	87%	Colon Cancer Screening			99%	96%	30-Day MHCB or DSH Readmission			-	24%					
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Effective Communication Provided			100%	97%	Breast Cancer Screening			N/A	91%	Potentially Avoidable Hospitalizations*			2.7	10.9					
<b>MEDICATION MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medication Continuity-Transfer			92%	85%	Diagnostic Monitoring			-	87%	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>									
Medication Non-Adherence Counseling			92%	82%	Utilization Specialty Services			98%	87%	Primary Care Provider (PCP)			97%	87%					
Medication Administration			97%	89%	Polypharmacy Medication Review			80%	37%	Mental Health Primary Clinician			N/A	81%					
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Non-Formulary by Psychiatrists			-	3.2%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Non-Formulary by Medical Providers			3.7%	4.3%	Non-Dictated Documents			94%	72%	Psychiatrist			N/A	83%					
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Staffing FTE	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>	Dictated Documents			-	67%	<b>RESOURCE MANAGEMENT</b>									
Medical FTE	94	123	77%	96%	Specialty Notes			79%	86%	Claims Processed			N/A	100%					
Nursing FTE	6	6	112%	99%	Community Hospital Records			-	78%	Specialty Teleservices			59%	62%					
Pharmacy FTE	54	54	99%	99%	Scanning Accuracy			-	97%	Health Care Staff Training									
Dental Clinical FTE	6	6	105%	112%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Mental Health Clinical FTE	1	14	7%	97%	Timely Appeals			100%	93%	<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>									
Mental Health Clinical FTE	0	2	0%	93%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Clinical Support FTE	4	4	101%	94%	MAJOR COSTS PER INMATE PER MONTH**					QM & Patient Safety Program									
Clinical Support FTE	4	4	101%	94%	<b>LABOR</b>	<b>YTD 14/15</b>	<b>YTD 13/14</b>	<b>Statewide</b>		Health Care Index									
Administrative Support FTE	23	37	62%	86%	Medical Staff	\$59	\$93	\$80		<b>WORKLOAD PER DAY</b>									
Total Actual FTE					Nursing Staff	\$208	\$446	\$392		Appointments per PCP			19.1	12.5					
Civil Service FTE					Pharmacy Staff	\$17	\$19	\$31		Appointments per PCRN			4.6	6.6					
Overtime FTE					Dental Clinical Staff	\$74	\$83	\$68		Encounters per Primary MH Clinician			2.4	8.9					
Registry FTE					Mental Health Clinical Staff	\$5	\$6	\$158		Encounters per Psychiatrist			1.0	9.3					
<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Hospital					Timely Appeals			100%	93%	<b>OTHER TRENDS</b>									
Emergency Department					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Specialty					Hospital Admissions*			0.0	4.7	Hospital Admissions*			0.0	4.7					
Medications					Emergency Department Visits*			2	5	Emergency Department Visits*			2	5					
Diagnostics					Specialty Care Referrals*			\$5	\$8	Specialty Care Referrals*			37	40					
<b>NON LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Hospital					Prescriptions Per Inmate			\$14	\$12	Prescriptions Per Inmate			2.2	3.6					
Emergency Department					Diagnostics Per Inmate			\$4	\$3	Diagnostics Per Inmate			0.7	1.0					
Specialty					Appeals Received*			\$12	\$14	Appeals Received*			16	32					
Medications					Prison Population Capacity			-	132%	Prison Population Capacity			-	132%					
Diagnostics					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				

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

