

WHAT IS THE HEALTH CARE SERVICES DASHBOARD?

A MONTHLY REPORT THAT:

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

Click the icons below for more information:

Statewide Dashboard



Statewide
performance trends

Institution Comparison



Compare performance
for all institutions

Glossary



Detailed specifications
for Dashboard measures

INSTITUTION MENU

Select an institution below for more information:

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



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

HEALTHCARE SERVICES DASHBOARD

Statewide

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT																																																											
ACCESS Medical Services 89% Statewide Dental Services 96% Statewide Mental Health Services 89% Statewide APPTS COMPLETED AS SCHEDULED Cancelled Due to Custody 2.0% Statewide Seen as Scheduled 85% Statewide EFFECTIVE COMMUNICATION Effective Communication Provided 97% Statewide				6 Mth Trend Statewide Asthma Care 81% Statewide Therapeutic Anticoagulation 79% Statewide Diabetes Care 81% Statewide End Stage Liver Disease Care 72% Statewide Colon Cancer Screening 96% Statewide Breast Cancer Screening 93% Statewide Diagnostic Monitoring 86% Statewide Utilization Specialty Services 89% Statewide Polypharmacy Medication Review 40% Statewide				6 Mth Trend Statewide Appropriate Placement High Risk Patients 75% Statewide High Risk Patient Care Plan 75% Statewide Follow-Up After MHCB/DSH Admission 94% Statewide 30-Day Community Hospital Readmission 7.3% Statewide 30-Day MHCB or DSH Readmission 22% Statewide Potentially Avoidable Hospitalizations* 10.7 Statewide																																																											
MEDICATION MANAGEMENT MAPIP Medication Continuity-Transfer 85% Statewide Medication Non-Adherence Counseling 85% Statewide Medication Administration 89% Statewide FORMULARY MANAGEMENT Non-Formulary by Psychiatrists 3.3% Statewide Non-Formulary by Medical Providers 4.2% Statewide				AVAILABILITY OF HEALTH INFORMATION Non-Dictated Documents 74% Statewide Dictated Documents 58% Statewide Specialty Notes 85% Statewide Community Hospital Records 78% Statewide Scanning Accuracy 97% Statewide				CONTINUITY OF CLINICIANS & SERVICES Primary Care Provider (PCP) 87% Statewide Mental Health Primary Clinician 82% Statewide Psychiatrist 83% Statewide																																																											
STAFFING IN FULL TIME EQUIVALENTS (FTE) <table border="1"> <thead> <tr> <th></th> <th>Actual</th> <th>Authority</th> <th>% of Auth</th> </tr> </thead> <tbody> <tr><td>Total Staffing FTE</td><td>13,150</td><td>13,579</td><td>97%</td></tr> <tr><td>Medical FTE</td><td>465</td><td>473</td><td>98%</td></tr> <tr><td>Nursing FTE</td><td>5,872</td><td>5,757</td><td>102%</td></tr> <tr><td>Pharmacy FTE</td><td>536</td><td>488</td><td>110%</td></tr> <tr><td>Dental Clinical FTE</td><td>789</td><td>782</td><td>101%</td></tr> <tr><td>Mental Health Clinical FTE</td><td>1,557</td><td>1,685</td><td>92%</td></tr> <tr><td>Clinical Support FTE</td><td>413</td><td>429</td><td>96%</td></tr> <tr><td>Administrative Support FTE</td><td>3,518</td><td>3,966</td><td>89%</td></tr> </tbody> </table> <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>13,150</td><td>100%</td></tr> <tr><td>Civil Service FTE</td><td></td><td>11,698</td><td>89%</td></tr> <tr><td>Overtime FTE</td><td></td><td>711</td><td>5.4%</td></tr> <tr><td>Registry FTE</td><td></td><td>741</td><td>5.6%</td></tr> </tbody> </table>					Actual	Authority	% of Auth	Total Staffing FTE	13,150	13,579	97%	Medical FTE	465	473	98%	Nursing FTE	5,872	5,757	102%	Pharmacy FTE	536	488	110%	Dental Clinical FTE	789	782	101%	Mental Health Clinical FTE	1,557	1,685	92%	Clinical Support FTE	413	429	96%	Administrative Support FTE	3,518	3,966	89%		6 Mth Trend	Actual	Statewide	Total Actual FTE		13,150	100%	Civil Service FTE		11,698	89%	Overtime FTE		711	5.4%	Registry FTE		741	5.6%	APPEAL PROCESSING Timely Appeals 96% Statewide				RESOURCE MANAGEMENT Claims Processed 100% Statewide Specialty Teleservices 62% Statewide Health Care Staff Training 62% Statewide			
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				WORKLOAD PER DAY Appointments per PCP 12.2 Statewide Appointments per PCRN 6.3 Statewide Encounters per Primary MH Clinician 8.7 Statewide Encounters per Psychiatrist 9.3 Statewide																																																															
				OTHER TRENDS Hospital Admissions* 4.5 Statewide Emergency Department Visits* 5 Statewide Specialty Care Referrals* 34 Statewide Prescriptions Per Inmate 3.2 Statewide Diagnostics Per Inmate 0.9 Statewide Appeals Received* 36 Statewide Prison Population Capacity 132% Statewide																																																															

* Rate Per 1,000 Inmates

DASHBOARD COMPARISON

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June 2015

All Institutions

[Dashboard Glossary](#)

Scheduling & Access to Care	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Medical Services	89%	93%	97%	87%	87%	92%	83%	92%	79%	97%	97%	89%	96%	92%	92%	92%	95%	81%	88%	79%	83%	94%	83%
RN FTF Triage 1 Day	95%	99%	100%	98%	97%	99%	95%	95%	81%	99%	99%	97%	100%	98%	93%	82%	97%	97%	98%	99%	94%	98%	94%
PCP Urgent Referrals 1 Day	95%	100%	100%	-	93%	100%	100%	100%	75%	100%	100%	-	100%	100%	100%	92%	100%	-	80%	88%	100%	100%	-
PCP Routine Referrals 14 Days	83%	90%	97%	73%	79%	99%	59%	66%	92%	98%	95%	90%	99%	83%	99%	96%	99%	66%	62%	37%	83%	95%	68%
Chronic Care as Ordered	81%	86%	93%	54%	64%	82%	37%	69%	74%	98%	99%	89%	97%	82%	95%	96%	91%	61%	67%	56%	70%	88%	83%
High Priority Specialty 14 Days	79%	94%	91%	83%	91%	63%	87%	100%	58%	92%	97%	74%	91%	73%	75%	96%	83%	67%	100%	86%	83%	91%	87%
Routine Specialty 90 Days	91%	99%	91%	91%	90%	94%	91%	98%	88%	92%	97%	93%	96%	96%	92%	78%	92%	92%	93%	94%	89%	90%	84%
Return from HLOC 5 Days	89%	71%	100%	96%	81%	97%	87%	100%	68%	100%	97%	71%	87%	99%	92%	92%	92%	82%	100%	83%	46%	93%	100%
Laboratory Services as Ordered	92%	95%	100%	98%	88%	97%	95%	99%	80%	96%	94%	93%	96%	100%	92%	98%	98%	88%	95%	76%	94%	100%	49%
Radiology Services as Ordered	96%	100%	100%	100%	100%	100%	100%	99%	92%	-	97%	100%	100%	100%	-	99%	97%	95%	97%	95%	86%	96%	100%
Dental Services	96%	96%	91%	90%	98%	98%	97%	99%	87%	99%	98%	99%	95%	97%	100%	96%	100%	97%	93%	100%	98%	100%	97%
7362 Triage 3 or 10 Days	97%	97%	94%	97%	99%	100%	100%	100%	63%	96%	97%	98%	98%	98%	99%	92%	99%	98%	99%	100%	97%	100%	95%
Treatment within Timeframes	98%	99%	86%	99%	98%	99%	95%	99%	93%	100%	99%	100%	95%	99%	99%	99%	100%	98%	100%	100%	97%	100%	98%
RC Screening 60 Days	91%	-	-	-	-	-	97%	-	-	100%	-	-	-	-	-	-	-	99%	-	-	-	-	-
Patient Requested Exam 90 Days	96%	99%	89%	66%	98%	96%	95%	98%	95%	99%	100%	99%	86%	95%	100%	98%	100%	100%	100%	100%	99%	100%	96%
Notice of Exam 50 Y.O. or Chronic Care	96%	89%	94%	100%	97%	95%	100%	100%	98%	98%	95%	99%	98%	98%	100%	95%	100%	91%	73%	100%	98%	100%	100%
Mental Health Services	89%	99%	88%	98%	99%	100%	93%	100%	94%	97%	92%	99%	88%	70%	95%	96%	100%	90%	96%	97%	98%	87%	98%
Referral Timeframes	86%	97%	96%	97%	97%	100%	86%	99%	86%	94%	86%	98%	90%	67%	91%	96%	100%	98%	93%	96%	97%	66%	97%
EOP Structured Treatment	85%	N/A	N/A	N/A	N/A	N/A	98%	N/A	98%	97%	94%	99%	77%	59%	N/A	N/A	N/A	74%	N/A	N/A	N/A	96%	98%
Contact Timeframes	96%	100%	79%	98%	100%	100%	94%	100%	97%	99%	98%	98%	96%	85%	98%	96%	100%	98%	100%	97%	100%	98%	100%
Primary Clinician Contact Timeframes	96%	100%	58%	95%	-	100%	95%	100%	96%	99%	97%	99%	98%	76%	96%	95%	100%	97%	100%	96%	100%	99%	99%
Psychiatrist Contact Timeframes	94%	100%	-	100%	-	100%	99%	100%	97%	99%	99%	98%	91%	88%	100%	94%	100%	100%	100%	97%	100%	95%	99%
IDTT Contact Timeframes	98%	100%	100%	100%	100%	100%	89%	100%	99%	99%	97%	98%	100%	90%	99%	98%	100%	98%	100%	99%	100%	100%	100%
Cancelled Due to Custody	2.0%	0.1%	0.1%	0.4%	0.2%	0.1%	0.7%	0.0%	0.5%	0.3%	1.1%	1.9%	1.9%	7.3%	0.4%	0.1%	0.1%	0.3%	0.3%	1.1%	1.1%	0.6%	1.4%
Medical Services	0.6%	0.2%	0.1%	0.6%	0.1%	0.1%	0.6%	0.0%	0.4%	0.4%	0.4%	1.1%	0.5%	1.0%	0.2%	0.1%	0.0%	0.5%	0.5%	2.8%	0.3%	0.6%	0.3%
Mental Health Services	4.7%	0.1%	0.0%	0.0%	0.5%	0.0%	0.3%	0.0%	0.1%	0.1%	1.7%	1.8%	4.4%	20.5%	0.5%	0.1%	0.0%	0.0%	0.1%	0.3%	1.7%	0.6%	3.4%

* Rate Per 1,000 Inmates

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DASHBOARD COMPARISON

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June 2015

All Institutions

Scheduling & Access to Care	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Services	82%	81%	-	96%	91%	93%	91%	98%	91%	93%	68%	77%	93%
RN FTF Triage 1 Day	94%	69%	-	95%	97%	96%	98%	98%	93%	94%	90%	88%	100%
PCP Urgent Referrals 1 Day	-	-	-	-	100%	100%	100%	-	100%	100%	20%	75%	100%
PCP Routine Referrals 14 Days	68%	83%	-	92%	91%	87%	77%	99%	92%	81%	85%	55%	96%
Chronic Care as Ordered	62%	97%	-	97%	85%	85%	72%	99%	81%	84%	64%	52%	93%
High Priority Specialty 14 Days	73%	62%	-	90%	76%	73%	93%	-	83%	95%	56%	94%	73%
Routine Specialty 90 Days	92%	81%	-	99%	92%	94%	97%	96%	93%	96%	68%	91%	86%
Return from HLOC 5 Days	86%	67%	-	100%	93%	100%	91%	100%	95%	94%	60%	75%	98%
Laboratory Services as Ordered	84%	94%	-	98%	84%	99%	97%	94%	92%	97%	77%	85%	97%
Radiology Services as Ordered	100%	94%	-	100%	100%	98%	96%	100%	90%	98%	96%	77%	99%
Dental Services	99%	91%	99%	100%	99%	96%	94%	98%	99%	99%	89%	99%	97%
7362 Triage 3 or 10 Days	99%	97%	100%	99%	98%	92%	93%	97%	99%	100%	96%	99%	100%
Treatment within Timeframes	99%	99%	100%	100%	100%	99%	97%	98%	96%	99%	99%	99%	99%
RC Screening 60 Days	-	89%	-	-	-	-	-	-	-	98%	-	-	87%
Patient Requested Exam 90 Days	99%	100%	100%	100%	98%	93%	95%	97%	100%	98%	85%	98%	98%
Notice of Exam 50 Y.O. or Chronic Care	100%	71%	97%	100%	100%	99%	90%	100%	100%	100%	76%	100%	100%
Mental Health Services	91%	97%	89%	92%	91%	89%	72%	93%	96%	95%	83%	81%	85%
Referral Timeframes	91%	92%	96%	86%	89%	83%	82%	87%	94%	96%	88%	85%	60%
EOP Structured Treatment	90%	100%	75%	N/A	89%	95%	40%	N/A	N/A	91%	68%	75%	97%
Contact Timeframes	94%	98%	95%	97%	96%	89%	95%	100%	98%	100%	94%	83%	99%
Primary Clinician Contact Timeframes	97%	97%	97%	96%	94%	93%	94%	99%	96%	100%	96%	93%	99%
Psychiatrist Contact Timeframes	85%	99%	90%	98%	94%	77%	96%	99%	99%	100%	86%	67%	99%
IDTT Contact Timeframes	100%	99%	98%	97%	99%	99%	96%	100%	99%	100%	99%	91%	100%
Cancelled Due to Custody	1.2%	0.2%	1.3%	0.1%	5.8%	2.6%	9.6%	1.6%	2.4%	0.7%	1.5%	0.8%	0.5%
Medical Services	1.3%	0.0%	0.1%	0.0%	2.0%	2.3%	0.2%	1.3%	2.1%	0.5%	1.3%	1.5%	0.1%
Mental Health Services	2.1%	0.3%	2.5%	0.1%	12.9%	1.2%	27.3%	1.4%	4.4%	0.6%	2.8%	0.5%	0.8%

* Rate Per 1,000 Inmates

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All Institutions

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Scheduling & Access to Care	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Dental Services	0.6%	-	0.2%	0.7%	0.1%	-	1.0%	-	1.0%	0.5%	1.1%	2.8%	0.7%	0.3%	0.3%	0.1%	0.2%	-	-	0.3%	1.2%	0.7%	0.5%
Seen as Scheduled	85%	94%	95%	89%	92%	95%	83%	91%	85%	97%	88%	91%	89%	85%	87%	90%	90%	90%	89%	80%	89%	83%	85%
Medical Services	75%	91%	92%	87%	89%	94%	61%	88%	73%	96%	71%	87%	88%	93%	70%	82%	78%	75%	78%	53%	92%	68%	86%
Mental Health Services	90%	97%	100%	99%	100%	99%	93%	98%	99%	99%	96%	94%	83%	73%	98%	98%	95%	98%	93%	99%	96%	96%	91%
Dental Services	91%	95%	95%	81%	89%	91%	95%	88%	83%	96%	95%	91%	97%	88%	94%	90%	97%	97%	95%	89%	80%	86%	78%
Effective Communication Provided	97%	98%	100%	98%	98%	99%	97%	97%	97%	99%	99%	98%	98%	95%	98%	96%	99%	100%	99%	98%	96%	98%	95%
Medical Services	100%	100%	100%	100%	100%	100%	98%	100%	99%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mental Health Services	97%	99%	100%	98%	100%	97%	100%	98%	92%	99%	98%	98%	97%	96%	99%	100%	97%	99%	100%	98%	93%	99%	96%
Dental Services	95%	96%	99%	97%	96%	100%	93%	94%	99%	99%	100%	96%	98%	90%	96%	90%	100%	100%	96%	97%	96%	96%	90%
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%	97%	93%	91%	87%	89%	86%	92%	91%	91%	82%	83%	72%	92%	95%	93%	98%	87%	96%	88%	95%	84%	93%
Asthma SABA Utilization	82%	94%	93%	94%	96%	92%	90%	95%	81%	87%	86%	84%	67%	90%	93%	92%	96%	89%	92%	90%	95%	92%	94%
Persistent Asthma ICS Treatment	80%	100%	93%	88%	78%	85%	83%	90%	100%	95%	79%	82%	78%	93%	97%	95%	100%	85%	100%	86%	95%	77%	91%
Therapeutic Anticoagulation	79%	-	-	-	-	67%	40%	50%	79%	83%	100%	83%	86%	67%	100%	100%	0%	-	86%	60%	-	50%	86%
Diabetes Care	81%	84%	89%	74%	79%	81%	78%	80%	78%	86%	86%	85%	81%	75%	82%	78%	87%	79%	90%	77%	80%	81%	83%
A1C <8%	76%	90%	100%	68%	100%	76%	76%	80%	79%	76%	88%	83%	66%	66%	73%	75%	74%	76%	81%	78%	72%	74%	68%
LDL-Cholesterol <100 mg/dl	74%	68%	76%	56%	41%	72%	69%	62%	83%	79%	76%	81%	77%	73%	72%	70%	81%	67%	90%	71%	61%	75%	77%
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	93%	97%	100%	88%	100%	95%	90%	98%	93%	99%	92%	92%	95%	81%	95%	93%	98%	81%	94%	86%	95%	93%	93%
End Stage Liver Disease Care	72%	48%	0%	67%	83%	60%	77%	100%	62%	78%	96%	81%	58%	61%	71%	86%	100%	80%	76%	80%	87%	100%	80%
EGD for Esophageal Varices	52%	25%	-	0%	100%	0%	38%	100%	56%	69%	-	48%	31%	40%	0%	60%	100%	50%	38%	33%	100%	100%	78%
HCC Screening	80%	67%	0%	100%	50%	100%	71%	100%	69%	79%	100%	88%	52%	67%	100%	93%	100%	100%	94%	100%	100%	100%	90%
NSAID	92%	100%	0%	100%	100%	80%	100%	100%	90%	97%	89%	87%	92%	86%	86%	91%	100%	90%	95%	86%	60%	100%	100%
Diagnosis Medication Match	64%	0%	-	-	-	-	100%	100%	31%	67%	100%	100%	58%	50%	100%	100%	-	-	-	100%	-	-	50%
SBP or TIPS with Cipro. or Sulfa.	48%	-	-	-	-	-	-	-	20%	0%	100%	100%	75%	0%	-	100%	-	-	-	-	-	-	-
Ascites with Spironolactone	68%	-	-	-	-	-	-	100%	33%	100%	-	-	0%	50%	-	100%	-	-	-	100%	-	-	100%

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Scheduling & Access to Care	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Dental Services	0.2%	-	-	-	2.5%	4.4%	1.2%	2.1%	0.6%	1.1%	0.3%	0.3%	-
Seen as Scheduled	72%	90%	93%	89%	76%	90%	79%	91%	86%	90%	82%	79%	97%
Medical Services	34%	76%	89%	84%	64%	82%	94%	93%	74%	74%	73%	54%	95%
Mental Health Services	94%	98%	95%	98%	81%	98%	60%	96%	93%	99%	90%	94%	98%
Dental Services	87%	97%	94%	85%	83%	89%	84%	86%	91%	97%	84%	89%	97%
Effective Communication Provided	98%	97%	97%	99%	99%	95%	95%	97%	99%	96%	97%	100%	97%
Medical Services	100%	100%	100%	100%	100%	99%	100%	96%	100%	100%	99%	100%	100%
Mental Health Services	99%	100%	92%	100%	98%	92%	100%	98%	97%	96%	99%	100%	98%
Dental Services	97%	92%	100%	99%	99%	95%	86%	95%	99%	92%	93%	100%	92%
Population Health Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Asthma Care	87%	93%	85%	90%	88%	80%	91%	95%	90%	91%	92%	86%	86%
Asthma SABA Utilization	83%	97%	92%	93%	83%	83%	88%	97%	92%	87%	93%	87%	93%
Persistent Asthma ICS Treatment	91%	89%	79%	86%	94%	78%	95%	92%	88%	95%	92%	85%	78%
Therapeutic Anticoagulation	65%	50%	100%	-	97%	70%	80%	-	89%	89%	71%	38%	50%
Diabetes Care	73%	88%	87%	90%	79%	78%	78%	83%	81%	76%	86%	86%	75%
A1C <8%	78%	73%	77%	88%	76%	80%	75%	77%	70%	73%	88%	82%	83%
LDL-Cholesterol <100 mg/dl	71%	80%	82%	94%	76%	75%	66%	76%	72%	75%	70%	77%	52%
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%	100%	84%	94%	94%	91%	98%	97%	92%	93%	90%
End Stage Liver Disease Care	75%	50%	55%	33%	75%	70%	65%	76%	81%	87%	87%	70%	42%
EGD for Esophageal Varices	47%	0%	0%	0%	56%	25%	27%	50%	50%	80%	60%	33%	0%
HCC Screening	92%	100%	75%	100%	85%	60%	61%	67%	85%	94%	92%	73%	-
NSAID	94%	100%	90%	0%	91%	96%	97%	86%	88%	86%	95%	100%	77%
Diagnosis Medication Match	67%	0%	-	-	67%	100%	75%	100%	100%	-	100%	75%	50%
SBP or TIPS with Cipro. or Sulfa.	-	-	-	-	0%	100%	-	-	-	-	100%	50%	0%
Ascites with Spironolactone	-	-	-	-	100%	-	50%	-	-	-	100%	-	100%

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Hepatic Enceph. w/ Lactulose and/or Rifaximin	75%	0%	-	-	-	-	100%	-	40%	100%	-	-	100%	100%	100%	100%	-	-	-	100%	-	-	0%
Colon Cancer Screening	96%	99%	99%	99%	97%	100%	97%	100%	99%	98%	98%	96%	99%	95%	100%	99%	99%	96%	99%	94%	99%	100%	91%
Breast Cancer Screening	93%	-	-	-	-	-	88%	-	-	-	99%	-	-	-	-	-	-	-	100%	-	-	-	-
Diagnostic Monitoring	86%	94%	-	-	-	74%	92%	-	95%	90%	93%	91%	88%	77%	99%	95%	-	76%	91%	93%	-	81%	81%
QT Prolongation EKG 12 Months	77%	86%	-	-	-	0%	88%	-	88%	83%	93%	79%	90%	50%	100%	100%	-	33%	86%	100%	-	50%	88%
Antipsychotics	91%	94%	-	-	-	100%	88%	-	96%	95%	92%	95%	93%	80%	98%	94%	-	92%	89%	95%	-	86%	78%
Lipid Monitoring 12 Months	92%	89%	-	-	-	100%	89%	-	96%	96%	86%	93%	96%	88%	94%	94%	-	86%	100%	92%	-	87%	79%
Blood Sugar 12 Months	95%	95%	-	-	-	100%	95%	-	99%	99%	94%	97%	99%	89%	100%	98%	-	90%	94%	100%	-	89%	82%
EKG 12 Months	75%	100%	-	-	-	100%	71%	-	95%	100%	86%	93%	84%	41%	100%	89%	-	100%	40%	100%	-	44%	50%
AIMS 12 Months	90%	95%	-	-	-	100%	77%	-	92%	92%	94%	98%	86%	95%	99%	91%	-	86%	98%	86%	-	97%	80%
Med Consent 12 Months	91%	100%	-	-	-	100%	91%	-	92%	85%	96%	95%	82%	87%	98%	95%	-	95%	96%	88%	-	98%	83%
CBC with Platelets 12 Months	92%	87%	-	-	-	100%	95%	-	98%	97%	91%	93%	97%	72%	98%	94%	-	90%	94%	100%	-	89%	75%
CMP 12 Months	92%	87%	-	-	-	100%	89%	-	98%	97%	90%	94%	97%	72%	98%	91%	-	90%	92%	100%	-	88%	79%
Thyroid Monitoring 5 Years	98%	97%	-	-	-	100%	95%	-	100%	96%	100%	98%	99%	93%	100%	100%	-	100%	98%	97%	-	94%	94%
Clozapine	90%	-	-	-	-	-	100%	-	100%	-	91%	-	92%	100%	-	-	-	-	-	-	-	-	-
CMP 12 Months	97%	-	-	-	-	-	100%	-	100%	-	100%	-	92%	-	-	-	-	-	-	-	-	-	-
Lipid Monitoring 12 Months	95%	-	-	-	-	-	100%	-	100%	-	86%	-	92%	-	-	-	-	-	-	-	-	-	-
Blood Sugar 12 Months	98%	-	-	-	-	-	100%	-	100%	-	100%	-	100%	-	-	-	-	-	-	-	-	-	-
CBC 30 Days	100%	-	-	-	-	-	100%	-	100%	-	100%	-	100%	100%	-	-	-	-	-	-	-	-	-
EKG 12 Months	78%	-	-	-	-	-	100%	-	100%	-	100%	-	85%	-	-	-	-	-	-	-	-	-	-
AIMS 12 Months	82%	-	-	-	-	-	100%	-	100%	-	86%	-	85%	-	-	-	-	-	-	-	-	-	-
Thyroid Monitoring 5 Years	100%	-	-	-	-	-	100%	-	100%	-	100%	-	100%	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	72%	-	-	-	-	-	100%	-	100%	-	60%	-	80%	-	-	-	-	-	-	-	-	-	-
Mood Stabilizers	91%	99%	-	-	-	98%	95%	-	97%	94%	95%	95%	88%	67%	99%	93%	-	92%	93%	89%	-	92%	71%
Carbamazepine	89%	-	-	-	-	100%	100%	-	100%	-	100%	100%	78%	44%	-	-	-	-	-	67%	-	100%	50%
CMP 12 Months	94%	-	-	-	-	100%	100%	-	100%	-	100%	100%	100%	67%	-	-	-	-	-	100%	-	100%	50%

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Hepatic Enceph. w/ Lactulose and/or Rifaximin	67%	0%	-	-	100%	100%	100%	100%	100%	-	-	100%	-
Colon Cancer Screening	93%	98%	96%	100%	98%	97%	94%	98%	95%	96%	89%	95%	100%
Breast Cancer Screening	-	-	-	-	-	-	-	-	-	-	-	-	-
Diagnostic Monitoring	77%	89%	98%	96%	88%	86%	93%	92%	93%	98%	75%	95%	79%
QT Prolongation EKG 12 Months	51%	100%	100%	-	68%	57%	88%	75%	80%	100%	55%	94%	75%
Antipsychotics	87%	78%	98%	97%	94%	91%	94%	95%	98%	96%	82%	93%	76%
Lipid Monitoring 12 Months	86%	100%	100%	100%	92%	94%	96%	97%	100%	98%	84%	93%	83%
Blood Sugar 12 Months	92%	100%	100%	100%	96%	96%	97%	100%	100%	98%	94%	98%	78%
EKG 12 Months	72%	0%	-	100%	79%	73%	100%	67%	100%	100%	40%	88%	33%
AIMS 12 Months	86%	93%	91%	83%	93%	92%	87%	97%	98%	98%	76%	91%	100%
Med Consent 12 Months	90%	73%	93%	96%	98%	88%	95%	100%	96%	91%	84%	92%	87%
CBC with Platelets 12 Months	86%	87%	100%	100%	95%	95%	94%	100%	99%	91%	87%	94%	74%
CMP 12 Months	87%	80%	100%	100%	96%	94%	92%	100%	99%	98%	90%	95%	78%
Thyroid Monitoring 5 Years	98%	93%	100%	97%	100%	99%	93%	100%	96%	98%	98%	96%	78%
Clozapine	95%	-	-	-	-	96%	-	-	-	100%	64%	100%	-
CMP 12 Months	93%	-	-	-	-	100%	-	-	-	100%	100%	-	-
Lipid Monitoring 12 Months	93%	-	-	-	-	100%	-	-	-	100%	100%	-	-
Blood Sugar 12 Months	93%	-	-	-	-	100%	-	-	-	100%	100%	-	-
CBC 30 Days	100%	-	-	-	-	100%	-	-	-	100%	100%	100%	-
EKG 12 Months	86%	-	-	-	-	90%	-	-	-	100%	0%	-	-
AIMS 12 Months	100%	-	-	-	-	100%	-	-	-	100%	11%	-	-
Thyroid Monitoring 5 Years	100%	-	-	-	-	100%	-	-	-	100%	100%	-	-
Med Consent 12 Months	92%	-	-	-	-	75%	-	-	-	100%	0%	-	-
Mood Stabilizers	92%	95%	100%	97%	93%	93%	97%	100%	99%	99%	85%	96%	88%
Carbamazepine	100%	-	-	-	100%	100%	100%	-	-	100%	-	100%	-
CMP 12 Months	100%	-	-	-	100%	100%	100%	-	-	100%	-	100%	-

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Carbamazepine Level 12 Months	82%	-	-	-	-	100%	100%	-	100%	-	100%	100%	33%	33%	-	-	-	-	-	0%	-	100%	50%
CBC 12 Months	91%	-	-	-	-	100%	100%	-	100%	-	100%	100%	100%	33%	-	-	-	-	-	100%	-	100%	50%
Med Consent 12 Months	79%	-	-	-	-	100%	50%	-	0%	-	100%	100%	0%	100%	-	-	-	-	-	100%	-	100%	-
Depakote	92%	98%	-	-	-	100%	95%	-	98%	96%	86%	95%	94%	76%	100%	90%	-	92%	96%	100%	-	87%	83%
CMP 12 Months	94%	90%	-	-	-	100%	100%	-	100%	100%	83%	93%	100%	76%	100%	90%	-	100%	86%	100%	-	88%	86%
Depakote Level 12 Months	93%	100%	-	-	-	100%	100%	-	100%	100%	100%	93%	100%	71%	100%	100%	-	100%	100%	100%	-	81%	78%
CBC with Platelets 12 Months	94%	100%	-	-	-	100%	100%	-	100%	100%	100%	93%	100%	71%	100%	80%	-	100%	100%	100%	-	88%	84%
Med Consent 12 Months	90%	100%	-	-	-	100%	80%	-	92%	83%	60%	100%	76%	86%	100%	90%	-	67%	100%	100%	-	92%	85%
Lithium	90%	100%	-	-	-	93%	89%	-	92%	93%	98%	91%	93%	80%	99%	96%	-	-	90%	100%	-	89%	78%
Creatinine & BUN 12 Months	97%	100%	-	-	-	100%	100%	-	100%	100%	100%	96%	95%	89%	100%	100%	-	-	100%	100%	-	100%	89%
Lithium Level 12 Months	98%	100%	-	-	-	100%	100%	-	100%	100%	100%	96%	95%	89%	100%	80%	-	-	100%	100%	-	100%	100%
Thyroid Monitoring 12 Months	93%	100%	-	-	-	100%	64%	-	100%	100%	100%	92%	100%	84%	100%	100%	-	-	100%	100%	-	100%	67%
EKG 12 Months	75%	100%	-	-	-	67%	100%	-	69%	80%	100%	85%	93%	55%	100%	100%	-	-	50%	100%	-	43%	50%
Med Consent 12 Months	89%	100%	-	-	-	100%	82%	-	92%	86%	92%	88%	79%	85%	93%	100%	-	-	100%	100%	-	100%	86%
Antidepressants	82%	98%	-	-	-	99%	89%	-	96%	89%	96%	96%	78%	87%	99%	95%	-	89%	97%	87%	-	96%	87%
EKG 12 Months (Tricyclics)	60%	-	-	-	-	-	-	-	-	-	-	-	50%	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	91%	98%	-	-	-	99%	86%	-	93%	81%	92%	96%	84%	92%	99%	92%	-	82%	97%	79%	-	96%	87%
Thyroid Monitoring 5 Years	95%	98%	-	-	-	99%	93%	-	99%	97%	99%	95%	100%	82%	99%	97%	-	95%	97%	95%	-	95%	88%
Utilization Specialty Services	89%	97%	96%	99%	90%	94%	77%	97%	92%	95%	97%	90%	75%	95%	86%	92%	95%	84%	86%	85%	100%	100%	96%
Polypharmacy Medication Review	40%	89%	73%	71%	0%	94%	10%	8%	2%	93%	25%	64%	44%	38%	33%	19%	89%	5%	26%	20%	97%	87%	34%
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%	100%	-	-	-	100%	96%	-	86%	88%	97%	95%	93%	85%	100%	100%	-	100%	0%	93%	-	93%	96%
30-Day Community Hospital Readmission	7.3%	3.3%	0.0%	1.2%	0.0%	4.8%	1.3%	2.0%	24.3%	9.8%	8.5%	5.6%	15.8%	9.8%	4.5%	4.4%	1.5%	8.4%	2.2%	0.0%	3.4%	4.1%	2.4%
30-Day MHCB or DSH Readmission	22%	-	-	-	-	-	13%	-	29%	23%	24%	20%	20%	24%	-	-	-	-	-	33%	-	34%	17%

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Carbamazepine Level 12 Months	100%	-	-	-	100%	100%	100%	-	-	100%	-	100%	-
CBC 12 Months	100%	-	-	-	100%	100%	100%	-	-	100%	-	100%	-
Med Consent 12 Months	80%	-	-	-	100%	100%	100%	-	-	100%	-	100%	-
Depakote	91%	100%	100%	94%	95%	94%	94%	100%	97%	98%	86%	92%	75%
CMP 12 Months	93%	100%	100%	88%	94%	98%	98%	100%	89%	100%	88%	89%	100%
Depakote Level 12 Months	92%	100%	100%	100%	94%	97%	89%	100%	100%	100%	88%	96%	100%
CBC with Platelets 12 Months	92%	100%	100%	88%	94%	97%	98%	100%	100%	100%	86%	96%	100%
Med Consent 12 Months	87%	100%	100%	100%	100%	84%	93%	100%	100%	90%	83%	88%	0%
Lithium	85%	90%	100%	100%	85%	84%	97%	100%	100%	100%	84%	96%	100%
Creatinine & BUN 12 Months	97%	100%	100%	100%	91%	94%	100%	100%	100%	100%	97%	100%	100%
Lithium Level 12 Months	100%	100%	100%	100%	95%	96%	100%	100%	100%	100%	100%	89%	100%
Thyroid Monitoring 12 Months	94%	50%	100%	100%	91%	94%	96%	100%	100%	100%	89%	89%	100%
EKG 12 Months	50%	100%	100%	100%	53%	57%	94%	100%	100%	100%	57%	100%	100%
Med Consent 12 Months	83%	100%	100%	100%	95%	77%	95%	100%	100%	100%	77%	100%	100%
Antidepressants	59%	82%	96%	95%	98%	91%	93%	98%	97%	93%	91%	90%	77%
EKG 12 Months (Tricyclics)	0%	-	-	-	-	-	-	-	-	100%	-	-	-
Med Consent 12 Months	84%	86%	91%	95%	97%	86%	96%	97%	96%	88%	90%	83%	69%
Thyroid Monitoring 5 Years	94%	79%	100%	95%	99%	96%	90%	99%	98%	90%	93%	97%	85%
Utilization Specialty Services	82%	98%	98%	95%	90%	93%	95%	86%	87%	85%	76%	88%	76%
Polypharmacy Medication Review	2%	7%	33%	95%	47%	2%	68%	13%	92%	53%	36%	6%	81%
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	99%	96%	86%	100%	100%	91%	97%	100%	88%	100%	98%	97%	87%
30-Day Community Hospital Readmission	4.5%	7.7%	0.0%	0.0%	8.0%	3.7%	7.5%	1.8%	7.5%	2.3%	5.1%	0.0%	9.4%
30-Day MHCB or DSH Readmission	7%	12%	18%	14%	13%	22%	21%	-	64%	0%	19%	0%	29%

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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*	10.7	4.4	2.7	2.6	0.4	5.9	3.8	1.4	77.0	18.1	18.3	5.2	19.0	28.4	8.3	4.9	4.4	5.5	3.3	4.6	4.6	7.9	15.2
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%	79%	97%	83%	80%	96%	88%	84%	72%	94%	96%	91%	93%	88%	90%	99%	97%	96%	97%	91%	96%	91%	88%
Mental Health Primary Clinician	82%	N/A	N/A	N/A	N/A	N/A	94%	N/A	83%	N/A	74%	85%	85%	86%	N/A	86%	85%						
Psychiatrist	83%	N/A	N/A	N/A	N/A	N/A	91%	N/A	81%	N/A	46%	94%	99%	83%	N/A	58%	74%						
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%	84%	89%	90%	99%	98%	83%	100%	-	71%	90%	68%	86%	69%	99%	86%	97%	100%	94%	81%	100%	71%	95%
M4: Meds Upon Arrival at Reception Ctr	98%	-	-	-	-	-	100%	-	-	90%	-	-	-	-	-	-	-	100%	-	-	-	-	-
M5: NA/DOT/KOP Meds Inter-Institutional	88%	95%	93%	100%	95%	100%	94%	100%	-	90%	85%	100%	90%	80%	95%	95%	95%	100%	74%	75%	100%	50%	100%
M6: NA/DOT Meds Intra-Institutional	78%	76%	100%	-	100%	100%	58%	100%	-	67%	-	75%	100%	41%	100%	54%	100%	-	100%	80%	100%	67%	97%
M7: Mental Health Crisis Bed Transfers	75%	-	-	-	-	-	72%	-	-	50%	71%	47%	81%	77%	-	-	-	-	-	82%	-	67%	91%
M8: ASU/SHU/PSU Inter-Institutional	80%	50%	50%	71%	100%	100%	57%	100%	-	64%	93%	56%	100%	48%	-	83%	100%	100%	100%	76%	100%	80%	81%
M9: Discharge from Community Hosp/DSH	78%	100%	100%	-	100%	88%	100%	100%	-	35%	100%	55%	44%	78%	100%	100%	93%	100%	100%	71%	100%	64%	100%
M10: Transfer/Parole	97%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	75%	100%	90%	100%	100%	95%	100%	95%	100%	100%	100%	100%
Medication Non-Adherence Counseling	85%	100%	67%	95%	-	96%	80%	87%	-	91%	93%	91%	87%	61%	79%	68%	97%	84%	95%	98%	89%	79%	90%
M11: Non-Adherence MH Prescribed	85%	100%	-	-	-	100%	70%	83%	-	80%	92%	90%	93%	42%	98%	100%	92%	92%	100%	100%	-	78%	87%
Referral on MAR	91%	100%	-	-	-	100%	95%	50%	-	80%	90%	85%	100%	55%	100%	100%	100%	100%	100%	100%	-	75%	95%
128 MH5 or 128 C	92%	100%	-	-	-	100%	100%	100%	-	75%	100%	90%	100%	55%	100%	100%	100%	100%	100%	100%	-	75%	80%
Progress Note	71%	100%	-	-	-	100%	15%	100%	-	85%	85%	95%	80%	15%	94%	100%	75%	75%	100%	100%	-	85%	85%
M12: Non-Adherence PC2602 Meds	95%	-	-	-	-	-	80%	-	-	100%	100%	97%	98%	100%	-	-	-	64%	-	100%	-	73%	100%
M13: Non-Adherence Medical Prescribed	77%	100%	33%	90%	-	87%	68%	90%	-	83%	79%	77%	93%	57%	88%	89%	100%	80%	85%	91%	78%	77%	72%
Referral on MAR	90%	100%	50%	100%	-	80%	100%	100%	-	100%	85%	75%	100%	70%	100%	89%	100%	100%	92%	100%	100%	90%	100%
128 C	92%	100%	25%	100%	-	100%	100%	71%	-	80%	100%	95%	100%	60%	100%	100%	100%	100%	100%	93%	100%	95%	95%
Progress Note	50%	100%	25%	71%	-	80%	5%	100%	-	70%	54%	60%	80%	40%	64%	78%	100%	40%	62%	80%	33%	45%	20%
M14: Non-Adherence Insulin/HIV/Clozaril	83%	-	100%	100%	-	100%	100%	-	-	100%	100%	100%	62%	45%	50%	14%	100%	100%	100%	100%	100%	88%	100%
Medication Administration	89%	87%	88%	100%	98%	98%	95%	96%	-	87%	85%	78%	98%	77%	94%	91%	100%	100%	90%	99%	91%	80%	80%

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Care Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Potentially Avoidable Hospitalizations*	20.8	10.7	0.7	1.3	32.6	8.2	10.0	3.1	19.3	8.7	16.0	8.7	12.5
Continuity of Clinicians & Services	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Primary Care Provider (PCP)	87%	87%	99%	95%	90%	91%	95%	87%	98%	97%	80%	90%	93%
Mental Health Primary Clinician	84%	N/A	82%	N/A	79%	76%	81%	N/A	N/A	78%	76%	73%	95%
Psychiatrist	79%	N/A	81%	N/A	70%	88%	89%	N/A	N/A	92%	67%	93%	75%
Medication Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medication Continuity-Transfer	87%	86%	93%	89%	67%	70%	78%	55%	90%	98%	84%	91%	95%
M4: Meds Upon Arrival at Reception Ctr	-	100%	-	-	-	-	-	-	-	98%	-	-	100%
M5: NA/DOT/KOP Meds Inter-Institutional	100%	100%	100%	90%	50%	55%	75%	75%	100%	95%	80%	90%	90%
M6: NA/DOT Meds Intra-Institutional	100%	98%	100%	83%	50%	57%	53%	-	79%	100%	100%	64%	100%
M7: Mental Health Crisis Bed Transfers	100%	100%	67%	100%	90%	44%	100%	-	100%	100%	65%	-	77%
M8: ASU/SHU/PSU Inter-Institutional	55%	53%	100%	87%	62%	100%	62%	58%	80%	100%	71%	100%	100%
M9: Discharge from Community Hosp/DSH	70%	48%	-	100%	58%	63%	86%	0%	78%	92%	86%	100%	100%
M10: Transfer/Parole	95%	100%	100%	77%	92%	100%	95%	85%	100%	100%	100%	100%	100%
Medication Non-Adherence Counseling	89%	89%	94%	65%	67%	73%	87%	86%	61%	86%	77%	96%	94%
M11: Non-Adherence MH Prescribed	90%	97%	100%	83%	84%	55%	83%	88%	36%	76%	63%	100%	100%
Referral on MAR	95%	100%	100%	100%	100%	85%	100%	100%	50%	86%	70%	100%	100%
128 MH5 or 128 C	100%	100%	100%	70%	100%	75%	100%	100%	57%	86%	100%	100%	100%
Progress Note	75%	90%	100%	80%	53%	5%	50%	64%	0%	57%	20%	100%	100%
M12: Non-Adherence PC2602 Meds	100%	86%	93%	100%	90%	100%	93%	-	-	100%	98%	100%	100%
M13: Non-Adherence Medical Prescribed	67%	90%	83%	78%	50%	75%	89%	83%	53%	67%	73%	84%	76%
Referral on MAR	100%	90%	100%	100%	70%	85%	95%	100%	58%	93%	94%	100%	82%
128 C	100%	90%	75%	100%	75%	80%	95%	100%	79%	93%	100%	100%	100%
Progress Note	0%	90%	75%	33%	5%	60%	79%	50%	21%	14%	25%	53%	47%
M14: Non-Adherence Insulin/HIV/Clozaril	100%	85%	100%	0%	45%	63%	82%	-	95%	100%	75%	100%	100%
Medication Administration	90%	76%	90%	89%	66%	94%	93%	88%	97%	100%	77%	92%	100%

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Medication Management	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
M20: Chronic Care Meds-Psychiatrist	71%	75%	-	-	-	95%	100%	100%	-	70%	25%	25%	90%	25%	70%	95%	-	100%	75%	96%	100%	40%	100%
M21: Chronic Care Meds-Medical	93%	100%	100%	100%	95%	100%	100%	100%	-	80%	100%	95%	100%	100%	100%	95%	100%	100%	75%	100%	90%	85%	100%
M22: New Outpatient Orders-Psychiatrist	90%	60%	-	100%	-	93%	79%	100%	-	96%	100%	75%	100%	61%	100%	95%	100%	100%	100%	100%	100%	75%	100%
M23: New Outpatient Orders-Medical	99%	100%	100%	100%	100%	100%	100%	98%	-	93%	100%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%
M24: Administration – TB Medications	89%	100%	65%	100%	100%	100%	-	81%	-	95%	100%	100%	100%	100%	100%	72%	100%	100%	100%	100%	65%	100%	0%
Non-Formulary by Psychiatrists	3.3%	0.5%	-	22.2%	-	1.4%	4.9%	0.0%	4.6%	1.3%	5.5%	4.0%	6.6%	4.5%	1.3%	1.0%	0.0%	4.3%	0.6%	3.6%	0.0%	1.1%	1.9%
Non-Formulary by Medical Providers	4.2%	2.6%	3.8%	1.8%	4.0%	3.2%	5.9%	3.4%	5.5%	4.4%	4.6%	4.7%	7.2%	5.3%	2.4%	1.1%	2.2%	2.4%	2.2%	4.8%	1.6%	3.1%	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	74%	84%	88%	93%	95%	91%	70%	93%	74%	71%	44%	72%	82%	56%	84%	75%	92%	83%	91%	66%	82%	81%	60%
Medical Documents 3 Days	81%	97%	93%	96%	96%	94%	81%	94%	88%	77%	45%	84%	87%	83%	89%	87%	96%	79%	94%	65%	94%	88%	60%
Dental Documents 3 Days	85%	89%	94%	100%	95%	92%	82%	100%	84%	72%	64%	83%	86%	11%	86%	87%	99%	93%	95%	67%	92%	90%	68%
Mental Health Documents 3 Days	59%	90%	81%	95%	96%	94%	63%	91%	45%	67%	27%	44%	74%	53%	80%	81%	90%	82%	87%	92%	61%	66%	43%
CDCR Inpatient Documents 3 Days	74%	-	-	-	-	-	70%	89%	71%	75%	43%	80%	84%	85%	-	-	-	-	-	54%	-	82%	82%
Other Documents 3 Days	71%	61%	83%	81%	91%	84%	56%	93%	80%	66%	40%	68%	76%	49%	81%	44%	82%	79%	86%	55%	83%	81%	49%
Dictated Documents	58%	62%	-	92%	71%	100%	62%	81%	68%	66%	29%	49%	31%	45%	61%	52%	32%	26%	48%	64%	47%	100%	30%
Dictation Time in Days	0.1	0.1	-	0.0	0.0	0.0	0.1	0.1	0.1	0.0	0.1	0.0	7.8	0.4	0.0	0.0	0.0	0.1	0.0	0.0	0.1	0.1	0.2
Transcription Time in Days	2.7	2.6	-	2.1	1.7	0.0	1.9	1.4	1.9	3.2	3.0	1.9	1.8	2.6	3.5	2.7	3.4	3.8	3.4	1.9	3.0	1.9	2.6
Sign Time in Days	1.7	0.8	-	0.5	0.0	0.2	1.2	1.0	2.5	2.3	0.9	1.1	2.2	2.7	1.4	2.6	2.3	0.0	2.3	0.8	1.8	1.1	1.3
Scan Time in Days	1.4	1.0	-	0.7	2.8	1.2	2.3	2.0	1.5	1.0	3.2	1.5	8.9	2.3	0.4	1.2	0.8	2.6	0.7	2.2	0.7	0.1	2.7
Total Time in Days	5.9	4.5	-	3.3	4.5	1.5	5.4	4.5	6.0	6.6	7.2	4.5	20.7	8.0	5.2	6.6	6.5	6.5	6.5	4.9	5.6	3.1	6.7
Medical Dictated Documents 5 Days	46%	62%	-	84%	-	100%	44%	68%	68%	37%	30%	67%	38%	25%	52%	8%	32%	-	-	37%	47%	100%	23%
Dictation Time in Days	0.1	0.1	-	0.0	-	0.0	0.0	0.1	0.1	0.0	0.1	0.0	13.8	0.4	0.0	0.0	0.0	-	-	0.0	0.1	0.1	0.0
Transcription Time in Days	2.8	2.6	-	2.4	-	0.0	3.6	1.5	1.9	3.5	3.1	2.0	1.6	2.8	3.6	4.0	3.4	-	-	2.6	3.0	1.9	2.4
Sign Time in Days	1.8	0.8	-	0.5	-	0.2	0.7	1.0	2.5	2.3	0.8	0.9	3.9	2.7	1.3	3.5	2.3	-	-	1.2	1.8	1.1	2.2
Scan Time in Days	1.3	1.0	-	0.5	-	1.2	1.1	2.0	1.5	1.0	2.9	1.5	3.7	2.1	0.4	4.0	0.8	-	-	2.1	0.7	0.1	2.1
Total Time in Days	6.0	4.5	-	3.4	-	1.5	5.4	4.6	6.0	6.8	7.0	4.4	23.0	8.1	5.2	11.5	6.5	-	-	6.0	5.6	3.1	6.8

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Medication Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
M20: Chronic Care Meds-Psychiatrist	52%	30%	60%	91%	47%	70%	95%	70%	95%	100%	15%	65%	100%
M21: Chronic Care Meds-Medical	100%	100%	90%	80%	25%	100%	100%	75%	100%	100%	85%	95%	100%
M22: New Outpatient Orders-Psychiatrist	100%	91%	100%	100%	60%	100%	83%	95%	91%	100%	83%	100%	100%
M23: New Outpatient Orders-Medical	100%	100%	98%	100%	100%	98%	98%	100%	98%	100%	100%	100%	100%
M24: Administration – TB Medications	100%	57%	100%	71%	100%	100%	89%	100%	100%	100%	100%	100%	100%
Non-Formulary by Psychiatrists	3.7%	3.0%	3.5%	1.1%	3.0%	5.1%	2.1%	3.1%	1.0%	10.3%	2.7%	2.4%	2.3%
Non-Formulary by Medical Providers	7.7%	1.3%	2.9%	1.8%	5.5%	6.2%	2.6%	2.9%	6.3%	7.5%	3.1%	2.8%	4.2%
Availability of Health Information	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Non-Dictated Documents	86%	73%	24%	83%	81%	67%	79%	76%	73%	75%	67%	59%	86%
Medical Documents 3 Days	86%	63%	14%	92%	87%	80%	90%	80%	81%	76%	74%	68%	93%
Dental Documents 3 Days	99%	85%	21%	97%	92%	94%	85%	84%	90%	86%	77%	72%	91%
Mental Health Documents 3 Days	74%	65%	20%	78%	68%	24%	65%	84%	58%	65%	42%	42%	82%
CDCR Inpatient Documents 3 Days	86%	78%	33%	72%	79%	77%	85%	-	71%	71%	80%	-	78%
Other Documents 3 Days	86%	73%	32%	75%	79%	59%	70%	55%	66%	76%	61%	54%	88%
Dictated Documents	32%	74%	-	26%	67%	72%	78%	21%	62%	62%	24%	37%	70%
Dictation Time in Days	0.0	0.2	0.0	0.0	0.0	0.0	1.1	0.0	0.1	0.1	0.1	0.3	0.0
Transcription Time in Days	3.2	0.2	1.5	3.6	3.0	1.7	1.2	3.1	3.1	2.8	3.1	2.4	2.5
Sign Time in Days	1.5	1.2	5.0	1.7	1.9	2.2	0.8	4.5	2.3	3.2	3.6	1.1	1.1
Scan Time in Days	1.7	1.0	3.0	0.8	0.8	1.6	0.4	0.9	0.8	2.0	0.4	2.8	0.3
Total Time in Days	6.3	2.7	9.5	6.1	5.7	5.4	3.5	8.4	6.2	8.0	7.2	6.6	3.9
Medical Dictated Documents 5 Days	22%	57%	-	26%	44%	57%	-	14%	44%	33%	24%	10%	70%
Dictation Time in Days	0.0	2.8	-	0.0	0.0	0.0	-	0.0	0.1	0.0	0.1	0.0	0.0
Transcription Time in Days	3.8	1.0	-	3.6	3.1	2.3	-	3.1	3.3	2.9	3.1	4.5	2.5
Sign Time in Days	1.5	1.2	-	1.7	2.0	2.6	-	5.2	2.3	3.4	3.6	0.9	1.0
Scan Time in Days	1.3	1.7	-	0.8	0.8	1.1	-	0.6	0.8	2.0	0.4	2.1	0.3
Total Time in Days	6.6	6.6	-	6.1	5.9	6.0	-	8.9	6.4	8.3	7.2	7.5	3.9

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Availability of Health Information	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Mental Health Dictated Documents 5 Days	66%	-	-	-	-	-	72%	95%	-	61%	32%	18%	-	65%	71%	96%	-	26%	48%	100%	-	-	20%
Dictation Time in Days	0.1	-	-	-	-	-	0.1	0.1	-	0.1	0.4	0.1	-	0.0	0.0	0.0	-	0.1	0.0	0.0	-	-	0.0
Transcription Time in Days	1.5	-	-	-	-	-	0.6	0.2	-	0.5	0.1	2.2	-	0.0	3.1	2.3	-	3.8	3.4	0.0	-	-	2.2
Sign Time in Days	1.6	-	-	-	-	-	2.0	0.9	-	2.2	2.2	3.2	-	2.3	1.6	2.4	-	0.0	2.3	0.1	-	-	1.2
Scan Time in Days	1.8	-	-	-	-	-	3.0	1.0	-	2.3	9.0	1.5	-	5.5	0.5	0.5	-	2.6	0.7	2.4	-	-	4.4
Total Time in Days	5.0	-	-	-	-	-	5.7	2.2	-	5.0	11.7	6.9	-	7.9	5.2	5.2	-	6.5	6.5	2.5	-	-	7.8
Specialty Dictated Documents 5 Days	61%	-	-	100%	71%	-	70%	-	-	100%	27%	62%	24%	-	-	-	-	-	-	55%	-	-	49%
Dictation Time in Days	0.2	-	-	0.0	0.0	-	0.2	-	-	0.0	0.0	0.0	0.0	-	-	-	-	-	-	0.0	-	-	0.6
Transcription Time in Days	1.5	-	-	1.0	1.7	-	0.2	-	-	1.3	1.1	1.2	2.0	-	-	-	-	-	-	2.9	-	-	2.8
Sign Time in Days	0.7	-	-	0.0	0.0	-	0.0	-	-	0.0	0.0	2.3	0.0	-	-	-	-	-	-	0.0	-	-	0.0
Scan Time in Days	3.3	-	-	1.7	2.8	-	4.1	-	-	0.7	7.2	1.6	15.8	-	-	-	-	-	-	2.4	-	-	3.2
Total Time in Days	5.7	-	-	2.7	4.5	-	4.5	-	-	2.0	8.3	5.1	17.8	-	-	-	-	-	-	5.3	-	-	6.5
Specialty Notes	85%	98%	73%	90%	93%	82%	83%	96%	65%	76%	56%	92%	98%	86%	85%	71%	88%	80%	94%	96%	94%	87%	84%
Community Hospital Records	78%	89%	100%	60%	100%	91%	83%	100%	70%	70%	11%	94%	63%	96%	50%	50%	75%	33%	100%	91%	44%	91%	92%
Scanning Accuracy	97%	100%	-	98%	82%	94%	95%	99%	-	99%	98%	99%	91%	76%	96%	95%	96%	99%	100%	96%	99%	98%	99%
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	96%	100%	100%	100%	100%	100%	96%	84%	70%	100%	100%	100%	100%	100%	100%	97%	100%	100%	100%	97%	100%	100%	96%
Resource Management	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Claims Processed	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Specialty Teleservices	62%	67%	62%	87%	52%	58%	59%	81%	63%	64%	65%	19%	35%	77%	57%	44%	86%	60%	64%	58%	90%	61%	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	98%	94%	96%	100%	96%	94%	95%	105%	93%	104%	103%	97%	95%	109%	94%	102%	86%	97%	79%	97%	97%	99%	101%

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Availability of Health Information	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Mental Health Dictated Documents 5 Days	41%	90%	-	-	80%	86%	78%	28%	79%	93%	-	52%	-
Dictation Time in Days	0.0	0.0	-	-	0.0	0.1	1.1	0.0	0.0	0.2	-	0.2	-
Transcription Time in Days	2.4	0.2	-	-	1.6	0.1	1.2	2.9	0.2	0.4	-	1.8	-
Sign Time in Days	1.4	1.2	-	-	1.3	0.9	0.8	2.2	2.6	1.0	-	1.6	-
Scan Time in Days	2.1	0.9	-	-	0.3	2.7	0.4	1.7	0.7	1.8	-	2.4	-
Total Time in Days	5.9	2.3	-	-	3.2	3.7	3.5	6.8	3.6	3.4	-	5.9	-
Specialty Dictated Documents 5 Days	-	-	-	-	78%	-	-	-	-	62%	-	48%	-
Dictation Time in Days	-	-	-	-	0.0	-	-	-	-	0.0	-	1.1	-
Transcription Time in Days	-	-	-	-	0.0	-	-	-	-	1.1	-	0.4	-
Sign Time in Days	-	-	-	-	2.3	-	-	-	-	0.0	-	0.0	-
Scan Time in Days	-	-	-	-	0.7	-	-	-	-	5.3	-	5.1	-
Total Time in Days	-	-	-	-	3.0	-	-	-	-	6.3	-	6.7	-
Specialty Notes	91%	93%	93%	94%	77%	74%	91%	98%	91%	86%	52%	69%	97%
Community Hospital Records	73%	100%	-	100%	69%	86%	88%	57%	91%	77%	67%	100%	98%
Scanning Accuracy	99%	99%	100%	100%	100%	98%	100%	100%	100%	-	100%	-	100%
Appeal Processing	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Timely Appeals	100%	99%	100%	98%	99%	91%	100%	100%	100%	100%	99%	88%	100%
Resource Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Claims Processed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Specialty Teleservices	69%	58%	66%	43%	78%	55%	76%	47%	57%	27%	47%	55%	66%
Health Care Staff Training													
Continuous Evaluation & Improvement	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
QM & Patient Safety Program													
Health Care Index													
Staffing in Full Time Equivalents (FTE)	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Total Staffing FTE	102%	110%	85%	82%	113%	110%	94%	76%	78%	100%	108%	102%	107%

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Staffing in Full Time Equivalents (FTE)	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Medical FTE	98%	107%	110%	91%	95%	105%	115%	77%	73%	103%	89%	110%	96%	104%	95%	87%	110%	97%	100%	102%	107%	92%	100%
Nursing FTE	102%	99%	101%	108%	103%	96%	105%	112%	91%	112%	112%	101%	89%	120%	97%	116%	88%	96%	81%	102%	103%	110%	112%
Pharmacy FTE	112%	100%	106%	100%	86%	130%	91%	183%	108%	140%	130%	115%	112%	130%	114%	113%	89%	136%	99%	116%	100%	110%	111%
Dental Clinical FTE	101%	96%	134%	106%	109%	97%	107%	105%	123%	101%	100%	103%	94%	92%	95%	96%	102%	100%	103%	100%	100%	102%	101%
Mental Health Clinical FTE	92%	89%	100%	89%	103%	88%	85%	100%	76%	84%	81%	94%	99%	101%	68%	85%	74%	93%	67%	81%	121%	86%	90%
Clinical Support FTE	96%	126%	98%	87%	83%	84%	66%	75%	89%	113%	129%	79%	120%	103%	101%	99%	83%	119%	41%	78%	93%	70%	108%
Administrative Support FTE	89%	84%	75%	90%	81%	85%	84%	97%	126%	94%	90%	89%	99%	90%	96%	94%	78%	91%	69%	90%	82%	93%	90%
Total Actual FTE	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Civil Service FTE	88%	92%	96%	92%	91%	89%	91%	87%	88%	90%	84%	91%	91%	81%	88%	87%	92%	90%	94%	86%	91%	87%	88%
Overtime FTE	6.0%	2.5%	2.2%	4.5%	6.2%	5.6%	4.9%	7.8%	5.1%	4.3%	7.6%	7.1%	5.7%	9.2%	6.9%	6.3%	3.4%	6.4%	4.5%	10.6%	5.1%	5.6%	6.4%
Registry FTE	6.3%	5.6%	2.3%	3.6%	2.6%	5.2%	4.4%	5.7%	6.7%	6.1%	8.4%	2.0%	2.9%	9.6%	5.1%	7.0%	4.4%	4.0%	1.6%	2.9%	4.0%	7.8%	6.1%
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	\$82	\$60	\$59	\$55	\$42	\$79	\$84	\$73	\$439	\$130	\$129	\$138	\$279	\$86	\$108	\$60	\$63	\$89	\$87	\$77	\$66	\$71	\$87
Nursing Staff	\$402	\$238	\$213	\$188	\$182	\$252	\$333	\$247	\$3,479	\$452	\$969	\$534	\$1,177	\$615	\$262	\$241	\$221	\$333	\$251	\$317	\$221	\$273	\$392
Pharmacy Staff	\$32	\$22	\$18	\$14	\$7	\$26	\$35	\$22	\$134	\$55	\$73	\$45	\$134	\$38	\$35	\$27	\$15	\$29	\$22	\$17	\$18	\$20	\$28
Dental Clinical Staff	\$71	\$76	\$73	\$76	\$51	\$76	\$79	\$88	\$71	\$79	\$137	\$89	\$95	\$69	\$103	\$69	\$77	\$79	\$94	\$71	\$87	\$82	\$71
Mental Health Clinical Staff	\$163	\$86	\$6	\$29	\$12	\$90	\$152	\$39	\$544	\$218	\$353	\$319	\$480	\$205	\$122	\$61	\$26	\$148	\$82	\$73	\$31	\$140	\$255
Clinical Support Staff	\$24	\$9	\$7	\$7	\$4	\$11	\$16	\$11	\$156	\$27	\$52	\$50	\$119	\$29	\$15	\$6	\$8	\$13	\$5	\$12	\$7	\$15	\$29
Administrative Support Staff	\$107	\$88	\$79	\$84	\$42	\$76	\$89	\$115	\$401	\$124	\$262	\$136	\$295	\$106	\$115	\$74	\$89	\$112	\$87	\$88	\$94	\$105	\$121
Hospital	\$110	\$29	\$25	\$25	\$13	\$46	\$47	\$36	\$1,497	\$181	\$154	\$76	\$378	\$115	\$92	\$77	\$81	\$161	\$61	\$50	\$47	\$52	\$57
Emergency Department	\$8	\$6	\$5	\$7	\$6	\$10	\$7	\$4	\$24	\$4	\$12	\$5	\$7	\$15	\$7	\$5	\$5	\$6	\$3	\$9	\$7	\$10	\$14
Specialty	\$28	\$16	\$15	\$18	\$11	\$18	\$24	\$20	\$121	\$37	\$29	\$41	\$78	\$29	\$16	\$21	\$27	\$20	\$15	\$19	\$19	\$17	\$31
Medications	\$131	\$53	\$4	\$35	\$18	\$48	\$114	\$38	\$93	\$387	\$176	\$290	\$483	\$82	\$111	\$98	\$35	\$130	\$68	\$40	\$40	\$58	\$152
Diagnostics	\$19	\$11	\$12	\$12	\$7	\$10	\$25	\$9	\$63	\$40	\$28	\$23	\$38	\$9	\$14	\$11	\$12	\$25	\$11	\$11	\$8	\$9	\$21

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Staffing in Full Time Equivalents (FTE)	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical FTE	87%	107%	118%	89%	132%	100%	96%	89%	93%	110%	80%	117%	114%
Nursing FTE	102%	128%	85%	84%	127%	123%	108%	72%	68%	100%	120%	125%	112%
Pharmacy FTE	87%	113%	124%	107%	123%	125%	113%	134%	117%	86%	112%	96%	95%
Dental Clinical FTE	95%	97%	95%	100%	113%	100%	97%	102%	102%	112%	101%	100%	-
Mental Health Clinical FTE	113%	94%	96%	62%	110%	104%	80%	76%	89%	102%	109%	86%	-
Clinical Support FTE	114%	122%	102%	83%	100%	114%	58%	90%	107%	100%	106%	83%	115%
Administrative Support FTE	98%	96%	71%	82%	89%	89%	78%	62%	75%	94%	89%	80%	93%
Total Actual FTE	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Civil Service FTE	92%	80%	92%	94%	81%	83%	84%	95%	92%	89%	85%	91%	75%
Overtime FTE	3.2%	8.9%	3.9%	3.8%	5.8%	6.5%	6.0%	1.4%	2.6%	5.6%	9.6%	7.3%	9.5%
Registry FTE	5.1%	11.2%	4.3%	2.3%	12.9%	10.3%	9.5%	3.5%	5.5%	5.4%	5.3%	1.8%	16.1%
Major Costs per Inmate per Month	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Staff	\$83	\$73	\$71	\$63	\$123	\$119	\$63	\$46	\$94	\$94	\$61	\$71	\$68
Nursing Staff	\$405	\$315	\$348	\$244	\$588	\$977	\$316	\$122	\$246	\$448	\$485	\$319	\$285
Pharmacy Staff	\$30	\$22	\$18	\$21	\$52	\$52	\$30	\$12	\$38	\$25	\$56	\$35	\$18
Dental Clinical Staff	\$72	\$65	\$85	\$81	\$80	\$97	\$72	\$75	\$93	\$66	\$75	\$81	\$72
Mental Health Clinical Staff	\$288	\$151	\$104	\$104	\$391	\$688	\$111	\$45	\$116	\$422	\$206	\$146	\$134
Clinical Support Staff	\$38	\$15	\$17	\$16	\$60	\$98	\$18	\$7	\$18	\$30	\$31	\$19	\$14
Administrative Support Staff	\$139	\$91	\$120	\$94	\$131	\$191	\$72	\$41	\$92	\$111	\$124	\$89	\$77
Hospital	\$243	\$64	\$20	\$19	\$246	\$113	\$78	\$37	\$223	\$86	\$89	\$67	\$104
Emergency Department	\$12	\$6	\$2	\$4	\$14	\$12	\$8	\$3	\$7	\$6	\$14	\$8	\$14
Specialty	\$48	\$21	\$7	\$12	\$70	\$22	\$31	\$9	\$53	\$40	\$20	\$30	\$27
Medications	\$506	\$59	\$118	\$43	\$432	\$249	\$103	\$32	\$217	\$184	\$102	\$157	\$70
Diagnostics	\$27	\$38	\$7	\$7	\$36	\$15	\$14	\$7	\$18	\$34	\$13	\$15	\$37

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Workload Per Day	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Appointments per PCP	12.2	12.2	18.3	12.4	15.3	12.4	13.4	14.9	12.6	8.3	12.5	9.5	11.1	10.8	11.2	12.9	14.8	14.3	12.0	10.2	11.9	13.2	14.4
Appointments per PCRN	6.3	5.8	4.6	6.2	5.4	5.3	6.1	7.6	4.6	6.3	7.2	5.6	11.1	7.2	7.7	7.0	4.6	6.7	7.3	5.1	5.6	6.4	6.3
Encounters per Primary MH Clinician	8.7	6.4	2.5	2.2	2.2	6.5	8.4	3.5	7.8	5.9	5.9	12.9	11.1	7.8	5.3	6.4	3.8	8.1	7.6	5.8	2.8	11.1	11.4
Encounters per Psychiatrist	9.3	10.2	-	3.0	1.0	10.1	8.8	3.9	8.3	8.2	8.7	10.4	9.3	10.4	13.3	14.0	4.2	12.3	9.1	6.5	3.3	13.3	10.2
Other Trends	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Hospital Admissions*	4.5	2.7	0.0	1.3	1.0	2.9	3.5	2.3	32.7	9.1	4.3	3.3	10.0	9.2	1.3	1.8	3.1	5.4	1.4	3.0	2.6	2.7	6.0
Emergency Department Visits*	5	3	2	5	3	2	5	2	22	4	14	3	7	7	7	4	6	4	4	3	6	4	15
Specialty Care Referrals*	34	29	33	20	15	19	24	22	104	37	30	56	53	28	26	22	36	51	39	33	25	12	42
Prescriptions Per Inmate	3.2	2.4	1.9	1.1	0.6	2.3	3.6	1.3	15.9	4.6	4.7	6.2	6.0	2.9	2.7	3.3	2.0	2.9	2.5	1.8	1.4	2.1	4.1
Diagnostics Per Inmate	0.9	0.5	0.6	0.4	0.3	0.4	1.1	0.3	3.4	1.6	1.1	1.0	1.9	0.4	0.5	0.6	0.5	1.0	0.6	0.6	0.3	0.4	0.9
Appeals Received*	36	35	15	10	5	27	36	13	138	35	33	20	42	52	21	41	13	47	17	24	15	29	68
Prison Population Capacity	132%	103%	-	162%	107%	137%	155%	151%	65%	132%	132%	101%	93%	139%	96%	150%	131%	131%	118%	142%	142%	152%	152%
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%	0.2%	0.1%	0.9%	3.5%	0.5%	33.6%	17.3%	5.0%	6.4%	19.9%	2.0%	1.0%	1.9%	1.0%	3.4%	2.7%	1.0%	1.0%	0.6%	7.0%
High Risk Priority 2	7.5%	0.2%	0.6%	0.9%	0.5%	2.7%	5.4%	1.5%	22.9%	27.0%	12.5%	15.0%	20.8%	4.0%	3.2%	5.5%	4.5%	3.9%	7.9%	2.1%	2.6%	3.4%	13.0%
Medium Risk	41%	55%	26%	18%	6%	47%	48%	19%	35%	32%	43%	43%	50%	52%	58%	52%	28%	33%	44%	38%	21%	47%	51%
Low Risk	48%	45%	73%	81%	93%	49%	43%	79%	9%	24%	39%	35%	9%	42%	38%	40%	67%	59%	46%	59%	75%	49%	29%
Mental Health EOP	5.2%	N/A	N/A	N/A	N/A	N/A	2.1%	N/A	15.8%	0.8%	5.4%	15.5%	22.9%	7.0%	N/A	N/A	N/A	1.3%	N/A	N/A	N/A	3.3%	13.0%
Patients with Disability (ADA)	6.8%	4.0%	1.1%	1.5%	0.3%	2.1%	6.3%	2.0%	37.4%	13.5%	6.4%	6.8%	35.6%	5.0%	2.7%	5.3%	3.4%	5.6%	3.4%	4.7%	2.8%	3.1%	6.8%
Inmates 50 Years or Older	23%	24%	19%	6%	7%	20%	19%	11%	54%	46%	22%	36%	48%	15%	20%	38%	28%	20%	31%	10%	15%	10%	23%
Men and Women Institutions	-	M	M	M	M	M	W	M	M	M	W	M	M	M	M	M	M	M	M/W	M	M	M	M
Specialized Health Care Beds	2,870	28	-	18	19	16	38	13	1,867	78	25	87	169	87	10	21	-	24	-	30	14	22	16
Institution Population	117,631	3,006	2,274	3,736	4,144	3,825	3,129	3,492	1,926	3,952	1,850	3,895	2,206	4,356	2,390	4,978	2,272	2,224	2,906	3,308	3,127	3,723	3,507

* Rate Per 1,000 Inmates

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DASHBOARD COMPARISON

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June 2015

All Institutions

Workload Per Day	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Appointments per PCP	9.7	17.4	6.0	14.1	11.9	8.4	15.1	10.0	8.9	10.8	12.8	18.7	12.9
Appointments per PCRN	5.3	8.9	3.9	6.0	5.6	5.8	6.8	5.8	6.4	5.8	6.4	5.7	7.2
Encounters per Primary MH Clinician	9.8	9.6	5.1	5.8	9.0	9.2	10.6	6.0	5.9	5.4	8.6	14.2	11.1
Encounters per Psychiatrist	10.2	9.1	5.5	11.7	8.9	8.6	11.3	6.3	7.7	6.0	11.2	11.0	9.1
Other Trends	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Hospital Admissions*	6.5	2.8	0.0	0.8	15.1	5.7	3.7	1.4	4.9	3.2	4.3	1.5	7.9
Emergency Department Visits*	8	2	1	3	11	9	3	3	5	3	17	2	5
Specialty Care Referrals*	83	39	13	22	73	20	18	20	34	54	21	56	31
Prescriptions Per Inmate	4.6	2.8	1.3	2.7	5.9	5.3	3.4	1.1	3.9	3.9	3.6	3.9	2.0
Diagnostics Per Inmate	1.0	1.8	0.4	0.4	1.4	0.8	0.6	0.4	1.1	1.9	0.6	0.6	1.7
Appeals Received*	63	20	29	24	87	97	37	12	25	20	80	70	24
Prison Population Capacity	171%	158%	113%	109%	141%	124%	164%	114%	148%	123%	152%	168%	168%
Institution & Population Characteristics	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
High Risk Priority 1	13.6%	0.7%	0.5%	0.1%	16.9%	6.0%	2.7%	0.6%	8.6%	7.2%	2.1%	3.0%	1.4%
High Risk Priority 2	22.2%	2.2%	1.9%	0.4%	22.9%	12.7%	5.2%	1.6%	17.4%	14.0%	5.7%	7.5%	2.8%
Medium Risk	46%	35%	23%	55%	49%	59%	55%	19%	44%	39%	59%	58%	36%
Low Risk	19%	62%	75%	44%	12%	22%	37%	78%	30%	40%	34%	31%	60%
Mental Health EOP	21.2%	1.5%	3.8%	N/A	19.9%	37.0%	6.2%	N/A	N/A	1.1%	15.3%	9.7%	2.4%
Patients with Disability (ADA)	9.7%	1.8%	1.2%	3.8%	22.1%	4.8%	15.1%	1.2%	8.3%	8.2%	6.6%	11.4%	3.1%
Inmates 50 Years or Older	36%	11%	8%	14%	38%	17%	25%	12%	40%	42%	15%	36%	11%
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	2,901	4,279	2,693	2,510	3,114	2,271	5,621	4,248	3,863	3,804	3,726	3,317	5,058

* Rate Per 1,000 Inmates

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HEALTHCARE SERVICES DASHBOARD

Wasco State Prison (WSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT			CARE MANAGEMENT						
ACCESS				6 Mth Trend	WSP	Statewide							
Medical Services		93%	89%	Asthma Care		86%	81%	Appropriate Placement High Risk Patients		N/A	75%		
Dental Services		97%	96%	Therapeutic Anticoagulation		50%	79%	High Risk Patient Care Plan					
Mental Health Services		85%	89%	Diabetes Care		75%	81%	Follow-Up After MHCB/DSH Admission		87%	94%		
APPTS COMPLETED AS SCHEDULED													
Cancelled Due to Custody		0.5%	2.0%	End Stage Liver Disease Care		42%	72%	30-Day Community Hospital Readmission		9.4%	7.3%		
Seen as Scheduled		97%	85%	Colon Cancer Screening		100%	96%	30-Day MHCB or DSH Readmission		29%	22%		
EFFECTIVE COMMUNICATION													
Effective Communication Provided		97%	97%	Breast Cancer Screening		N/A	93%	Potentially Avoidable Hospitalizations*		12.5	10.7		
MEDICATION MANAGEMENT				AVAILABILITY OF HEALTH INFORMATION			CONTINUITY OF CLINICIANS & SERVICES						
MAPIP				6 Mth Trend				WSP			Statewide		
Medication Continuity-Transfer		95%	85%	Non-Dictated Documents		86%	74%	Primary Care Provider (PCP)		93%	87%		
Medication Non-Adherence Counseling		94%	85%	Dictated Documents		70%	58%	Mental Health Primary Clinician		95%	82%		
Medication Administration		100%	89%	Specialty Notes		97%	85%	Psychiatrist		75%	83%		
FORMULARY MANAGEMENT								RESOURCE MANAGEMENT					
Non-Formulary by Psychiatrists		2.3%	3.3%	Community Hospital Records		98%	78%	Claims Processed		N/A	100%		
Non-Formulary by Medical Providers		4.2%	4.2%	Scanning Accuracy		100%	97%	Specialty Teleservices		66%	62%		
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				APPEAL PROCESSING			CONTINUOUS EVALUATION & IMPROVEMENT						
				6 Mth Trend			WSP			Statewide			
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Timely Appeals		100%	96%	QM & Patient Safety Program				
Medical FTE	268	249	107%	98%	MAJOR COSTS PER INMATE PER MONTH**			WORKLOAD PER DAY					
Nursing FTE	16	14	114%	98%	LABOR			6 Mth Trend					
Pharmacy FTE	180	161	112%	102%	Medical Staff	YTD 14/15	YTD 13/14	Statewide	Appointments per PCP		12.9	12.2	
Dental Clinical FTE	10	11	95%	112%	Nursing Staff	\$68	\$68	\$82	Appointments per PCRN		7.2	6.3	
Mental Health Clinical FTE	0	0	-	101%	Pharmacy Staff	\$285	\$295	\$402	Encounters per Primary MH Clinician		11.1	8.7	
Clinical Support FTE	1	0	-	92%	Dental Clinical Staff	\$18	\$21	\$32	Encounters per Psychiatrist		9.1	9.3	
Administrative Support FTE	8	7	115%	96%	Mental Health Clinical Staff	\$72	\$65	\$71	OTHER TRENDS				
Total Actual FTE	6 Mth Trend	Actual	WSP	Statewide	Clinical Support Staff	\$134	\$122	\$163	6 Mth Trend				
Civil Service FTE		52	57	93%	Administrative Support Staff	\$14	\$15	\$24	Hospital Admissions*		7.9	4.5	
Overtime FTE		268	100%	100%	NON LABOR			WSP			Statewide		
Registry FTE		199	75%	88%	Hospital	YTD 14/15	YTD 13/14	Statewide	Emergency Department Visits*		5	5	
		25	9.5%	6.0%	Emergency Department	\$104	\$133	\$110	Specialty Care Referrals*		31	34	
		43	16.1%	6.3%	Specialty	\$27	\$32	\$28	Prescriptions Per Inmate		2.0	3.2	
					Medications	\$70	\$58	\$131	Diagnostics Per Inmate		1.7	0.9	
					Diagnostics	\$37	\$38	\$19	Appeals Received*		24	36	
									Prison Population Capacity		168%	132%	

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

HEALTHCARE SERVICES DASHBOARD

Valley State Prison (VSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT													
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Medical Services				VSP	77%	Statewide	89%	Asthma Care				VSP	86%	Statewide	81%	Appropriate Placement High Risk Patients				VSP	N/A	Statewide	75%
Dental Services					99%		96%	Therapeutic Anticoagulation					38%		79%	High Risk Patient Care Plan							
Mental Health Services					81%		89%	Diabetes Care					86%		81%	Follow-Up After MHCB/DSH Admission					97%	94%	
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Cancelled Due to Custody					0.8%		2.0%	End Stage Liver Disease Care					70%		72%	30-Day Community Hospital Readmission					0.0%	7.3%	
Seen as Scheduled					79%		85%	Colon Cancer Screening					95%		96%	30-Day MHCB or DSH Readmission					0%	22%	
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Effective Communication Provided					100%		97%	Breast Cancer Screening					N/A		93%	Potentially Avoidable Hospitalizations*					8.7	10.7	
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Medication Continuity-Transfer					91%		85%	Diagnostic Monitoring					95%		86%	CONTINUITY OF CLINICIANS & SERVICES							
Medication Non-Adherence Counseling					96%		85%	Utilization Specialty Services					88%		89%	Primary Care Provider (PCP)					90%	87%	
Medication Administration					92%		89%	Polypharmacy Medication Review					6%		40%	Mental Health Primary Clinician					73%	82%	
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Non-Formulary by Psychiatrists					2.4%		3.3%	AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend										
Non-Formulary by Medical Providers					2.8%		4.2%	Non-Dictated Documents					59%		74%	Mental Health Primary Clinician					93%	83%	
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend								
Medical FTE	262	257	102%	98%	6 Mth Trend					6 Mth Trend					6 Mth Trend								
Nursing FTE	11	10	117%	98%	6 Mth Trend					6 Mth Trend					6 Mth Trend								
Pharmacy FTE	124	99	125%	102%	6 Mth Trend					6 Mth Trend					6 Mth Trend								
Dental Clinical FTE	12	13	96%	112%	6 Mth Trend					6 Mth Trend					6 Mth Trend								
Mental Health Clinical FTE	20	20	100%	101%	6 Mth Trend					6 Mth Trend					6 Mth Trend								
Clinical Support FTE	35	41	86%	92%	6 Mth Trend					6 Mth Trend					6 Mth Trend								
Administrative Support FTE	8	10	83%	96%	6 Mth Trend					6 Mth Trend					6 Mth Trend								
Total Actual FTE	53	66	80%	89%	6 Mth Trend					6 Mth Trend					6 Mth Trend								
Civil Service FTE					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Overtime FTE					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Registry FTE					6 Mth Trend					6 Mth Trend					6 Mth Trend								
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend								
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Medical Staff					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Nursing Staff					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Pharmacy Staff					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Dental Clinical Staff					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Mental Health Clinical Staff					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Clinical Support Staff					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Administrative Support Staff					6 Mth Trend					6 Mth Trend					6 Mth Trend								
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Hospital					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Emergency Department					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Specialty					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Medications					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Diagnostics					6 Mth Trend					6 Mth Trend					6 Mth Trend								
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Timely Appeals					6 Mth Trend					6 Mth Trend					6 Mth Trend								
WORKLOAD PER DAY					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Appointments per PCP					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Appointments per PCRN					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Encounters per Primary MH Clinician					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Encounters per Psychiatrist					6 Mth Trend					6 Mth Trend					6 Mth Trend								
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Hospital Admissions*					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Emergency Department Visits*					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Specialty Care Referrals*					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Prescriptions Per Inmate					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Diagnostics Per Inmate					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Appeals Received*					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Prison Population Capacity					6 Mth Trend					6 Mth Trend					6 Mth Trend								

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

HEALTHCARE SERVICES DASHBOARD

San Quentin State Prison (SQ)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT																
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend											
Medical Services					SQ	Statewide	Asthma Care								SQ	Statewide	Appropriate Placement High Risk Patients						SQ	Statewide		
Dental Services					93%	89%	Therapeutic Anticoagulation								N/A	75%	High Risk Patient Care Plan									
Mental Health Services					99%	96%	Diabetes Care								100%	94%	Follow-Up After MHCB/DSH Admission									
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend											
Cancelled Due to Custody					0.7%	2.0%	End Stage Liver Disease Care								2.3%	7.3%	30-Day Community Hospital Readmission									
Seen as Scheduled					90%	85%	Colon Cancer Screening								0%	22%	30-Day MHCB or DSH Readmission									
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend											
Effective Communication Provided					96%	97%	Breast Cancer Screening								8.7	10.7	Potentially Avoidable Hospitalizations*									
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend											
Medication Continuity-Transfer					98%	85%	Diagnostic Monitoring																			
Medication Non-Adherence Counseling					86%	85%	Utilization Specialty Services																			
Medication Administration					100%	89%	Polypharmacy Medication Review																			
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend											
Non-Formulary by Psychiatrists					10.3%	3.3%	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend									
Non-Formulary by Medical Providers					7.5%	4.2%	Timely Appeals								100%	96%	QM & Patient Safety Program									
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend											
Total Staffing FTE	Actual	Authority	% of Auth	Statewide			MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend									
Medical FTE	434	435	100%	98%			LABOR	YTD 14/15	YTD 13/14	Statewide																
Nursing FTE	17	15	110%	98%			Medical Staff	\$94	\$96	\$82																
Pharmacy FTE	213	212	100%	102%			Nursing Staff	\$448	\$404	\$402																
Dental Clinical FTE	14	17	86%	112%			Pharmacy Staff	\$25	\$29	\$32																
Mental Health Clinical FTE	22	20	112%	101%			Dental Clinical Staff	\$66	\$72	\$71																
Clinical Support FTE	77	76	102%	92%			Mental Health Clinical Staff	\$422	\$355	\$163																
Administrative Support FTE	15	15	100%	96%			Clinical Support Staff	\$30	\$24	\$24																
	77	82	94%	89%			Administrative Support Staff	\$111	\$93	\$107																
Total Actual FTE							NON LABOR					6 Mth Trend					6 Mth Trend									
Civil Service FTE							YTD 14/15	YTD 13/14	Statewide																	
Overtime FTE							Hospital	\$86	\$105	\$110																
Registry FTE							Emergency Department	\$6	\$5	\$8																
							Specialty	\$40	\$35	\$28																
							Medications	\$184	\$156	\$131																
							Diagnostics	\$34	\$31	\$19																
WORKLOAD PER DAY					6 Mth Trend					6 Mth Trend					6 Mth Trend											
Appointments per PCP																										
Appointments per PCRN																										
Encounters per Primary MH Clinician																										
Encounters per Psychiatrist																										
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend											
Hospital Admissions*																										
Emergency Department Visits*																										
Specialty Care Referrals*																										
Prescriptions Per Inmate																										
Diagnostics Per Inmate																										
Appeals Received*																										
Prison Population Capacity																										

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

HEALTHCARE SERVICES DASHBOARD

California State Prison, Solano (SOL)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			SOL	Statewide	Asthma Care			SOL	Statewide	Appropriate Placement High Risk Patients			SOL	Statewide					
Dental Services		91%	91%	89%	Therapeutic Anticoagulation		90%	90%	81%	High Risk Patient Care Plan		N/A	N/A	75%					
Mental Health Services		99%	99%	96%	Diabetes Care		89%	89%	79%	Follow-Up After MHCB/DSH Admission		88%	88%	94%					
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody		2.4%	2.4%	2.0%	End Stage Liver Disease Care		81%	81%	81%	30-Day Community Hospital Readmission		7.5%	7.5%	7.3%					
Seen as Scheduled		86%	86%	85%	Colon Cancer Screening		81%	81%	72%	30-Day MHCB or DSH Readmission		64%	64%	22%					
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided		99%	99%	97%	Breast Cancer Screening		N/A	N/A	93%	Potentially Avoidable Hospitalizations*		19.3	19.3	10.7					
MEDICATION MANAGEMENT					AVAILABILITY OF HEALTH INFORMATION					CONTINUITY OF CLINICIANS & SERVICES									
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer		90%	90%	85%	Non-Dictated Documents		73%	73%	74%	Primary Care Provider (PCP)		98%	98%	87%					
Medication Non-Adherence Counseling		61%	61%	85%	Dictated Documents		62%	62%	58%	Mental Health Primary Clinician		N/A	N/A	82%					
Medication Administration		97%	97%	89%	Specialty Notes		91%	91%	85%	Psychiatrist		N/A	N/A	83%					
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists		1.0%	1.0%	3.3%	Community Hospital Records		91%	91%	78%	RESOURCE MANAGEMENT									
Non-Formulary by Medical Providers		6.3%	6.3%	4.2%	Scanning Accuracy		100%	100%	97%	Claims Processed		N/A	N/A	100%					
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
	Actual	Authority	% of Auth	Statewide	Timely Appeals		100%	100%	96%	CONTINUOUS EVALUATION & IMPROVEMENT									
Total Staffing FTE	278	354	78%	98%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Medical FTE	14	15	93%	98%	LABOR					6 Mth Trend					6 Mth Trend				
Nursing FTE	117	172	68%	102%		YTD 14/15	YTD 13/14	Statewide	Appointments per PCP		8.9	8.9	12.2						
Pharmacy FTE	19	17	117%	112%	Medical Staff	\$94	\$96	\$82	Appointments per PCRN		6.4	6.4	6.3						
Dental Clinical FTE	22	22	102%	101%	Nursing Staff	\$246	\$274	\$402	Encounters per Primary MH Clinician		5.9	5.9	8.7						
Mental Health Clinical FTE	38	43	89%	92%	Pharmacy Staff	\$38	\$42	\$32	Encounters per Psychiatrist		7.7	7.7	9.3						
Clinical Support FTE	10	10	107%	96%	Dental Clinical Staff	\$93	\$79	\$71	OTHER TRENDS										
Administrative Support FTE	57	76	75%	89%	Mental Health Clinical Staff	\$116	\$130	\$163	Hospital Admissions*		4.9	4.9	4.5						
	6 Mth Trend	Actual	SOL	Statewide	Clinical Support Staff	\$18	\$15	\$24	Emergency Department Visits*		5	5	5						
Total Actual FTE		278	100%	100%	Administrative Support Staff	\$92	\$86	\$107	Specialty Care Referrals*		34	34	34						
Civil Service FTE		256	92%	88%	NON LABOR					6 Mth Trend									
Overtime FTE		7	2.6%	6.0%		YTD 14/15	YTD 13/14	Statewide	Prescriptions Per Inmate		3.9	3.9	3.2						
Registry FTE		15	5.5%	6.3%	Hospital	\$223	\$187	\$110	Diagnostics Per Inmate		1.1	1.1	0.9						
					Emergency Department	\$7	\$7	\$8	Appeals Received*		25	25	36						
					Specialty	\$53	\$46	\$28	Prison Population Capacity		148%	148%	132%						
					Medications	\$217	\$113	\$131											
					Diagnostics	\$18	\$19	\$19											

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

HEALTHCARE SERVICES DASHBOARD

California State Prison, Sacramento (SAC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services		93%	89%		Asthma Care		80%	81%		Appropriate Placement High Risk Patients		N/A	75%						
Dental Services		96%	96%		Therapeutic Anticoagulation		70%	79%		High Risk Patient Care Plan									
Mental Health Services		89%	89%		Diabetes Care		78%	81%		Follow-Up After MHCB/DSH Admission		91%	94%						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody		2.6%	2.0%		End Stage Liver Disease Care		70%	72%		30-Day Community Hospital Readmission		3.7%	7.3%						
Seen as Scheduled		90%	85%		Colon Cancer Screening		97%	96%		30-Day MHCB or DSH Readmission		22%	22%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided		95%	97%		Breast Cancer Screening		N/A	93%		Potentially Avoidable Hospitalizations*		8.2	10.7						
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer		70%	85%		Diagnostic Monitoring		86%	86%		CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling		73%	85%		Utilization Specialty Services		93%	89%		Primary Care Provider (PCP)		91%	87%						
Medication Administration		94%	89%		Polypharmacy Medication Review		2%	40%		Mental Health Primary Clinician		76%	82%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists		5.1%	3.3%		AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers		6.2%	4.2%		Non-Dictated Documents		67%	74%		Claims Processed		N/A	100%						
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Dictated Documents		72%	58%		Specialty Teleservices		55%	62%						
Medical FTE	547	497	110%	98%	Specialty Notes		74%	85%		Health Care Staff Training									
Nursing FTE	263	214	123%	102%	Community Hospital Records		86%	78%		RESOURCE MANAGEMENT									
Pharmacy FTE	14	12	125%	112%	Scanning Accuracy		98%	97%		Specialty Teleservices		55%	62%						
Dental Clinical FTE	17	17	100%	101%	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
Mental Health Clinical FTE	130	125	104%	92%	Timely Appeals		91%	96%		QM & Patient Safety Program									
Clinical Support FTE	31	27	114%	96%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Administrative Support FTE	82	92	89%	89%	LABOR	YTD 14/15	YTD 13/14	Statewide	Health Care Index										
Total Actual FTE		547	100%	100%	Medical Staff	\$119	\$120	\$82	CONTINUOUS EVALUATION & IMPROVEMENT										
Civil Service FTE		455	83%	88%	Nursing Staff	\$977	\$1,028	\$402	Health Care Index										
Overtime FTE		36	6.5%	6.0%	Pharmacy Staff	\$52	\$52	\$32	WORKLOAD PER DAY										
Registry FTE		56	10.3%	6.3%	Dental Clinical Staff	\$97	\$106	\$71	Appointments per PCP		8.4	12.2							
					Mental Health Clinical Staff	\$688	\$763	\$163	Appointments per PCRN		5.8	6.3							
					Clinical Support Staff	\$98	\$103	\$24	Encounters per Primary MH Clinician		9.2	8.7							
					Administrative Support Staff	\$191	\$175	\$107	Encounters per Psychiatrist		8.6	9.3							
					NON LABOR	YTD 14/15	YTD 13/14	Statewide	OTHER TRENDS										
					Hospital	\$113	\$152	\$110	Hospital Admissions*		5.7	4.5							
					Emergency Department	\$12	\$7	\$8	Emergency Department Visits*		9	5							
					Specialty	\$22	\$19	\$28	Specialty Care Referrals*		20	34							
					Medications	\$249	\$159	\$131	Prescriptions Per Inmate		5.3	3.2							
					Diagnostics	\$15	\$16	\$19	Diagnostics Per Inmate		0.8	0.9							
										Appeals Received*		97	36						
										Prison Population Capacity		124%	132%						

* 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			
ACCESS	6 Mth Trend	PVSP	Statewide	6 Mth Trend	PVSP	Statewide	6 Mth Trend	PVSP	Statewide		
Medical Services		96%	89%	Asthma Care		90%	81%	Appropriate Placement High Risk Patients		N/A	75%
Dental Services		100%	96%	Therapeutic Anticoagulation		-	79%	High Risk Patient Care Plan			
Mental Health Services		92%	89%	Diabetes Care		90%	81%	Follow-Up After MHCB/DSH Admission		100%	94%
APPTS COMPLETED AS SCHEDULED				End Stage Liver Disease Care		33%	72%	30-Day Community Hospital Readmission		0.0%	7.3%
Cancelled Due to Custody		0.1%	2.0%	Colon Cancer Screening		100%	96%	30-Day MHCB or DSH Readmission		14%	22%
Seen as Scheduled		89%	85%	Breast Cancer Screening		N/A	93%	Potentially Avoidable Hospitalizations*		1.3	10.7
EFFECTIVE COMMUNICATION				Diagnostic Monitoring		96%	86%	CONTINUITY OF CLINICIANS & SERVICES			
Effective Communication Provided		99%	97%	Utilization Specialty Services		95%	89%	6 Mth Trend	PVSP	Statewide	
MEDICATION MANAGEMENT				AVAILABILITY OF HEALTH INFORMATION				Primary Care Provider (PCP)			
MAPIP	6 Mth Trend	PVSP	Statewide	6 Mth Trend	PVSP	Statewide	Mental Health Primary Clinician				
Medication Continuity-Transfer		89%	85%	Non-Dictated Documents		83%	74%	Psychiatrist			
Medication Non-Adherence Counseling		65%	85%	Dictated Documents		26%	58%	RESOURCE MANAGEMENT			
Medication Administration		89%	89%	Specialty Notes		94%	85%	6 Mth Trend	PVSP	Statewide	
FORMULARY MANAGEMENT				Community Hospital Records		100%	78%	Claims Processed		N/A	100%
Non-Formulary by Psychiatrists		1.1%	3.3%	Scanning Accuracy		100%	97%	Specialty Teleservices		43%	62%
Non-Formulary by Medical Providers		1.8%	4.2%	APPEAL PROCESSING				Health Care Staff Training			
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				APPEAL PROCESSING				CONTINUOUS EVALUATION & IMPROVEMENT			
	6 Mth Trend	PVSP	Statewide	Timely Appeals		98%	96%	6 Mth Trend	PVSP	Statewide	
Total Staffing FTE		220	267	82%	98%	96%	QM & Patient Safety Program				
Medical FTE		8	9	89%	98%	96%	Health Care Index				
Nursing FTE		92	110	84%	98%	96%	WORKLOAD PER DAY				
Pharmacy FTE		9	8	107%	98%	96%	6 Mth Trend	PVSP	Statewide		
Dental Clinical FTE		23	23	100%	98%	96%	Appointments per PCP		14.1	12.2	
Mental Health Clinical FTE		25	40	62%	98%	96%	Appointments per PCRN		6.0	6.3	
Clinical Support FTE		5	6	83%	98%	96%	Encounters per Primary MH Clinician		5.8	8.7	
Administrative Support FTE		58	71	82%	98%	96%	Encounters per Psychiatrist		11.7	9.3	
Total Actual FTE		220	267	82%	98%	96%	OTHER TRENDS				
Civil Service FTE		207	267	94%	98%	96%	6 Mth Trend	PVSP	Statewide		
Overtime FTE		8	267	3.8%	98%	96%	Hospital Admissions*		0.8	4.5	
Registry FTE		5	267	2.3%	98%	96%	Emergency Department Visits*		3	5	
MAJOR COSTS PER INMATE PER MONTH**				MAJOR COSTS PER INMATE PER MONTH**				Specialty Care Referrals*			
LABOR	YTD 14/15	YTD 13/14	Statewide	LABOR	YTD 14/15	YTD 13/14	Statewide	Prescriptions Per Inmate		2.7	3.2
Medical Staff	\$63	\$73	\$82	Hospital	\$19	\$38	\$110	Diagnostics Per Inmate		0.4	0.9
Nursing Staff	\$244	\$289	\$402	Emergency Department	\$4	\$5	\$8	Appeals Received*		24	36
Pharmacy Staff	\$21	\$24	\$32	Specialty	\$12	\$21	\$28	Prison Population Capacity		109%	132%
Dental Clinical Staff	\$81	\$83	\$71	Medications	\$43	\$28	\$131				
Mental Health Clinical Staff	\$104	\$133	\$163	Diagnostics	\$7	\$9	\$19				
Clinical Support Staff	\$16	\$12	\$24								
Administrative Support Staff	\$94	\$84	\$107								
NON LABOR	YTD 14/15	YTD 13/14	Statewide								

* 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													
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Medical Services					82%	89%	Asthma Care					87%	81%	Appropriate Placement High Risk Patients					N/A	75%			
Dental Services					99%	96%	Therapeutic Anticoagulation					65%	79%	High Risk Patient Care Plan									
Mental Health Services					91%	89%	Diabetes Care					73%	81%	Follow-Up After MHCB/DSH Admission					99%	94%			
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Cancelled Due to Custody					1.2%	2.0%	End Stage Liver Disease Care					75%	72%	30-Day Community Hospital Readmission					4.5%	7.3%			
Seen as Scheduled					72%	85%	Colon Cancer Screening					93%	96%	30-Day MHCB or DSH Readmission					7%	22%			
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Effective Communication Provided					98%	97%	Breast Cancer Screening					N/A	93%	Potentially Avoidable Hospitalizations*					20.8	10.7			
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Medication Continuity-Transfer					87%	85%	Diagnostic Monitoring					77%	86%	CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling					89%	85%	Utilization Specialty Services					82%	89%	Primary Care Provider (PCP)					87%	87%			
Medication Administration					90%	89%	Polypharmacy Medication Review					2%	40%	Mental Health Primary Clinician					84%	82%			
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Non-Formulary by Psychiatrists					3.7%	3.3%	AVAILABILITY OF HEALTH INFORMATION							Psychiatrist					79%	83%			
Non-Formulary by Medical Providers					7.7%	4.2%	Non-Dictated Documents					86%	74%	RESOURCE MANAGEMENT									
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Total Staffing FTE	Actual	Authority	% of Auth	Statewide			Dictated Documents					32%	58%	Claims Processed					N/A	100%			
Medical FTE	10	12	87%	98%			Specialty Notes					91%	85%	Specialty Teleservices					69%	62%			
Nursing FTE	136	133	102%	102%			Community Hospital Records					73%	78%	Health Care Staff Training									
Pharmacy FTE	12	14	87%	112%			Scanning Accuracy					99%	97%	CONTINUOUS EVALUATION & IMPROVEMENT									
Dental Clinical FTE	18	19	95%	101%			APPEAL PROCESSING							QM & Patient Safety Program									
Mental Health Clinical FTE	79	70	113%	92%			Timely Appeals					100%	96%	Health Care Index									
Clinical Support FTE	18	16	114%	96%			MAJOR COSTS PER INMATE PER MONTH**							WORKLOAD PER DAY									
Administrative Support FTE	85	87	98%	89%			LABOR	YTD 14/15	YTD 13/14	Statewide	Appointments per PCP								9.7	12.2			
Total Actual FTE	357	350	102%	98%			Medical Staff	\$83	\$94	\$82	Appointments per PCRN								5.3	6.3			
Civil Service FTE	328	328	92%	88%			Nursing Staff	\$405	\$444	\$402	Encounters per Primary MH Clinician								9.8	8.7			
Overtime FTE	11	11	3.2%	6.0%			Pharmacy Staff	\$30	\$33	\$32	Encounters per Psychiatrist								10.2	9.3			
Registry FTE	18	18	5.1%	6.3%			Dental Clinical Staff	\$72	\$89	\$71	OTHER TRENDS												
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Total Actual FTE		Actual	MCSP	Statewide			Mental Health Clinical Staff	\$288	\$282	\$163	Hospital Admissions*								6.5	4.5			
Civil Service FTE		328	92%	88%			Clinical Support Staff	\$38	\$36	\$24	Emergency Department Visits*								8	5			
Overtime FTE		11	3.2%	6.0%			Administrative Support Staff	\$139	\$134	\$107	Specialty Care Referrals*								83	34			
Registry FTE		18	5.1%	6.3%			NON LABOR							Prescriptions Per Inmate								4.6	3.2
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Total Actual FTE		Actual	MCSP	Statewide			Hospital	\$243	\$157	\$110	Diagnosics Per Inmate								1.0	0.9			
Civil Service FTE		328	92%	88%			Emergency Department	\$12	\$9	\$8	Appeals Received*								63	36			
Overtime FTE		11	3.2%	6.0%			Specialty	\$48	\$36	\$28	Prison Population Capacity								171%	132%			
Registry FTE		18	5.1%	6.3%			Medications	\$506	\$265	\$131													
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend								
Total Actual FTE		Actual	MCSP	Statewide			Diagnosics	\$27	\$24	\$19													

* 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															
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Medical Services					KVSP	Statewide	Asthma Care								KVSP	Statewide	Appropriate Placement High Risk Patients						KVSP	Statewide	
Dental Services					94%	89%	Therapeutic Anticoagulation								N/A	75%	High Risk Patient Care Plan								
Mental Health Services					100%	96%	Diabetes Care								93%	94%	Follow-Up After MHCB/DSH Admission								
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Cancelled Due to Custody					0.6%	2.0%	End Stage Liver Disease Care								4.1%	7.3%	30-Day Community Hospital Readmission								
Seen as Scheduled					83%	85%	Colon Cancer Screening								34%	22%	30-Day MHCB or DSH Readmission								
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Effective Communication Provided					98%	97%	Breast Cancer Screening								7.9	10.7	Potentially Avoidable Hospitalizations*								
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Medication Continuity-Transfer					71%	85%	Diagnostic Monitoring																		
Medication Non-Adherence Counseling					79%	85%	Utilization Specialty Services																		
Medication Administration					80%	89%	Polypharmacy Medication Review																		
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Non-Formulary by Psychiatrists					1.1%	3.3%	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend								
Non-Formulary by Medical Providers					3.1%	4.2%	Timely Appeals								100%	96%	QM & Patient Safety Program								
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Total Staffing FTE	Actual	Authority	% of Auth	Statewide			MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend								
Medical FTE	304	307	99%	98%			LABOR	YTD 14/15	YTD 13/14	Statewide															
Nursing FTE	10	11	92%	98%			Medical Staff	\$71	\$76	\$82															
Pharmacy FTE	138	126	110%	102%			Nursing Staff	\$273	\$306	\$402															
Dental Clinical FTE	10	9	110%	112%			Pharmacy Staff	\$20	\$26	\$32															
Mental Health Clinical FTE	25	25	102%	101%			Dental Clinical Staff	\$82	\$80	\$71															
Clinical Support FTE	43	49	86%	92%			Mental Health Clinical Staff	\$140	\$149	\$163															
Administrative Support FTE	7	11	70%	96%			Clinical Support Staff	\$15	\$14	\$24															
	6 Mth Trend	Actual	KVSP	Statewide			Administrative Support Staff	\$105	\$104	\$107															
Total Actual FTE		304	100%	100%			NON LABOR					6 Mth Trend					6 Mth Trend								
Civil Service FTE		264	87%	88%			Hospital	\$52	\$105	\$110															
Overtime FTE		17	5.6%	6.0%			Emergency Department	\$10	\$8	\$8															
Registry FTE		24	7.8%	6.3%			Specialty	\$17	\$19	\$28															
							Medications	\$58	\$36	\$131															
							Diagnostics	\$9	\$9	\$19															
WORKLOAD PER DAY					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Appointments per PCP							OTHER TRENDS					6 Mth Trend					6 Mth Trend								
Appointments per PCRN							Hospital Admissions*																		
Encounters per Primary MH Clinician							Emergency Department Visits*																		
Encounters per Psychiatrist							Specialty Care Referrals*																		
							Prescriptions Per Inmate																		
							Diagnostics Per Inmate																		
							Appeals Received*																		
							Prison Population Capacity																		

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

HEALTHCARE SERVICES DASHBOARD

Ironwood State Prison (ISP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			ISP	Statewide	Asthma Care			ISP	Statewide	Appropriate Placement High Risk Patients			ISP	Statewide					
Dental Services			83%	89%	Therapeutic Anticoagulation			95%	81%	High Risk Patient Care Plan			N/A	75%					
Mental Health Services			98%	89%	Diabetes Care			80%	81%	Follow-Up After MHCB/DSH Admission			-	94%					
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			1.1%	2.0%	End Stage Liver Disease Care			87%	72%	30-Day Community Hospital Readmission			3.4%	7.3%					
Seen as Scheduled			89%	85%	Colon Cancer Screening			99%	96%	30-Day MHCB or DSH Readmission			-	22%					
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			96%	97%	Breast Cancer Screening			N/A	93%	Potentially Avoidable Hospitalizations*			4.6	10.7					
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			100%	85%	Diagnostic Monitoring			-	86%	CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling			89%	85%	Utilization Specialty Services			100%	89%	Primary Care Provider (PCP)			96%	87%					
Medication Administration			91%	89%	Polypharmacy Medication Review			97%	40%	Mental Health Primary Clinician			N/A	82%					
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			0.0%	3.3%	AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers			1.6%	4.2%	Non-Dictated Documents			82%	74%	Dictated Documents			47%	58%					
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Specialty Notes			94%	85%	Community Hospital Records			44%	78%					
Medical FTE	7	7	107%	98%	Community Hospital Records			44%	78%	Scanning Accuracy			99%	97%					
Nursing FTE	79	76	103%	102%	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
Pharmacy FTE	5	5	100%	112%	Timely Appeals			100%	96%	6 Mth Trend					6 Mth Trend				
Dental Clinical FTE	22	22	100%	101%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Mental Health Clinical FTE	7	6	121%	92%	LABOR	YTD 14/15	YTD 13/14	Statewide	Medical Staff	\$66	\$69	\$82	Appointments per PCP			11.9	12.2		
Clinical Support FTE	4	4	93%	96%	Nursing Staff	\$221	\$259	\$402	Nursing Staff	\$221	\$259	\$402	Appointments per PCRN			5.6	6.3		
Administrative Support FTE	47	57	82%	89%	Pharmacy Staff	\$18	\$18	\$32	Pharmacy Staff	\$18	\$18	\$32	Encounters per Primary MH Clinician			2.8	8.7		
Total Actual FTE			171	100%	Dental Clinical Staff	\$87	\$83	\$71	Dental Clinical Staff	\$87	\$83	\$71	Encounters per Psychiatrist			3.3	9.3		
Civil Service FTE			156	91%	Mental Health Clinical Staff	\$31	\$24	\$163	Mental Health Clinical Staff	\$31	\$24	\$163	OTHER TRENDS						
Overtime FTE			9	5.1%	Clinical Support Staff	\$7	\$6	\$24	Clinical Support Staff	\$7	\$6	\$24	Hospital Admissions*			2.6	4.5		
Registry FTE			7	4.0%	Administrative Support Staff	\$94	\$84	\$107	Administrative Support Staff	\$94	\$84	\$107	Emergency Department Visits*			6	5		
LABOR					YTD 14/15	YTD 13/14	Statewide	Hospital	\$47	\$31	\$110	Specialty Care Referrals*			25	34			
NON LABOR					YTD 14/15	YTD 13/14	Statewide	Emergency Department	\$7	\$5	\$8	Prescriptions Per Inmate			1.4	3.2			
LABOR					YTD 14/15	YTD 13/14	Statewide	Specialty	\$19	\$22	\$28	Diagnosics Per Inmate			0.3	0.9			
NON LABOR					YTD 14/15	YTD 13/14	Statewide	Medications	\$40	\$22	\$131	Appeals Received*			15	36			
NON LABOR					YTD 14/15	YTD 13/14	Statewide	Diagnosics	\$8	\$9	\$19	Prison Population Capacity			142%	132%			
NON LABOR					YTD 14/15	YTD 13/14	Statewide	Hospital	\$47	\$31	\$110	CONTINUOUS EVALUATION & IMPROVEMENT							
NON LABOR					YTD 14/15	YTD 13/14	Statewide	Emergency Department	\$7	\$5	\$8	QM & Patient Safety Program							
NON LABOR					YTD 14/15	YTD 13/14	Statewide	Specialty	\$19	\$22	\$28	Health Care Index							
NON LABOR					YTD 14/15	YTD 13/14	Statewide	Medications	\$40	\$22	\$131	WORKLOAD PER DAY							
NON LABOR					YTD 14/15	YTD 13/14	Statewide	Diagnosics	\$8	\$9	\$19	Appointments per PCP			11.9	12.2			
NON LABOR					YTD 14/15	YTD 13/14	Statewide	Hospital Admissions*	\$47	\$31	\$110	Appointments per PCRN			5.6	6.3			
NON LABOR					YTD 14/15	YTD 13/14	Statewide	Emergency Department Visits*	\$7	\$5	\$8	Encounters per Primary MH Clinician			2.8	8.7			
NON LABOR					YTD 14/15	YTD 13/14	Statewide	Specialty Care Referrals*	\$19	\$22	\$28	Encounters per Psychiatrist			3.3	9.3			
NON LABOR					YTD 14/15	YTD 13/14	Statewide	Prescriptions Per Inmate	\$19	\$22	\$28	OTHER TRENDS							
NON LABOR					YTD 14/15	YTD 13/14	Statewide	Diagnosics Per Inmate	\$8	\$9	\$19	Hospital Admissions*			2.6	4.5			
NON LABOR					YTD 14/15	YTD 13/14	Statewide	Appeals Received*	\$40	\$22	\$131	Emergency Department Visits*			6	5			
NON LABOR					YTD 14/15	YTD 13/14	Statewide	Prison Population Capacity	\$8	\$9	\$19	Specialty Care Referrals*			25	34			
NON LABOR					YTD 14/15	YTD 13/14	Statewide	CONTINUOUS EVALUATION & IMPROVEMENT					Prescriptions Per Inmate			1.4	3.2		
NON LABOR					YTD 14/15	YTD 13/14	Statewide	6 Mth Trend					Diagnosics Per Inmate			0.3	0.9		
NON LABOR					YTD 14/15	YTD 13/14	Statewide	6 Mth Trend					Appeals Received*			15	36		
NON LABOR					YTD 14/15	YTD 13/14	Statewide	6 Mth Trend					Prison Population Capacity			142%	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																																																																																																													
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend																																																																																																								
Medical Services		79%	89%		Asthma Care		88%	81%		Appropriate Placement High Risk Patients		N/A	75%		Dental Services		100%	96%		Therapeutic Anticoagulation		60%	79%		High Risk Patient Care Plan					Mental Health Services		97%	89%		Diabetes Care		77%	81%		Follow-Up After MHCB/DSH Admission		93%	94%		End Stage Liver Disease Care		80%	72%		30-Day Community Hospital Readmission		0.0%	7.3%		Colon Cancer Screening		94%	96%		30-Day MHCB or DSH Readmission		33%	22%		Breast Cancer Screening		N/A	93%		Potentially Avoidable Hospitalizations*		4.6	10.7		Diagnostic Monitoring		93%	86%		Utilization Specialty Services		85%	89%		Polypharmacy Medication Review		20%	40%		Cancelled Due to Custody		1.1%	2.0%		Effective Communication Provided		98%	97%		Seen as Scheduled		80%	85%		CONTINUITY OF CLINICIANS & SERVICES														
APPTS COMPLETED AS SCHEDULED					APPTS COMPLETED AS SCHEDULED					APPTS COMPLETED AS SCHEDULED					APPTS COMPLETED AS SCHEDULED																																																																																																								
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MEDICATION MANAGEMENT					AVAILABILITY OF HEALTH INFORMATION					APPEAL PROCESSING					RESOURCE MANAGEMENT																																																																																																								
MAPIP					MAPIP					MAPIP					MAPIP																																																																																																								
Medication Continuity-Transfer		81%	85%		Non-Dictated Documents		66%	74%		Claims Processed		N/A	100%		Medication Non-Adherence Counseling		98%	85%		Dictated Documents		64%	58%		Specialty Teleservices		58%	62%		Medication Administration		99%	89%		Specialty Notes		96%	85%		Health Care Staff Training					Non-Formulary by Psychiatrists		3.6%	3.3%		Community Hospital Records		91%	78%		Non-Formulary by Medical Providers		4.8%	4.2%		Scanning Accuracy		96%	97%		CONTINUOUS EVALUATION & IMPROVEMENT																																																						
FORMULARY MANAGEMENT					FORMULARY MANAGEMENT					FORMULARY MANAGEMENT					FORMULARY MANAGEMENT																																																																																																								
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					MAJOR COSTS PER INMATE PER MONTH**					WORKLOAD PER DAY					OTHER TRENDS																																																																																																								
Actual Authority % of Auth Statewide					LABOR YTD 14/15 YTD 13/14 Statewide					LABOR YTD 14/15 YTD 13/14 Statewide					LABOR YTD 14/15 YTD 13/14 Statewide																																																																																																								
Total Staffing FTE	256	265	97%	98%	Medical Staff	\$77	\$82	\$82	Medical Staff	\$77	\$82	\$82	Appointments per PCP		10.2	12.2	Total Actual FTE		256	100%	100%	Civil Service FTE		222	86%	88%	Nursing Staff	\$317	\$362	\$402	Nursing Staff	\$317	\$362	\$402	Appointments per PCRN		5.1	6.3	Civil Service FTE		222	86%	88%	Pharmacy Staff	\$17	\$18	\$32	Pharmacy Staff	\$17	\$18	\$32	Encounters per Primary MH Clinician		5.8	8.7	Overtime FTE		27	10.6%	6.0%	Dental Clinical Staff	\$71	\$82	\$71	Dental Clinical Staff	\$71	\$82	\$71	Encounters per Psychiatrist		6.5	9.3	Registry FTE		8	2.9%	6.3%	Mental Health Clinical Staff	\$73	\$62	\$163	Mental Health Clinical Staff	\$73	\$62	\$163	OTHER TRENDS																																	
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HEALTHCARE SERVICES DASHBOARD

Folsom State Prison (FSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			FSP	Statewide	Asthma Care			FSP	Statewide	Appropriate Placement High Risk Patients			FSP	Statewide					
Dental Services			88%	89%	Therapeutic Anticoagulation			96%	81%	High Risk Patient Care Plan			N/A	75%					
Mental Health Services			93%	96%	Diabetes Care			86%	79%	Follow-Up After MHCB/DSH Admission			0%	94%					
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			0.3%	2.0%	End Stage Liver Disease Care			90%	81%	30-Day Community Hospital Readmission			2.2%	7.3%					
Seen as Scheduled			89%	85%	Colon Cancer Screening			76%	72%	30-Day MHCB or DSH Readmission			-	22%					
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			99%	97%	Breast Cancer Screening			100%	93%	Potentially Avoidable Hospitalizations*			3.3	10.7					
MEDICATION MANAGEMENT					AVAILABILITY OF HEALTH INFORMATION					CONTINUITY OF CLINICIANS & SERVICES									
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			94%	85%	Non-Dictated Documents			91%	74%	Primary Care Provider (PCP)			97%	87%					
Medication Non-Adherence Counseling			95%	85%	Dictated Documents			48%	58%	Mental Health Primary Clinician			N/A	82%					
Medication Administration			90%	89%	Specialty Notes			94%	85%	Psychiatrist			N/A	83%					
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			0.6%	3.3%	Community Hospital Records			100%	78%	RESOURCE MANAGEMENT									
Non-Formulary by Medical Providers			2.2%	4.2%	Scanning Accuracy			100%	97%	6 Mth Trend									
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	188	239	79%	98%	Timely Appeals			100%	96%	Claims Processed			N/A	100%					
Medical FTE	10	10	100%	98%	MAJOR COSTS PER INMATE PER MONTH**					Specialty Teleservices			64%	62%					
Nursing FTE	88	108	81%	102%	LABOR					Health Care Staff Training									
Pharmacy FTE	9	10	99%	112%	YTD 14/15	YTD 13/14	Statewide	QM & Patient Safety Program											
Dental Clinical FTE	20	20	103%	101%	Medical Staff	\$87	\$80	\$82	Health Care Index										
Mental Health Clinical FTE	14	21	67%	92%	Nursing Staff	\$251	\$253	\$402	CONTINUOUS EVALUATION & IMPROVEMENT										
Clinical Support FTE	3	8	41%	96%	Pharmacy Staff	\$22	\$25	\$32	6 Mth Trend										
Administrative Support FTE	44	64	69%	89%	Dental Clinical Staff	\$94	\$79	\$71	Appointments per PCP			12.0	12.2						
Actual					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE	188	100%	100%	100%	Mental Health Clinical Staff	\$82	\$60	\$163	Appointments per PCRN			7.3	6.3						
Civil Service FTE	177	94%	88%	88%	Clinical Support Staff	\$5	\$5	\$24	Encounters per Primary MH Clinician			7.6	8.7						
Overtime FTE	8	4.5%	6.0%	6.0%	Administrative Support Staff	\$87	\$76	\$107	Encounters per Psychiatrist			9.1	9.3						
Registry FTE	3	1.6%	6.3%	6.3%	NON LABOR					OTHER TRENDS									
6 Mth Trend					YTD 14/15					YTD 13/14					6 Mth Trend				
Actual					YTD 14/15					YTD 13/14					6 Mth Trend				
Total Actual FTE	188	100%	100%	100%	Hospital	\$61	\$75	\$110	Hospital Admissions*			1.4	4.5						
Civil Service FTE	177	94%	88%	88%	Emergency Department	\$3	\$3	\$8	Emergency Department Visits*			4	5						
Overtime FTE	8	4.5%	6.0%	6.0%	Specialty	\$15	\$14	\$28	Specialty Care Referrals*			39	34						
Registry FTE	3	1.6%	6.3%	6.3%	Medications	\$68	\$47	\$131	Prescriptions Per Inmate			2.5	3.2						
6 Mth Trend					YTD 14/15					YTD 13/14					6 Mth Trend				
Actual					YTD 14/15					YTD 13/14					6 Mth Trend				
Total Actual FTE	188	100%	100%	100%	Diagnosics	\$11	\$12	\$19	Diagnosics Per Inmate			0.6	0.9						
Civil Service FTE	177	94%	88%	88%	APPEAL PROCESSING					Appeals Received*			17	36					
Overtime FTE	8	4.5%	6.0%	6.0%	Timely Appeals			100%	96%	Prison Population Capacity			118%	132%					
Registry FTE	3	1.6%	6.3%	6.3%	MAJOR COSTS PER INMATE PER MONTH**					CONTINUOUS EVALUATION & IMPROVEMENT									
Actual					YTD 14/15					YTD 13/14					6 Mth Trend				
Total Actual FTE	188	100%	100%	100%	LABOR	YTD 14/15	YTD 13/14	Statewide	QM & Patient Safety Program										
Civil Service FTE	177	94%	88%	88%	Medical Staff	\$87	\$80	\$82	Health Care Index										
Overtime FTE	8	4.5%	6.0%	6.0%	Nursing Staff	\$251	\$253	\$402	WORKLOAD PER DAY										
Registry FTE	3	1.6%	6.3%	6.3%	Pharmacy Staff	\$22	\$25	\$32	6 Mth Trend										
Actual					YTD 14/15					YTD 13/14					6 Mth Trend				
Total Actual FTE	188	100%	100%	100%	Dental Clinical Staff	\$94	\$79	\$71	Appointments per PCP			12.0	12.2						
Civil Service FTE	177	94%	88%	88%	Mental Health Clinical Staff	\$82	\$60	\$163	Appointments per PCRN			7.3	6.3						
Overtime FTE	8	4.5%	6.0%	6.0%	Clinical Support Staff	\$5	\$5	\$24	Encounters per Primary MH Clinician			7.6	8.7						
Registry FTE	3	1.6%	6.3%	6.3%	Administrative Support Staff	\$87	\$76	\$107	Encounters per Psychiatrist			9.1	9.3						
Actual					YTD 14/15					YTD 13/14					6 Mth Trend				
Total Actual FTE	188	100%	100%	100%	LABOR	YTD 14/15	YTD 13/14	Statewide	OTHER TRENDS										
Civil Service FTE	177	94%	88%	88%	Hospital	\$61	\$75	\$110	Hospital Admissions*			1.4	4.5						
Overtime FTE	8	4.5%	6.0%	6.0%	Emergency Department	\$3	\$3	\$8	Emergency Department Visits*			4	5						
Registry FTE	3	1.6%	6.3%	6.3%	Specialty	\$15	\$14	\$28	Specialty Care Referrals*			39	34						
Actual					YTD 14/15					YTD 13/14					6 Mth Trend				
Total Actual FTE	188	100%	100%	100%	Medications	\$68	\$47	\$131	Prescriptions Per Inmate			2.5	3.2						
Civil Service FTE	177	94%	88%	88%	Diagnosics	\$11	\$12	\$19	Diagnosics Per Inmate			0.6	0.9						
Overtime FTE	8	4.5%	6.0%	6.0%	APPEAL PROCESSING					Appeals Received*			17	36					
Registry FTE	3	1.6%	6.3%	6.3%	Timely Appeals			100%	96%	Prison Population Capacity			118%	132%					

* 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														
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend									
					DVI					DVI					DVI									
					Statewide					Statewide					Statewide									
Medical Services										81%					89%									
Dental Services										97%					96%									
Mental Health Services										90%					89%									
APPTS COMPLETED AS SCHEDULED																								
Cancelled Due to Custody										0.3%					2.0%									
Seen as Scheduled										90%					85%									
EFFECTIVE COMMUNICATION																								
Effective Communication Provided										100%					97%									
MEDICATION MANAGEMENT																								
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend									
					DVI					DVI					DVI									
					Statewide					Statewide					Statewide									
Medication Continuity-Transfer										100%					85%									
Medication Non-Adherence Counseling										84%					85%									
Medication Administration										100%					89%									
FORMULARY MANAGEMENT																								
Non-Formulary by Psychiatrists										4.3%					3.3%									
Non-Formulary by Medical Providers										2.4%					4.2%									
STAFFING IN FULL TIME EQUIVALENTS (FTE)**																								
					Actual					Authority					% of Auth					Statewide				
Total Staffing FTE					220					228					97%					98%				
Medical FTE					8					8					97%					98%				
Nursing FTE					97					101					96%					102%				
Pharmacy FTE					10					7					136%					112%				
Dental Clinical FTE					17					17					100%					101%				
Mental Health Clinical FTE					30					32					93%					92%				
Clinical Support FTE					6					5					119%					96%				
Administrative Support FTE					54					59					91%					89%				
					6 Mth Trend					Actual					DVI					Statewide				
Total Actual FTE										220					100%					100%				
Civil Service FTE										197					90%					88%				
Overtime FTE										14					6.4%					6.0%				
Registry FTE										9					4.0%					6.3%				
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend									
					DVI					DVI					DVI									
					Statewide					Statewide					Statewide									
Timely Appeals										100%					96%									
MAJOR COSTS PER INMATE PER MONTH**																								
LABOR					YTD 14/15					YTD 13/14					Statewide									
Medical Staff					\$89					\$94					\$82									
Nursing Staff					\$333					\$354					\$402									
Pharmacy Staff					\$29					\$27					\$32									
Dental Clinical Staff					\$79					\$74					\$71									
Mental Health Clinical Staff					\$148					\$149					\$163									
Clinical Support Staff					\$13					\$8					\$24									
Administrative Support Staff					\$112					\$109					\$107									
NON LABOR					YTD 14/15					YTD 13/14					Statewide									
Hospital					\$161					\$127					\$110									
Emergency Department					\$6					\$6					\$8									
Specialty					\$20					\$20					\$28									
Medications					\$130					\$95					\$131									
Diagnostics					\$25					\$21					\$19									
CONTINUITY OF CLINICIANS & SERVICES					6 Mth Trend					6 Mth Trend					6 Mth Trend									
					DVI					DVI					DVI									
					Statewide					Statewide					Statewide									
Primary Care Provider (PCP)										96%					87%									
Mental Health Primary Clinician										-					82%									
Psychiatrist										-					83%									
RESOURCE MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend									
					DVI					DVI					DVI									
					Statewide					Statewide					Statewide									
Claims Processed										N/A					100%									
Specialty Teleservices										60%					62%									
Health Care Staff Training																								
CONTINUOUS EVALUATION & IMPROVEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend									
					DVI					DVI					DVI									
					Statewide					Statewide					Statewide									
QM & Patient Safety Program																								
Health Care Index																								
WORKLOAD PER DAY					6 Mth Trend					6 Mth Trend					6 Mth Trend									
					DVI					DVI					DVI									
					Statewide					Statewide					Statewide									
Appointments per PCP										14.3					12.2									
Appointments per PCRN										6.7					6.3									
Encounters per Primary MH Clinician										8.1					8.7									
Encounters per Psychiatrist										12.3					9.3									
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend									
					DVI					DVI					DVI									
					Statewide					Statewide					Statewide									
Hospital Admissions*										5.4					4.5									
Emergency Department Visits*										4					5									
Specialty Care Referrals*										51					34									
Prescriptions Per Inmate										2.9					3.2									
Diagnostics Per Inmate										1.0					0.9									
Appeals Received*										47					36									
Prison Population Capacity										131%					132%									

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

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

HEALTHCARE SERVICES DASHBOARD

Chuckawalla Valley State Prison (CVSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT										
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical Services			CVSP	Statewide	Asthma Care			CVSP	Statewide	Appropriate Placement High Risk Patients			CVSP	Statewide						
Dental Services			95%	89%	Therapeutic Anticoagulation			98%	81%	High Risk Patient Care Plan			N/A	75%						
Mental Health Services			100%	96%	Diabetes Care			87%	81%	Follow-Up After MHCB/DSH Admission			-	94%						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Cancelled Due to Custody			0.1%	2.0%	End Stage Liver Disease Care			100%	72%	30-Day Community Hospital Readmission			1.5%	7.3%						
Seen as Scheduled			90%	85%	Colon Cancer Screening			99%	96%	30-Day MHCB or DSH Readmission			-	22%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Effective Communication Provided			99%	97%	Breast Cancer Screening			N/A	93%	Potentially Avoidable Hospitalizations*			4.4	10.7						
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medication Continuity-Transfer			97%	85%	Diagnostic Monitoring			-	86%	CONTINUITY OF CLINICIANS & SERVICES										
Medication Non-Adherence Counseling			97%	85%	Utilization Specialty Services			95%	89%	Primary Care Provider (PCP)			97%	87%						
Medication Administration			100%	89%	Polypharmacy Medication Review			89%	40%	Mental Health Primary Clinician			N/A	82%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Non-Formulary by Psychiatrists			0.0%	3.3%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Non-Formulary by Medical Providers			2.2%	4.2%	Non-Dictated Documents			92%	74%	Psychiatrist			N/A	83%						
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Dictated Documents			32%	58%	RESOURCE MANAGEMENT										
Medical FTE	7	6	110%	98%	Specialty Notes			88%	85%	Claims Processed			N/A	100%						
Nursing FTE	54	62	88%	102%	Community Hospital Records			75%	78%	Specialty Teleservices			86%	62%						
Pharmacy FTE	4	5	89%	112%	Scanning Accuracy			96%	97%	Health Care Staff Training										
Dental Clinical FTE	18	18	102%	101%	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					
Mental Health Clinical FTE	4	6	74%	92%	Timely Appeals			100%	96%	CONTINUOUS EVALUATION & IMPROVEMENT										
Clinical Support FTE	3	4	83%	96%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Administrative Support FTE	41	52	78%	89%	MAJOR COSTS PER INMATE PER MONTH**					QM & Patient Safety Program										
Total Actual FTE	131	152	86%	98%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Civil Service FTE	121	92%	88%	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Overtime FTE	4	3.4%	6.0%	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Registry FTE	6	4.4%	6.3%	6 Mth Trend					6 Mth Trend					6 Mth Trend						
LABOR					YTD 14/15					YTD 13/14					Statewide					
Medical Staff			\$63	\$58	\$82	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Nursing Staff			\$221	\$241	\$402	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Pharmacy Staff			\$15	\$13	\$32	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Dental Clinical Staff			\$77	\$87	\$71	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Mental Health Clinical Staff			\$26	\$27	\$163	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Clinical Support Staff			\$8	\$8	\$24	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Administrative Support Staff			\$89	\$83	\$107	6 Mth Trend					6 Mth Trend					6 Mth Trend				
NON LABOR					YTD 14/15					YTD 13/14					Statewide					
Hospital			\$81	\$62	\$110	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department			\$5	\$6	\$8	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty			\$27	\$28	\$28	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications			\$35	\$28	\$131	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics			\$12	\$11	\$19	6 Mth Trend					6 Mth Trend					6 Mth Trend				
WORKLOAD PER DAY					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Appointments per PCP			14.8	12.2	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Appointments per PCRN			4.6	6.3	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Encounters per Primary MH Clinician			3.8	8.7	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Encounters per Psychiatrist			4.2	9.3	6 Mth Trend					6 Mth Trend					6 Mth Trend					
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Hospital Admissions*			3.1	4.5	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Emergency Department Visits*			6	5	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Specialty Care Referrals*			36	34	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Prescriptions Per Inmate			2.0	3.2	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Diagnostics Per Inmate			0.5	0.9	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Appeals Received*			13	36	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Prison Population Capacity			131%	132%	6 Mth Trend					6 Mth Trend					6 Mth Trend					

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

HEALTHCARE SERVICES DASHBOARD

Correctional Training Facility (CTF)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT																								
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend																			
					CTF					CTF					CTF																			
					Statewide					Statewide					Statewide																			
Medical Services					92%	89%				Asthma Care					93%	81%				Appropriate Placement High Risk Patients					N/A	75%								
Dental Services					96%	96%				Therapeutic Anticoagulation					100%	79%				High Risk Patient Care Plan														
Mental Health Services					96%	89%				Diabetes Care					78%	81%				Follow-Up After MHCB/DSH Admission					100%	94%								
APPTS COMPLETED AS SCHEDULED																																		
Cancelled Due to Custody					0.1%	2.0%				End Stage Liver Disease Care					86%	72%				30-Day Community Hospital Readmission					4.4%	7.3%								
Seen as Scheduled					90%	85%				Colon Cancer Screening					99%	96%				30-Day MHCB or DSH Readmission					-	22%								
EFFECTIVE COMMUNICATION																																		
Effective Communication Provided					96%	97%				Diagnostic Monitoring					95%	86%				Potentially Avoidable Hospitalizations*					4.9	10.7								
MEDICATION MANAGEMENT																				CONTINUITY OF CLINICIANS & SERVICES														
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend																			
					CTF					CTF					CTF																			
					Statewide					Statewide					Statewide																			
Medication Continuity-Transfer					86%	85%				Non-Dictated Documents					75%	74%				Primary Care Provider (PCP)					99%	87%								
Medication Non-Adherence Counseling					68%	85%				Dictated Documents					52%	58%				Mental Health Primary Clinician					N/A	82%								
Medication Administration					91%	89%				Specialty Notes					71%	85%				Psychiatrist					N/A	83%								
FORMULARY MANAGEMENT																				RESOURCE MANAGEMENT														
					6 Mth Trend					6 Mth Trend					6 Mth Trend																			
					CTF					CTF					CTF																			
					Statewide					Statewide					Statewide																			
Non-Formulary by Psychiatrists					1.0%	3.3%				Community Hospital Records					50%	78%				Claims Processed					N/A	100%								
Non-Formulary by Medical Providers					1.1%	4.2%				Scanning Accuracy					95%	97%				Specialty Teleservices					44%	62%								
STAFFING IN FULL TIME EQUIVALENTS (FTE)**																				HEALTH CARE STAFF TRAINING														
					6 Mth Trend					6 Mth Trend					6 Mth Trend																			
					Actual					Actual					Actual																			
					Authority					Authority					Authority																			
					% of Auth					% of Auth					% of Auth																			
					Statewide					Statewide					Statewide																			
Total Staffing FTE					271	266				102%	98%				Timely Appeals					97%	96%				QM & Patient Safety Program									
Medical FTE					12	14				87%	98%				MAJOR COSTS PER INMATE PER MONTH**					Health Care Index														
Nursing FTE					109	93				116%	102%				LABOR					YTD 14/15					YTD 13/14					Statewide				
Pharmacy FTE					19	17				113%	112%																							
Dental Clinical FTE					28	29				96%	101%																							
Mental Health Clinical FTE					27	31				85%	92%																							
Clinical Support FTE					7	8				99%	96%																							
Administrative Support FTE					69	74				94%	89%																							
					6 Mth Trend					6 Mth Trend					6 Mth Trend																			
					Actual					Actual					Actual																			
					CTF					CTF					CTF																			
					Statewide					Statewide					Statewide																			
Total Actual FTE					271	100%				100%																								
Civil Service FTE					235	87%				88%																								
Overtime FTE					17	6.3%				6.0%																								
Registry FTE					19	7.0%				6.3%																								
					YTD 14/15					YTD 13/14					Statewide																			
					Medical Staff					Medical Staff					Medical Staff																			
					Nursing Staff					Nursing Staff					Nursing Staff																			
					Pharmacy Staff					Pharmacy Staff					Pharmacy Staff																			
					Dental Clinical Staff					Dental Clinical Staff					Dental Clinical Staff																			
					Mental Health Clinical Staff					Mental Health Clinical Staff					Mental Health Clinical Staff																			
					Clinical Support Staff					Clinical Support Staff					Clinical Support Staff																			
					Administrative Support Staff					Administrative Support Staff					Administrative Support Staff																			
					NON LABOR					NON LABOR					NON LABOR																			
					Hospital					Hospital					Hospital																			
					Emergency Department					Emergency Department					Emergency Department																			
					Specialty					Specialty					Specialty																			
					Medications					Medications					Medications																			
					Diagnostics					Diagnostics					Diagnostics																			
					YTD 14/15					YTD 13/14					Statewide																			
					Hospital Admissions*					Hospital Admissions*					Hospital Admissions*																			
					Emergency Department Visits*					Emergency Department Visits*					Emergency Department Visits*																			
					Specialty Care Referrals*					Specialty Care Referrals*					Specialty Care Referrals*																			
					Prescriptions Per Inmate					Prescriptions Per Inmate					Prescriptions Per Inmate																			
					Diagnostics Per Inmate					Diagnostics Per Inmate					Diagnostics Per Inmate																			
					Appeals Received*					Appeals Received*					Appeals Received*																			
					Prison Population Capacity					Prison Population Capacity					Prison Population Capacity																			
					6 Mth Trend					6 Mth Trend					6 Mth Trend																			
					CTF					CTF					CTF																			
					Statewide					Statewide					Statewide																			
					1.8					1.8					1.8																			
					4					4					4																			
					22					22					22																			
					3.3					3.3					3.3																			
					0.6					0.6					0.6																			
					41					41					41																			
					150%					150%					150%																			

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

HEALTHCARE SERVICES DASHBOARD

California Rehabilitation Center (CRC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services		92%	89%		Asthma Care		95%	81%		Appropriate Placement High Risk Patients		N/A	75%						
Dental Services		100%	96%		Therapeutic Anticoagulation		100%	79%		High Risk Patient Care Plan									
Mental Health Services		95%	89%		Diabetes Care		82%	81%		Follow-Up After MHCB/DSH Admission		100%	94%						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody		0.4%	2.0%		End Stage Liver Disease Care		71%	72%		30-Day Community Hospital Readmission		4.5%	7.3%						
Seen as Scheduled		87%	85%		Colon Cancer Screening		100%	96%		30-Day MHCB or DSH Readmission		-	22%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided		98%	97%		Breast Cancer Screening		N/A	93%		Potentially Avoidable Hospitalizations*		8.3	10.7						
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer		99%	85%		Diagnostic Monitoring		99%	86%		CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling		79%	85%		Utilization Specialty Services		86%	89%		Primary Care Provider (PCP)		90%	87%						
Medication Administration		94%	89%		Polypharmacy Medication Review		33%	40%		Mental Health Primary Clinician		N/A	82%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists		1.3%	3.3%		AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers		2.4%	4.2%		Non-Dictated Documents		84%	74%		Claims Processed		N/A	100%						
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Dictated Documents		61%	58%		Specialty Teleservices		57%	62%						
Medical FTE	196	209	94%	98%	Specialty Notes		85%	85%		Health Care Staff Training									
Nursing FTE	9	10	95%	98%	Community Hospital Records		50%	78%		CONTINUOUS EVALUATION & IMPROVEMENT									
Pharmacy FTE	77	80	97%	102%	Scanning Accuracy		96%	97%		QM & Patient Safety Program									
Dental Clinical FTE	11	10	114%	112%	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
Mental Health Clinical FTE	20	21	95%	101%	Timely Appeals		100%	96%		Health Care Index									
Mental Health Clinical FTE	17	25	68%	92%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Clinical Support FTE	6	6	101%	96%	LABOR	YTD 14/15	YTD 13/14	Statewide	Appointments per PCP		11.2	12.2							
Administrative Support FTE	57	59	96%	89%	Medical Staff	\$108	\$85	\$82	Appointments per PCRN		7.7	6.3							
Total Actual FTE		196	100%	100%	Nursing Staff	\$262	\$241	\$402	Encounters per Primary MH Clinician		5.3	8.7							
Civil Service FTE		173	88%	88%	Pharmacy Staff	\$35	\$28	\$32	Encounters per Psychiatrist		13.3	9.3							
Overtime FTE		14	6.9%	6.0%	Dental Clinical Staff	\$103	\$91	\$71	OTHER TRENDS										
Registry FTE		10	5.1%	6.3%	Mental Health Clinical Staff	\$122	\$100	\$163	Hospital Admissions*		1.3	4.5							
					Clinical Support Staff	\$15	\$14	\$24	Emergency Department Visits*		7	5							
					Administrative Support Staff	\$115	\$92	\$107	Specialty Care Referrals*		26	34							
					NON LABOR	YTD 14/15	YTD 13/14	Statewide	Prescriptions Per Inmate		2.7	3.2							
					Hospital	\$92	\$65	\$110	Diagnostics Per Inmate		0.5	0.9							
					Emergency Department	\$7	\$8	\$8	Appeals Received*		21	36							
					Specialty	\$16	\$15	\$28	Prison Population Capacity		96%	132%							
					Medications	\$111	\$76	\$131											
					Diagnostics	\$14	\$13	\$19											

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

HEALTHCARE SERVICES DASHBOARD

California State Prison, Corcoran (COR)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT								
ACCESS				6 Mth Trend				6 Mth Trend				6 Mth Trend				
Medical Services		COR	Statewide	Asthma Care		COR	Statewide	Appropriate Placement High Risk Patients		COR	Statewide	High Risk Patient Care Plan		COR	Statewide	
Dental Services		92%	89%	Therapeutic Anticoagulation		92%	81%	Follow-Up After MHCB/DSH Admission		N/A	75%	Follow-Up After MHCB/DSH Admission		85%	94%	
Mental Health Services		97%	96%	Diabetes Care		67%	79%	30-Day Community Hospital Readmission		95%	96%	30-Day MHCB or DSH Readmission		24%	22%	
APPTS COMPLETED AS SCHEDULED				6 Mth Trend				6 Mth Trend				6 Mth Trend				
Cancelled Due to Custody		7.3%	2.0%	End Stage Liver Disease Care		75%	81%	Potentially Avoidable Hospitalizations*		61%	72%			28.4	10.7	
Seen as Scheduled		85%	85%	Colon Cancer Screening		95%	96%			N/A	93%					
EFFECTIVE COMMUNICATION				6 Mth Trend				6 Mth Trend				6 Mth Trend				
Effective Communication Provided		95%	97%	Breast Cancer Screening		77%	86%			95%	89%					
MEDICATION MANAGEMENT				6 Mth Trend				6 Mth Trend				6 Mth Trend				
Medication Continuity-Transfer		69%	85%	Diagnostic Monitoring		38%	40%	CONTINUITY OF CLINICIANS & SERVICES								
Medication Non-Adherence Counseling		61%	85%	Utilization Specialty Services				Primary Care Provider (PCP)		88%	87%	Mental Health Primary Clinician		86%	82%	
Medication Administration		77%	89%	Polypharmacy Medication Review				Psychiatrist		83%	83%					
FORMULARY MANAGEMENT				6 Mth Trend				6 Mth Trend				6 Mth Trend				
Non-Formulary by Psychiatrists		4.5%	3.3%	AVAILABILITY OF HEALTH INFORMATION				6 Mth Trend				6 Mth Trend				
Non-Formulary by Medical Providers		5.3%	4.2%	Non-Dictated Documents		56%	74%	Claims Processed		N/A	100%	Specialty Teleservices		77%	62%	
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				6 Mth Trend				6 Mth Trend				6 Mth Trend				
	Actual	Authority	% of Auth	Statewide	Dictated Documents		45%	58%	Specialty Telecommunications				Health Care Staff Training			
Total Staffing FTE	509	466	109%	98%	Specialty Notes		86%	85%	RESOURCE MANAGEMENT							
Medical FTE	13	13	104%	98%	Community Hospital Records		96%	78%	Continuity of Care				Continuity of Care			
Nursing FTE	295	247	120%	102%	Scanning Accuracy		76%	97%	Continuity of Care				Continuity of Care			
Pharmacy FTE	18	14	130%	112%	APPEAL PROCESSING				6 Mth Trend				6 Mth Trend			
Dental Clinical FTE	24	26	92%	101%	Timely Appeals		100%	96%	QM & Patient Safety Program				Health Care Index			
Mental Health Clinical FTE	66	65	101%	92%	MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend				6 Mth Trend			
Clinical Support FTE	12	12	103%	96%	LABOR	YTD 14/15	YTD 13/14	Statewide	Appointments per PCP		10.8	12.2	Appointments per PCRN		7.2	6.3
Administrative Support FTE	80	90	90%	89%	Medical Staff	\$86	\$105	\$82	Encounters per Primary MH Clinician		7.8	8.7	Encounters per Psychiatrist		10.4	9.3
Total Actual FTE	509	100%	100%	Nursing Staff	\$615	\$659	\$402	OTHER TRENDS								
Civil Service FTE	413	81%	88%	Pharmacy Staff	\$38	\$38	\$32	Hospital Admissions*		9.2	4.5	Emergency Department Visits*		7	5	
Overtime FTE	47	9.2%	6.0%	Dental Clinical Staff	\$69	\$72	\$71	Specialty Care Referrals*		28	34	Prescriptions Per Inmate		2.9	3.2	
Registry FTE	49	9.6%	6.3%	Mental Health Clinical Staff	\$205	\$210	\$163	Diagnosics Per Inmate		0.4	0.9	Appeals Received*		52	36	
				Clinical Support Staff	\$29	\$33	\$24	Prison Population Capacity		139%	132%					
				Administrative Support Staff	\$106	\$108	\$107									
				NON LABOR	YTD 14/15	YTD 13/14	Statewide									
				Hospital	\$115	\$115	\$110									
				Emergency Department	\$15	\$4	\$8									
				Specialty	\$29	\$29	\$28									
				Medications	\$82	\$78	\$131									
				Diagnosics	\$9	\$9	\$19									

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

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

HEALTHCARE SERVICES DASHBOARD

California Medical Facility (CMF)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
		CMF	Statewide			CMF	Statewide			CMF	Statewide			CMF	Statewide				
Medical Services		96%	89%	Asthma Care		72%	81%	Appropriate Placement High Risk Patients		N/A	75%								
Dental Services		95%	96%	Therapeutic Anticoagulation		86%	79%	High Risk Patient Care Plan											
Mental Health Services		88%	89%	Diabetes Care		81%	81%	Follow-Up After MHCB/DSH Admission		93%	94%								
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody		1.9%	2.0%	End Stage Liver Disease Care		58%	72%	30-Day Community Hospital Readmission		15.8%	7.3%								
Seen as Scheduled		89%	85%	Colon Cancer Screening		99%	96%	30-Day MHCB or DSH Readmission		20%	22%								
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided		98%	97%	Breast Cancer Screening		N/A	93%	Potentially Avoidable Hospitalizations*		19.0	10.7								
MEDICATION MANAGEMENT					AVAILABILITY OF HEALTH INFORMATION					CONTINUITY OF CLINICIANS & SERVICES									
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer		86%	85%	Non-Dictated Documents		82%	74%	Primary Care Provider (PCP)		93%	87%								
Medication Non-Adherence Counseling		87%	85%	Dictated Documents		31%	58%	Mental Health Primary Clinician		85%	82%								
Medication Administration		98%	89%	Specialty Notes		98%	85%	Psychiatrist		99%	83%								
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists		6.6%	3.3%	Community Hospital Records		63%	78%	RESOURCE MANAGEMENT											
Non-Formulary by Medical Providers		7.2%	4.2%	Scanning Accuracy		91%	97%	Claims Processed		N/A	100%								
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					APPEAL PROCESSING					CONTINUOUS EVALUATION & IMPROVEMENT									
	Actual	Authority	% of Auth	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	584	614	95%	98%	Timely Appeals		100%	96%	QM & Patient Safety Program										
Medical FTE	16	17	96%	98%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Nursing FTE	295	330	89%	102%	LABOR	YTD 14/15	YTD 13/14	Statewide	Health Care Index										
Pharmacy FTE	29	26	112%	112%	Medical Staff	\$279	\$284	\$82	WORKLOAD PER DAY										
Dental Clinical FTE	15	16	94%	101%	Nursing Staff	\$1,177	\$1,338	\$402	Appointments per PCP		11.1	12.2							
Mental Health Clinical FTE	83	84	99%	92%	Pharmacy Staff	\$134	\$146	\$32	Appointments per PCRN		11.1	6.3							
Clinical Support FTE	35	29	120%	96%	Dental Clinical Staff	\$95	\$95	\$71	Encounters per Primary MH Clinician		11.1	8.7							
Administrative Support FTE	111	113	99%	89%	Mental Health Clinical Staff	\$480	\$570	\$163	Encounters per Psychiatrist		9.3	9.3							
	6 Mth Trend	Actual	CMF	Statewide	Clinical Support Staff	\$119	\$103	\$24	OTHER TRENDS										
Total Actual FTE		584	100%	100%	Administrative Support Staff	\$295	\$310	\$107	Hospital Admissions*		10.0	4.5							
Civil Service FTE		534	91%	88%	NON LABOR					YTD 14/15	YTD 13/14	Statewide	Emergency Department Visits*		7	5			
Overtime FTE		33	5.7%	6.0%	Hospital	\$378	\$455	\$110	Specialty Care Referrals*		53	34							
Registry FTE		17	2.9%	6.3%	Emergency Department	\$7	\$8	\$8	Prescriptions Per Inmate		6.0	3.2							
					Specialty	\$78	\$111	\$28	Diagnosics Per Inmate		1.9	0.9							
					Medications	\$483	\$362	\$131	Appeals Received*		42	36							
					Diagnosics	\$38	\$34	\$19	Prison Population Capacity		93%	132%							

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

HEALTHCARE SERVICES DASHBOARD

California Men's Colony (CMC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT																			
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend														
					CMC					CMC					CMC														
					Statewide					Statewide					Statewide														
Medical Services					89%	89%				Asthma Care					83%	81%				Appropriate Placement High Risk Patients					N/A	75%			
Dental Services					99%	96%				Therapeutic Anticoagulation					83%	79%				High Risk Patient Care Plan									
Mental Health Services					99%	89%				Diabetes Care					85%	81%				Follow-Up After MHCB/DSH Admission					95%	94%			
APPTS COMPLETED AS SCHEDULED																													
Cancelled Due to Custody					1.9%	2.0%				End Stage Liver Disease Care					81%	72%				30-Day Community Hospital Readmission					5.6%	7.3%			
Seen as Scheduled					91%	85%				Colon Cancer Screening					96%	96%				30-Day MHCB or DSH Readmission					20%	22%			
EFFECTIVE COMMUNICATION																													
Effective Communication Provided					98%	97%				Breast Cancer Screening					N/A	93%				Potentially Avoidable Hospitalizations*					5.2	10.7			
MEDICATION MANAGEMENT																													
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend														
					CMC					CMC					CMC														
					Statewide					Statewide					Statewide														
Medication Continuity-Transfer					68%	85%				Non-Dictated Documents					72%	74%				CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling					91%	85%				Dictated Documents					49%	58%				Primary Care Provider (PCP)					91%	87%			
Medication Administration					78%	89%				Specialty Notes					92%	85%				Mental Health Primary Clinician					85%	82%			
FORMULARY MANAGEMENT																													
					6 Mth Trend					6 Mth Trend					6 Mth Trend														
					CMC					CMC					CMC														
					Statewide					Statewide					Statewide														
Non-Formulary by Psychiatrists					4.0%	3.3%				Community Hospital Records					94%	78%				Psychiatrist					94%	83%			
Non-Formulary by Medical Providers					4.7%	4.2%				Scanning Accuracy					99%	97%				RESOURCE MANAGEMENT									
STAFFING IN FULL TIME EQUIVALENTS (FTE)**																													
					Actual					Actual					Actual														
					Authority					Authority					Authority														
					% of Auth					% of Auth					% of Auth														
					Statewide					Statewide					Statewide														
Total Staffing FTE	524				542	97%				98%																			
Medical FTE	19				17	110%				98%																			
Nursing FTE	231				229	101%				102%																			
Pharmacy FTE	21				19	115%				112%																			
Dental Clinical FTE	27				26	103%				101%																			
Mental Health Clinical FTE	99				105	94%				92%																			
Clinical Support FTE	28				35	79%				96%																			
Administrative Support FTE	100				112	89%				89%																			
					6 Mth Trend					6 Mth Trend					6 Mth Trend														
					Actual					Actual					Actual														
					CMC					CMC					CMC														
					Statewide					Statewide					Statewide														
Total Actual FTE					524	100%				100%																			
Civil Service FTE					476	91%				88%																			
Overtime FTE					37	7.1%				6.0%																			
Registry FTE					11	2.0%				6.3%																			
APPEAL PROCESSING																													
					6 Mth Trend					6 Mth Trend					6 Mth Trend														
					CMC					CMC					CMC														
					Statewide					Statewide					Statewide														
Timely Appeals					100%	96%																							
MAJOR COSTS PER INMATE PER MONTH**																													
					LABOR					LABOR					LABOR														
					YTD 14/15					YTD 13/14					Statewide														
					YTD 14/15					YTD 13/14					Statewide														
					Statewide					Statewide					Statewide														
Medical Staff	\$138				\$130	\$82																							
Nursing Staff	\$534				\$546	\$402																							
Pharmacy Staff	\$45				\$43	\$32																							
Dental Clinical Staff	\$89				\$81	\$71																							
Mental Health Clinical Staff	\$319				\$321	\$163																							
Clinical Support Staff	\$50				\$41	\$24																							
Administrative Support Staff	\$136				\$126	\$107																							
					NON LABOR					NON LABOR					NON LABOR														
					YTD 14/15					YTD 13/14					Statewide														
					YTD 14/15					YTD 13/14					Statewide														
					Statewide					Statewide					Statewide														
Hospital	\$76				\$83	\$110																							
Emergency Department	\$5				\$5	\$8																							
Specialty	\$41				\$38	\$28																							
Medications	\$290				\$179	\$131																							
Diagnostics	\$23				\$22	\$19																							
WORKLOAD PER DAY																													
					6 Mth Trend					6 Mth Trend					6 Mth Trend														
					CMC					CMC					CMC														
					Statewide					Statewide					Statewide														
Appointments per PCP					9.5	12.2																							
Appointments per PCRN					5.6	6.3																							
Encounters per Primary MH Clinician					12.9	8.7																							
Encounters per Psychiatrist					10.4	9.3																							
OTHER TRENDS																													
					6 Mth Trend					6 Mth Trend					6 Mth Trend														
					CMC					CMC					CMC														
					Statewide					Statewide					Statewide														
Hospital Admissions*					3.3	4.5																							
Emergency Department Visits*					3	5																							
Specialty Care Referrals*					56	34																							
Prescriptions Per Inmate					6.2	3.2																							
Diagnostics Per Inmate					1.0	0.9																							
Appeals Received*					20	36																							
Prison Population Capacity					101%	132%																							

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

HEALTHCARE SERVICES DASHBOARD

California Institution for Men (CIM)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services		CIM	Statewide		Asthma Care		CIM	Statewide		Appropriate Placement High Risk Patients		CIM	Statewide						
Dental Services		97%	89%		Therapeutic Anticoagulation		91%	81%		High Risk Patient Care Plan		N/A	75%						
Mental Health Services		99%	96%		Diabetes Care		83%	79%		Follow-Up After MHCB/DSH Admission		88%	94%						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody		0.3%	2.0%		End Stage Liver Disease Care		86%	81%		30-Day Community Hospital Readmission		9.8%	7.3%						
Seen as Scheduled		97%	85%		Colon Cancer Screening		78%	72%		30-Day MHCB or DSH Readmission		23%	22%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided		99%	97%		Breast Cancer Screening		N/A	93%		Potentially Avoidable Hospitalizations*		18.1	10.7						
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer		71%	85%		Diagnostic Monitoring		90%	86%		CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling		91%	85%		Utilization Specialty Services		95%	89%		Primary Care Provider (PCP)		94%	87%						
Medication Administration		87%	89%		Polypharmacy Medication Review		93%	40%		Mental Health Primary Clinician		-	82%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists		1.3%	3.3%		AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers		4.4%	4.2%		Non-Dictated Documents		71%	74%		Claims Processed		N/A	100%						
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Dictated Documents		66%	58%		Specialty Teleservices		64%	62%						
Medical FTE	502	484	104%	98%	Specialty Notes		76%	85%		Health Care Staff Training									
Nursing FTE	24	23	103%	98%	Community Hospital Records		70%	78%		CONTINUOUS EVALUATION & IMPROVEMENT									
Nursing FTE	243	217	112%	102%	Scanning Accuracy		99%	97%		QM & Patient Safety Program									
Pharmacy FTE	29	21	140%	112%	APPEAL PROCESSING					Health Care Index									
Dental Clinical FTE	27	27	101%	101%	Timely Appeals		100%	96%		WORKLOAD PER DAY									
Mental Health Clinical FTE	64	76	84%	92%	MAJOR COSTS PER INMATE PER MONTH**					Appointments per PCP		8.3	12.2						
Clinical Support FTE	19	17	113%	96%	LABOR	YTD 14/15	YTD 13/14	Statewide	Appointments per PCRN		6.3	6.3							
Administrative Support FTE	98	104	94%	89%	Medical Staff	\$130	\$107	\$82	Encounters per Primary MH Clinician		5.9	8.7							
Total Actual FTE		502	100%	100%	Nursing Staff	\$452	\$482	\$402	Encounters per Psychiatrist		8.2	9.3							
Civil Service FTE		450	90%	88%	Pharmacy Staff	\$55	\$47	\$32	OTHER TRENDS										
Overtime FTE		21	4.3%	6.0%	Dental Clinical Staff	\$79	\$79	\$71	Hospital Admissions*		9.1	4.5							
Registry FTE		30	6.1%	6.3%	Mental Health Clinical Staff	\$218	\$204	\$163	Emergency Department Visits*		4	5							
					Clinical Support Staff	\$27	\$26	\$24	Specialty Care Referrals*		37	34							
					Administrative Support Staff	\$124	\$117	\$107	Prescriptions Per Inmate		4.6	3.2							
					NON LABOR					Diagnosics Per Inmate		1.6	0.9						
					Hospital	\$181	\$210	\$110	Appeals Received*		35	36							
					Emergency Department	\$4	\$4	\$8	Prison Population Capacity		132%	132%							
					Specialty	\$37	\$46	\$28											
					Medications	\$387	\$258	\$131											
					Diagnosics	\$40	\$37	\$19											

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

HEALTHCARE SERVICES DASHBOARD

California State Prison, Centinela (CEN)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT								
ACCESS				6 Mth Trend				6 Mth Trend				6 Mth Trend				
Medical Services		CEN	Statewide	Asthma Care		CEN	Statewide	Appropriate Placement High Risk Patients		CEN	Statewide	High Risk Patient Care Plan		CEN	Statewide	
Dental Services		92%	89%	Therapeutic Anticoagulation		92%	81%	Follow-Up After MHCB/DSH Admission		N/A	75%	30-Day Community Hospital Readmission		-	94%	
Mental Health Services		99%	96%	Diabetes Care		50%	79%	30-Day MHC or DSH Readmission		80%	81%	Potentially Avoidable Hospitalizations*		2.0%	7.3%	
APPTS COMPLETED AS SCHEDULED				6 Mth Trend				6 Mth Trend				6 Mth Trend				
Cancelled Due to Custody		CEN	Statewide	End Stage Liver Disease Care		100%	72%	30-Day MHC or DSH Readmission		-	22%			1.4	10.7	
Seen as Scheduled		0.0%	2.0%	Colon Cancer Screening		100%	96%			N/A	93%			-		
EFFECTIVE COMMUNICATION				6 Mth Trend				6 Mth Trend				6 Mth Trend				
Effective Communication Provided		CEN	Statewide	Breast Cancer Screening		N/A	86%			-	86%			8	40%	
		97%	97%	Diagnostic Monitoring		-	86%			-	86%			8	40%	
		91%	85%	Utilization Specialty Services		97%	89%			97%	89%			97%	89%	
		97%	97%	Polypharmacy Medication Review		8%	40%			8%	40%			8%	40%	
MEDICATION MANAGEMENT				AVAILABILITY OF HEALTH INFORMATION				CONTINUITY OF CLINICIANS & SERVICES								
MAPIP				6 Mth Trend				6 Mth Trend				6 Mth Trend				
Medication Continuity-Transfer		CEN	Statewide	Non-Dictated Documents		93%	74%	Primary Care Provider (PCP)		84%	87%	Mental Health Primary Clinician		N/A	82%	
Medication Non-Adherence Counseling		100%	85%	Dictated Documents		81%	58%	Psychiatrist		N/A	83%			N/A		
Medication Administration		87%	85%	Specialty Notes		96%	85%			N/A	100%			81%	62%	
FORMULARY MANAGEMENT				6 Mth Trend				6 Mth Trend				6 Mth Trend				
Non-Formulary by Psychiatrists		CEN	Statewide	Community Hospital Records		100%	78%	Claims Processed		N/A	100%	Specialty Teleservices		81%	62%	
Non-Formulary by Medical Providers		0.0%	3.3%	Scanning Accuracy		99%	97%	Health Care Staff Training		N/A	100%			81%	62%	
		3.4%	4.2%			99%	97%			N/A	100%			81%	62%	
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				APPEAL PROCESSING				CONTINUOUS EVALUATION & IMPROVEMENT								
Actual Authority % of Auth Statewide				6 Mth Trend				6 Mth Trend				6 Mth Trend				
Total Staffing FTE	198	189	105%	98%	Timely Appeals		84%	96%	QM & Patient Safety Program				Health Care Index			
Medical FTE	5	7	77%	98%			84%	96%								
Nursing FTE	92	82	112%	102%	MAJOR COSTS PER INMATE PER MONTH**				WORKLOAD PER DAY							
Pharmacy FTE	7	4	183%	112%	LABOR				6 Mth Trend							
Dental Clinical FTE	22	21	105%	101%	Medical Staff	YTD 14/15	YTD 13/14	Statewide	Appointments per PCP		14.9	12.2				
Mental Health Clinical FTE	8	8	100%	92%	Nursing Staff	\$73	\$77	\$82	Appointments per PCRN		7.6	6.3				
Clinical Support FTE	4	6	75%	96%	Pharmacy Staff	\$247	\$283	\$402	Encounters per Primary MH Clinician		3.5	8.7				
Administrative Support FTE	60	62	97%	89%	Dental Clinical Staff	\$22	\$25	\$32	Encounters per Psychiatrist		3.9	9.3				
		198	100%	100%	Mental Health Clinical Staff	\$88	\$90	\$71								
Civil Service FTE		172	87%	88%	Clinical Support Staff	\$39	\$38	\$163								
Overtime FTE		16	7.8%	6.0%	Administrative Support Staff	\$11	\$8	\$24								
Registry FTE		11	5.7%	6.3%		\$115	\$105	\$107								
		198	100%	100%	NON LABOR				OTHER TRENDS							
		172	87%	88%	Hospital	YTD 14/15	YTD 13/14	Statewide	Hospital Admissions*		2.3	4.5				
		16	7.8%	6.0%	Hospital	\$36	\$62	\$110	Emergency Department Visits*		2	5				
		11	5.7%	6.3%	Emergency Department	\$4	\$5	\$8	Specialty Care Referrals*		22	34				
		11	5.7%	6.3%	Specialty	\$20	\$22	\$28	Prescriptions Per Inmate		1.3	3.2				
		11	5.7%	6.3%	Medications	\$38	\$27	\$131	Diagnostics Per Inmate		0.3	0.9				
		11	5.7%	6.3%	Diagnostics	\$9	\$9	\$19	Appeals Received*		13	36				
		11	5.7%	6.3%					Prison Population Capacity		151%	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														
ACCESS					6 Mth Trend					CCI					Statewide									
Medical Services										92%					89%									
Dental Services										98%					96%									
Mental Health Services										100%					89%									
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					CCI					Statewide									
Cancelled Due to Custody										0.1%					2.0%									
Seen as Scheduled										95%					85%									
EFFECTIVE COMMUNICATION					6 Mth Trend					CCI					Statewide									
Effective Communication Provided										99%					97%									
ASTHMA CARE					6 Mth Trend					CCI					Statewide									
Asthma Care										89%					81%									
THERAPEUTIC ANTICOAGULATION					6 Mth Trend					CCI					Statewide									
Therapeutic Anticoagulation										67%					79%									
DIABETES CARE					6 Mth Trend					CCI					Statewide									
Diabetes Care										81%					81%									
END STAGE LIVER DISEASE CARE					6 Mth Trend					CCI					Statewide									
End Stage Liver Disease Care										60%					72%									
COLON CANCER SCREENING					6 Mth Trend					CCI					Statewide									
Colon Cancer Screening										100%					96%									
BREAST CANCER SCREENING					6 Mth Trend					CCI					Statewide									
Breast Cancer Screening										N/A					93%									
DIAGNOSTIC MONITORING					6 Mth Trend					CCI					Statewide									
Diagnostic Monitoring										74%					86%									
UTILIZATION SPECIALTY SERVICES					6 Mth Trend					CCI					Statewide									
Utilization Specialty Services										94%					89%									
POLYPHARMACY MEDICATION REVIEW					6 Mth Trend					CCI					Statewide									
Polypharmacy Medication Review										94%					40%									
APPROPRIATE PLACEMENT HIGH RISK PATIENTS					6 Mth Trend					CCI					Statewide									
Appropriate Placement High Risk Patients										N/A					75%									
HIGH RISK PATIENT CARE PLAN					6 Mth Trend					CCI					Statewide									
High Risk Patient Care Plan										N/A					N/A									
FOLLOW-UP AFTER MHCB/DSH ADMISSION					6 Mth Trend					CCI					Statewide									
Follow-Up After MHCB/DSH Admission										100%					94%									
30-DAY COMMUNITY HOSPITAL READMISSION					6 Mth Trend					CCI					Statewide									
30-Day Community Hospital Readmission										4.8%					7.3%									
30-DAY MHCB OR DSH READMISSION					6 Mth Trend					CCI					Statewide									
30-Day MHCB or DSH Readmission										-					22%									
POTENTIALLY AVOIDABLE HOSPITALIZATIONS*					6 Mth Trend					CCI					Statewide									
Potentially Avoidable Hospitalizations*										5.9					10.7									
CONTINUITY OF CLINICIANS & SERVICES																								
PRIMARY CARE PROVIDER (PCP)					6 Mth Trend					CCI					Statewide									
Primary Care Provider (PCP)										96%					87%									
MENTAL HEALTH PRIMARY CLINICIAN					6 Mth Trend					CCI					Statewide									
Mental Health Primary Clinician										N/A					82%									
PSYCHIATRIST					6 Mth Trend					CCI					Statewide									
Psychiatrist										N/A					83%									
RESOURCE MANAGEMENT																								
CLAIMS PROCESSED					6 Mth Trend					CCI					Statewide									
Claims Processed										N/A					100%									
SPECIALTY TELESERVICES					6 Mth Trend					CCI					Statewide									
Specialty Teleservices										58%					62%									
HEALTH CARE STAFF TRAINING					6 Mth Trend					CCI					Statewide									
Health Care Staff Training										N/A					N/A									
CONTINUOUS EVALUATION & IMPROVEMENT																								
QM & PATIENT SAFETY PROGRAM					6 Mth Trend					CCI					Statewide									
QM & Patient Safety Program										N/A					N/A									
HEALTH CARE INDEX					6 Mth Trend					CCI					Statewide									
Health Care Index										N/A					N/A									
WORKLOAD PER DAY																								
APPOINTMENTS PER PCP					6 Mth Trend					CCI					Statewide									
Appointments per PCP										12.4					12.2									
APPOINTMENTS PER PCRN					6 Mth Trend					CCI					Statewide									
Appointments per PCRN										5.3					6.3									
ENCOUNTERS PER PRIMARY MH CLINICIAN					6 Mth Trend					CCI					Statewide									
Encounters per Primary MH Clinician										6.5					8.7									
ENCOUNTERS PER PSYCHIATRIST					6 Mth Trend					CCI					Statewide									
Encounters per Psychiatrist										10.1					9.3									
OTHER TRENDS																								
HOSPITAL ADMISSIONS*					6 Mth Trend					CCI					Statewide									
Hospital Admissions*										2.9					4.5									
EMERGENCY DEPARTMENT VISITS*					6 Mth Trend					CCI					Statewide									
Emergency Department Visits*										2					5									
SPECIALTY CARE REFERRALS*					6 Mth Trend					CCI					Statewide									
Specialty Care Referrals*										19					34									
PRESCRIPTIONS PER INMATE					6 Mth Trend					CCI					Statewide									
Prescriptions Per Inmate										2.3					3.2									
DIAGNOSTICS PER INMATE					6 Mth Trend					CCI					Statewide									
Diagnostics Per Inmate										0.4					0.9									
APPEALS RECEIVED*					6 Mth Trend					CCI					Statewide									
Appeals Received*										27					36									
PRISON POPULATION CAPACITY					6 Mth Trend					CCI					Statewide									
Prison Population Capacity										137%					132%									
STAFFING IN FULL TIME EQUIVALENTS (FTE)**																								
Actual					Authority					% of Auth					Statewide									
Total Staffing FTE					287					306					94%					98%				
Medical FTE					13					12					105%					98%				
Nursing FTE					129					134					96%					102%				
Pharmacy FTE					14					11					130%					112%				
Dental Clinical FTE					27					28					97%					101%				
Mental Health Clinical FTE					36					41					88%					92%				
Clinical Support FTE					8					10					84%					96%				
Administrative Support FTE					60					70					85%					89%				
6 Mth Trend					Actual					CCI					Statewide									
Total Actual FTE										287					100%					100%				
Civil Service FTE										256					89%					88%				
Overtime FTE										16					5.6%					6.0%				
Registry FTE										15					5.2%					6.3%				
MAJOR COSTS PER INMATE PER MONTH**																								
LABOR			YTD 14/15		YTD 13/14		Statewide																	
Medical Staff			\$79		\$59		\$82																	
Nursing Staff			\$252		\$271		\$402																	
Pharmacy Staff			\$26		\$28		\$32																	
Dental Clinical Staff			\$76		\$76		\$71																	
Mental Health Clinical Staff			\$90		\$100		\$163																	
Clinical Support Staff			\$11		\$12		\$24																	
Administrative Support Staff			\$76		\$66		\$107																	
NON LABOR			YTD 14/15		YTD 13/14		Statewide																	
Hospital			\$46		\$37		\$110																	
Emergency Department			\$10		\$3		\$8																	
Specialty			\$18		\$17		\$28																	
Medications			\$48		\$39		\$131																	
Diagnostics			\$10		\$10		\$19																	

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

HEALTHCARE SERVICES DASHBOARD

Calipatria State Prison (CAL)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			CAL	Statewide	Asthma Care			CAL	Statewide	Appropriate Placement High Risk Patients			CAL	Statewide					
Dental Services			87%	89%	Therapeutic Anticoagulation			-	79%	High Risk Patient Care Plan			N/A	75%					
Mental Health Services			90%	96%	Diabetes Care			74%	81%	Follow-Up After MHCB/DSH Admission			-	94%					
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			0.4%	2.0%	End Stage Liver Disease Care			67%	72%	30-Day Community Hospital Readmission			1.2%	7.3%					
Seen as Scheduled			89%	85%	Colon Cancer Screening			99%	96%	30-Day MHCB or DSH Readmission			-	22%					
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			98%	97%	Breast Cancer Screening			N/A	93%	Potentially Avoidable Hospitalizations*			2.6	10.7					
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			90%	85%	Diagnostic Monitoring			-	86%	CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling			95%	85%	Utilization Specialty Services			99%	89%	Primary Care Provider (PCP)			83%	87%					
Medication Administration			100%	89%	Polypharmacy Medication Review			71%	40%	Mental Health Primary Clinician			N/A	82%					
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			22.2%	3.3%	AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers			1.8%	4.2%	Non-Dictated Documents			93%	74%	Claims Processed			N/A	100%					
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Dictated Documents			92%	58%	Specialty Teleservices			87%	62%					
Medical FTE	194	194	100%	98%	Specialty Notes			90%	85%	Health Care Staff Training									
Nursing FTE	7	8	91%	98%	Community Hospital Records			60%	78%	RESOURCE MANAGEMENT									
Nursing FTE	90	84	108%	102%	Scanning Accuracy			98%	97%	Specialty Teleservices			87%	62%					
Pharmacy FTE	6	6	100%	112%	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
Dental Clinical FTE	24	23	106%	101%	Timely Appeals			100%	96%	QM & Patient Safety Program									
Mental Health Clinical FTE	8	9	89%	92%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Clinical Support FTE	4	5	87%	96%	LABOR	YTD 14/15	YTD 13/14	Statewide	Appointments per PCP			12.4	12.2						
Administrative Support FTE	55	61	90%	89%	Medical Staff	\$55	\$58	\$82	Appointments per PCRN			6.2	6.3						
Total Actual FTE	6 Mth Trend	Actual	CAL	Statewide	Nursing Staff	\$188	\$229	\$402	Encounters per Primary MH Clinician			2.2	8.7						
Civil Service FTE		194	100%	100%	Pharmacy Staff	\$14	\$14	\$32	Encounters per Psychiatrist			3.0	9.3						
Overtime FTE		178	92%	88%	Dental Clinical Staff	\$76	\$72	\$71	CONTINUOUS EVALUATION & IMPROVEMENT										
Registry FTE		9	4.5%	6.0%	Mental Health Clinical Staff	\$29	\$30	\$163	Health Care Index										
OTHER TRENDS					Clinical Support Staff	\$7	\$6	\$24	Hospital Admissions*			1.3	4.5						
6 Mth Trend					Administrative Support Staff	\$84	\$80	\$107	Emergency Department Visits*			5	5						
6 Mth Trend					NON LABOR					Specialty Care Referrals*			20	34					
6 Mth Trend					Hospital	\$25	\$42	\$110	Prescriptions Per Inmate			1.1	3.2						
6 Mth Trend					Emergency Department	\$7	\$9	\$8	Diagnostics Per Inmate			0.4	0.9						
6 Mth Trend					Specialty	\$18	\$19	\$28	Appeals Received*			10	36						
6 Mth Trend					Medications	\$35	\$19	\$131	Prison Population Capacity			162%	132%						
6 Mth Trend					Diagnostics	\$12	\$11	\$19											

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

HEALTHCARE SERVICES DASHBOARD

Avenal State Prison (ASP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			ASP	Statewide	Asthma Care			ASP	Statewide	Appropriate Placement High Risk Patients			ASP	Statewide					
Dental Services		93%	93%	89%	Therapeutic Anticoagulation		97%	81%	79%	High Risk Patient Care Plan		N/A	75%						
Mental Health Services		96%	96%		Diabetes Care		84%	81%		Follow-Up After MHCB/DSH Admission									
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			ASP	Statewide	End Stage Liver Disease Care			ASP	Statewide	30-Day Community Hospital Readmission		100%	94%						
Seen as Scheduled		0.1%	2.0%		Colon Cancer Screening		48%	72%		30-Day MHCB or DSH Readmission		3.3%	7.3%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			ASP	Statewide	Breast Cancer Screening			ASP	Statewide	Potentially Avoidable Hospitalizations*		-	22%						
		98%	97%		Diagnostic Monitoring		N/A	93%				4.4	10.7						
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			ASP	Statewide	Non-Dictated Documents			ASP	Statewide	CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling		84%	85%		Dictated Documents		84%	74%	58%	Primary Care Provider (PCP)		79%	87%						
Medication Administration		100%	85%		Specialty Notes		62%	58%		Mental Health Primary Clinician		N/A	82%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			ASP	Statewide	Community Hospital Records			ASP	Statewide	Psychiatrist		N/A	83%						
Non-Formulary by Medical Providers		0.5%	3.3%		Scanning Accuracy		89%	78%		RESOURCE MANAGEMENT									
		2.6%	4.2%				100%	97%		Claims Processed			ASP	Statewide					
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
			ASP	Statewide	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Timely Appeals			ASP	Statewide	QM & Patient Safety Program									
Medical FTE	237	252	94%	98%			100%	96%		Health Care Index									
Nursing FTE	10	10	107%	98%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Pharmacy FTE	98	99	99%	102%	LABOR					6 Mth Trend					6 Mth Trend				
Dental Clinical FTE	10	10	100%	112%	Medical Staff	YTD 14/15	YTD 13/14	Statewide	Appointments per PCP		12.2	12.2							
Mental Health Clinical FTE	27	28	96%	101%	Nursing Staff	\$60	\$68	\$82	Appointments per PCRN		5.8	6.3							
Clinical Support FTE	27	30	89%	92%	Pharmacy Staff	\$238	\$243	\$402	Encounters per Primary MH Clinician		6.4	8.7							
Administrative Support FTE	8	6	126%	96%	Dental Clinical Staff	\$22	\$22	\$32	Encounters per Psychiatrist		10.2	9.3							
	59	70	84%	89%	Mental Health Clinical Staff	\$76	\$95	\$71	OTHER TRENDS										
			ASP	Statewide	Clinical Support Staff	\$86	\$89	\$163	Hospital Admissions*		2.7	4.5							
Total Actual FTE		237	100%	100%	Administrative Support Staff	\$9	\$10	\$24	Emergency Department Visits*		3	5							
Civil Service FTE		218	92%	88%			\$88	\$92	\$107	Specialty Care Referrals*		29	34						
Overtime FTE		6	2.5%	6.0%	NON LABOR					6 Mth Trend					6 Mth Trend				
Registry FTE		13	5.6%	6.3%	Hospital	YTD 14/15	YTD 13/14	Statewide	Prescriptions Per Inmate		2.4	3.2							
			ASP	Statewide	Emergency Department	\$29	\$48	\$110	Diagnostics Per Inmate		0.5	0.9							
			ASP	Statewide	Specialty	\$6	\$5	\$8	Appeals Received*		35	36							
			ASP	Statewide	Medications	\$16	\$23	\$28	Prison Population Capacity		103%	132%							
			ASP	Statewide	Diagonstics	\$53	\$34	\$131											
			ASP	Statewide		\$11	\$13	\$19											

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