

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)
Centinel 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: 92% Dental Services: 95% Mental Health Services: 87%				6 Mth Trend Statewide Asthma Care: 82% Therapeutic Anticoagulation: 83% Diabetes Care: 83% End Stage Liver Disease Care: 88% Colon Cancer Screening: 98% Breast Cancer Screening: 95% Diagnostic Monitoring: 92% Utilization Specialty Services: 93% Polypharmacy Medication Review: 77%				6 Mth Trend Statewide Appropriate Placement High Risk Patients: 76% High Risk Patient Care Plan: - Follow-Up After MHCB/DSH Admission: 91% 30-Day Community Hospital Readmission: 6.4% 30-Day MHCB or DSH Readmission: 27% Potentially Avoidable Hospitalizations*: 10.1																																																
APPTS COMPLETED AS SCHEDULED Cancelled Due to Custody: 1.6% Seen as Scheduled: 89%								CONTINUITY OF CLINICIANS & SERVICES Primary Care Provider (PCP): 88% Mental Health Primary Clinician: 80% Psychiatrist: 83%																																																
EFFECTIVE COMMUNICATION Effective Communication Provided: 97%								RESOURCE MANAGEMENT Claims Processed: 100% Specialty Teleservices: 64% Health Care Staff Training: -																																																
MEDICATION MANAGEMENT				AVAILABILITY OF HEALTH INFORMATION				CONTINUOUS EVALUATION & IMPROVEMENT																																																
MAPIP Medication Continuity-Transfer: 85% Medication Non-Adherence Counseling: 85% Medication Administration: 88%				6 Mth Trend Statewide Non-Dictated Documents: 79% Specialty Notes: 90% Community Hospital Records: 91% Scanning Accuracy: 98%				6 Mth Trend Statewide QM & Patient Safety Program: - Health Care Index: -																																																
FORMULARY MANAGEMENT Non-Formulary by Psychiatrists: 3.2% Non-Formulary by Medical Providers: 3.7%								WORKLOAD PER DAY Appointments per PCP: 11.8 Appointments per PCRN: 6.0 Encounters per Primary MH Clinician: 8.6 Encounters per Psychiatrist: 9.2																																																
STAFFING IN FULL TIME EQUIVALENTS (FTE)				APPEAL PROCESSING				OTHER TRENDS																																																
<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>13,371</td><td>14,209</td><td>94%</td></tr> <tr><td>Medical FTE</td><td>447</td><td>476</td><td>94%</td></tr> <tr><td>Nursing FTE</td><td>5,844</td><td>5,854</td><td>100%</td></tr> <tr><td>Pharmacy FTE</td><td>536</td><td>500</td><td>107%</td></tr> <tr><td>Dental Clinical FTE</td><td>817</td><td>814</td><td>100%</td></tr> <tr><td>Mental Health Clinical FTE</td><td>1,605</td><td>1,940</td><td>83%</td></tr> <tr><td>Clinical Support FTE</td><td>455</td><td>494</td><td>92%</td></tr> <tr><td>Administrative Support FTE</td><td>3,667</td><td>4,131</td><td>89%</td></tr> </tbody> </table>					Actual	Authority	% of Auth	Total Staffing FTE	13,371	14,209	94%	Medical FTE	447	476	94%	Nursing FTE	5,844	5,854	100%	Pharmacy FTE	536	500	107%	Dental Clinical FTE	817	814	100%	Mental Health Clinical FTE	1,605	1,940	83%	Clinical Support FTE	455	494	92%	Administrative Support FTE	3,667	4,131	89%	6 Mth Trend Statewide Timely Appeals: 98%				6 Mth Trend Statewide Hospital Admissions*: 5.0 Emergency Department Visits*: 6 Specialty Care Referrals*: 65 Prescriptions Per Inmate: 3.5 Diagnostics Per Inmate: 1.0 Appeals Received*: 34 Prison Population Capacity: 133%												
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* 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
Medical Services	92%	99%	94%	95%	95%	96%	88%	92%	90%	98%	88%	88%	98%	98%	95%	96%	95%	96%	97%	87%	92%	98%	86%
RN FTF Triage 1 Day	97%	100%	100%	100%	100%	99%	91%	97%	97%	98%	95%	100%	100%	100%	95%	99%	98%	98%	99%	99%	96%	97%	99%
PCP Urgent Referrals 1 Day	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	93%	-	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	-
PCP Routine Referrals 14 Days	87%	100%	93%	98%	100%	99%	84%	66%	97%	98%	76%	84%	99%	95%	99%	100%	88%	99%	99%	64%	81%	99%	78%
Chronic Care as Ordered	85%	94%	97%	90%	89%	99%	77%	72%	87%	99%	77%	70%	98%	98%	97%	96%	86%	96%	97%	74%	77%	97%	77%
High Priority Specialty 14 Days	81%	100%	91%	83%	100%	85%	81%	100%	59%	100%	83%	76%	90%	96%	84%	88%	100%	100%	94%	78%	100%	100%	74%
Routine Specialty 90 Days	93%	99%	95%	88%	95%	87%	95%	99%	89%	93%	97%	94%	95%	100%	91%	96%	96%	98%	98%	95%	96%	93%	89%
Return from HLOC 5 Days	91%	100%	71%	95%	91%	100%	68%	100%	92%	98%	92%	82%	100%	97%	100%	92%	100%	89%	92%	88%	83%	100%	77%
Laboratory Services as Ordered	96%	96%	99%	100%	80%	99%	99%	100%	94%	97%	85%	97%	99%	100%	91%	97%	88%	98%	93%	87%	98%	100%	99%
Radiology Services as Ordered	98%	100%	100%	100%	100%	100%	97%	99%	95%	100%	95%	100%	99%	99%	-	99%	100%	90%	100%	95%	100%	96%	99%
Dental Services	95%	99%	88%	92%	99%	99%	95%	99%	98%	91%	99%	98%	98%	99%	99%	90%	98%	98%	100%	100%	87%	100%	97%
7362 Triage 3 or 10 Days	98%	98%	100%	97%	97%	99%	98%	99%	98%	96%	100%	97%	97%	100%	98%	98%	100%	100%	99%	100%	97%	100%	95%
Treatment within Timeframes	98%	98%	89%	96%	98%	100%	95%	99%	96%	99%	100%	99%	94%	100%	98%	99%	97%	99%	99%	100%	84%	99%	98%
RC Screening 60 Days	91%	-	-	-	-	-	99%	-	-	92%	-	-	-	-	-	-	-	99%	-	-	-	-	-
Patient Requested Exam 90 Days	96%	99%	92%	79%	100%	100%	86%	99%	100%	98%	100%	98%	100%	98%	98%	97%	97%	100%	100%	100%	69%	100%	98%
Notice of Exam 50 Y.O. or Chronic Care	91%	100%	73%	96%	100%	98%	99%	100%	97%	70%	97%	98%	99%	100%	100%	66%	100%	93%	100%	100%	98%	100%	99%
Mental Health Services	87%	99%	100%	96%	97%	98%	91%	100%	93%	94%	81%	97%	92%	75%	97%	95%	95%	97%	98%	89%	97%	80%	89%
Referral Timeframes	85%	99%	100%	96%	94%	96%	87%	100%	96%	92%	66%	97%	95%	68%	95%	95%	97%	95%	97%	81%	96%	51%	81%
EOP Structured Treatment	83%	N/A	N/A	N/A	N/A	N/A	89%	N/A	85%	91%	93%	95%	84%	70%	N/A	N/A	N/A	100%	N/A	N/A	N/A	93%	88%
Contact Timeframes	95%	100%	100%	96%	100%	99%	96%	99%	97%	98%	85%	98%	96%	86%	99%	95%	92%	97%	99%	97%	97%	95%	98%
Primary Clinician Contact Timeframes	95%	100%	100%	94%	100%	99%	95%	100%	96%	98%	90%	97%	95%	82%	99%	89%	96%	95%	99%	97%	98%	98%	98%
Psychiatrist Contact Timeframes	92%	100%	100%	97%	100%	100%	98%	98%	96%	98%	67%	98%	93%	92%	99%	100%	87%	99%	99%	95%	99%	88%	97%
IDTT Contact Timeframes	98%	100%	100%	96%	100%	100%	96%	100%	99%	99%	97%	99%	99%	86%	99%	95%	94%	98%	100%	99%	95%	99%	100%
Cancelled Due to Custody	1.6%	0.0%	0.1%	1.2%	0.1%	0.4%	1.9%	0.6%	0.2%	0.8%	1.6%	1.6%	2.2%	3.7%	1.4%	0.1%	0.2%	1.2%	0.4%	1.5%	0.5%	0.5%	2.3%
Medical Services	0.6%	0.1%	0.2%	0.2%	0.0%	0.2%	1.3%	0.1%	0.2%	0.4%	0.9%	1.2%	0.8%	0.4%	0.4%	0.1%	0.1%	1.2%	0.2%	0.8%	0.1%	0.3%	0.6%
Mental Health Services	3.3%	0.0%	0.0%	0.8%	0.0%	0.4%	2.6%	0.0%	0.4%	0.3%	2.9%	1.6%	4.2%	10.4%	1.0%	0.2%	0.0%	0.4%	1.1%	0.8%	0.4%	0.1%	4.7%

* Rate Per 1,000 Inmates

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Scheduling & Access to Care	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Services	65%	87%	-	100%	93%	94%	94%	98%	86%	94%	76%	91%	96%
RN FTF Triage 1 Day	89%	79%	-	100%	99%	95%	100%	100%	96%	98%	94%	96%	100%
PCP Urgent Referrals 1 Day	0%	100%	-	100%	100%	-	97%	100%	100%	100%	60%	100%	100%
PCP Routine Referrals 14 Days	27%	73%	-	100%	86%	93%	95%	99%	86%	95%	72%	63%	99%
Chronic Care as Ordered	28%	55%	-	100%	91%	86%	85%	99%	74%	88%	66%	63%	97%
High Priority Specialty 14 Days	75%	98%	-	100%	91%	88%	94%	-	54%	100%	46%	100%	90%
Routine Specialty 90 Days	93%	96%	-	99%	93%	93%	94%	94%	85%	76%	71%	99%	81%
Return from HLOC 5 Days	83%	94%	-	100%	93%	100%	89%	100%	83%	94%	78%	100%	97%
Laboratory Services as Ordered	92%	93%	-	98%	98%	97%	97%	97%	96%	94%	98%	97%	97%
Radiology Services as Ordered	100%	97%	-	100%	83%	99%	97%	100%	97%	99%	98%	97%	99%
Dental Services	100%	92%	99%	99%	98%	100%	96%	98%	99%	99%	100%	99%	87%
7362 Triage 3 or 10 Days	99%	98%	100%	99%	96%	99%	93%	98%	98%	98%	100%	98%	100%
Treatment within Timeframes	100%	95%	100%	100%	99%	100%	98%	97%	99%	99%	100%	100%	93%
RC Screening 60 Days	-	88%	-	-	-	-	-	-	-	100%	-	-	88%
Patient Requested Exam 90 Days	100%	97%	100%	99%	98%	100%	98%	97%	100%	100%	100%	98%	81%
Notice of Exam 50 Y.O. or Chronic Care	100%	81%	96%	100%	100%	100%	94%	100%	100%	100%	100%	100%	72%
Mental Health Services	92%	95%	88%	97%	90%	83%	67%	97%	96%	93%	81%	87%	92%
Referral Timeframes	93%	96%	99%	95%	79%	71%	63%	94%	94%	94%	92%	89%	86%
EOP Structured Treatment	89%	90%	73%	N/A	93%	90%	44%	N/A	N/A	86%	57%	90%	93%
Contact Timeframes	94%	98%	93%	99%	97%	88%	93%	100%	98%	99%	93%	81%	97%
Primary Clinician Contact Timeframes	95%	98%	96%	99%	96%	89%	88%	100%	99%	99%	97%	92%	97%
Psychiatrist Contact Timeframes	87%	99%	89%	97%	96%	77%	95%	100%	97%	99%	82%	54%	99%
IDTT Contact Timeframes	100%	98%	93%	100%	99%	98%	97%	100%	99%	99%	99%	98%	97%
Cancelled Due to Custody	1.4%	0.2%	1.5%	0.3%	2.4%	1.9%	1.1%	0.5%	0.4%	1.1%	6.1%	0.7%	0.3%
Medical Services	2.4%	0.0%	0.1%	0.3%	1.3%	3.2%	0.0%	0.3%	0.8%	0.8%	1.8%	0.3%	0.4%
Mental Health Services	1.5%	0.2%	4.2%	0.3%	2.8%	1.3%	3.0%	1.0%	0.0%	1.8%	15.4%	1.5%	0.5%

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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	0.9%	0.0%	0.0%	2.7%	0.2%	0.6%	1.9%	1.6%	0.0%	1.8%	1.0%	2.2%	1.5%	0.2%	2.6%	0.1%	0.5%	1.9%	0.0%	2.8%	0.9%	1.2%	1.7%
Seen as Scheduled	89%	98%	87%	94%	92%	91%	82%	90%	89%	97%	84%	91%	88%	88%	89%	92%	92%	94%	97%	85%	92%	88%	86%
Medical Services	83%	99%	95%	94%	92%	94%	60%	84%	77%	97%	64%	86%	91%	86%	76%	86%	88%	92%	98%	72%	91%	80%	90%
Mental Health Services	92%	97%	74%	99%	97%	93%	93%	100%	97%	99%	93%	96%	88%	84%	97%	96%	95%	96%	95%	97%	99%	97%	88%
Dental Services	91%	98%	91%	90%	86%	88%	92%	88%	93%	95%	95%	91%	85%	93%	94%	95%	94%	95%	96%	84%	86%	86%	81%
Effective Communication Provided	97%	95%	98%	98%	99%	99%	94%	98%	97%	96%	98%	97%	99%	97%	99%	98%	100%	99%	97%	99%	100%	98%	96%
Medical Services	100%	100%	100%	100%	100%	100%	89%	100%	99%	100%	100%	99%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mental Health Services	97%	98%	97%	100%	100%	97%	97%	100%	92%	99%	99%	95%	98%	94%	98%	100%	100%	98%	97%	99%	100%	99%	94%
Dental Services	95%	88%	96%	95%	98%	99%	96%	96%	99%	89%	97%	97%	99%	98%	98%	93%	100%	100%	95%	99%	99%	95%	94%
Population Health Management	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Asthma Care	82%	98%	97%	96%	87%	91%	88%	91%	88%	94%	81%	87%	76%	92%	94%	96%	87%	99%	97%	86%	99%	90%	95%
Asthma SABA Utilization	83%	95%	94%	96%	98%	93%	93%	96%	81%	91%	85%	90%	72%	92%	93%	94%	96%	97%	96%	90%	98%	93%	98%
Persistent Asthma ICS Treatment	81%	100%	100%	96%	76%	88%	84%	87%	96%	96%	78%	84%	80%	93%	96%	98%	77%	100%	97%	83%	100%	87%	91%
Therapeutic Anticoagulation	83%	-	-	100%	-	100%	50%	100%	77%	94%	75%	94%	84%	80%	-	75%	100%	-	100%	0%	-	100%	100%
Diabetes Care	83%	91%	85%	89%	82%	82%	80%	87%	79%	89%	85%	81%	78%	82%	84%	83%	91%	89%	93%	72%	82%	79%	81%
A1C <8%	79%	96%	90%	84%	86%	80%	76%	85%	71%	85%	88%	82%	71%	75%	87%	84%	79%	84%	87%	71%	72%	71%	71%
LDL-Cholesterol <100 mg/dl	73%	74%	67%	74%	59%	65%	65%	76%	86%	81%	76%	76%	65%	73%	69%	68%	92%	75%	92%	49%	74%	71%	70%
Blood Pressure <140/90 mm Hg	86%	93%	83%	100%	83%	83%	87%	87%	60%	90%	90%	77%	79%	80%	80%	83%	93%	100%	93%	89%	83%	86%	93%
Screened or Treated Nephropathy	96%	100%	100%	97%	100%	100%	92%	100%	98%	99%	85%	90%	98%	98%	100%	96%	100%	95%	98%	78%	100%	87%	91%
End Stage Liver Disease Care	88%	100%	-	100%	100%	90%	92%	88%	81%	84%	98%	93%	86%	92%	67%	93%	-	70%	100%	92%	100%	100%	89%
EGD for Esophageal Varices	79%	-	-	100%	-	71%	67%	50%	80%	67%	100%	90%	71%	100%	0%	83%	-	100%	100%	67%	-	100%	82%
HCC Screening	94%	-	-	100%	-	100%	100%	100%	88%	88%	100%	92%	93%	100%	100%	94%	-	100%	100%	100%	100%	100%	100%
NSAID	97%	100%	-	100%	100%	100%	100%	100%	94%	99%	91%	91%	95%	100%	100%	95%	-	80%	100%	100%	100%	100%	100%
Diagnosis Medication Match	83%	-	-	-	-	-	100%	100%	62%	81%	100%	100%	83%	67%	-	100%	-	0%	-	100%	-	100%	75%
SBP or TIPS with Cipro. or Sulfa.	67%	-	-	-	-	-	-	-	33%	67%	100%	100%	67%	100%	-	-	-	0%	-	-	-	100%	-
Ascites with Spironolactone	91%	-	-	-	-	-	-	100%	80%	100%	-	-	-	0%	-	-	-	-	-	-	-	-	100%

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Scheduling & Access to Care	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Dental Services	0.3%	0.4%	0.4%	0.3%	3.0%	1.1%	0.4%	0.2%	0.4%	0.9%	1.0%	0.3%	0.1%
Seen as Scheduled	90%	88%	94%	95%	86%	91%	85%	95%	87%	90%	75%	86%	96%
Medical Services	82%	73%	92%	99%	84%	83%	93%	95%	70%	77%	70%	73%	93%
Mental Health Services	95%	97%	95%	98%	94%	98%	71%	95%	98%	97%	77%	96%	99%
Dental Services	94%	95%	95%	87%	81%	93%	90%	95%	94%	96%	79%	90%	96%
Effective Communication Provided	99%	95%	99%	100%	99%	96%	96%	100%	99%	97%	99%	100%	96%
Medical Services	100%	100%	100%	100%	99%	99%	100%	99%	100%	100%	100%	100%	100%
Mental Health Services	99%	99%	98%	100%	98%	94%	98%	100%	98%	96%	99%	100%	96%
Dental Services	99%	85%	100%	100%	99%	95%	90%	99%	99%	96%	97%	99%	92%
Population Health Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Asthma Care	89%	95%	88%	95%	93%	87%	92%	90%	91%	87%	95%	91%	86%
Asthma SABA Utilization	88%	96%	83%	96%	93%	89%	94%	92%	98%	91%	93%	93%	95%
Persistent Asthma ICS Treatment	90%	94%	94%	94%	93%	85%	91%	88%	84%	84%	96%	89%	78%
Therapeutic Anticoagulation	55%	-	100%	-	100%	83%	90%	-	72%	90%	91%	56%	50%
Diabetes Care	86%	85%	88%	81%	86%	80%	84%	83%	81%	74%	80%	87%	81%
A1C <8%	81%	85%	77%	80%	79%	78%	80%	78%	73%	72%	81%	85%	68%
LDL-Cholesterol <100 mg/dl	77%	85%	95%	70%	80%	69%	69%	71%	71%	42%	76%	78%	72%
Blood Pressure <140/90 mm Hg	89%	76%	88%	93%	90%	78%	90%	87%	83%	87%	65%	90%	88%
Screened or Treated Nephropathy	96%	95%	91%	80%	98%	94%	98%	96%	99%	96%	97%	96%	96%
End Stage Liver Disease Care	97%	50%	94%	-	93%	100%	91%	92%	99%	88%	99%	94%	100%
EGD for Esophageal Varices	93%	0%	100%	-	80%	100%	69%	-	100%	71%	100%	100%	-
HCC Screening	97%	0%	100%	-	93%	100%	96%	100%	97%	100%	100%	100%	-
NSAID	99%	100%	83%	-	100%	100%	97%	83%	100%	91%	95%	100%	100%
Diagnosis Medication Match	100%	100%	-	-	100%	100%	100%	-	100%	-	100%	75%	-
SBP or TIPS with Cipro. or Sulfa.	100%	-	-	-	100%	100%	100%	-	-	-	100%	50%	-
Ascites with Spironolactone	-	-	-	-	100%	-	100%	-	-	-	100%	-	-

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Population Health Management	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Hepatic Enceph. w/ Lactulose and/or Rifaximin	91%	-	-	-	-	-	100%	-	71%	75%	-	100%	100%	100%	-	100%	-	-	-	100%	-	100%	50%
Colon Cancer Screening	98%	99%	100%	100%	100%	100%	98%	100%	100%	99%	96%	98%	99%	100%	97%	99%	100%	97%	98%	94%	99%	100%	96%
Breast Cancer Screening	95%	-	-	-	-	-	95%	-	-	-	94%	-	-	-	-	-	-	-	100%	-	-	-	-
Diagnostic Monitoring	92%	100%	-	-	-	100%	94%	-	94%	93%	94%	89%	89%	85%	91%	97%	-	100%	94%	92%	-	76%	82%
QT Prolongation EKG 12 Months	84%	100%	-	-	-	100%	85%	-	92%	83%	100%	80%	86%	67%	67%	100%	-	100%	88%	100%	-	25%	67%
Antipsychotics	94%	100%	-	-	-	100%	91%	-	93%	92%	90%	95%	90%	93%	99%	95%	-	99%	95%	95%	-	89%	86%
Lipid Monitoring 12 Months	92%	100%	-	-	-	100%	84%	-	91%	95%	87%	95%	92%	91%	99%	95%	-	95%	100%	90%	-	87%	81%
Blood Sugar 12 Months	96%	100%	-	-	-	100%	99%	-	98%	97%	96%	97%	96%	96%	100%	99%	-	100%	100%	95%	-	90%	86%
EKG 12 Months	89%	100%	-	-	-	100%	85%	-	79%	75%	100%	94%	79%	88%	100%	91%	-	100%	100%	100%	-	76%	97%
AIMS 12 Months	91%	100%	-	-	-	100%	90%	-	90%	90%	85%	97%	82%	91%	100%	87%	-	100%	90%	98%	-	94%	80%
Med Consent 12 Months	94%	100%	-	-	-	100%	95%	-	92%	95%	84%	93%	85%	96%	100%	96%	-	100%	97%	89%	-	97%	89%
CBC with Platelets 12 Months	93%	100%	-	-	-	100%	91%	-	96%	92%	81%	93%	92%	94%	97%	99%	-	100%	87%	98%	-	87%	79%
CMP 12 Months	94%	100%	-	-	-	100%	90%	-	97%	95%	86%	95%	92%	94%	97%	96%	-	100%	93%	95%	-	86%	80%
Thyroid Monitoring 5 Years	99%	100%	-	-	-	100%	96%	-	99%	100%	100%	99%	99%	96%	100%	99%	-	100%	97%	98%	-	94%	97%
Clozapine	95%	-	-	-	-	-	100%	-	95%	-	98%	-	88%	100%	-	-	-	-	-	-	-	-	-
CMP 12 Months	99%	-	-	-	-	-	100%	-	100%	-	100%	-	100%	100%	-	-	-	-	-	-	-	-	-
Lipid Monitoring 12 Months	97%	-	-	-	-	-	100%	-	100%	-	100%	-	94%	100%	-	-	-	-	-	-	-	-	-
Blood Sugar 12 Months	100%	-	-	-	-	-	100%	-	100%	-	100%	-	100%	100%	-	-	-	-	-	-	-	-	-
CBC 30 Days	100%	-	-	-	-	-	100%	-	100%	-	100%	-	100%	100%	-	-	-	-	-	-	-	-	-
EKG 12 Months	92%	-	-	-	-	-	100%	-	100%	-	100%	-	75%	100%	-	-	-	-	-	-	-	-	-
AIMS 12 Months	83%	-	-	-	-	-	100%	-	63%	-	83%	-	69%	100%	-	-	-	-	-	-	-	-	-
Thyroid Monitoring 5 Years	100%	-	-	-	-	-	100%	-	100%	-	100%	-	100%	100%	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	89%	-	-	-	-	-	100%	-	100%	-	100%	-	67%	100%	-	-	-	-	-	-	-	-	-
Mood Stabilizers	94%	100%	-	-	-	100%	98%	-	95%	98%	92%	82%	85%	77%	100%	96%	-	100%	98%	79%	-	95%	83%
Carbamazepine	92%	-	-	-	-	100%	100%	-	-	-	100%	50%	75%	50%	-	100%	-	-	-	50%	-	100%	75%
CMP 12 Months	94%	-	-	-	-	100%	100%	-	-	-	100%	0%	100%	50%	-	100%	-	-	-	100%	-	100%	100%

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Population Health Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Hepatic Enceph. w/ Lactulose and/or Rifaximin	100%	100%	-	-	100%	100%	100%	-	100%	-	-	100%	-
Colon Cancer Screening	99%	98%	99%	99%	100%	99%	98%	96%	98%	94%	90%	98%	97%
Breast Cancer Screening	-	-	-	-	-	-	-	-	-	-	-	-	-
Diagnostic Monitoring	93%	89%	98%	100%	96%	88%	96%	100%	98%	98%	92%	93%	89%
QT Prolongation EKG 12 Months	73%	60%	100%	100%	91%	65%	96%	100%	100%	100%	77%	86%	100%
Antipsychotics	97%	95%	97%	100%	97%	93%	96%	100%	96%	97%	92%	96%	88%
Lipid Monitoring 12 Months	98%	95%	100%	100%	95%	91%	97%	97%	97%	96%	88%	95%	86%
Blood Sugar 12 Months	99%	95%	100%	100%	97%	94%	99%	100%	99%	100%	95%	96%	86%
EKG 12 Months	92%	100%	-	100%	97%	87%	86%	100%	85%	100%	84%	100%	80%
AIMS 12 Months	94%	89%	90%	100%	92%	91%	96%	100%	99%	95%	87%	97%	100%
Med Consent 12 Months	96%	95%	90%	100%	98%	97%	96%	100%	99%	97%	94%	96%	89%
CBC with Platelets 12 Months	98%	95%	100%	100%	97%	93%	98%	100%	94%	89%	94%	89%	86%
CMP 12 Months	98%	95%	100%	100%	97%	92%	96%	100%	96%	96%	95%	93%	86%
Thyroid Monitoring 5 Years	100%	95%	100%	100%	100%	99%	98%	100%	99%	99%	99%	99%	90%
Clozapine	99%	100%	-	-	-	91%	-	-	-	100%	100%	100%	-
CMP 12 Months	100%	100%	-	-	-	92%	-	-	-	100%	100%	100%	-
Lipid Monitoring 12 Months	100%	100%	-	-	-	92%	-	-	-	100%	100%	100%	-
Blood Sugar 12 Months	100%	100%	-	-	-	100%	-	-	-	100%	100%	100%	-
CBC 30 Days	100%	100%	-	-	-	100%	-	-	-	100%	100%	100%	-
EKG 12 Months	92%	100%	-	-	-	92%	-	-	-	100%	100%	100%	-
AIMS 12 Months	100%	100%	-	-	-	69%	-	-	-	100%	100%	100%	-
Thyroid Monitoring 5 Years	100%	100%	-	-	-	100%	-	-	-	100%	100%	100%	-
Med Consent 12 Months	100%	100%	-	-	-	83%	-	-	-	100%	100%	100%	-
Mood Stabilizers	97%	100%	100%	100%	97%	96%	96%	100%	99%	99%	93%	95%	75%
Carbamazepine	100%	-	-	-	100%	100%	92%	-	-	100%	-	100%	-
CMP 12 Months	100%	-	-	-	100%	100%	100%	-	-	100%	-	100%	-

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Carbamazepine Level 12 Months	94%	-	-	-	-	100%	100%	-	-	-	100%	100%	100%	50%	-	100%	-	-	-	0%	-	100%	100%
CBC 12 Months	94%	-	-	-	-	100%	100%	-	-	-	100%	0%	100%	50%	-	100%	-	-	-	100%	-	100%	100%
Med Consent 12 Months	86%	-	-	-	-	100%	100%	-	-	-	100%	100%	0%	50%	-	100%	-	-	-	0%	-	100%	0%
Depakote	95%	100%	-	-	-	100%	100%	-	96%	95%	79%	98%	91%	96%	100%	92%	-	100%	96%	94%	-	91%	91%
CMP 12 Months	96%	100%	-	-	-	100%	100%	-	98%	94%	67%	97%	95%	95%	100%	83%	-	100%	100%	89%	-	94%	92%
Depakote Level 12 Months	96%	100%	-	-	-	100%	100%	-	95%	94%	100%	100%	93%	95%	100%	100%	-	100%	100%	89%	-	88%	95%
CBC with Platelets 12 Months	97%	100%	-	-	-	100%	100%	-	100%	94%	100%	100%	96%	95%	100%	83%	-	100%	100%	100%	-	94%	89%
Med Consent 12 Months	93%	100%	-	-	-	100%	100%	-	91%	100%	50%	96%	79%	100%	100%	100%	-	100%	86%	100%	-	89%	87%
Lithium	95%	100%	-	-	-	100%	93%	-	95%	100%	96%	99%	89%	84%	100%	97%	-	-	100%	93%	-	95%	83%
Creatinine & BUN 12 Months	97%	100%	-	-	-	100%	100%	-	96%	100%	90%	94%	100%	94%	100%	100%	-	-	100%	100%	-	100%	88%
Lithium Level 12 Months	98%	100%	-	-	-	100%	100%	-	100%	100%	100%	100%	90%	94%	100%	100%	-	-	100%	100%	-	100%	88%
Thyroid Monitoring 12 Months	96%	100%	-	-	-	100%	77%	-	100%	100%	100%	100%	80%	83%	100%	92%	-	-	100%	100%	-	100%	88%
EKG 12 Months	88%	100%	-	-	-	100%	90%	-	93%	100%	100%	100%	80%	57%	100%	100%	-	-	100%	100%	-	75%	67%
Med Consent 12 Months	94%	100%	-	-	-	100%	100%	-	87%	100%	89%	100%	94%	91%	100%	92%	-	-	100%	67%	-	100%	86%
Antidepressants	91%	99%	-	-	-	100%	94%	-	97%	97%	90%	98%	96%	90%	100%	96%	-	99%	97%	94%	-	96%	94%
EKG 12 Months (Tricyclics)	83%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	94%	97%	-	-	-	100%	96%	-	94%	95%	82%	99%	88%	90%	99%	96%	-	100%	96%	89%	-	96%	92%
Thyroid Monitoring 5 Years	97%	100%	-	-	-	100%	93%	-	99%	98%	98%	97%	99%	91%	100%	97%	-	98%	98%	98%	-	96%	95%
Utilization Specialty Services	93%	99%	93%	97%	90%	98%	94%	91%	85%	97%	96%	93%	91%	89%	98%	91%	94%	89%	89%	83%	100%	98%	95%
Polypharmacy Medication Review	77%	100%	81%	100%	50%	100%	81%	96%	35%	98%	100%	70%	88%	94%	70%	43%	79%	90%	86%	100%	94%	96%	93%
Care Management	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Appropriate Placement High Risk Patients	76%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A							
High Risk Patient Care Plan																							
Follow-Up After MHCB/DSH Admission	91%	100%	100%	-	-	100%	86%	-	97%	94%	75%	100%	100%	90%	-	63%	-	87%	100%	87%	-	90%	89%
30-Day Community Hospital Readmission	6.4%	2.9%	0.0%	1.2%	1.1%	4.4%	3.3%	7.3%	15.7%	10.5%	6.0%	4.8%	6.5%	9.6%	2.9%	2.4%	3.6%	4.0%	5.0%	2.6%	3.3%	2.3%	5.2%
30-Day MHCB or DSH Readmission	27%	-	-	-	-	-	12%	-	32%	29%	37%	26%	25%	27%	-	-	-	0%	-	27%	0%	38%	29%

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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	100%	-	-	-	100%	100%	67%	-	-	100%	-	100%	-
Depakote	99%	100%	-	100%	99%	97%	99%	100%	98%	98%	92%	86%	75%
CMP 12 Months	98%	100%	-	100%	100%	95%	100%	100%	94%	100%	96%	85%	100%
Depakote Level 12 Months	100%	100%	-	100%	97%	99%	100%	100%	100%	100%	89%	89%	100%
CBC with Platelets 12 Months	98%	100%	-	100%	97%	95%	100%	100%	100%	92%	96%	93%	100%
Med Consent 12 Months	98%	100%	-	100%	100%	100%	95%	100%	100%	100%	89%	77%	0%
Lithium	93%	-	100%	100%	93%	92%	96%	100%	100%	100%	93%	100%	-
Creatinine & BUN 12 Months	94%	-	100%	100%	96%	98%	100%	100%	100%	100%	97%	100%	-
Lithium Level 12 Months	94%	-	100%	100%	91%	98%	100%	100%	100%	100%	100%	100%	-
Thyroid Monitoring 12 Months	100%	-	100%	100%	96%	94%	100%	100%	100%	100%	100%	100%	-
EKG 12 Months	77%	-	100%	100%	81%	81%	94%	100%	100%	100%	76%	100%	-
Med Consent 12 Months	97%	-	100%	100%	100%	91%	87%	100%	100%	100%	90%	100%	-
Antidepressants	97%	91%	94%	99%	98%	96%	96%	99%	97%	96%	96%	88%	93%
EKG 12 Months (Tricyclics)	100%	-	-	-	-	-	-	-	-	100%	-	-	-
Med Consent 12 Months	94%	94%	88%	99%	98%	95%	96%	99%	97%	95%	94%	76%	90%
Thyroid Monitoring 5 Years	97%	88%	100%	99%	99%	97%	97%	99%	97%	94%	98%	99%	96%
Utilization Specialty Services	97%	96%	88%	96%	95%	96%	90%	96%	94%	92%	89%	93%	92%
Polypharmacy Medication Review	81%	56%	67%	87%	93%	79%	96%	81%	97%	97%	76%	39%	90%
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	91%	93%	93%	86%	96%	88%	97%	100%	100%	92%	94%	97%	92%
30-Day Community Hospital Readmission	5.5%	6.3%	0.0%	0.0%	9.9%	3.1%	4.2%	3.1%	4.1%	6.0%	2.7%	2.8%	5.2%
30-Day MHCB or DSH Readmission	20%	29%	20%	40%	29%	24%	17%	-	50%	14%	29%	0%	13%

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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*	10.1	5.5	2.9	1.6	1.4	5.4	6.1	3.0	60.4	23.9	14.3	6.1	25.0	29.6	4.1	4.2	9.9	8.7	4.1	6.5	8.9	5.4	13.1
Continuity of Clinicians & Services	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Primary Care Provider (PCP)	88%	83%	92%	92%	86%	97%	91%	88%	87%	98%	94%	91%	91%	84%	93%	95%	98%	96%	96%	85%	97%	85%	85%
Mental Health Primary Clinician	80%	N/A	N/A	N/A	N/A	N/A	88%	N/A	87%	N/A	87%	78%	84%	69%	N/A	95%	77%						
Psychiatrist	83%	N/A	N/A	N/A	N/A	N/A	97%	N/A	82%	N/A	87%	90%	93%	85%	N/A	67%	63%						
Medication Management	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Medication Continuity-Transfer	85%	87%	100%	97%	91%	89%	66%	96%	-	84%	84%	76%	92%	56%	94%	97%	99%	100%	87%	78%	100%	80%	86%
M4: Meds Upon Arrival at Reception Ctr	96%	-	-	-	-	-	83%	-	-	95%	-	-	-	-	-	-	-	100%	-	-	-	-	-
M5: NA/DOT/KOP Meds Inter-Institutional	90%	80%	100%	95%	95%	100%	73%	100%	-	90%	80%	100%	95%	25%	100%	100%	100%	100%	60%	80%	100%	95%	90%
M6: NA/DOT Meds Intra-Institutional	81%	70%	100%	100%	100%	75%	100%	100%	-	71%	-	75%	95%	44%	100%	87%	100%	100%	82%	-	100%	70%	89%
M7: Mental Health Crisis Bed Transfers	72%	-	-	-	-	-	50%	-	-	64%	60%	55%	100%	56%	-	-	-	-	-	94%	-	73%	90%
M8: ASU/SHU/PSU Inter-Institutional	81%	-	-	92%	100%	82%	26%	100%	-	75%	90%	58%	78%	52%	-	100%	100%	97%	91%	50%	-	71%	61%
M9: Discharge from Community Hosp/DSH	82%	100%	-	100%	75%	86%	31%	100%	-	89%	90%	73%	86%	61%	100%	100%	-	100%	100%	67%	100%	70%	85%
M10: Transfer/Parole	97%	100%	100%	100%	85%	100%	100%	80%	-	100%	100%	95%	100%	100%	75%	100%	95%	100%	100%	100%	100%	100%	100%
Medication Non-Adherence Counseling	85%	96%	97%	90%	-	100%	90%	94%	-	89%	92%	95%	88%	66%	94%	100%	90%	91%	86%	79%	83%	67%	88%
M11: Non-Adherence MH Prescribed	84%	92%	-	-	-	100%	62%	-	-	87%	97%	92%	97%	43%	96%	100%	-	95%	93%	67%	-	52%	63%
Referral on MAR	88%	100%	-	-	-	100%	70%	-	-	80%	95%	90%	100%	60%	89%	100%	-	100%	95%	70%	-	75%	80%
128 MH5 or 128 C	91%	100%	-	-	-	100%	90%	-	-	80%	100%	100%	100%	60%	100%	100%	-	100%	100%	100%	-	60%	70%
Progress Note	73%	75%	-	-	-	100%	25%	-	-	100%	95%	85%	90%	10%	100%	100%	-	85%	85%	30%	-	20%	40%
M12: Non-Adherence PC2602 Meds	93%	-	-	-	-	100%	100%	-	-	100%	100%	100%	100%	100%	-	-	-	100%	-	86%	-	63%	100%
M13: Non-Adherence Medical Prescribed	85%	100%	93%	81%	-	100%	100%	89%	-	96%	70%	90%	72%	65%	87%	100%	93%	88%	90%	65%	67%	78%	88%
Referral on MAR	95%	100%	100%	100%	-	100%	100%	100%	-	100%	100%	100%	90%	80%	100%	100%	100%	100%	100%	70%	100%	95%	100%
128 C	96%	100%	100%	100%	-	100%	100%	100%	-	100%	100%	100%	90%	70%	100%	100%	100%	95%	100%	100%	100%	95%	100%
Progress Note	65%	100%	80%	43%	-	100%	100%	67%	-	88%	9%	70%	35%	45%	60%	100%	80%	70%	70%	25%	0%	45%	65%
M14: Non-Adherence Insulin/HIV/Clozaril	78%	-	100%	100%	-	100%	100%	100%	-	71%	100%	100%	82%	56%	100%	100%	86%	80%	75%	100%	100%	75%	100%
Medication Administration	88%	88%	98%	100%	89%	96%	86%	92%	-	85%	85%	77%	96%	78%	85%	95%	99%	100%	89%	86%	99%	66%	80%
M20: Chronic Care Meds-Psychiatrist	69%	65%	-	-	-	80%	100%	83%	-	50%	31%	33%	85%	40%	65%	95%	100%	100%	85%	90%	100%	5%	100%

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Care Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Potentially Avoidable Hospitalizations*	17.5	4.3	0.8	0.0	26.1	11.7	10.6	3.2	15.0	8.2	6.6	8.9	11.0
Continuity of Clinicians & Services	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Primary Care Provider (PCP)	88%	89%	98%	92%	89%	88%	96%	84%	97%	96%	83%	93%	97%
Mental Health Primary Clinician	81%	N/A	77%	N/A	77%	74%	82%	N/A	N/A	90%	86%	82%	93%
Psychiatrist	84%	N/A	89%	N/A	83%	59%	83%	N/A	N/A	86%	88%	84%	83%
Medication Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medication Continuity-Transfer	90%	74%	71%	95%	68%	92%	77%	98%	96%	99%	95%	94%	92%
M4: Meds Upon Arrival at Reception Ctr	-	100%	-	-	-	-	-	-	-	100%	-	-	98%
M5: NA/DOT/KOP Meds Inter-Institutional	100%	100%	95%	90%	60%	100%	90%	90%	100%	100%	100%	100%	67%
M6: NA/DOT Meds Intra-Institutional	100%	52%	52%	100%	82%	95%	65%	100%	82%	93%	100%	100%	100%
M7: Mental Health Crisis Bed Transfers	100%	25%	80%	-	50%	94%	69%	-	100%	100%	89%	-	80%
M8: ASU/SHU/PSU Inter-Institutional	95%	43%	100%	100%	71%	100%	43%	100%	100%	100%	89%	100%	100%
M9: Discharge from Community Hosp/DSH	47%	100%	0%	100%	45%	60%	93%	100%	95%	100%	100%	68%	100%
M10: Transfer/Parole	100%	100%	100%	83%	100%	100%	100%	100%	100%	100%	95%	100%	100%
Medication Non-Adherence Counseling	88%	69%	92%	98%	67%	84%	87%	96%	97%	74%	85%	100%	84%
M11: Non-Adherence MH Prescribed	90%	88%	100%	100%	59%	68%	97%	100%	97%	73%	85%	100%	100%
Referral on MAR	100%	90%	100%	100%	62%	100%	100%	100%	100%	65%	80%	100%	100%
128 MH5 or 128 C	100%	95%	100%	100%	69%	70%	100%	100%	100%	85%	100%	100%	100%
Progress Note	70%	80%	100%	100%	46%	35%	90%	100%	90%	70%	75%	100%	100%
M12: Non-Adherence PC2602 Meds	82%	100%	93%	-	87%	100%	89%	-	-	98%	90%	100%	100%
M13: Non-Adherence Medical Prescribed	82%	75%	83%	96%	72%	88%	100%	92%	95%	71%	92%	100%	84%
Referral on MAR	100%	95%	100%	100%	85%	100%	100%	100%	100%	100%	85%	100%	95%
128 C	100%	95%	100%	100%	95%	82%	100%	100%	100%	86%	95%	100%	95%
Progress Note	45%	35%	50%	88%	35%	82%	100%	75%	85%	29%	95%	100%	63%
M14: Non-Adherence Insulin/HIV/Clozaril	100%	13%	-	-	50%	80%	63%	-	100%	55%	75%	-	50%
Medication Administration	80%	82%	82%	98%	47%	100%	91%	96%	100%	99%	94%	80%	86%
M20: Chronic Care Meds-Psychiatrist	10%	30%	70%	100%	15%	100%	90%	90%	100%	95%	90%	80%	30%

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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	
M21: Chronic Care Meds-Medical	94%	100%	95%	100%	100%	100%	100%	100%	-	95%	100%	100%	100%	95%	70%	90%	100%	100%	90%	100%	95%	100%	100%	
M22: New Outpatient Orders-Psychiatrist	86%	76%	-	-	-	100%	57%	100%	-	100%	100%	53%	100%	53%	90%	92%	95%	100%	73%	100%	100%	57%	100%	
M23: New Outpatient Orders-Medical	99%	100%	100%	100%	100%	100%	100%	100%	-	95%	93%	100%	95%	100%	100%	100%	100%	100%	95%	100%	100%	100%	100%	
M24: Administration – TB Medications	91%	100%	100%	100%	67%	100%	75%	77%	-	83%	100%	100%	100%	100%	100%	100%	-	100%	100%	40%	100%	-	0%	
Non-Formulary by Psychiatrists	3.2%	1.1%	-	0.0%	-	0.9%	5.4%	0.0%	4.0%	1.9%	10.3%	3.9%	7.3%	2.9%	2.3%	1.4%	0.0%	5.4%	0.5%	3.5%	0.0%	1.2%	2.1%	
Non-Formulary by Medical Providers	3.7%	2.1%	1.9%	1.8%	2.3%	3.7%	4.6%	3.6%	5.0%	3.7%	5.5%	4.3%	5.6%	5.0%	2.3%	1.0%	2.1%	2.3%	2.2%	4.7%	1.5%	3.0%	3.3%	
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	79%	89%	94%	90%	89%	96%	73%	93%	72%	76%	67%	79%	88%	80%	90%	87%	95%	92%	93%	79%	88%	79%	69%	
Medical Documents 3 Days	83%	87%	88%	91%	98%	94%	83%	85%	87%	74%	67%	84%	92%	82%	86%	94%	97%	88%	96%	78%	91%	86%	53%	
Dental Documents 3 Days	94%	95%	98%	99%	98%	99%	82%	100%	92%	84%	95%	97%	96%	100%	98%	99%	99%	100%	98%	78%	99%	79%	85%	
Mental Health Documents 3 Days	70%	86%	97%	95%	69%	96%	58%	98%	56%	72%	59%	59%	81%	69%	84%	93%	94%	93%	84%	84%	84%	78%	64%	75%
CDCR Inpatient Documents 3 Days	75%	-	-	-	-	-	75%	90%	66%	82%	58%	86%	89%	87%	-	-	-	-	-	92%	-	94%	88%	
Other Documents 3 Days	75%	88%	95%	74%	91%	94%	67%	92%	60%	68%	58%	71%	85%	61%	94%	61%	89%	88%	94%	60%	85%	73%	42%	
Specialty Notes	90%	90%	95%	94%	95%	95%	90%	89%	90%	76%	85%	95%	96%	93%	94%	87%	94%	78%	98%	89%	98%	94%	83%	
Community Hospital Records	91%	89%	100%	50%	100%	100%	50%	92%	95%	88%	57%	100%	100%	94%	25%	91%	-	100%	100%	78%	86%	100%	100%	
Scanning Accuracy	98%	100%	-	98%	95%	100%	98%	100%	-	99%	96%	97%	100%	97%	99%	70%	100%	98%	100%	100%	99%	100%	98%	
Appeal Processing	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	
Timely Appeals	98%	100%	100%	100%	100%	100%	100%	90%	92%	100%	100%	100%	100%	100%	98%	100%	100%	100%	100%	96%	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										
Specialty Teleservices	64%	77%	59%	82%	60%	56%	57%	77%	69%	64%	68%	20%	44%	73%	53%	54%	84%	55%	68%	52%	87%	64%	73%	
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	95%	94%	92%	112%	112%	100%	105%	110%	69%	109%	105%	98%	97%	102%	92%	106%	92%	102%	83%	99%	98%	100%	97%	

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Medication Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
M21: Chronic Care Meds-Medical	100%	90%	90%	95%	25%	100%	100%	100%	100%	100%	90%	90%	100%
M22: New Outpatient Orders-Psychiatrist	97%	90%	100%	93%	63%	100%	64%	95%	100%	100%	90%	90%	100%
M23: New Outpatient Orders-Medical	93%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
M24: Administration – TB Medications	100%	100%	50%	100%	33%	100%	100%	-	100%	100%	100%	40%	100%
Non-Formulary by Psychiatrists	3.3%	2.9%	1.9%	0.8%	2.9%	3.9%	2.5%	3.3%	1.2%	10.9%	3.5%	2.6%	3.0%
Non-Formulary by Medical Providers	8.1%	1.3%	2.8%	1.7%	5.5%	5.0%	2.5%	2.9%	3.6%	6.7%	3.6%	3.1%	3.7%
Availability of Health Information	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Non-Dictated Documents	88%	78%	59%	93%	84%	69%	82%	97%	86%	87%	73%	67%	90%
Medical Documents 3 Days	86%	68%	54%	93%	84%	84%	77%	98%	86%	81%	74%	80%	96%
Dental Documents 3 Days	98%	85%	88%	99%	88%	100%	96%	100%	96%	95%	90%	96%	95%
Mental Health Documents 3 Days	86%	74%	42%	90%	77%	27%	83%	96%	72%	85%	54%	44%	81%
CDCR Inpatient Documents 3 Days	90%	83%	41%	90%	86%	82%	87%	-	92%	94%	71%	-	91%
Other Documents 3 Days	81%	79%	71%	91%	86%	50%	69%	95%	87%	79%	77%	48%	87%
Specialty Notes	88%	87%	100%	88%	88%	92%	93%	97%	93%	82%	71%	81%	88%
Community Hospital Records	96%	100%	100%	100%	80%	100%	97%	100%	96%	94%	96%	80%	100%
Scanning Accuracy	100%	99%	100%	99%	99%	73%	100%	100%	98%	100%	100%	99%	98%
Appeal Processing	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Timely Appeals	100%	100%	100%	100%	100%	85%	100%	100%	100%	100%	95%	100%	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									
Specialty Teleservices	73%	68%	66%	59%	76%	55%	87%	54%	60%	37%	52%	53%	64%
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	87%	109%	95%	90%	108%	104%	93%	98%	95%	83%	96%	99%	99%

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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	94%	82%	94%	110%	114%	100%	118%	124%	67%	98%	89%	118%	93%	92%	106%	82%	83%	92%	88%	87%	105%	103%	85%
Nursing FTE	100%	101%	90%	126%	138%	107%	127%	118%	61%	121%	110%	108%	97%	121%	97%	125%	96%	108%	87%	105%	106%	111%	113%
Pharmacy FTE	109%	105%	106%	100%	83%	144%	88%	155%	76%	100%	137%	94%	96%	150%	143%	112%	106%	128%	103%	123%	100%	113%	118%
Dental Clinical FTE	101%	100%	100%	109%	104%	104%	98%	105%	127%	91%	100%	98%	85%	108%	100%	96%	98%	98%	105%	100%	100%	100%	99%
Mental Health Clinical FTE	82%	71%	-	100%	100%	78%	78%	88%	84%	107%	90%	86%	91%	69%	67%	75%	100%	98%	67%	82%	83%	76%	75%
Clinical Support FTE	92%	141%	81%	173%	101%	119%	78%	115%	85%	104%	110%	89%	108%	50%	105%	111%	91%	103%	87%	113%	80%	95%	87%
Administrative Support FTE	92%	90%	92%	94%	89%	88%	96%	99%	100%	94%	100%	90%	99%	97%	87%	104%	85%	94%	72%	92%	89%	97%	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	87%	94%	95%	90%	81%	89%	89%	87%	88%	91%	85%	93%	88%	80%	91%	86%	92%	87%	94%	87%	88%	88%	84%
Overtime FTE	6.4%	2.4%	2.0%	4.3%	16.5%	6.5%	5.9%	5.8%	4.7%	6.3%	6.4%	3.9%	6.9%	11.5%	5.4%	7.2%	2.3%	7.2%	3.7%	10.7%	7.3%	5.7%	8.2%
Registry FTE	6.5%	3.5%	2.5%	5.5%	2.2%	4.9%	5.0%	7.0%	7.1%	3.2%	8.9%	2.9%	5.0%	8.3%	3.7%	7.3%	5.7%	5.3%	1.8%	2.8%	4.7%	6.4%	8.5%
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	\$94	\$60	\$64	\$56	\$45	\$79	\$102	\$72	\$458	\$140	\$132	\$150	\$253	\$91	\$112	\$68	\$65	\$101	\$88	\$84	\$63	\$70	\$86
Nursing Staff	\$472	\$247	\$249	\$226	\$175	\$308	\$411	\$281	\$3,989	\$538	\$1,116	\$625	\$1,346	\$698	\$313	\$260	\$261	\$410	\$293	\$378	\$260	\$320	\$457
Pharmacy Staff	\$36	\$23	\$21	\$15	\$8	\$29	\$36	\$24	\$150	\$55	\$77	\$53	\$142	\$44	\$38	\$31	\$14	\$34	\$27	\$19	\$17	\$24	\$32
Dental Clinical Staff	\$83	\$85	\$72	\$78	\$66	\$89	\$86	\$84	\$85	\$82	\$131	\$91	\$90	\$70	\$103	\$78	\$94	\$80	\$95	\$83	\$85	\$82	\$83
Mental Health Clinical Staff	\$192	\$104	\$8	\$30	\$14	\$104	\$190	\$37	\$627	\$227	\$413	\$383	\$557	\$238	\$127	\$74	\$29	\$170	\$83	\$73	\$30	\$158	\$288
Clinical Support Staff	\$28	\$11	\$9	\$7	\$5	\$14	\$21	\$11	\$175	\$33	\$63	\$61	\$135	\$31	\$17	\$8	\$9	\$16	\$6	\$13	\$8	\$17	\$34
Administrative Support Staff	\$108	\$94	\$75	\$84	\$45	\$79	\$97	\$107	\$381	\$128	\$249	\$138	\$283	\$107	\$119	\$74	\$92	\$115	\$88	\$91	\$90	\$105	\$123
Hospital	\$107	\$28	\$19	\$28	\$14	\$41	\$50	\$39	\$1,310	\$202	\$158	\$65	\$379	\$119	\$79	\$72	\$76	\$142	\$74	\$55	\$46	\$43	\$100
Emergency Department	\$8	\$6	\$5	\$8	\$6	\$8	\$8	\$4	\$27	\$5	\$11	\$5	\$8	\$16	\$7	\$5	\$6	\$7	\$3	\$10	\$6	\$9	\$13
Specialty	\$28	\$15	\$14	\$20	\$11	\$16	\$27	\$20	\$118	\$38	\$30	\$42	\$82	\$28	\$17	\$21	\$26	\$19	\$15	\$19	\$19	\$15	\$41
Medications	\$132	\$48	\$4	\$33	\$18	\$52	\$113	\$39	\$171	\$368	\$177	\$295	\$505	\$91	\$119	\$99	\$38	\$127	\$65	\$40	\$39	\$67	\$158
Diagnostics	\$19	\$12	\$12	\$11	\$7	\$10	\$28	\$9	\$63	\$41	\$26	\$22	\$38	\$11	\$14	\$12	\$11	\$26	\$11	\$10	\$8	\$8	\$22

* Rate Per 1,000 Inmates

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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	71%	98%	103%	90%	129%	90%	92%	89%	97%	103%	82%	109%	100%
Nursing FTE	90%	125%	102%	85%	124%	127%	111%	114%	98%	73%	109%	128%	105%
Pharmacy FTE	95%	107%	141%	100%	129%	163%	114%	117%	108%	96%	115%	99%	124%
Dental Clinical FTE	100%	106%	100%	96%	95%	100%	109%	92%	103%	112%	103%	95%	99%
Mental Health Clinical FTE	85%	88%	81%	97%	99%	76%	68%	77%	87%	93%	67%	63%	83%
Clinical Support FTE	84%	115%	94%	125%	91%	87%	44%	120%	121%	117%	77%	91%	113%
Administrative Support FTE	84%	99%	83%	90%	88%	91%	80%	84%	84%	84%	99%	87%	96%
Total Actual FTE	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Civil Service FTE	91%	82%	91%	94%	79%	81%	87%	94%	90%	90%	85%	90%	79%
Overtime FTE	4.6%	8.1%	5.7%	1.4%	5.8%	6.1%	6.0%	4.5%	4.3%	5.9%	9.4%	8.1%	7.5%
Registry FTE	4.4%	10.3%	3.8%	4.3%	15.0%	13.0%	7.4%	2.0%	6.0%	4.5%	6.5%	2.3%	13.3%
Major Costs per Inmate per Month	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Staff	\$101	\$82	\$71	\$66	\$140	\$116	\$70	\$47	\$94	\$107	\$71	\$81	\$77
Nursing Staff	\$474	\$374	\$414	\$300	\$668	\$1,142	\$357	\$149	\$292	\$533	\$558	\$370	\$320
Pharmacy Staff	\$35	\$28	\$20	\$24	\$58	\$58	\$33	\$13	\$44	\$31	\$63	\$37	\$20
Dental Clinical Staff	\$82	\$79	\$83	\$83	\$93	\$96	\$71	\$78	\$91	\$76	\$86	\$80	\$71
Mental Health Clinical Staff	\$348	\$176	\$122	\$124	\$458	\$794	\$125	\$52	\$135	\$501	\$230	\$172	\$159
Clinical Support Staff	\$47	\$18	\$20	\$17	\$70	\$110	\$19	\$8	\$19	\$31	\$37	\$23	\$16
Administrative Support Staff	\$144	\$90	\$116	\$101	\$129	\$191	\$73	\$42	\$91	\$114	\$123	\$91	\$77
Hospital	\$218	\$55	\$14	\$25	\$258	\$123	\$70	\$33	\$193	\$90	\$92	\$71	\$102
Emergency Department	\$12	\$7	\$1	\$5	\$15	\$10	\$8	\$3	\$7	\$6	\$13	\$8	\$14
Specialty	\$49	\$21	\$5	\$13	\$72	\$21	\$29	\$10	\$48	\$41	\$21	\$30	\$27
Medications	\$523	\$61	\$102	\$44	\$423	\$251	\$103	\$32	\$209	\$189	\$99	\$135	\$69
Diagnostics	\$28	\$40	\$7	\$9	\$36	\$15	\$14	\$9	\$17	\$33	\$14	\$16	\$37

* Rate Per 1,000 Inmates

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Workload Per Day	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Appointments per PCP	11.8	11.0	17.1	11.3	12.5	11.4	9.3	12.7	10.4	9.1	10.1	11.3	12.4	10.7	13.1	11.8	11.2	13.7	11.8	8.9	10.6	15.2	15.4
Appointments per PCRN	6.0	6.1	3.4	6.8	4.8	4.1	5.4	7.3	3.8	6.9	8.1	5.8	11.4	7.5	6.7	5.7	5.4	7.4	6.2	5.4	6.4	6.7	6.4
Encounters per Primary MH Clinician	8.6	7.4	16.5	2.6	3.1	6.2	9.2	3.3	9.5	5.4	6.0	11.3	10.7	7.6	4.9	5.4	4.3	9.2	9.2	6.9	5.2	11.1	10.5
Encounters per Psychiatrist	9.2	10.6	-	4.1	1.0	10.6	8.0	4.2	8.5	8.4	8.1	9.5	9.4	9.3	11.9	12.0	3.5	9.7	9.5	9.1	3.2	12.7	12.5
Other Trends	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Hospital Admissions*	5.0	2.7	0.5	1.8	0.5	2.6	3.0	4.0	29.5	10.6	11.5	3.8	9.8	10.9	2.6	2.2	0.0	6.9	1.0	2.6	1.7	5.5	7.5
Emergency Department Visits*	6	2	4	8	3	3	8	2	21	4	15	4	8	7	7	3	8	11	2	5	4	5	10
Specialty Care Referrals*	65	68	46	37	22	44	72	57	158	88	78	109	119	44	64	47	28	57	74	66	41	23	90
Prescriptions Per Inmate	3.5	1.9	1.8	1.0	0.6	2.3	4.1	1.5	12.2	5.1	4.3	6.4	5.6	5.6	2.7	3.4	2.0	2.7	2.6	2.0	1.3	2.2	4.2
Diagnostics Per Inmate	1.0	0.8	0.7	0.5	0.4	0.7	1.7	0.4	4.2	2.1	1.1	1.0	2.0	0.5	0.7	0.6	0.5	1.9	0.7	0.7	0.3	0.6	0.8
Appeals Received*	34	17	18	11	3	28	41	9	105	42	17	20	53	42	17	39	8	43	19	34	15	33	48
Prison Population Capacity	133%	112%	-	169%	102%	136%	131%	140%	74%	119%	142%	103%	108%	141%	108%	152%	106%	145%	119%	148%	163%	156%	155%
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%	0.0%	0.2%	0.1%	0.7%	3.8%	0.6%	29.8%	20.6%	5.4%	5.7%	18.5%	1.7%	0.9%	1.9%	0.6%	2.3%	3.0%	1.1%	0.4%	0.8%	7.4%
High Risk Priority 2	7.6%	0.6%	0.3%	0.7%	0.5%	2.9%	6.2%	1.6%	19.8%	30.2%	11.6%	14.2%	20.9%	4.4%	2.5%	5.3%	4.0%	3.8%	8.0%	2.0%	2.3%	3.4%	14.5%
Medium Risk	40%	48%	26%	18%	7%	48%	48%	20%	37%	30%	42%	43%	48%	52%	53%	51%	25%	33%	41%	43%	19%	46%	47%
Low Risk	48%	52%	74%	81%	92%	48%	42%	78%	14%	19%	41%	37%	13%	42%	43%	42%	70%	61%	47%	54%	78%	50%	31%
Mental Health EOP	5.4%	N/A	N/A	N/A	N/A	N/A	2.2%	N/A	21.1%	1.4%	5.3%	13.8%	19.4%	7.7%	N/A	N/A	N/A	1.2%	N/A	N/A	N/A	3.6%	11.6%
Patients with Disability (ADA)	7.1%	3.6%	1.0%	1.4%	0.5%	2.1%	7.3%	2.2%	33.7%	15.2%	6.3%	7.2%	36.5%	5.2%	2.7%	5.7%	3.6%	6.3%	3.5%	5.0%	2.7%	2.7%	6.7%
Inmates 50 Years or Older	23%	24%	18%	6%	7%	20%	20%	11%	51%	48%	22%	36%	45%	15%	19%	39%	25%	18%	33%	10%	13%	9%	24%
Men and Women Institutions	-	M	M	M	M	M	W	M	M	M	W	M	M	M	M	M	M	M	M/W	M	M	M	M
Specialized Health Care Beds	2,870	28	-	18	19	16	38	13	1,867	78	25	87	169	87	10	21	-	24	-	30	14	22	16
Institution Population	118,662	3,283	2,104	3,908	3,957	3,797	2,635	3,233	2,203	3,587	2,003	3,946	2,564	4,416	2,695	5,057	1,856	2,468	2,959	3,439	3,591	3,815	3,580

* Rate Per 1,000 Inmates

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Workload Per Day	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Appointments per PCP	12.5	16.2	6.1	13.2	11.7	9.1	15.0	10.4	9.5	10.2	13.3	16.1	12.7
Appointments per PCRN	5.6	8.8	3.3	5.2	4.9	5.9	6.7	6.7	4.9	5.8	6.1	5.9	8.1
Encounters per Primary MH Clinician	9.3	8.6	4.4	5.1	8.3	8.1	12.2	6.0	6.8	6.5	8.2	14.1	10.8
Encounters per Psychiatrist	8.5	9.1	9.0	10.3	9.6	8.4	9.9	4.9	8.9	6.1	10.3	11.2	7.9
Other Trends	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Hospital Admissions*	8.8	2.4	0.8	0.7	16.9	4.1	4.9	0.7	7.0	4.1	6.4	3.4	3.1
Emergency Department Visits*	6	2	1	3	15	6	3	3	3	5	12	3	5
Specialty Care Referrals*	200	72	6	31	150	50	33	38	60	104	60	97	44
Prescriptions Per Inmate	5.1	3.2	1.5	2.0	6.7	5.1	4.9	1.0	4.0	4.5	5.2	4.5	2.1
Diagnostics Per Inmate	1.1	2.3	0.5	0.5	1.4	0.7	0.7	0.4	0.9	1.6	0.8	0.7	2.3
Appeals Received*	79	22	36	13	60	97	37	10	35	29	64	57	19
Prison Population Capacity	168%	153%	109%	130%	139%	120%	161%	116%	148%	110%	154%	180%	169%
Institution & Population Characteristics	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
High Risk Priority 1	14.8%	0.6%	0.5%	0.0%	18.6%	6.1%	2.6%	0.5%	8.9%	7.8%	2.1%	3.4%	1.2%
High Risk Priority 2	22.3%	2.7%	1.9%	0.1%	24.3%	12.6%	5.3%	1.4%	17.2%	15.9%	6.0%	7.3%	2.3%
Medium Risk	47%	36%	22%	42%	47%	58%	56%	19%	41%	38%	57%	59%	35%
Low Risk	16%	61%	75%	58%	10%	23%	36%	79%	33%	38%	34%	31%	61%
Mental Health EOP	21.4%	1.5%	4.4%	N/A	23.3%	38.0%	6.3%	N/A	N/A	1.4%	16.0%	10.6%	1.8%
Patients with Disability (ADA)	10.2%	2.1%	1.4%	2.2%	23.3%	5.0%	15.3%	1.1%	9.0%	8.4%	7.2%	12.8%	3.0%
Inmates 50 Years or Older	37%	12%	8%	13%	38%	18%	26%	11%	40%	45%	16%	35%	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	2,851	4,152	2,594	3,004	3,071	2,197	5,509	4,458	3,878	3,425	3,779	3,567	5,081

* Rate Per 1,000 Inmates

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HEALTHCARE SERVICES DASHBOARD

Wasco State Prison (WSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services		96%	92%		Asthma Care		86%	82%		Appropriate Placement High Risk Patients		N/A	76%						
Dental Services		87%	95%		Therapeutic Anticoagulation		50%	83%		High Risk Patient Care Plan									
Mental Health Services		92%	87%		Diabetes Care		81%	83%		Follow-Up After MHCB/DSH Admission		92%	91%						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody		0.3%	1.6%		End Stage Liver Disease Care		100%	88%		30-Day Community Hospital Readmission		5.2%	6.4%						
Seen as Scheduled		96%	89%		Colon Cancer Screening		97%	98%		30-Day MHCB or DSH Readmission		13%	27%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided		96%	97%		Breast Cancer Screening		N/A	95%		Potentially Avoidable Hospitalizations*		11.0	10.1						
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer		92%	85%		Diagnostic Monitoring		89%	92%		CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling		84%	85%		Utilization Specialty Services		92%	93%		Primary Care Provider (PCP)		97%	88%						
Medication Administration		86%	88%		Polypharmacy Medication Review		90%	77%		Mental Health Primary Clinician		93%	80%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists		3.0%	3.2%		AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers		3.7%	3.7%		Non-Dictated Documents		90%	79%		Specialty Notes		88%	90%						
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Community Hospital Records		100%	91%		Scanning Accuracy		98%	98%		RESOURCE MANAGEMENT				
Medical FTE	14	15	100%	94%	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
Nursing FTE	173	164	105%	100%	Timely Appeals		100%	98%		6 Mth Trend					6 Mth Trend				
Pharmacy FTE	14	11	124%	109%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Dental Clinical FTE	28	28	99%	101%	LABOR	YTD 14/15	YTD 13/14	Statewide	Medical Staff	\$77	\$68	\$94	Claims Processed		N/A	100%			
Mental Health Clinical FTE	55	66	83%	82%	Medical Staff	\$77	\$68	\$94	Nursing Staff	\$320	\$295	\$472	Specialty Teleservices		64%	64%			
Clinical Support FTE	12	11	113%	92%	Nursing Staff	\$320	\$295	\$472	Pharmacy Staff	\$20	\$21	\$36	Health Care Staff Training						
Administrative Support FTE	77	80	96%	92%	Pharmacy Staff	\$20	\$21	\$36	Dental Clinical Staff	\$71	\$65	\$83	CONTINUOUS EVALUATION & IMPROVEMENT						
Total Actual FTE	373	375	99%	95%	Mental Health Clinical Staff	\$159	\$122	\$192	Mental Health Clinical FTE	55	66	83%	QM & Patient Safety Program						
Civil Service FTE	296	296	79%	87%	Clinical Support Staff	\$16	\$15	\$28	Clinical Support FTE	12	11	113%	Health Care Index						
Overtime FTE	28	28	7.5%	6.4%	Administrative Support Staff	\$77	\$80	\$108	Administrative Support FTE	77	80	96%	WORKLOAD PER DAY						
Registry FTE	50	50	13.3%	6.5%	NON LABOR					6 Mth Trend					6 Mth Trend				
Total Actual FTE	373	373	100%	100%	Hospital	\$102	\$133	\$107	Appointments per PCP		12.7	11.8	Appointments per PCPN		8.1	6.0			
Civil Service FTE	296	296	79%	87%	Emergency Department	\$14	\$4	\$8	Appointments per PCRN		8.1	6.0	Encounters per Primary MH Clinician		10.8	8.6			
Overtime FTE	28	28	7.5%	6.4%	Specialty	\$27	\$32	\$28	Encounters per Psychiatrist		7.9	9.2	OTHER TRENDS						
Registry FTE	50	50	13.3%	6.5%	Medications	\$69	\$58	\$132	Hospital Admissions*		3.1	5.0	Hospital Admissions*		3.1	5.0			
Total Actual FTE	373	373	100%	100%	Diagnostics	\$37	\$38	\$19	Emergency Department Visits*		5	6	Emergency Department Visits*		5	6			
Civil Service FTE	296	296	79%	87%	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
Overtime FTE	28	28	7.5%	6.4%	Timely Appeals		100%	98%	Specialty Care Referrals*		44	65	Specialty Care Referrals*		44	65			
Registry FTE	50	50	13.3%	6.5%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Total Actual FTE	373	373	100%	100%	Hospital	\$102	\$133	\$107	Prescriptions Per Inmate		2.1	3.5	Prescriptions Per Inmate		2.1	3.5			
Civil Service FTE	296	296	79%	87%	Emergency Department	\$14	\$4	\$8	Diagnostics Per Inmate		2.3	1.0	Diagnostics Per Inmate		2.3	1.0			
Overtime FTE	28	28	7.5%	6.4%	Specialty	\$27	\$32	\$28	Appeals Received*		19	34	Appeals Received*		19	34			
Registry FTE	50	50	13.3%	6.5%	Medications	\$69	\$58	\$132	Prison Population Capacity		169%	133%	Prison Population Capacity		169%	133%			

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

HEALTHCARE SERVICES DASHBOARD

Valley State Prison (VSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			VSP	Statewide	Asthma Care			VSP	Statewide	Appropriate Placement High Risk Patients			VSP	Statewide					
Dental Services		91%	92%		Therapeutic Anticoagulation		91%	82%		High Risk Patient Care Plan		N/A	76%						
Mental Health Services		99%	95%		Diabetes Care		56%	83%		Follow-Up After MHCB/DSH Admission									
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			VSP	Statewide	End Stage Liver Disease Care			VSP	Statewide	30-Day Community Hospital Readmission		97%	91%						
Seen as Scheduled		0.7%	1.6%		Colon Cancer Screening		94%	88%		30-Day MHCB or DSH Readmission		2.8%	6.4%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			VSP	Statewide	Breast Cancer Screening			VSP	Statewide	Potentially Avoidable Hospitalizations*		0%	27%						
		100%	97%		Diagnostic Monitoring		N/A	95%				8.9	10.1						
MEDICATION MANAGEMENT					AVAILABILITY OF HEALTH INFORMATION					CONTINUITY OF CLINICIANS & SERVICES									
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			VSP	Statewide	Non-Dictated Documents			VSP	Statewide	Primary Care Provider (PCP)			VSP	Statewide					
Medication Non-Adherence Counseling		94%	85%		Specialty Notes		67%	79%		Mental Health Primary Clinician		93%	88%						
Medication Administration		100%	85%		Community Hospital Records		81%	90%		Psychiatrist		82%	80%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			VSP	Statewide	Scanning Accuracy			VSP	Statewide			84%	83%						
Non-Formulary by Medical Providers		2.6%	3.2%				99%	98%		RESOURCE MANAGEMENT									
		3.1%	3.7%		APPEAL PROCESSING					6 Mth Trend									
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Timely Appeals			VSP	Statewide	Claims Processed			VSP	Statewide					
Medical FTE	283	285	99%	95%			100%	98%		Specialty Teleservices		N/A	100%						
Nursing FTE	10	9	109%	94%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend									
Pharmacy FTE	136	106	128%	100%	LABOR					6 Mth Trend									
Dental Clinical FTE	13	13	99%	109%	Medical Staff	YTD 14/15	YTD 13/14	Statewide	Appointments per PCP		53%	64%							
Dental Clinical FTE	19	20	95%	101%	Nursing Staff	\$81	\$76	\$94	Health Care Staff Training										
Mental Health Clinical FTE	35	56	63%	82%	Pharmacy Staff	\$370	\$323	\$472	CONTINUOUS EVALUATION & IMPROVEMENT										
Clinical Support FTE	11	13	91%	92%	Dental Clinical Staff	\$37	\$28	\$36	QM & Patient Safety Program										
Administrative Support FTE	60	69	87%	92%	Mental Health Clinical Staff	\$80	\$70	\$83	Health Care Index										
	6 Mth Trend	Actual	VSP	Statewide	Clinical Support Staff	\$172	\$150	\$192	WORKLOAD PER DAY										
Total Actual FTE		283	100%	100%	Administrative Support Staff	\$23	\$18	\$28	Appointments per PCRN		16.1	11.8							
Civil Service FTE		254	90%	87%	NON LABOR					Encounters per Primary MH Clinician		5.9	6.0						
Overtime FTE		23	8.1%	6.4%	Hospital	YTD 14/15	YTD 13/14	Statewide	Encounters per Psychiatrist		14.1	8.6							
Registry FTE		7	2.3%	6.5%	Emergency Department	\$71	\$85	\$107	OTHER TRENDS										
					Specialty	\$8	\$11	\$8	Hospital Admissions*		3.4	5.0							
					Medications	\$30	\$32	\$28	Emergency Department Visits*		3	6							
					Diagnostics	\$135	\$80	\$132	Specialty Care Referrals*		97	65							
						\$16	\$15	\$19	Prescriptions Per Inmate		4.5	3.5							
									Diagnostics Per Inmate		0.7	1.0							
									Appeals Received*		57	34							
									Prison Population Capacity		180%	133%							

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

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

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HEALTHCARE SERVICES DASHBOARD

Substance Abuse Treatment Facility (SATF)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			SATF	Statewide	Asthma Care			SATF	Statewide	Appropriate Placement High Risk Patients			SATF	Statewide					
Dental Services			94%	92%	Therapeutic Anticoagulation			92%	82%	High Risk Patient Care Plan			N/A	76%					
Mental Health Services			96%	95%	Diabetes Care			90%	83%	Follow-Up After MHCB/DSH Admission			97%	91%					
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			1.1%	1.6%	End Stage Liver Disease Care			84%	83%	30-Day Community Hospital Readmission			4.2%	6.4%					
Seen as Scheduled			85%	89%	Colon Cancer Screening			91%	88%	30-Day MHCB or DSH Readmission			17%	27%					
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			96%	97%	Breast Cancer Screening			N/A	95%	Potentially Avoidable Hospitalizations*			10.6	10.1					
MEDICATION MANAGEMENT					AVAILABILITY OF HEALTH INFORMATION					CONTINUITY OF CLINICIANS & SERVICES									
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			77%	85%	Non-Dictated Documents			82%	79%	Primary Care Provider (PCP)			96%	88%					
Medication Non-Adherence Counseling			87%	85%	Specialty Notes			93%	90%	Mental Health Primary Clinician			82%	80%					
Medication Administration			91%	88%	Community Hospital Records			97%	91%	Psychiatrist			83%	83%					
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			2.5%	3.2%	Scanning Accuracy			100%	98%	RESOURCE MANAGEMENT									
Non-Formulary by Medical Providers			2.5%	3.7%	APPEAL PROCESSING					6 Mth Trend									
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Timely Appeals			100%	98%	CLAIMS PROCESSED									
Medical FTE	428	461	93%	95%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend									
Nursing FTE	15	16	92%	94%	LABOR	YTD 14/15	YTD 13/14	Statewide	Specialty Teleservices			87%	64%						
Pharmacy FTE	212	191	111%	100%	Medical Staff	\$70	\$63	\$94	Health Care Staff Training			N/A	100%						
Dental Clinical FTE	22	19	114%	109%	Nursing Staff	\$357	\$314	\$472	CONTINUOUS EVALUATION & IMPROVEMENT										
Mental Health Clinical FTE	34	31	109%	101%	Pharmacy Staff	\$33	\$29	\$36	QM & Patient Safety Program										
Clinical Support FTE	54	80	68%	82%	Dental Clinical Staff	\$71	\$65	\$83	Health Care Index										
Administrative Support FTE	9	21	44%	92%	Mental Health Clinical Staff	\$125	\$121	\$192	WORKLOAD PER DAY										
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			428	100%	100%	Clinical Support Staff	\$19	\$18	\$28	Appointments per PCP			15.0	11.8					
Civil Service FTE			370	87%	87%	Administrative Support Staff	\$73	\$72	\$108	Appointments per PCRN			6.7	6.0					
Overtime FTE			26	6.0%	6.4%	NON LABOR					6 Mth Trend								
Registry FTE			31	7.4%	6.5%	Hospital	\$70	\$118	\$107	Encounters per Primary MH Clinician			12.2	8.6					
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			428	100%	100%	Emergency Department	\$8	\$7	\$8	Encounters per Psychiatrist			9.9	9.2					
Civil Service FTE			370	87%	87%	Specialty	\$29	\$38	\$28	OTHER TRENDS									
Overtime FTE			26	6.0%	6.4%	Medications	\$103	\$89	\$132	Hospital Admissions*			4.9	5.0					
Registry FTE			31	7.4%	6.5%	Diagnostics	\$14	\$12	\$19	Emergency Department Visits*			3	6					
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			428	100%	100%	LABOR					6 Mth Trend								
Civil Service FTE			370	87%	87%	Medical Staff	\$70	\$63	\$94	Specialty Care Referrals*			33	65					
Overtime FTE			26	6.0%	6.4%	Nursing Staff	\$357	\$314	\$472	Prescriptions Per Inmate			4.9	3.5					
Registry FTE			31	7.4%	6.5%	Pharmacy Staff	\$33	\$29	\$36	Diagnostics Per Inmate			0.7	1.0					
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			428	100%	100%	Dental Clinical Staff	\$71	\$65	\$83	Appeals Received*			37	34					
Civil Service FTE			370	87%	87%	Mental Health Clinical Staff	\$125	\$121	\$192	Prison Population Capacity			161%	133%					
Overtime FTE			26	6.0%	6.4%	Clinical Support Staff	\$19	\$18	\$28										
Registry FTE			31	7.4%	6.5%	Administrative Support Staff	\$73	\$72	\$108										
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			428	100%	100%	NON LABOR					6 Mth Trend								
Civil Service FTE			370	87%	87%	Hospital	\$70	\$118	\$107										
Overtime FTE			26	6.0%	6.4%	Emergency Department	\$8	\$7	\$8										
Registry FTE			31	7.4%	6.5%	Specialty	\$29	\$38	\$28										
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			428	100%	100%	Medications	\$103	\$89	\$132										
Civil Service FTE			370	87%	87%	Diagnostics	\$14	\$12	\$19										
Overtime FTE			26	6.0%	6.4%														
Registry FTE			31	7.4%	6.5%														

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

HEALTHCARE SERVICES DASHBOARD

California State Prison, Sacramento (SAC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			SAC	Statewide	Asthma Care			SAC	Statewide	Appropriate Placement High Risk Patients			SAC	Statewide					
Dental Services		94%	92%		Therapeutic Anticoagulation		87%	82%		High Risk Patient Care Plan		N/A	76%						
Mental Health Services		100%	95%		Diabetes Care		83%	83%		Follow-Up After MHCB/DSH Admission		88%	91%						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			1.9%	1.6%	End Stage Liver Disease Care		100%	88%		30-Day Community Hospital Readmission		3.1%	6.4%						
Seen as Scheduled		91%	89%		Colon Cancer Screening		99%	98%		30-Day MHCB or DSH Readmission		24%	27%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			96%	97%	Breast Cancer Screening		N/A	95%		Potentially Avoidable Hospitalizations*		11.7	10.1						
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			92%	85%	Diagnostic Monitoring		88%	92%		CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling		84%	85%		Utilization Specialty Services		96%	93%		Primary Care Provider (PCP)		88%	88%						
Medication Administration		100%	88%		Polypharmacy Medication Review		79%	77%		Mental Health Primary Clinician		74%	80%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			3.9%	3.2%	AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers		5.0%	3.7%		Non-Dictated Documents		69%	79%		Specialty Notes		92%	90%						
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Community Hospital Records		100%	91%		Scanning Accuracy		73%	98%						
Medical FTE	550	531	104%	95%	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
Nursing FTE	9	10	90%	94%	Timely Appeals		85%	98%		6 Mth Trend					6 Mth Trend				
Pharmacy FTE	277	218	127%	100%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Dental Clinical FTE	19	12	163%	109%	LABOR	YTD 14/15	YTD 13/14	Statewide	Medical Staff	\$116	\$120	\$94	Medical Staff	\$116	\$120	\$94			
Mental Health Clinical FTE	17	17	100%	101%	Nursing Staff	\$1,142	\$1,028	\$472	Nursing Staff	\$1,142	\$1,028	\$472	Nursing Staff	\$1,142	\$1,028	\$472			
Clinical Support FTE	111	146	76%	82%	Pharmacy Staff	\$58	\$52	\$36	Pharmacy Staff	\$58	\$52	\$36	Pharmacy Staff	\$58	\$52	\$36			
Administrative Support FTE	30	35	87%	92%	Dental Clinical Staff	\$96	\$106	\$83	Dental Clinical Staff	\$96	\$106	\$83	Dental Clinical Staff	\$96	\$106	\$83			
	86	94	91%	92%	Mental Health Clinical Staff	\$794	\$763	\$192	Mental Health Clinical Staff	\$794	\$763	\$192	Mental Health Clinical Staff	\$794	\$763	\$192			
					Clinical Support Staff	\$110	\$103	\$28	Clinical Support Staff	\$110	\$103	\$28	Clinical Support Staff	\$110	\$103	\$28			
					Administrative Support Staff	\$191	\$175	\$108	Administrative Support Staff	\$191	\$175	\$108	Administrative Support Staff	\$191	\$175	\$108			
					NON LABOR					YTD 14/15	YTD 13/14	Statewide	YTD 14/15	YTD 13/14	Statewide				
					Hospital	\$123	\$152	\$107	Hospital	\$123	\$152	\$107	Hospital	\$123	\$152	\$107			
					Emergency Department	\$10	\$7	\$8	Emergency Department	\$10	\$7	\$8	Emergency Department	\$10	\$7	\$8			
					Specialty	\$21	\$19	\$28	Specialty	\$21	\$19	\$28	Specialty	\$21	\$19	\$28			
					Medications	\$251	\$159	\$132	Medications	\$251	\$159	\$132	Medications	\$251	\$159	\$132			
					Diagnostics	\$15	\$16	\$19	Diagnostics	\$15	\$16	\$19	Diagnostics	\$15	\$16	\$19			
					OTHER TRENDS					6 Mth Trend	SAC	Statewide	6 Mth Trend	SAC	Statewide				
					Hospital Admissions*		4.1	5.0	Hospital Admissions*		4.1	5.0	Hospital Admissions*		4.1	5.0			
					Emergency Department Visits*		6	6	Emergency Department Visits*		6	6	Emergency Department Visits*		6	6			
					Specialty Care Referrals*		50	65	Specialty Care Referrals*		50	65	Specialty Care Referrals*		50	65			
					Prescriptions Per Inmate		5.1	3.5	Prescriptions Per Inmate		5.1	3.5	Prescriptions Per Inmate		5.1	3.5			
					Diagnostics Per Inmate		0.7	1.0	Diagnostics Per Inmate		0.7	1.0	Diagnostics Per Inmate		0.7	1.0			
					Appeals Received*		97	34	Appeals Received*		97	34	Appeals Received*		97	34			
					Prison Population Capacity		120%	133%	Prison Population Capacity		120%	133%	Prison Population Capacity		120%	133%			

* 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		92%	92%		Asthma Care		99%	82%		Appropriate Placement High Risk Patients		N/A	76%		Dental Services		87%	95%		Therapeutic Anticoagulation		-	83%		High Risk Patient Care Plan							
Mental Health Services		97%	87%		Diabetes Care		82%	83%		Follow-Up After MHCB/DSH Admission		-	91%		APPTS COMPLETED AS SCHEDULED					End Stage Liver Disease Care		100%	88%		30-Day Community Hospital Readmission		3.3%	6.4%				
Cancelled Due to Custody		0.5%	1.6%		Colon Cancer Screening		99%	98%		30-Day MHCB or DSH Readmission		0%	27%		Effective Communication Provided		100%	97%		Breast Cancer Screening		N/A	95%		Potentially Avoidable Hospitalizations*		8.9	10.1				
Seen as Scheduled		92%	89%		Diagnostic Monitoring		-	92%		Utilization Specialty Services		100%	93%		CONTINUITY OF CLINICIANS & SERVICES																	
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend																	
Effective Communication Provided		100%	97%		Polypharmacy Medication Review		94%	77%		Primary Care Provider (PCP)		97%	88%		Mental Health Primary Clinician		N/A	80%		Psychiatrist		N/A	83%		RESOURCE MANAGEMENT							
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend																	
Medication Continuity-Transfer		100%	85%		Non-Dictated Documents		88%	79%		Claims Processed		N/A	100%		Medication Non-Adherence Counseling		83%	85%		Specialty Notes		98%	90%		Specialty Teleservices		87%	64%				
Medication Administration		99%	88%		Community Hospital Records		86%	91%		Health Care Staff Training					Medication Administration		99%	88%		Scanning Accuracy		99%	98%		Health Care Staff Training							
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend																	
Non-Formulary by Psychiatrists		0.0%	3.2%		Timely Appeals		100%	98%		CONTINUOUS EVALUATION & IMPROVEMENT																						
Non-Formulary by Medical Providers		1.5%	3.7%		MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend																	
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					LABOR					YTD 14/15					YTD 13/14					Statewide												
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Medical Staff	YTD 14/15	YTD 13/14	Statewide	Medical Staff	YTD 14/15	YTD 13/14	Statewide	Medical Staff	YTD 14/15	YTD 13/14	Statewide	Medical Staff	YTD 14/15	YTD 13/14	Statewide	Medical Staff	YTD 14/15	YTD 13/14	Statewide	Medical Staff	YTD 14/15	YTD 13/14	Statewide	Medical Staff	YTD 14/15	YTD 13/14	Statewide
Medical FTE	7	7	105%	94%	Nursing Staff	\$63	\$69	\$94	Nursing Staff	\$260	\$259	\$472	Nursing Staff	\$17	\$18	\$36	Nursing Staff	\$85	\$83	\$83	Nursing Staff	\$30	\$24	\$192	Nursing Staff	\$8	\$6	\$28	Nursing Staff	\$90	\$84	\$108
Nursing FTE	79	74	106%	100%	Pharmacy Staff	\$17	\$18	\$36	Pharmacy Staff	\$85	\$83	\$83	Pharmacy Staff	\$30	\$24	\$192	Pharmacy Staff	\$8	\$6	\$28	Pharmacy Staff	\$90	\$84	\$108	Pharmacy Staff	\$46	\$31	\$107	Pharmacy Staff	\$6	\$5	\$8
Pharmacy FTE	6	6	100%	109%	Dental Clinical Staff	\$85	\$83	\$83	Dental Clinical Staff	\$30	\$24	\$192	Dental Clinical Staff	\$8	\$6	\$28	Dental Clinical Staff	\$90	\$84	\$108	Dental Clinical Staff	\$46	\$31	\$107	Dental Clinical Staff	\$6	\$5	\$8	Dental Clinical Staff	\$19	\$22	\$28
Dental Clinical FTE	22	22	100%	101%	Mental Health Clinical Staff	\$30	\$24	\$192	Mental Health Clinical Staff	\$8	\$6	\$28	Mental Health Clinical Staff	\$90	\$84	\$108	Mental Health Clinical Staff	\$46	\$31	\$107	Mental Health Clinical Staff	\$6	\$5	\$8	Mental Health Clinical Staff	\$19	\$22	\$28	Mental Health Clinical Staff	\$39	\$22	\$132
Mental Health Clinical FTE	5	6	83%	82%	Clinical Support Staff	\$8	\$6	\$28	Clinical Support Staff	\$30	\$24	\$192	Clinical Support Staff	\$8	\$6	\$28	Clinical Support Staff	\$46	\$31	\$107	Clinical Support Staff	\$6	\$5	\$8	Clinical Support Staff	\$19	\$22	\$28	Clinical Support Staff	\$39	\$22	\$132
Clinical Support FTE	3	4	80%	92%	Administrative Support Staff	\$90	\$84	\$108	Administrative Support Staff	\$8	\$6	\$28	Administrative Support Staff	\$90	\$84	\$108	Administrative Support Staff	\$46	\$31	\$107	Administrative Support Staff	\$6	\$5	\$8	Administrative Support Staff	\$19	\$22	\$28	Administrative Support Staff	\$39	\$22	\$132
Administrative Support FTE	50	56	89%	92%	NON LABOR					YTD 14/15					YTD 13/14					Statewide												
Total Actual FTE	6 Mth Trend	Actual	ISP	Statewide	Hospital	YTD 14/15	YTD 13/14	Statewide	Hospital	YTD 14/15	YTD 13/14	Statewide	Hospital	YTD 14/15	YTD 13/14	Statewide	Hospital	YTD 14/15	YTD 13/14	Statewide	Hospital	YTD 14/15	YTD 13/14	Statewide	Hospital	YTD 14/15	YTD 13/14	Statewide	Hospital	YTD 14/15	YTD 13/14	Statewide
Civil Service FTE		171	100%	100%	Emergency Department	\$46	\$31	\$107	Emergency Department	\$46	\$31	\$107	Emergency Department	\$46	\$31	\$107	Emergency Department	\$46	\$31	\$107	Emergency Department	\$46	\$31	\$107	Emergency Department	\$46	\$31	\$107	Emergency Department	\$46	\$31	\$107
Overtime FTE		151	88%	87%	Specialty	\$6	\$5	\$8	Specialty	\$6	\$5	\$8	Specialty	\$6	\$5	\$8	Specialty	\$6	\$5	\$8	Specialty	\$6	\$5	\$8	Specialty	\$6	\$5	\$8	Specialty	\$6	\$5	\$8
Registry FTE		12	7.3%	6.4%	Medications	\$19	\$22	\$28	Medications	\$19	\$22	\$28	Medications	\$19	\$22	\$28	Medications	\$19	\$22	\$28	Medications	\$19	\$22	\$28	Medications	\$19	\$22	\$28	Medications	\$19	\$22	\$28
		8	4.7%	6.5%	Diagnostics	\$8	\$9	\$19	Diagnostics	\$8	\$9	\$19	Diagnostics	\$8	\$9	\$19	Diagnostics	\$8	\$9	\$19	Diagnostics	\$8	\$9	\$19	Diagnostics	\$8	\$9	\$19	Diagnostics	\$8	\$9	\$19
WORKLOAD PER DAY					6 Mth Trend					6 Mth Trend					6 Mth Trend																	
Appointments per PCP		10.6	11.8		Appointments per PCP		10.6	11.8		Appointments per PCP		10.6	11.8		Appointments per PCP		10.6	11.8		Appointments per PCP		10.6	11.8		Appointments per PCP		10.6	11.8				
Appointments per PCRN		6.4	6.0		Appointments per PCRN		6.4	6.0		Appointments per PCRN		6.4	6.0		Appointments per PCRN		6.4	6.0		Appointments per PCRN		6.4	6.0		Appointments per PCRN		6.4	6.0				
Encounters per Primary MH Clinician		5.2	8.6		Encounters per Primary MH Clinician		5.2	8.6		Encounters per Primary MH Clinician		5.2	8.6		Encounters per Primary MH Clinician		5.2	8.6		Encounters per Primary MH Clinician		5.2	8.6		Encounters per Primary MH Clinician		5.2	8.6				
Encounters per Psychiatrist		3.2	9.2		Encounters per Psychiatrist		3.2	9.2		Encounters per Psychiatrist		3.2	9.2		Encounters per Psychiatrist		3.2	9.2		Encounters per Psychiatrist		3.2	9.2		Encounters per Psychiatrist		3.2	9.2				
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend																	
Hospital Admissions*		1.7	5.0		Hospital Admissions*		1.7	5.0		Hospital Admissions*		1.7	5.0		Hospital Admissions*		1.7	5.0		Hospital Admissions*		1.7	5.0		Hospital Admissions*		1.7	5.0				
Emergency Department Visits*		4	6		Emergency Department Visits*		4	6		Emergency Department Visits*		4	6		Emergency Department Visits*		4	6		Emergency Department Visits*		4	6		Emergency Department Visits*		4	6				
Specialty Care Referrals*		41	65		Specialty Care Referrals*		41	65		Specialty Care Referrals*		41	65		Specialty Care Referrals*		41	65		Specialty Care Referrals*		41	65		Specialty Care Referrals*		41	65				
Prescriptions Per Inmate		1.3	3.5		Prescriptions Per Inmate		1.3	3.5		Prescriptions Per Inmate		1.3	3.5		Prescriptions Per Inmate		1.3	3.5		Prescriptions Per Inmate		1.3	3.5		Prescriptions Per Inmate		1.3	3.5				
Diagnostics Per Inmate		0.3	1.0		Diagnostics Per Inmate		0.3	1.0		Diagnostics Per Inmate		0.3	1.0		Diagnostics Per Inmate		0.3	1.0		Diagnostics Per Inmate		0.3	1.0		Diagnostics Per Inmate		0.3	1.0				
Appeals Received*		15	34		Appeals Received*		15	34		Appeals Received*		15	34		Appeals Received*		15	34		Appeals Received*		15	34		Appeals Received*		15	34				
Prison Population Capacity		163%	133%		Prison Population Capacity		163%	133%		Prison Population Capacity		163%	133%		Prison Population Capacity		163%	133%		Prison Population Capacity		163%	133%		Prison Population Capacity		163%	133%				

* 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				
Medical Services			DVI	Statewide	Asthma Care			DVI	Statewide	Appropriate Placement High Risk Patients			DVI	Statewide					
Dental Services			96%	92%	Therapeutic Anticoagulation			99%	82%	High Risk Patient Care Plan			N/A	76%					
Mental Health Services			98%	95%	Diabetes Care			89%	83%	Follow-Up After MHCB/DSH Admission			87%	91%					
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			1.2%	1.6%	End Stage Liver Disease Care			70%	88%	30-Day Community Hospital Readmission			4.0%	6.4%					
Seen as Scheduled			94%	89%	Colon Cancer Screening			97%	98%	30-Day MHCB or DSH Readmission			0%	27%					
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			99%	97%	Breast Cancer Screening			N/A	95%	Potentially Avoidable Hospitalizations*			8.7	10.1					
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			100%	85%	Diagnostic Monitoring			100%	92%	CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling			91%	85%	Utilization Specialty Services			89%	93%	Primary Care Provider (PCP)			96%	88%					
Medication Administration			100%	88%	Polypharmacy Medication Review			90%	77%	Mental Health Primary Clinician			-	80%					
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			5.4%	3.2%	AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers			2.3%	3.7%	Non-Dictated Documents			92%	79%	Specialty Notes			78%	90%					
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Community Hospital Records			100%	91%	Scanning Accuracy			98%	98%					
Medical FTE	230	225	102%	95%	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
Nursing FTE	7	8	92%	94%	Timely Appeals			100%	98%	CONTINUOUS EVALUATION & IMPROVEMENT									
Pharmacy FTE	107	100	108%	100%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Dental Clinical FTE	9	7	128%	109%	LABOR	YTD 14/15	YTD 13/14	Statewide	QM & Patient Safety Program										
Mental Health Clinical FTE	16	17	98%	101%	Medical Staff	\$101	\$94	\$94	Health Care Index										
Clinical Support FTE	29	30	98%	82%	Nursing Staff	\$410	\$354	\$472	WORKLOAD PER DAY										
Administrative Support FTE	5	5	103%	92%	Pharmacy Staff	\$34	\$27	\$36	Appointments per PCP			13.7	11.8						
Total Actual FTE	56	59	94%	92%	Dental Clinical Staff	\$80	\$74	\$83	Appointments per PCRN			7.4	6.0						
Civil Service FTE					Mental Health Clinical Staff	\$170	\$149	\$192	Encounters per Primary MH Clinician			9.2	8.6						
Overtime FTE					Clinical Support Staff	\$16	\$8	\$28	Encounters per Psychiatrist			9.7	9.2						
Registry FTE					Administrative Support Staff	\$115	\$109	\$108	OTHER TRENDS										
Total Actual FTE					NON LABOR	YTD 14/15	YTD 13/14	Statewide	Hospital Admissions*			6.9	5.0						
Civil Service FTE					Hospital	\$142	\$127	\$107	Emergency Department Visits*			11	6						
Overtime FTE					Emergency Department	\$7	\$6	\$8	Specialty Care Referrals*			57	65						
Registry FTE					Specialty	\$19	\$20	\$28	Prescriptions Per Inmate			2.7	3.5						
					Medications	\$127	\$95	\$132	Diagnostics Per Inmate			1.9	1.0						
					Diagnostics	\$26	\$21	\$19	Appeals Received*			43	34						
									Prison Population Capacity			145%	133%						

* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

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		95%	92%		Asthma Care		87%	82%		Appropriate Placement High Risk Patients		N/A	76%		Dental Services		98%	95%		High Risk Patient Care Plan					
Mental Health Services		95%	87%		Therapeutic Anticoagulation		100%	83%		Follow-Up After MHCB/DSH Admission		-	91%		Cancelled Due to Custody		0.2%	1.6%		30-Day Community Hospital Readmission		3.6%	6.4%		
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Seen as Scheduled		92%	89%		Diabetes Care		91%	83%		30-Day MHC or DSH Readmission		-	27%		Effective Communication Provided		100%	97%		Potentially Avoidable Hospitalizations*		9.9	10.1		
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Effective Communication Provided		100%	97%		End Stage Liver Disease Care		-	88%		CONTINUITY OF CLINICIANS & SERVICES															
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Medication Continuity-Transfer		99%	85%		Colon Cancer Screening		100%	98%		Primary Care Provider (PCP)		98%	88%		Medication Non-Adherence Counseling		90%	85%		Mental Health Primary Clinician		N/A	80%		
Medication Administration		99%	88%		Breast Cancer Screening		N/A	95%		Psychiatrist		N/A	83%		FORMULARY MANAGEMENT		0.0%	3.2%		RESOURCE MANAGEMENT					
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Non-Formulary by Psychiatrists		0.0%	3.2%		Scanning Accuracy		100%	98%		Claims Processed		N/A	100%		Non-Formulary by Medical Providers		2.1%	3.7%		Specialty Teleservices		84%	64%		
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend										
Medical FTE	5	6	83%	94%	Timely Appeals		100%	98%		CONTINUOUS EVALUATION & IMPROVEMENT															
Nursing FTE	58	61	96%	100%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend										
Pharmacy FTE	4	4	106%	109%	LABOR					6 Mth Trend					6 Mth Trend										
Dental Clinical FTE	18	18	98%	101%	Medical Staff	YTD 14/15	YTD 13/14	Statewide		QM & Patient Safety Program					Non-Formulary by Medical Providers		2.1%	3.7%		Health Care Index					
Mental Health Clinical FTE	6	6	100%	82%	Nursing Staff	\$261	\$241	\$472		WORKLOAD PER DAY															
Clinical Support FTE	4	4	91%	92%	Pharmacy Staff	\$14	\$13	\$36		Appointments per PCP		11.2	11.8		Total Actual FTE	6 Mth Trend	Actual	CVSP	Statewide	Appointments per PCRN		5.4	6.0		
Administrative Support FTE	44	52	85%	92%	Dental Clinical Staff	\$94	\$87	\$83		Encounters per Primary MH Clinician		4.3	8.6		Civil Service FTE		128	92%	87%		Encounters per Psychiatrist		3.5	9.2	
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Hospital	YTD 14/15	YTD 13/14	Statewide		OTHER TRENDS					6 Mth Trend					6 Mth Trend										
Emergency Department	\$6	\$6	\$8		Hospital Admissions*		0.0	5.0		6 Mth Trend					6 Mth Trend										
Specialty	\$26	\$28	\$28		Emergency Department Visits*		8	6		6 Mth Trend					6 Mth Trend										
Medications	\$38	\$28	\$132		Specialty Care Referrals*		28	65		6 Mth Trend					6 Mth Trend										
Diagnostics	\$11	\$11	\$19		Prescriptions Per Inmate		2.0	3.5		6 Mth Trend					6 Mth Trend										
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Hospital	YTD 14/15	YTD 13/14	Statewide		Diagnostics Per Inmate		0.5	1.0		6 Mth Trend					6 Mth Trend										
Emergency Department	\$6	\$6	\$8		Appeals Received*		8	34		6 Mth Trend					6 Mth Trend										
Specialty	\$26	\$28	\$28		Prison Population Capacity		106%	133%		6 Mth Trend					6 Mth Trend										
Medications	\$38	\$28	\$132		6 Mth Trend					6 Mth Trend					6 Mth Trend										
Diagnostics	\$11	\$11	\$19		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				
Medical Services			CTF	Statewide	Asthma Care			CTF	Statewide	Appropriate Placement High Risk Patients			CTF	Statewide					
Dental Services		96%	92%		Therapeutic Anticoagulation		96%	82%		High Risk Patient Care Plan		N/A	76%						
Mental Health Services		90%	95%		Diabetes Care		75%	83%		Follow-Up After MHCB/DSH Admission		63%	91%						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody		0.1%	1.6%		End Stage Liver Disease Care		83%	83%		30-Day Community Hospital Readmission		2.4%	6.4%						
Seen as Scheduled		92%	89%		Colon Cancer Screening		93%	88%		30-Day MHCB or DSH Readmission		-	27%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided		98%	97%		Breast Cancer Screening		N/A	95%		Potentially Avoidable Hospitalizations*		4.2	10.1						
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer		97%	85%		Diagnostic Monitoring		97%	92%		CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling		100%	85%		Utilization Specialty Services		91%	93%		Primary Care Provider (PCP)		95%	88%						
Medication Administration		95%	88%		Polypharmacy Medication Review		43%	77%		Mental Health Primary Clinician		N/A	80%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists		1.4%	3.2%		AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers		1.0%	3.7%		Non-Dictated Documents		87%	79%		Specialty Notes		87%	90%						
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Community Hospital Records		91%	91%		Scanning Accuracy		70%	98%						
Medical FTE	287	271	106%	95%	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
Nursing FTE	11	14	82%	94%	Timely Appeals		100%	98%		CONTINUOUS EVALUATION & IMPROVEMENT									
Nursing FTE	118	94	125%	100%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Pharmacy FTE	18	17	112%	109%	LABOR	YTD 14/15	YTD 13/14	Statewide	Claims Processed		N/A	100%							
Dental Clinical FTE	27	28	96%	101%	Medical Staff	\$68	\$66	\$94	Specialty Teleservices		54%	64%							
Mental Health Clinical FTE	29	39	75%	82%	Nursing Staff	\$260	\$276	\$472	Health Care Staff Training										
Clinical Support FTE	7	7	111%	92%	Pharmacy Staff	\$31	\$26	\$36	WORKLOAD PER DAY										
Administrative Support FTE	77	74	104%	92%	Dental Clinical Staff	\$78	\$80	\$83	Appointments per PCP		11.8	11.8							
Total Actual FTE	6 Mth Trend	Actual	CTF	Statewide	Mental Health Clinical Staff	\$74	\$66	\$192	Appointments per PCRN		5.7	6.0							
Civil Service FTE		287	100%	100%	Clinical Support Staff	\$8	\$6	\$28	Encounters per Primary MH Clinician		5.4	8.6							
Overtime FTE		245	86%	87%	Administrative Support Staff	\$74	\$66	\$108	Encounters per Psychiatrist		12.0	9.2							
Registry FTE		21	7.2%	6.4%	NON LABOR					6 Mth Trend					6 Mth Trend				
		21	7.3%	6.5%	Hospital	YTD 14/15	YTD 13/14	Statewide	QM & Patient Safety Program										
					Hospital	\$72	\$88	\$107	Health Care Index										
					Emergency Department	\$5	\$4	\$8	OTHER TRENDS										
					Specialty	\$21	\$22	\$28	Hospital Admissions*		2.2	5.0							
					Medications	\$99	\$52	\$132	Emergency Department Visits*		3	6							
					Diagnostics	\$12	\$11	\$19	Specialty Care Referrals*		47	65							
									Prescriptions Per Inmate		3.4	3.5							
									Diagnostics Per Inmate		0.6	1.0							
									Appeals Received*		39	34							
									Prison Population Capacity		152%	133%							

* 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					
Dental Services		92%	92%		Therapeutic Anticoagulation		91%	82%		High Risk Patient Care Plan		N/A	76%						
Mental Health Services		99%	95%		Diabetes Care		87%	83%		Follow-Up After MHCB/DSH Admission		-	91%						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody		0.6%	1.6%		End Stage Liver Disease Care		88%	88%		30-Day Community Hospital Readmission		7.3%	6.4%						
Seen as Scheduled		90%	89%		Colon Cancer Screening		100%	98%		30-Day MHCB or DSH Readmission		-	27%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided		98%	97%		Breast Cancer Screening		N/A	95%		Potentially Avoidable Hospitalizations*		3.0	10.1						
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer		96%	85%		Non-Dictated Documents		93%	79%		CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling		94%	85%		Specialty Notes		89%	90%		Primary Care Provider (PCP)		88%	88%						
Medication Administration		92%	88%		Community Hospital Records		92%	91%		Mental Health Primary Clinician		N/A	80%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists		0.0%	3.2%		Scanning Accuracy		100%	98%		Psychiatrist		N/A	83%						
Non-Formulary by Medical Providers		3.6%	3.7%		APPEAL PROCESSING					6 Mth Trend									
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Timely Appeals		90%	98%		RESOURCE MANAGEMENT									
Medical FTE	201	183	110%	95%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend									
Nursing FTE	9	7	124%	94%	LABOR	YTD 14/15	YTD 13/14	Statewide	Claims Processed		N/A	100%							
Pharmacy FTE	89	76	118%	100%	Medical Staff	\$72	\$77	\$94	Specialty Teleservices		77%	64%							
Dental Clinical FTE	7	5	155%	109%	Nursing Staff	\$281	\$283	\$472	Health Care Staff Training										
Mental Health Clinical FTE	22	21	105%	101%	Pharmacy Staff	\$24	\$25	\$36	CONTINUOUS EVALUATION & IMPROVEMENT										
Clinical Support FTE	7	8	88%	82%	Dental Clinical Staff	\$84	\$90	\$83	QM & Patient Safety Program										
Clinical Support FTE	6	6	115%	92%	Mental Health Clinical Staff	\$37	\$38	\$192	Health Care Index										
Administrative Support FTE	61	61	99%	92%	Clinical Support Staff	\$11	\$8	\$28	WORKLOAD PER DAY										
6 Mth Trend					Administrative Support Staff	\$107	\$105	\$108	Appointments per PCP		12.7	11.8							
Total Actual FTE		201	100%	100%	NON LABOR					Appointments per PCRN		7.3	6.0						
Civil Service FTE		175	87%	87%	Hospital	\$39	\$62	\$107	Encounters per Primary MH Clinician		3.3	8.6							
Overtime FTE		12	5.8%	6.4%	Emergency Department	\$4	\$5	\$8	Encounters per Psychiatrist		4.2	9.2							
Registry FTE		14	7.0%	6.5%	Specialty	\$20	\$22	\$28	OTHER TRENDS										
6 Mth Trend					Medications	\$39	\$27	\$132	Hospital Admissions*		4.0	5.0							
6 Mth Trend					Diagnostics	\$9	\$9	\$19	Emergency Department Visits*		2	6							
6 Mth Trend					6 Mth Trend					Specialty Care Referrals*		57	65						
6 Mth Trend					6 Mth Trend					Prescriptions Per Inmate		1.5	3.5						
6 Mth Trend					6 Mth Trend					Diagnostics Per Inmate		0.4	1.0						
6 Mth Trend					6 Mth Trend					Appeals Received*		9	34						
6 Mth Trend					6 Mth Trend					Prison Population Capacity		140%	133%						

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

HEALTHCARE SERVICES DASHBOARD

Central California Women's Facility (CCWF)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services		88%	92%		Asthma Care		88%	82%		Appropriate Placement High Risk Patients		N/A	76%						
Dental Services		95%	95%		Therapeutic Anticoagulation		50%	83%		High Risk Patient Care Plan									
Mental Health Services		91%	87%		Diabetes Care		80%	83%		Follow-Up After MHCB/DSH Admission		86%	91%						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody		1.9%	1.6%		End Stage Liver Disease Care		92%	88%		30-Day Community Hospital Readmission		3.3%	6.4%						
Seen as Scheduled		82%	89%		Colon Cancer Screening		98%	98%		30-Day MHCB or DSH Readmission		12%	27%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided		94%	97%		Breast Cancer Screening		95%	95%		Potentially Avoidable Hospitalizations*		6.1	10.1						
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer		66%	85%		Diagnostic Monitoring		94%	92%		CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling		90%	85%		Utilization Specialty Services		94%	93%		Primary Care Provider (PCP)		91%	88%						
Medication Administration		86%	88%		Polypharmacy Medication Review		81%	77%		Mental Health Primary Clinician		88%	80%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists		5.4%	3.2%		AVAILABILITY OF HEALTH INFORMATION														
Non-Formulary by Medical Providers		4.6%	3.7%		Non-Dictated Documents		73%	79%		Specialty Notes		90%	90%		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	Community Hospital Records		50%	91%		Scanning Accuracy		98%	98%		Specialty Teleservices		57%	64%	
Medical FTE	15	13	118%	94%	APPEAL PROCESSING														
Nursing FTE	171	135	127%	100%	Timely Appeals		100%	98%		CONTINUOUS EVALUATION & IMPROVEMENT									
Pharmacy FTE	12	14	88%	109%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Dental Clinical FTE	20	21	98%	101%	MAJOR COSTS PER INMATE PER MONTH**					QM & Patient Safety Program									
Mental Health Clinical FTE	47	60	78%	82%	LABOR	YTD 14/15	YTD 13/14	Statewide		Health Care Index									
Clinical Support FTE	9	11	78%	92%	Medical Staff	\$102	\$92	\$94	WORKLOAD PER DAY										
Administrative Support FTE	75	78	96%	92%	Nursing Staff	\$411	\$362	\$472	Appointments per PCP		9.3	11.8							
6 Mth Trend					Pharmacy Staff	\$36	\$36	\$36	Appointments per PCRN		5.4	6.0							
Total Actual FTE	349	332	105%	95%	Dental Clinical Staff	\$86	\$76	\$83	Encounters per Primary MH Clinician		9.2	8.6							
Civil Service FTE	311	311	89%	87%	Mental Health Clinical Staff	\$190	\$170	\$192	Encounters per Psychiatrist		8.0	9.2							
Overtime FTE	21	21	5.9%	6.4%	Clinical Support Staff	\$21	\$20	\$28	OTHER TRENDS										
Registry FTE	18	18	5.0%	6.5%	Administrative Support Staff	\$97	\$94	\$108	Hospital Admissions*		3.0	5.0							
6 Mth Trend					NON LABOR	YTD 14/15	YTD 13/14	Statewide	Emergency Department Visits*		8	6							
Total Actual FTE	349	349	100%	100%	Hospital	\$50	\$70	\$107	Specialty Care Referrals*		72	65							
Civil Service FTE	311	311	89%	87%	Emergency Department	\$8	\$12	\$8	Prescriptions Per Inmate		4.1	3.5							
Overtime FTE	21	21	5.9%	6.4%	Specialty	\$27	\$24	\$28	Diagnostics Per Inmate		1.7	1.0							
Registry FTE	18	18	5.0%	6.5%	Medications	\$113	\$100	\$132	Appeals Received*		41	34							
6 Mth Trend					Diagnostics	\$28	\$28	\$19	Prison Population Capacity		131%	133%							

* 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					6 Mth Trend					6 Mth Trend				
Medical Services		96%	92%		Asthma Care		91%	82%		Appropriate Placement High Risk Patients		N/A	76%						
Dental Services		99%	95%		Therapeutic Anticoagulation		100%	83%		High Risk Patient Care Plan									
Mental Health Services		98%	87%		Diabetes Care		82%	83%		Follow-Up After MHCB/DSH Admission		100%	91%						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody		0.4%	1.6%		End Stage Liver Disease Care		90%	88%		30-Day Community Hospital Readmission		4.4%	6.4%						
Seen as Scheduled		91%	89%		Colon Cancer Screening		100%	98%		30-Day MHCB or DSH Readmission		-	27%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided		99%	97%		Breast Cancer Screening		N/A	95%		Potentially Avoidable Hospitalizations*		5.4	10.1						
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer		89%	85%		Diagnostic Monitoring		100%	92%		CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling		100%	85%		Utilization Specialty Services		98%	93%		Primary Care Provider (PCP)		97%	88%						
Medication Administration		96%	88%		Polypharmacy Medication Review		100%	77%		Mental Health Primary Clinician		N/A	80%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists		0.9%	3.2%		AVAILABILITY OF HEALTH INFORMATION														
Non-Formulary by Medical Providers		3.7%	3.7%		Non-Dictated Documents		96%	79%		Specialty Notes		95%	90%		Community Hospital Records		100%	91%	
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	APPEAL PROCESSING														
Medical FTE	12	12	100%	94%	Timely Appeals		100%	98%		CONTINUOUS EVALUATION & IMPROVEMENT									
Nursing FTE	142	132	107%	100%	MAJOR COSTS PER INMATE PER MONTH**														
Pharmacy FTE	16	11	144%	109%	LABOR	YTD 14/15	YTD 13/14	Statewide	6 Mth Trend										
Dental Clinical FTE	29	28	104%	101%	Medical Staff	\$79	\$59	\$94	Claims Processed		N/A	100%							
Mental Health Clinical FTE	31	40	78%	82%	Nursing Staff	\$308	\$271	\$472	Specialty Teleservices		56%	64%							
Clinical Support FTE	9	8	119%	92%	Pharmacy Staff	\$29	\$28	\$36	Health Care Staff Training										
Administrative Support FTE	60	68	88%	92%	Dental Clinical Staff	\$89	\$76	\$83	WORKLOAD PER DAY										
Total Actual FTE	6 Mth Trend	Actual	CCI	Statewide	Mental Health Clinical Staff	\$104	\$100	\$192	Appointments per PCP		11.4	11.8							
Civil Service FTE		299	100%	100%	Clinical Support Staff	\$14	\$12	\$28	Appointments per PCRN		4.1	6.0							
Overtime FTE		264	89%	87%	Administrative Support Staff	\$79	\$66	\$108	Encounters per Primary MH Clinician		6.2	8.6							
Registry FTE		19	6.5%	6.4%	OTHER TRENDS														
		15	4.9%	6.5%	NON LABOR	YTD 14/15	YTD 13/14	Statewide	Encounters per Psychiatrist		10.6	9.2							
					Hospital	\$41	\$37	\$107	Hospital Admissions*		2.6	5.0							
					Emergency Department	\$8	\$3	\$8	Emergency Department Visits*		3	6							
					Specialty	\$16	\$17	\$28	Specialty Care Referrals*		44	65							
					Medications	\$52	\$39	\$132	Prescriptions Per Inmate		2.3	3.5							
					Diagnostics	\$10	\$10	\$19	Diagnostics Per Inmate		0.7	1.0							
									Appeals Received*		28	34							
									Prison Population Capacity		136%	133%							

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

HEALTHCARE SERVICES DASHBOARD

California City Correctional Facility (CAC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services		CAC	Statewide		Asthma Care		CAC	Statewide		Appropriate Placement High Risk Patients		CAC	Statewide						
Dental Services		94%	92%		Therapeutic Anticoagulation		97%	82%		High Risk Patient Care Plan		N/A	76%						
Mental Health Services		88%	95%		Diabetes Care		85%	83%		Follow-Up After MHCB/DSH Admission		100%	91%						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody		CAC	Statewide		End Stage Liver Disease Care		-	88%		30-Day Community Hospital Readmission		0.0%	6.4%						
Seen as Scheduled		0.1%	1.6%		Colon Cancer Screening		100%	98%		30-Day MHCB or DSH Readmission		-	27%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided		CAC	Statewide		Breast Cancer Screening		N/A	95%		Potentially Avoidable Hospitalizations*		2.9	10.1						
		98%	97%		Diagnostic Monitoring		-	92%		CONTINUITY OF CLINICIANS & SERVICES									
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer		CAC	Statewide		Utilization Specialty Services		93%	93%		Primary Care Provider (PCP)		92%	88%						
Medication Non-Adherence Counseling		100%	85%		Polypharmacy Medication Review		81%	77%		Mental Health Primary Clinician		N/A	80%						
Medication Administration		97%	85%		AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists		CAC	Statewide		Non-Dictated Documents		94%	79%		Specialty Notes		95%	90%						
Non-Formulary by Medical Providers		-	3.2%		Specialty Hospital Records		95%	90%		Community Hospital Records		100%	91%						
		1.9%	3.7%		Scanning Accuracy		-	98%		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	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
Medical FTE	119	129	92%	95%	Timely Appeals		100%	98%		Claims Processed		N/A	100%						
Nursing FTE	5	6	94%	94%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Pharmacy FTE	58	65	90%	100%	LABOR					6 Mth Trend					6 Mth Trend				
Dental Clinical FTE	6	6	106%	109%	Medical Staff	YTD 14/15	YTD 13/14	Statewide		Specialty Teleservices		59%	64%						
Mental Health Clinical FTE	12	12	100%	101%	Nursing Staff	\$64	\$93	\$94		Health Care Staff Training		-	-						
Clinical Support FTE	0	0	-	82%	Pharmacy Staff	\$249	\$446	\$472		CONTINUOUS EVALUATION & IMPROVEMENT									
Administrative Support FTE	3	4	81%	92%	Dental Clinical Staff	\$21	\$19	\$36		QM & Patient Safety Program		-	-						
	6 Mth Trend	Actual	CAC	Statewide	Mental Health Clinical Staff	\$72	\$83	\$83		Health Care Index		-	-						
Total Actual FTE		119	100%	100%	Clinical Support Staff	\$8	\$6	\$192		WORKLOAD PER DAY									
Civil Service FTE		114	95%	87%	Administrative Support Staff	\$9	\$15	\$28		Appointments per PCP		17.1	11.8						
Overtime FTE		2	2.0%	6.4%	NON LABOR					6 Mth Trend					6 Mth Trend				
Registry FTE		3	2.5%	6.5%	Hospital	YTD 14/15	YTD 13/14	Statewide		Appointments per PCRN		3.4	6.0						
					Emergency Department	\$19	\$19	\$107		Encounters per Primary MH Clinician		16.5	8.6						
					Specialty	\$5	\$6	\$8		Encounters per Psychiatrist		-	9.2						
					Medications	\$14	\$12	\$28		OTHER TRENDS									
					Diagnosics	\$4	\$3	\$132		Hospital Admissions*		0.5	5.0						
						\$12	\$14	\$19		Emergency Department Visits*		4	6						
										Specialty Care Referrals*		46	65						
										Prescriptions Per Inmate		1.8	3.5						
										Diagnosics Per Inmate		0.7	1.0						
										Appeals Received*		18	34						
										Prison Population Capacity		-	133%						

* 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		99%	92%		Asthma Care		98%	82%		Appropriate Placement High Risk Patients		N/A	76%						
Dental Services		99%	95%		Therapeutic Anticoagulation		-	83%		High Risk Patient Care Plan									
Mental Health Services		99%	87%		Diabetes Care		91%	83%		Follow-Up After MHCB/DSH Admission		100%	91%						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody		0.0%	1.6%		End Stage Liver Disease Care		100%	88%		30-Day Community Hospital Readmission		2.9%	6.4%						
Seen as Scheduled		98%	89%		Colon Cancer Screening		99%	98%		30-Day MHCB or DSH Readmission		-	27%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided		95%	97%		Breast Cancer Screening		N/A	95%		Potentially Avoidable Hospitalizations*		5.5	10.1						
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer		87%	85%		Diagnostic Monitoring		100%	92%		CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling		96%	85%		Utilization Specialty Services		99%	93%		Primary Care Provider (PCP)		83%	88%						
Medication Administration		88%	88%		Polypharmacy Medication Review		100%	77%		Mental Health Primary Clinician		N/A	80%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists		1.1%	3.2%		AVAILABILITY OF HEALTH INFORMATION														
Non-Formulary by Medical Providers		2.1%	3.7%		Non-Dictated Documents		89%	79%		6 Mth Trend									
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		90%	90%		RESOURCE MANAGEMENT									
Medical FTE	8	10	82%	94%	Community Hospital Records		89%	91%		Claims Processed		N/A	100%						
Nursing FTE	89	88	101%	100%	Scanning Accuracy		100%	98%		Specialty Teleservices		77%	64%						
Pharmacy FTE	10	10	105%	109%	APPEAL PROCESSING														
Dental Clinical FTE	28	28	100%	101%	Timely Appeals		100%	98%		6 Mth Trend									
Mental Health Clinical FTE	22	32	71%	82%	MAJOR COSTS PER INMATE PER MONTH**														
Clinical Support FTE	6	5	141%	92%	LABOR	YTD 14/15	YTD 13/14	Statewide	6 Mth Trend										
Administrative Support FTE	63	70	90%	92%	Medical Staff	\$60	\$68	\$94	6 Mth Trend										
Total Actual FTE	226	241	94%	95%	Nursing Staff	\$247	\$243	\$472	6 Mth Trend										
Civil Service FTE	213	213	94%	87%	Pharmacy Staff	\$23	\$22	\$36	6 Mth Trend										
Overtime FTE	5	5	2.4%	6.4%	Dental Clinical Staff	\$85	\$95	\$83	6 Mth Trend										
Registry FTE	8	8	3.5%	6.5%	Mental Health Clinical Staff	\$104	\$89	\$192	6 Mth Trend										
					Clinical Support Staff	\$11	\$10	\$28	6 Mth Trend										
					Administrative Support Staff	\$94	\$92	\$108	6 Mth Trend										
					NON LABOR	YTD 14/15	YTD 13/14	Statewide	6 Mth Trend										
					Hospital	\$28	\$48	\$107	6 Mth Trend										
					Emergency Department	\$6	\$5	\$8	6 Mth Trend										
					Specialty	\$15	\$23	\$28	6 Mth Trend										
					Medications	\$48	\$34	\$132	6 Mth Trend										
					Diagnostics	\$12	\$13	\$19	6 Mth Trend										
					OTHER TRENDS														
					Hospital Admissions*				6 Mth Trend										
					Emergency Department Visits*				6 Mth Trend										
					Specialty Care Referrals*				6 Mth Trend										
					Prescriptions Per Inmate				6 Mth Trend										
					Diagnostics Per Inmate				6 Mth Trend										
					Appeals Received*				6 Mth Trend										
					Prison Population Capacity				6 Mth Trend										

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