

WHAT IS THE HEALTH CARE SERVICES DASHBOARD?

Click the icons below for more information:

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.



Statewide Dashboard

View statewide performance trends



Institution Scorecards

See performance data for a specific institution



Institution Comparisons

Compare results for all measures among California prisons

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.

STATEWIDE HEALTH CARE SERVICES DASHBOARD

May 2012, Version 3.0

Dashboard Links:

MONTHLY INSTITUTION COMPARISON

INSTITUTION SCORECARDS

GLOSSARY

Other Quality Management Resources:

PERFORMANCE REPORTS

DECISION SUPPORT

FEEDBACK

KEY:

HIGH ADHERENCE

MODERATE

LOW

*Per 1,000 inmates

MEDICAL PROGRAM INSPECTIONS				DENTAL PROGRAM PEREZ AUDIT				MENTAL HEALTH TIMEFRAME COMPLIANCE																																																																																																					
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DASHBOARD MONTHLY COMPARISON - May 2012

	ASP	CAL	CCC	CCI	CCWF	CEN	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSPW	WSP	STATE
MEDICAL PROGRAM INSPECTIONS																																		
Date of 1st Round Inspection	Jul-09	Apr-10	Oct-09	May-09	Feb-09	Dec-08	May-10	Jun-09	Feb-09	Oct-08	Mar-10	Jun-09	Apr-10	Mar-10	Jan-09	Dec-09	Sep-09	Feb-10	Dec-09	Apr-09	Apr-10	Nov-09	Jun-10	Apr-09	Nov-08	Sep-08	Feb-10	Mar-09	Jan-10	Aug-09	May-10	Jan-10	Jun-10	71.9%
Overall Score	70.4%	76.6%	73.4%	64.3%	77.9%	74.4%	81.4%	69.6%	71.3%	72.4%	68.9%	74.3%	72.0%	69.4%	72.6%	83.2%	62.4%	68.3%	64.0%	71.7%	74.5%	72.2%	81.0%	64.5%	68.0%	65.2%	68.1%	76.1%	67.1%	68.2%	74.1%	80.0%	75.9%	
Date of 2nd Round Inspection	Nov-11	Oct-11	Jun-11	Apr-11	Nov-10	Dec-10	Dec-11	Oct-10	Dec-10	Sep-10	Jun-11	Jan-11	Aug-11	Nov-11	Jun-11	Jun-11	May-11	Oct-11	Apr-11	Feb-11	Aug-11	Feb-11	Sep-11	Jan-11	Oct-10	Sep-10	May-11	Feb-11	Jul-11	Mar-11	Sep-11	Mar-11	Dec-11	78.9%
Overall Score	86.9%	83.0%	89.5%	79.8%	77.5%	74.7%	84.8%	77.5%	80.0%	79.0%	76.2%	75.9%	74.5%	82.2%	75.4%	89.1%	77.8%	78.6%	76.1%	78.4%	79.8%	79.3%	82.8%	73.3%	73.0%	76.3%	75.7%	87.5%	76.7%	81.5%	78.0%	82.2%	84.3%	
DENTAL PROGRAM PEREZ AUDIT																																		
Clinical Process	100%	99%	100%	99%	100%	100%	99%	99%	99%	-	99%	100%	99%	98%	99%	100%	99%	98%	99%	-	100%	100%	98%	100%	98%	99%	-	100%	-	98%	100%	100%	-	99%
Quality of Care	99%	98%	99%	98%	99%	100%	99%	99%	100%	-	99%	99%	99%	100%	100%	99%	98%	97%	100%	-	98%	87%	100%	99%	100%	99%	-	100%	-	96%	100%	100%	-	99%
Patient Safety	100%	99%	99%	99%	96%	100%	100%	100%	100%	-	100%	99%	100%	100%	99%	100%	97%	99%	99%	-	99%	100%	100%	99%	100%	99%	-	100%	-	100%	100%	100%	-	99%
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Mental Health Referrals	99%	97%	99%	83%	97%	99%	91%	94%	95%	99%	69%	93%	84%	97%	97%	93%	84%	-	84%	88%	69%	37%	-	76%	94%	74%	77%	96%	84%	99%	87%	90%	53%	79%
Level of Care Change Requests	76%	87%	75%	44%	77%	88%	90%	99%	100%	64%	100%	100%	91%	80%	61%	95%	95%	57%	94%	100%	98%	69%	100%	91%	67%	83%	98%	84%	96%	80%	90%	100%	63%	81%
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Asthma Care	88%	82%	97%	68%	70%	86%	81%	85%	98%	77%	81%	83%	82%	80%	86%	73%	83%	87%	64%	95%	88%	50%	89%	86%	81%	94%	82%	74%	88%	94%	80%	90%	73%	79%
Therapeutic Anticoagulation	67%	100%*	0%*	83%*	44%	67%*	63%	40%*	65%	64%	55%	100%*	63%	67%*	63%*	91%	80%*	100%*	17%*	50%*	62%	80%*	67%*	67%*	61%	50%	59%	75%*	82%	80%	0%	40%*	50%*	60%
P. Avoidable Hospitalizations	17	8	2	19	11	8	28	19	6	52	30	15	18	13	18	1	7	7	24	31	7	25	-	26	26	18	39	5	13	25	25	12	16	18
Colon Cancer Screening	73%	95%	53%	79%	90%	59%	94%	92%	79%	98%	56%	67%	66%	100%	67%	95%	54%	99%	26%	65%	99%	45%	72%	79%	93%	51%	94%	100%	50%	75%	68%	81%	68%	76%
Breast Cancer Screening	-	-	-	-	96%	-	-	97%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	97%	-	96%
Flu Vaccination	100%	97%	95%	99%	100%	96%	89%	99%	100%	100%	97%	100%	98%	100%	40%	100%	98%	100%	100%	93%	93%	100%	100%	97%	99%	93%	97%	55%	98%	100%	93%	100%	100%	95%
ACCESS AND CONTINUITY																																		
RN Episodic Care	100%	97%	100%	92%	97%	94%	93%	94%	90%	100%	98%	94%	87%	99%	98%	99%	98%	100%	100%	96%	92%	83%	96%	99%	98%	100%	95%	98%	89%	98%	93%	100%	97%	96%
PCP Episodic Care	83%	90%	100%	84%	87%	98%	88%	100%	85%	93%	68%	64%	77%	56%	81%	89%	89%	71%	57%	67%	79%	62%	73%	97%	73%	86%	85%	95%	93%	83%	80%	96%	82%	83%
PCP Chronic Care	82%	50%	70%	81%	86%	80%	86%	100%	61%	69%	47%	64%	92%	67%	100%	81%	73%	81%	79%	71%	95%	70%	65%	96%	82%	80%	85%	96%	76%	72%	70%	100%	86%	79%
Specialty Consultation	99%	98%	89%	95%	100%	91%	100%	83%	95%	80%	100%	98%	77%	100%	98%	99%	94%	93%	100%	100%	97%	100%	87%	96%	93%	100%	99%	100%	93%	97%	92%	98%	100%	95%
PCP Specialty Follow-up	67%	81%	96%	100%	85%	90%	88%	79%	82%	78%	88%	74%	58%	91%	74%	100%	81%	83%	93%	73%	89%	57%	76%	97%	71%	54%	88%	100%	90%	79%	59%	95%	78%	82%
PCP Hospital Follow-up	97%	91%	95%	100%	96%	82%	93%	100%	95%	96%	92%	97%	89%	100%	81%	100%	100%	100%	74%	100%	100%	91%	100%	100%	94%	96%	81%	100%	100%	92%	95%	93%	93%	93%
Primary Care Provider (PCP) Continuity	66%	77%	79%	82%	72%	77%	80%	78%	66%	55%	55%	81%	84%	79%	56%	80%	65%	81%	65%	53%	65%	55%	86%	68%	38%	65%	58%	85%	84%	67%	64%	64%	55%	69%
Mental Health Primary Clinician Continuity	-	-	-	-	-	-	-	64%	77%	67%	77%	-	-	-	-	-	-	-	94%	96%	84%	-	-	-	76%	78%	74%	-	-	66%	75%	-	77%	76%
Psychiatrist Continuity	-	-	-	-	-	-	-	77%	94%	67%	84%	-	-	-	-	-	-	-	87%	49%	93%	-	-	-	48%	73%	80%	-	-	77%	89%	-	96%	76%

*Institution has less than 10 eligible patients; compliance is not published.

DASHBOARD MONTHLY COMPARISON - May 2012

	ASP	CAL	CCC	CCI	CCWF	CEN	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSPW	WSP	STATE
MEDICATION MANAGEMENT																																		
Access to Medications	95%	81%	98%	94%	90%	97%	93%	91%	61%	92%	100%	86%	76%	96%	98%	91%	62%	96%	85%	73%	90%	83%	94%	91%	62%	62%	63%	100%	80%	92%	88%	99%	92%	86%
Med. Provider Non-Formulary Prescribing	4.9%	5.1%	4.3%	3.3%	5.9%	3.2%	4.4%	5.0%	4.5%	8.9%	7.4%	3.1%	3.0%	3.5%	4.8%	4.3%	2.9%	3.2%	2.6%	3.6%	6.4%	2.7%	2.0%	3.9%	10.6%	6.7%	3.3%	3.7%	14.8%	9.5%	6.9%	8.1%	5.8%	5.6%
Psychiatrist Non-Formulary Prescribing	0.6%	-	-	0.5%	3.3%	-	0.3%	2.9%	2.1%	5.0%	2.9%	2.0%	0.5%	-	1.2%	0.7%	2.2%	-	1.4%	0.5%	4.1%	1.1%	6.1%	5.3%	1.5%	4.6%	3.8%	0.7%	4.1%	7.8%	4.8%	2.9%	1.3%	2.6%
Prescriptions per Inmate	3.5	1.9	1.0	3.2	6.4	1.7	4.1	5.5	4.4	7.6	4.1	3.6	4.7	2.3	3.9	2.8	2.2	1.8	2.8	4.3	5.4	2.9	1.9	4.0	5.6	5.7	4.7	1.5	4.7	4.3	3.6	5.2	2.5	3.6
KOP Meds from Central Fill	80%	66%	80%	51%	67%	84%	90%	65%	-	50%	6%	68%	68%	-	-	92%	71%	-	-	-	93%	-	-	82%	-	85%	38%	92%	-	-	62%	66%	-	66%
SPECIALTY AND HOSPITAL SERVICES																																		
Specialty Care Referrals per 1,000 Inmates	63	66	31	37	97	38	72	89	60	112	60	40	76	56	57	34	44	74	22	108	75	41	41	65	77	19	73	40	83	93	76	74	46	61
Specialty Appointments via Telemedicine	58%	87%	34%	52%	54%	68%	13%	54%	20%	35%	79%	57%	45%	65%	36%	24%	49%	95%	62%	61%	41%	49%	26%	45%	79%	23%	58%	40%	21%	22%	43%	76%	73%	50%
Administrative Hospital Bed Days per 1,000 Inmates	13	0	-	5	0	0	0	-	0	20	21	-	0	0	20	-	0	0	39	0	14	72	0	95	3	0	85	2	3	0	0	-	20	14
Hospital Admissions per 1,000 Inmates	8.9	2.5	1.2	4.5	5.4	2.2	7.0	7.4	2.7	20.9	11.9	5.5	4.0	4.3	6.0	4.4	1.6	5.5	8.4	3.6	6.6	5.5	1.0	5.6	9.1	7.3	15.8	1.1	9.4	4.5	5.7	2.2	5.4	5.9
Emergency Dept. Visits per 1,000 Inmates	7.0	4.1	2.9	1.6	7.2	3.7	3.2	7.8	2.6	3.5	4.6	8.4	4.3	2.6	4.7	3.1	2.2	4.6	5.5	11.6	3.8	4.5	3.8	6.4	9.1	10.1	7.2	2.0	2.2	4.8	10.6	8.0	3.2	5.2
STAFFING IN FULL TIME EQUIVALENTS																																		
Total	311	208	167	339	339	204	517	312	521	718	556	242	310	144	290	164	258	186	322	368	312	359	292	283	472	478	389	177	272	419	367	299	388	10,985
Medical FTE	11	10	9	15	15	10	19	10	17	30	16	12	14	7	16	10	11	9	12	13	12	12	8	12	20	11	15	9	15	18	10	14	17	437
Nursing FTE	136	98	70	157	151	83	252	138	243	365	292	103	149	66	136	66	112	84	151	171	124	158	144	121	195	227	192	65	94	168	162	137	169	4,979
Pharmacy FTE	11	7	5	19	21	9	21	13	18	32	19	13	12	5	12	7	9	7	15	13	13	15	8	13	23	16	17	5	22	14	28	19	14	474
Dental Clinical FTE	32	25	24	29	22	26	27	17	29	18	30	25	34	13	18	24	24	20	27	29	20	29	21	27	23	20	33	28	24	21	24	18	31	813
Mental Health Clinical FTE	21	6	2	31	34	8	54	33	80	90	72	19	19	3	35	13	26	5	34	63	51	45	37	28	92	99	47	13	30	65	52	30	48	1,283
Clinical Support FTE	9	4	6	12	15	5	19	10	24	38	21	7	6	3	8	5	8	5	10	10	12	14	6	7	20	19	12	4	12	13	15	11	15	384
Admin. Support FTE	91	57	51	78	82	63	126	90	110	145	107	62	76	48	66	40	68	56	74	70	81	85	68	76	99	86	72	54	74	119	76	71	95	2,615
Total Actual FTE	311	208	167	339	339	204	517	312	521	718	556	242	310	144	290	164	258	186	322	368	312	359	292	283	472	478	389	177	272	419	367	299	388	10,985
Civil Service FTE	298	192	159	298	322	188	488	293	498	651	491	225	283	130	266	155	227	175	272	329	288	317	265	275	370	414	346	171	235	397	304	276	325	9,920
Overtime FTE	3	9	4	17	8	11	8	6	17	44	27	5	13	6	10	4	16	4	12	16	8	15	8	3	29	19	13	3	8	15	18	6	18	402
Registry FTE	10	7	4	25	10	5	22	13	6	23	38	13	14	8	14	4	15	7	38	24	17	28	18	6	73	46	29	3	28	7	45	17	46	663

DASHBOARD MONTHLY COMPARISON - May 2012

	ASP	CAL	CCC	CCI	CCWF	CEN	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSPW	WSP	STATE
MAJOR COSTS PER INMATE PER MONTH																																		
Medical Staff	\$63	\$51	\$42	\$81	\$105	\$57	\$108	\$135	\$94	\$287	\$96	\$77	\$58	\$65	\$102	\$67	\$68	\$61	\$74	\$73	\$84	\$84	\$56	\$71	\$103	\$101	\$53	\$46	\$81	\$93	\$61	\$102	\$79	\$80
Nursing Staff	\$216	\$225	\$131	\$254	\$351	\$222	\$408	\$718	\$430	\$1,329	\$585	\$226	\$217	\$217	\$406	\$178	\$300	\$193	\$316	\$384	\$314	\$310	\$411	\$231	\$414	\$744	\$278	\$114	\$211	\$349	\$389	\$343	\$284	\$329
Pharmacy Staff	\$15	\$13	\$8	\$26	\$45	\$19	\$31	\$58	\$27	\$122	\$35	\$24	\$14	\$8	\$37	\$16	\$17	\$16	\$18	\$27	\$26	\$20	\$21	\$28	\$41	\$38	\$25	\$9	\$39	\$32	\$53	\$40	\$21	\$27
Dental Clinical Staff	\$71	\$69	\$52	\$72	\$80	\$78	\$57	\$105	\$61	\$70	\$70	\$69	\$60	\$84	\$67	\$78	\$61	\$68	\$70	\$92	\$74	\$87	\$75	\$79	\$70	\$90	\$61	\$68	\$68	\$76	\$67	\$79	\$80	\$71
Mental Health Clinical Staff	\$64	\$22	\$6	\$121	\$195	\$28	\$183	\$374	\$208	\$530	\$221	\$79	\$49	\$16	\$205	\$53	\$97	\$12	\$128	\$210	\$230	\$155	\$159	\$108	\$332	\$555	\$97	\$44	\$106	\$267	\$176	\$176	\$144	\$147
Clinical Support Staff	\$10	\$5	\$7	\$14	\$27	\$9	\$20	\$36	\$31	\$108	\$34	\$14	\$5	\$5	\$11	\$9	\$12	\$7	\$13	\$19	\$30	\$18	\$16	\$12	\$34	\$52	\$11	\$7	\$18	\$21	\$23	\$20	\$18	\$19
Admin. Support Staff	\$77	\$68	\$43	\$78	\$124	\$76	\$113	\$225	\$92	\$284	\$109	\$76	\$55	\$81	\$108	\$56	\$94	\$82	\$93	\$98	\$123	\$92	\$122	\$83	\$108	\$170	\$55	\$48	\$79	\$155	\$100	\$105	\$80	\$94
Hospital	\$117	\$36	\$23	\$69	\$70	\$45	\$114	\$104	\$42	\$307	\$113	\$89	\$101	\$73	\$80	\$45	\$41	\$33	\$102	\$77	\$115	\$114	\$12	\$146	\$181	\$106	\$186	\$39	\$111	\$124	\$110	\$61	\$115	\$93
Emergency Department	\$7	\$4	\$5	\$2	\$7	\$4	\$2	\$3	\$2	\$5	\$3	\$5	\$4	\$4	\$3	\$2	\$10	\$4	\$7	\$9	\$5	\$3	\$5	\$4	\$6	\$7	\$5	\$2	\$4	\$6	\$8	\$4	\$3	\$5
Specialty	\$31	\$32	\$11	\$24	\$60	\$15	\$26	\$25	\$41	\$71	\$36	\$24	\$31	\$26	\$12	\$9	\$18	\$20	\$28	\$38	\$43	\$33	\$4	\$34	\$50	\$16	\$54	\$13	\$41	\$46	\$29	\$28	\$29	\$31
Medications	\$75	\$29	\$18	\$58	\$143	\$33	\$168	\$126	\$162	\$417	\$111	\$123	\$68	\$45	\$76	\$50	\$61	\$33	\$73	\$142	\$225	\$75	\$63	\$74	\$216	\$282	\$111	\$32	\$114	\$117	\$88	\$94	\$81	\$102
Diagnostics	\$16	\$15	\$8	\$18	\$36	\$8	\$36	\$35	\$21	\$30	\$10	\$17	\$12	\$9	\$31	\$9	\$18	\$11	\$10	\$48	\$24	\$37	\$10	\$16	\$43	\$17	\$16	\$8	\$25	\$36	\$15	\$31	\$32	\$21
WORKLOAD PER DAY																																		
Patient Encounters per PCP	11	13	14	9	15	12	9	12	14	10	13	14	15	11	10	9	13	12	14	13	11	13	8	14	13	10	15	11	12	11	14	16	11	12
Patient Encounters per Primary Mental Health Clinician	8	4	4	8	6	4	6	6	9	5	7	5	7	4	7	7	7	-	8	8	7	6	2	7	5	8	7	9	6	5	7	7	11	7
Patient Encounters per Psychiatrist	13	-	-	11	8	6	7	8	11	7	9	11	9	3	8	10	7	-	12	12	11	8	-	15	9	9	9	8	9	8	8	10	11	9
Prescriptions per Pharmacist	208	122	115	113	166	76	103	71	182	60	104	121	255	323	81	123	127	78	141	142	195	125	84	128	124	130	205	130	120	199	62	162	120	125
OTHER TRENDS																																		
High Risk Patients	540	233	60	245	272	146	773	128	823	846	346	292	547	144	95	152	192	170	244	366	447	146	111	304	484	303	704	154	572	424	270	152	149	10,834
Mental Health High Utilizers per 1,000 Inmates	2	0	0	5	4	1	10	18	15	74	17	2	0	0	9	0	4	1	16	24	16	3	6	3	20	42	10	1	1	6	32	9	5	9
Appeals Received per 1,000 Inmates	54	9	4	29	53	15	41	35	27	72	67	17	39	17	44	16	43	21	40	32	59	29	37	52	85	97	53	11	29	42	66	60	32	39
Health Care Appts. Missed Due to Custody	0.0%	0.8%	0.1%	0.0%	0.1%	0.0%	0.4%	0.3%	5.9%	0.1%	0.2%	0.0%	0.0%	0.0%	0.4%	1.1%	0.2%	0.5%	0.4%	0.9%	0.1%	0.0%	0.2%	0.1%	0.0%	1.5%	0.1%	0.2%	1.8%	1.1%	2.2%	0.2%	0.2%	0.8%
Prison Population Capacity	172%	171%	124%	166%	137%	159%	174%	120%	145%	105%	146%	153%	171%	147%	149%	119%	160%	158%	171%	170%	179%	176%	129%	162%	165%	150%	166%	123%	162%	121%	143%	116%	175%	151%
Cell Bed Changes	45%	54%	71%	50%	69%	63%	58%	75%	69%	52%	55%	28%	51%	44%	86%	59%	57%	56%	56%	59%	45%	76%	47%	59%	65%	55%	56%	60%	44%	51%	60%	81%	83%	57%
Average Document Scan Time	4.5	4.6	4.4	3.2	5.4	4.5	4.3	3.3	3.1	3.0	6.9	5.7	5.4	3.3	4.3	2.7	4.1	3.8	4.3	5.7	3.4	5.4	7.5	5.4	2.7	4.9	4.9	4.5	5.1	3.6	6.3	3.3	4.6	4.5

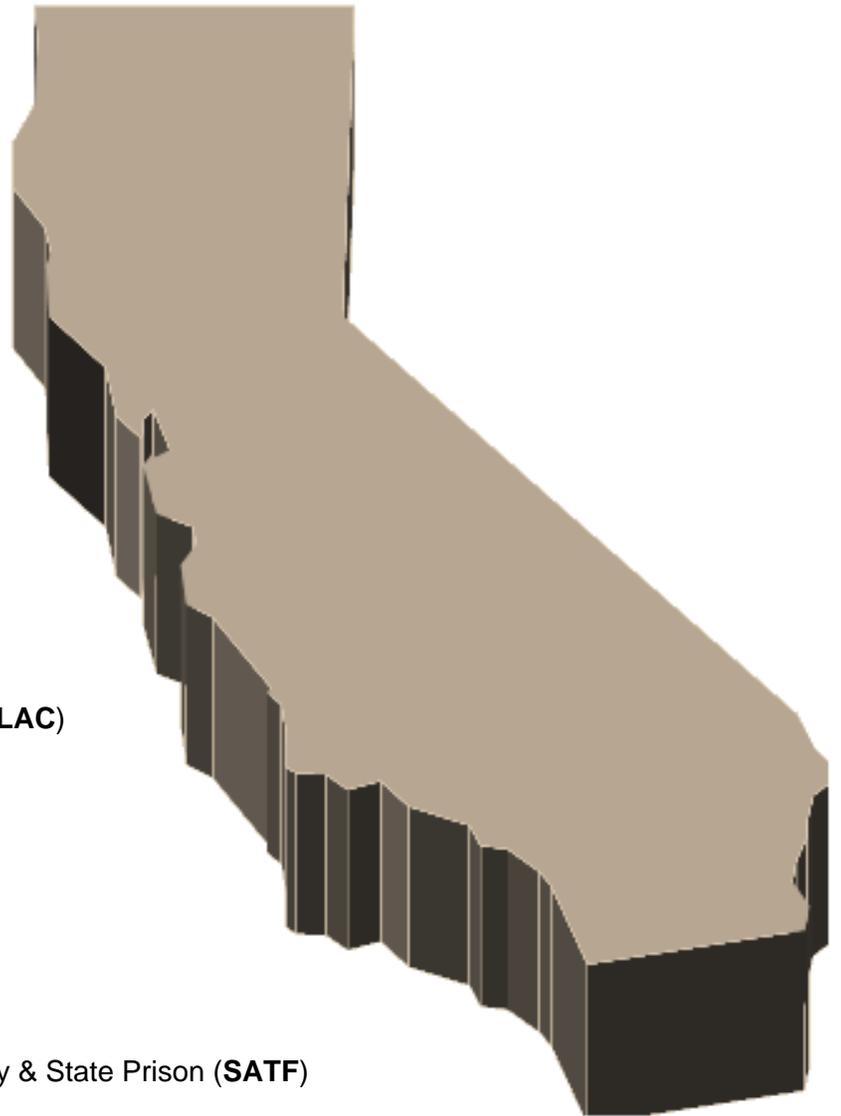
DASHBOARD MONTHLY COMPARISON - May 2012

	ASP	CAL	CCC	CCI	CCWF	CEN	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSPW	WSP	STATE	
INSTITUTION AND POPULATION CHARACTERISTICS																																			
High Risk Priority 1	2%	1%	0%	1%	4%	1%	4%	2%	4%	14%	2%	2%	3%	1%	1%	1%	2%	1%	1%	3%	4%	1%	1%	2%	5%	3%	4%	1%	5%	3%	3%	3%	1%	3%	
High Risk Priority 2	9%	5%	1%	4%	6%	3%	11%	6%	10%	21%	5%	6%	7%	5%	3%	4%	3%	4%	4%	6%	10%	2%	3%	7%	8%	8%	8%	3%	9%	8%	5%	4%	2%	6%	
Medium Risk	53%	31%	23%	53%	52%	30%	50%	48%	50%	51%	55%	49%	53%	35%	40%	49%	43%	35%	53%	61%	63%	41%	42%	64%	62%	65%	56%	30%	54%	53%	60%	61%	37%	48%	
Low Risk	35%	63%	76%	41%	38%	67%	35%	44%	35%	13%	37%	43%	37%	60%	57%	45%	52%	60%	41%	30%	22%	55%	54%	28%	24%	24%	32%	66%	32%	35%	32%	32%	60%	43%	
Enhanced Outpatient Program-Mental Health	-	-	-	-	55	-	33	68	608	454	251	-	-	-	-	-	-	-	93	385	537	69	184	-	564	636	270	-	-	42	247	14	75	4,585	
Patients with Disability (ADA)	415	106	37	130	210	104	414	77	297	766	285	143	264	102	108	106	253	80	206	188	208	110	61	437	408	138	961	108	330	212	289	87	135	7,775	
Licensed Outpatient Beds	28	18	24	32	39	15	160	37	37	293	99	10	22	14	29	-	35	15	22	18	12	16	20	17	30	29	38	13	18	-	27	26	18	1,211	
Inmates ≥ 50 years old	1,511	374	425	740	525	469	1,472	260	1,781	1,080	785	764	1,916	629	324	535	394	582	351	661	962	599	327	942	824	421	1,499	679	1,420	1,280	559	371	536	25,997	
Women/Men Institutions	M	M	M	M	W	M	M	W	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	W	M	-
Total Population	5,044	3,945	4,803	4,631	2,765	3,666	5,160	1,633	5,555	2,407	4,555	3,852	5,650	2,565	2,509	2,965	3,715	3,473	4,174	3,934	3,049	4,717	3,078	3,742	3,642	2,750	5,710	4,624	4,233	3,731	3,536	2,310	5,234	127,357	

INSTITUTION MENU

STATEWIDE PERFORMANCE MANAGEMENT DASHBOARD

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



WASCO STATE PRISON (WSP)

May 2012

MEDICAL PROGRAM INSPECTIONS					DENTAL PROGRAM PEREZ AUDIT					MENTAL HEALTH TIMEFRAME COMPLIANCE																																																																																																					
					<p>AUDIT PENDING</p> <p>Clinical Process Quality of Care Patient Safety</p>					<table border="1"> <thead> <tr> <th></th> <th>6 Month Trend</th> <th>Mar. 2012</th> <th>Statewide</th> </tr> </thead> <tbody> <tr> <td>Contact Intervals</td> <td></td> <td>98%</td> <td>97%</td> </tr> <tr> <td>Mental Health Referrals</td> <td></td> <td>53%</td> <td>79%</td> </tr> <tr> <td>Level of Care Change Requests</td> <td></td> <td>63%</td> <td>81%</td> </tr> </tbody> </table>						6 Month Trend	Mar. 2012	Statewide	Contact Intervals		98%	97%	Mental Health Referrals		53%	79%	Level of Care Change Requests		63%	81%																																																																																	
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VALLEY STATE PRISON FOR WOMEN (VSPW)

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SALINAS VALLEY STATE PRISON (SVSP)

May 2012

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May 2012

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SIERRA CONSERVATION CENTER (SCC)

May 2012

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SUBSTANCE ABUSE TREATMENT FACILITY (SATF)

May 2012

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CALIFORNIA STATE PRISON, SACRAMENTO (SAC)

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R. J. DONOVAN CORRECTIONAL FACILITY (RJD)

May 2012

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PELICAN BAY STATE PRISON (PBSP)

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NORTH KERN STATE PRISON (NKSP)

May 2012

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MULE CREEK STATE PRISON (MCSP)

May 2012

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CALIFORNIA STATE PRISON, LOS ANGELES COUNTY (LAC)

May 2012

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KERN VALLEY STATE PRISON (KVSP)

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IRONWOOD STATE PRISON (ISP)

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HIGH DESERT STATE PRISON (HDSP)

May 2012

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FOLSOM STATE PRISON (FSP)

May 2012

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CHUCKAWALLA VALLEY STATE PRISON (CVSP)

May 2012

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CORRECTIONAL TRAINING FACILITY (CTF)

May 2012

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CALIFORNIA REHABILITATION CENTER (CRC)

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May 2012

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CENTINELA STATE PRISON (CEN)

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CALIFORNIA CORRECTIONAL CENTER (CCC)

May 2012

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CALIPATRIA STATE PRISON (CAL)

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CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD GLOSSARY

Measure	Goal	Definition	Sources
MEDICAL PROGRAM INSPECTIONS			
Overall Score	Goal: ≥85% adherence	The Office of the Inspector General (OIG) uses a series of “yes” or “no” questions to determine adherence in 20 components of medical delivery (e.g., Chronic Care). Each inspection question is weighted and scored by calculating the percentage of “yes” answers for each question from all items sampled. That percentage is then multiplied by the question’s weight to arrive at a weighted score. The total score is calculated by summing the number of weighted subject points earned and dividing that value by the overall number of weighted points possible. Reported percentages reflect the most recent OIG inspection results. See OIG website for details: http://www.oig.ca.gov/pages/reports/medical-inspections.php .	OIG Medical Inspection Results
	High: >85%		
	Moderate: 75%-84%		
	Low: <75%		
DENTAL PROGRAM AUDIT			
Clinical Process	Pass ≥ 75%	Percentage adherence to standards in the Clinical Process category of the Perez Court Expert Dental Audit Tool.	Perez Court Expert Dental Audit Tool
	Fail < 75%		
Quality of Care	Pass ≥80%		
	Fail < 80%		
Patient Safety	Pass ≥90%	Percentage adherence to standards in the Patient Safety category of the Perez Court Expert Dental Audit Tool.	
	Fail < 90%		
MENTAL HEALTH TIMEFRAME COMPLIANCE			
Contact Intervals	High: ≥85%	Percentage adherence to the Mental Health Services Delivery System’s (MHSDS) inmate-patient contact timeframes. Compliance is measured weekly through MHSDS and include routine Interdisciplinary Treatment Team (IDTT), psychiatrist, and primary clinician (PC) contacts. Aggregated percentage adherence represents adherence to contact type timeframes for each care program and housing placement [limited to Correctional Clinical Case Management System (CCCMS), Enhanced Outpatient Program (EOP), housed in Mainline (ML) or the Reception Center (RC)].	Mental Health Tracking System
	Moderate: 75%-84%		
	Low: <75%		
Mental Health Referrals		Percentage adherence to timeframe requirements for entry into MHSDS, as defined by the MHSDS Program Guide.	
Level of Care Change Requests		Percentage adherence to timeframe requirements related to requests for Level of Care Changes for the following MHSDS areas: Correctional Clinical Case Management System (CCCMS), Enhanced Outpatient Program (EOP), and Mental Health Crisis Beds (MHCB) as defined by the MHSDS Program Guide.	

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD GLOSSARY

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PREVENTION AND DISEASE MANAGEMENT			
Diabetes Care	Goal ≥ 75%	Average of the following measures for inmate-patients 18 through 75 years of age with diabetes* who were continuously incarcerated during the preceding 12 months: <ul style="list-style-type: none"> • Most recent hemoglobin A1c (HbA1c) < 8% (under control) • Most recent low-density lipoprotein-cholesterol (LDL-C) < 100 mg/dL (under control) • Most recent blood pressure < 140/90 (under control) • Received medical attention for nephropathy (urine microalbumin checked or patient on an angiotensin-converting enzyme inhibitor (ACEI) or angiotensin II receptor blocker (ARB) medication) <p>*CCHCS assumes patients have diabetes based on the patient ever receiving a prescription of diabetes medication and/or laboratory hemoglobin A1c (HbA1c) result greater than or equal to 6.5% (≥6.5%) excluding patients who only have 1 dispense of a diabetes medication greater than 3 months ago and no history of a HbA1c greater than or equal to 6.5% (≥6.5%).</p>	Reference and Institution Laboratory Databases / Guardian Pharmacy Database / Strategic Offender Management System / Third Party Health Care Claims / Institution Inmate Refusal Data (Self-Reported)
	High ≥ 75%		
	Moderate 65%-74%		
	Low < 65%		
Asthma Care	Goal ≥ 85%	Percentage of inmate-patients 18 through 50 years of age who had persistent asthma* who were prescribed an inhaled corticosteroid (ICS) within the preceding 12 months among all inmate-patients prescribed four or more ICS or short-acting beta agonist (SABA) medications during the same 12-month period. <p>*CCHCS uses pharmacy data to identify an inmate-patient with persistent asthma – defined here as an inmate-patient ages 18 to 50 years who received four or more (≥4) of the following asthma medication dispensing events in the last 12 months:</p> <ul style="list-style-type: none"> • 18-39 year old patients: SABA/ICS/LABA/SAAC/LAAC • 40-50 year old patients: SABA/ICS/LABA <p>SABA: short-acting beta agonist ICS: inhaled corticosteroid LABA: long-acting beta agonist SAAC: short-acting anticholinergic agents LAAC: long-acting anticholinergic agents</p>	
	High ≥ 85%		
	Moderate 75%-84%		
	Low < 75%		
Therapeutic Anticoagulation	Goal ≥ 75%	Percentage of inmate-patients who were prescribed warfarin/Coumadin for anticoagulation therapy and achieved a therapeutic international normalizing ratio (INR) between 2 and 3.5 in the preceding 30 days. To be eligible, inmate-patients must have been receiving anticoagulation therapy for at least the preceding four months.	
	High ≥ 75%		
	Moderate 65%-74%		
	Low < 65%		

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD GLOSSARY

Measure	Goal	Definition	Sources
Potentially Avoidable Hospitalizations per 1,000 Inmates per Year	Goal <2	Rate of potentially avoidable hospitalizations per 1,000 inmates per year based on the Agency for Healthcare Research and Quality (AHRQ) criteria for the following conditions: cellulitis, pneumonia, diabetes and related complications, asthma, chronic obstructive pulmonary disease (COPD), altered level of consciousness or seizure disorders, urinary tract infections, dehydration, angina, and congestive heart failure. Figures also include readmissions within 30 days of discharge, end stage liver disease complications, self-injury, and medication-related events. Reported rates reflect an annualized rate of the most recent three-month period.	Reference and Institution Laboratory Databases / Guardian Pharmacy Database / Strategic Offender Management System/ Third Party Health Care Claims / Institution Inmate Refusal Data (Self-Reported)
	High <2		
	Moderate 2-10		
	Low >10		
Colon Cancer Screening	Goal ≥ 85%	Percentage of inmate-patients 50 through 75 years of age*, continuously incarcerated during the preceding 12 months who were offered colon cancer screening through one of the following methods: <ul style="list-style-type: none"> • an appropriate fecal immunochemical test (FIT) or fecal occult blood (guaiac) test (FOBT) within the preceding 12 months • a sigmoidoscopy within the last 5 years • a colonoscopy within the last 10 years <p>*Note: as per most other national performance indicators for colon cancer screening, although the category starts at age 50, 51 year olds are the earliest age eligible in order to allow every selected person to have at least 12 months of follow-up time after the starting age of 50.</p> <p>Colonoscopy and sigmoidoscopy data are available June 2008 and later. Please note that an inmate-patient was counted towards compliance if screening was offered but the inmate-patient declined.</p>	
	High ≥ 85%		
	Moderate 75%-84%		
	Low < 75%		
Breast Cancer Screening	Goal ≥ 85%	Percentage of female inmate-patients 50 through 74 years of age*, continuously incarcerated during the preceding 12 months who received a mammogram within the preceding two years or were offered a mammogram during the preceding 12 months. Mammography data are available June 2009 and later. Please note that an inmate-patient was counted towards compliance if screening was offered during the preceding 12 months but the inmate-patient declined.	
	High ≥ 85%		
	Moderate 75%-84%		
	Low < 75%		
		<p>*Note: as some other national performance indicators for breast cancer screening, although the category starts at age 50, 51 year olds are the earliest age used to allow every selected person to have at least 12 months of follow-up time to be offered a mammogram after the starting age of 50. CCHCS uses the age range of 50 to 74 years of age that the U.S. Preventive Services Task Force has determined as the age group that most likely benefits from breast cancer screening.</p>	

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD GLOSSARY

Measure	Goal	Definition	Sources
Flu vaccination	Goal ≥ 85%	Percentage of inmate-patients who were offered influenza vaccination. Please note that an inmate-patient was counted towards compliance if screening was offered but the inmate-patient declined. This measure is assessed annually.	
	High ≥ 85%		
	Moderate 75%-84%		
	Low < 75%		
ACCESS AND CONTINUITY			
ACCESS			
RN Episodic Care	Goal ≥ 85%	Percentage of inmate-patients who submitted a medical Health Care Service Request form indicating symptoms and who were seen face-to-face by a nurse by the next business day.	Access Measure Audit Tool
	High ≥ 85%		
PCP Episodic Care	Moderate 75%-84%	Percentage of inmate-patients who received a routine appointment with a primary care provider within 14 calendar days of a nurse referral.	
	Low < 75%		
PCP Chronic Care		Percentage of inmate-patients enrolled in the chronic care program who received a follow-up evaluation by a primary care provider as ordered at the patient’s last chronic care visit, but not to exceed 180 calendar days after that visit.	
Specialty Consultation		Average percentage of <ul style="list-style-type: none"> inmate-patients evaluated by a specialist within 14 calendar days of approval of a high priority referral inmate-patients evaluated by a specialist within 90 calendar days of approval of a routine referral 	
PCP Specialty Follow-up		Average percentage of <ul style="list-style-type: none"> inmate-patients who were seen by a primary care provider within 3 business days after returning from a high priority specialty appointment inmate-patients who were seen by a primary care provider within 14 calendar days after returning from a routine specialty appointment 	
PCP Hospital Follow-up		Percentage of inmate-patients returning from a higher level of community care (a community hospital or emergency department) who received a follow-up evaluation by their primary care provider within 5 calendar days after return to the institution.	
CONTINUITY			
Provider	Goal ≥ 85%	Percentage of chronic care inmate-patients residing at their current institution during the preceding six months who had fewer than three primary care providers prescribing essential medications over that same six-month period.	Guardian Pharmacy Database, Mental Health Tracking System, Strategic Offenders Management System
	High ≥ 85%		
	Moderate 75%-84%		
	Low < 75%		
Mental Health Clinician		Percentage of mental health clinician encounters occurring with a single mental health clinician for inmate-patients residing at their current institution during the preceding six months who have been enrolled in the Enhanced Outpatient Program for at least six months.	

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES

DASHBOARD GLOSSARY

Measure	Goal	Definition	Sources
Psychiatrist		Percentage of psychiatrist encounters occurring with a single psychiatrist for inmate-patients residing at their current institution during the preceding six months who have been enrolled in the Enhanced Outpatient Program for at least six months.	
MEDICATION MANAGEMENT			
Access to Medications	Goal \geq 85%	Average percentage of <ul style="list-style-type: none"> chronic care inmate-patients who received all prescribed chronic care medications during the preceding 90 days inmate-patients returning from a higher level of care (community hospital or emergency department) who received all prescribed medications by the next business day newly arriving or intra-system transfer inmate-patients who received all medications previously prescribed within policy timeframes (1 calendar day for newly arriving and next business day for Intra-system transfer) 	Access Measure Audit Tool
	High \geq 85%		
	Moderate 75%-84%		
	Low $<$ 75%		
Prescriptions per Inmate	Not Benchmarked	Average number of prescriptions dispensed per inmate per month.	Guardian Pharmacy Database/ Statewide Population Report
Medical Provider Non-Formulary Prescribing	Goal $<$ 3%	Percentage of all non-mental health prescriptions filled for medications not on the formulary.	
	High $<$ 3%		
	Moderate 3%-5%		
Psychiatrist Non-Formulary Prescribing	Goal $<$ 5%	Percentage of all psychiatrist-generated prescriptions filled for medications not on the formulary.	
	High $<$ 5%		
	Moderate 5%-7%		
KOP medications from Central Fill Pharmacy		Percentage of keep on person (KOP) medications that were dispensed from the Central Fill Pharmacy rather than from the institution's pharmacy.	
SPECIALTY AND HOSPITAL SERVICES			
Specialty Care Referrals	Goal: $<$75	Average number of referrals for specialist consultations submitted and approved per 1,000 inmates per month.	InterQual/Utilization Management Statewide Report/Statewide Population Report
	High: $<$ 75		
	Moderate: 75-85		
	Low: $>$ 85		
Specialty Appointments via Telemedicine	Goal: $>$30%	Percentage of non-psychiatric specialist visits appropriate for telemedicine (i.e., non-procedural evaluation, management, or consultation) delivered via telemedicine services.	Third Party Administrator Claims
	High: $>$ 30%		
	Moderate: 25%-30%		
	Low: $<$ 25%		

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD GLOSSARY

Measure	Goal	Definition	Sources
Hospital Admissions	Not Benchmarked	Average number of community hospital admissions per 1,000 inmates per month.	Census and Discharge Data Information System/ Statewide Population Report
Emergency Department Visits	Not Benchmarked	Average number of community emergency department visits per 1,000 inmates per month.	Census and Discharge Data Information System/ Statewide Population Report
Administrative Hospital Bed Days	Goal: <2	Average number of potentially avoidable days spent occupying a community hospital bed (e.g., due to unavailability of Correctional Treatment Center beds) per 1,000 inmates per year.	Census and Discharge Data Information System/ Statewide Population Report
	High: <2		
	Moderate: 2 - 10		
	Low: >10		
STAFFING (FULL TIME EQUIVALENT)			
Full Time Equivalent (FTE)	Not Benchmarked	Measures one full calendar year of state employee paid employment, or the equivalent of 2,088 hours (the number of average available work hours in a year). A staff month is equivalent to 174 hours (the average available work hours in a month)(statewide figures on monthly composite and institution scorecards exclude headquarters staff FTEs).	Position Management Report, MIRS Report, HIDPSB Registry Report
Actual FTE		Number of current Full Time Equivalent (FTE) staff being utilized through Permanent Employee Filled Positions, Overtime and Registry (statewide figures on monthly composite and institution scorecards exclude headquarters staff FTEs).	
Authorized FTE		Number of ongoing positions approved in the budget of the preceding year (excluding positions abolished due to continued, extended vacancy) (statewide figures on monthly composite and institution scorecards exclude headquarters staff FTEs). Details about authorized positions by classification can be found in the Salaries and Wages Supplement for state organizations.	
Percent of Authorized		Percentage of number of actual FTE positions to number of authorized FTE positions (statewide figures on monthly composite and institution scorecards exclude headquarters staff FTEs).	
Medical Staff	Not Benchmarked	Number of actual and authorized FTE positions and percent of authorized FTE positions for medical staff, including non-psychiatric MD, DO, NP and PA hours (statewide figures on monthly composite and institution scorecards exclude headquarters staff FTEs).	Position Management Report, MIRS Report, HIDPSB Registry Report
Nursing Staff		Number of actual and authorized FTE positions and percent of authorized FTE positions for nursing staff, including RN, LVN, CNA and psychiatry technician hours (statewide figures on monthly composite and institution scorecards exclude headquarters staff FTEs).	
Pharmacy Staff		Number of actual and authorized FTE positions and percent of authorized FTE positions for pharmacy staff, including pharmacist and pharmacy technician hours (statewide figures on monthly composite and institution scorecards exclude headquarters staff FTEs).	

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD GLOSSARY

Measure	Goal	Definition	Sources
Dental Clinical Staff		Number of actual and authorized FTE positions and percent of authorized FTE positions for dental clinical staff, including dentist and hygienist hours (statewide figures on monthly composite and institution scorecards exclude headquarters staff FTEs).	
Mental Health Clinician		Number of actual and authorized FTE positions and percent of authorized FTE positions for mental health clinician staff, including psychiatrist, psychologist, and licensed clinical social worker hours (statewide figures on monthly composite and institution scorecards exclude headquarters staff FTEs).	
Clinical Support		Number of actual and authorized FTE positions and percent of authorized FTE positions for clinical support staff, including physical therapist, laboratory, radiology and other licensed clinical staff hours not accounted for in other clinical categories (statewide figures on monthly composite and institution scorecards exclude headquarters staff FTEs).	
Administrative Support		Number of actual and authorized FTE positions and percent of authorized for administrative support staff (statewide figures on monthly composite and institution scorecards exclude headquarters staff FTEs).	
Total Actual FTE		Total number of actual FTE use for the following staff classification categories: Medical, Nursing, Pharmacy, Dental Clinical, Mental Health Clinician, Clinical Support, Administrative Support.	
Permanent Employees FTE		Total number of permanent employee FTE use for the following staff classification categories: Medical, Nursing, Pharmacy, Dental Clinical, Mental Health Clinician, Clinical Support, Administrative Support.	
Overtime FTE		Total number of overtime FTE use for the following staff classification categories: Medical, Nursing, Pharmacy, Dental Clinical, Mental Health Clinician, Clinical Support, Administrative Support.	
Registry FTE		Total number of registry/contract employee FTE use for the following staff classification categories: Medical, Nursing, Pharmacy, Dental Clinical, Mental Health Clinician, Clinical Support, Administrative Support.	

MAJOR COSTS PER INMATE PER MONTH

LABOR

Medical Staff	Not Benchmarked	The per inmate per month cost of salaries/wages, retirement, benefits, temporary help, registry, and overtime for medical staff (statewide figures on monthly composite and institution scorecards exclude headquarters staff costs).	MIRS Report, HIDPSB Registry Report
Nursing Staff		The per inmate per month cost of salaries/wages, retirement, benefits, temporary help, registry, and overtime for nursing staff (statewide figures on monthly composite and institution scorecards exclude headquarters staff costs).	
Pharmacy Staff		The per inmate per month cost of salaries/wages, retirement, benefits, temporary help, registry, and overtime for pharmacy staff (statewide figures on monthly composite and institution scorecards exclude headquarters staff costs).	

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD GLOSSARY

Measure	Goal	Definition	Sources
Dental Clinical Staff		The per inmate per month cost of salaries/wages, retirement, benefits, temporary help, registry, and overtime for dental clinical staff (statewide figures on monthly composite and institution scorecards exclude headquarters staff costs).	
Mental Health Clinical Staff		The per inmate per month cost of salaries/wages, retirement, benefits, temporary help, registry, and overtime for mental health clinical staff (statewide figures on monthly composite and institution scorecards exclude headquarters staff costs).	
Clinical Support		The per inmate per month cost of salaries/wages, retirement, benefits, temporary help, registry, and overtime for clinical support staff (statewide figures on monthly composite and institution scorecards exclude headquarters staff costs).	
Administrative Support		The per inmate per month cost of salaries/wages, retirement, benefits, temporary help, registry, and overtime for administrative support staff (statewide figures on monthly composite and institution scorecards exclude headquarters staff costs).	
NON LABOR			
Hospital	Not Benchmarked	Dollar cost of inpatient treatment services per inmate per month.	Third Party Health Care Claims
Emergency Department		Dollar cost of emergency department visits per inmate per month.	
Specialty		Dollar cost of all non-psychiatric specialty services per inmate per month.	
Medications		Dollar cost of all prescriptions per inmate per month.	Guardian Pharmacy Database
Diagnostics		Dollar cost of all diagnostic services per inmate per month.	Third Party Health Care Claims
WORKLOAD PER DAY			
Patient Encounters per PCP	Not Benchmarked	Average number of inmate-patients seen per Primary Care Provider (PCP) per normalized eight hour day.	Provider Productivity Tool
Patient Encounters per Primary Mental Health Clinician		Average number of inmate-patients seen per primary mental health clinician (psychologist or social worker) per normalized eight hour day.	Mental Health Tracking System
Patient Encounters per Psychiatrist		Average number of inmate-patients seen per Psychiatrist per normalized eight hour day.	
Prescriptions per Pharmacist		Average number of prescriptions filled per Pharmacist per normalized eight hour day.	Guardian Pharmacy Database

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD GLOSSARY

Measure	Goal	Definition	Sources
OTHER TRENDS			
Appropriately Housed Clinically Complex Patients	Goal > 75%	Percentage of Clinically Complex inmate-patients appropriately housed at institutions with Intermediate health missions. The monthly composite and institution scorecards data shows the total number of Clinically Complex inmate-patients.	Guardian Pharmacy, Quest/ Foundation Laboratory, Census and Discharge Data Information System, Third Party Health Care Claims, Strategic Offender Management System Guardian Pharmacy, Quest/ Foundation Laboratory, Census and Discharge Data Information System, Third Party Health Care Claims, Strategic Offender Management System
	High > 75%		
	Moderate 65%-75%		
	Low < 65%		
Mental Health High Utilizers	Not Benchmarked	Number of inmate-patients with two or more mental health-related placements/admissions to Suicide Watch, Outpatient Housing Unit, Mental Health Crisis Bed, or Intermediate Care Facility per 1,000 inmates per month.	Guardian Pharmacy, Quest/ Foundation Laboratory, Census and Discharge Data Information System, Third Party Health Care Claims, Strategic Offender Management System
Appeals Received	Not Benchmarked	Average number of appeals received (formal and informal) per 1,000 inmates per month.	Health Care Appeals Report/ Statewide Population Report
Health Care Appointments Missed Due to Custody		Percentage of all scheduled health care appointments missed due to custody factors per month.	Health Care Access Quality Report
Prison Population Capacity		Percentage of actual inmate-patient population over the designated population capacity at California Department of Corrections and Rehabilitation prisons.	Statewide Population Report
Cell Bed Changes		Percentage of inmates-patient continuously incarcerated during the preceding six months who moved cell beds 1 or more times during that same period.	Statewide Offender Management System

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD GLOSSARY

Measure	Goal	Definition	Sources
Average Document Scan Time (In Days)		The average number of days between a document’s encounter date and its scan date	eUHR Database
INSTITUTION AND POPULATION CHARACTERISTICS			
High Risk Priority 1 & 2	N/A	<p>Patients who trigger at least one of the High Risk selection criteria. Please note that this category is further sub-divided into Priority 1 and 2 groups. High Risk Priority 1 includes patients who trigger 2 or more of the High Risk selection criteria, while High Risk Priority 2 includes patients triggering 1 criterion only.</p> <p>High Risk Selection Criteria:</p> <ul style="list-style-type: none"> • Sensitive Medical condition • High hospital, ED, Specialty Care and Pharmacy costs • Multiple hospitalizations* • Multiple Emergency Department visits* • High Risk Specialty consultations • Significant abnormal labs • Age • Specific High-Risk diagnosis/procedures <p>*A patient with a point for 2 or more inpatient hospital admissions cannot receive a second point for 3 or more Ed visits (and vice versa)</p>	Guardian Pharmacy, Quest/ Foundation Laboratory, Census and Discharge Data Information System, Third Party Health Care Claims, Strategic Offender Management System, Guardian Pharmacy, Quest/ Foundation Laboratory, Census and Discharge Data Information System, Third Party Health Care Claims, Strategic Offender Management System
Medium Risk	N/A	Patients who do not fall into the High Risk category that have at least 1 chronic condition, excluding patients whose only chronic condition is well-controlled Asthma or Diabetes.	
Low Risk	N/A	Patients with no chronic conditions other than well-controlled Asthma or Diabetes who do not meet any of the criteria for High or Medium risk.	