

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

September 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																																																																																																																																															
<p>1st & 2nd Audit average comprised of 33 Institutions. 3rd Audit average comprised of 7 Institutions.</p>				<p>Averages comprised of 33 Institution Audits.</p>				<p>6 Month Trend Jul 2012</p> <p>Contact Intervals 97%</p> <p>Mental Health Referrals 76%</p> <p>Level of Care Change Requests 79%</p>																																																																																																																																															
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DASHBOARD MONTHLY COMPARISON - September 2012

[RETURN TO DASHBOARD](#)

LEGEND:

-	Not Applicable
-	Not Reported

	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	Sd	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%	
Date of 3rd Round Inspection									Mar-12	Mar-12		Apr-12												May-12	Apr-12	Feb-12				Apr-12				84.4%
Overall Score	-	-	-	-	-	-	-	-	85.4%	79.1%	-	84.6%	-	-	-	-	-	-	-	-	-	-	-	84.7%	87.3%	79.2%	-	-	-	90.4%	-	-	-	
DENTAL PROGRAM PEREZ AUDIT																																		
Clinical Process	100%	99%	100%	99%	100%	100%	99%	99%	99%	100%	99%	100%	99%	98%	99%	100%	99%	98%	99%	100%	100%	100%	98%	100%	98%	99%	99%	100%	100%	98%	100%	100%	100%	99%
Quality of Care	99%	98%	99%	98%	99%	100%	99%	99%	100%	98%	99%	99%	99%	100%	100%	99%	98%	97%	100%	98%	98%	87%	100%	99%	100%	99%	100%	100%	99%	96%	100%	100%	99%	99%
Patient Safety	100%	99%	99%	99%	96%	100%	100%	100%	100%	99%	100%	99%	100%	100%	99%	100%	97%	99%	99%	100%	99%	100%	100%	99%	100%	99%	99%	100%	100%	100%	100%	100%	100%	99%
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Mental Health Referrals	99%	93%	100%	90%	97%	93%	85%	91%	99%	100%	61%	64%	90%	97%	98%	91%	88%	50%	89%	83%	78%	45%	-	46%	95%	79%	47%	92%	82%	100%	87%	93%	41%	76%
Level of Care Change Requests	71%	95%	-	100%	81%	90%	84%	98%	94%	73%	97%	100%	87%	80%	58%	92%	80%	100%	98%	96%	100%	46%	96%	89%	67%	84%	92%	92%	96%	82%	87%	100%	53%	79%
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Diabetes Care	77%	84%	80%	81%	78%	75%	83%	79%	81%	80%	69%	77%	72%	87%	79%	82%	73%	78%	63%	82%	74%	63%	78%	75%	74%	80%	69%	85%	76%	75%	64%	76%	78%	77%
Asthma Care	95%	91%	100%	74%	78%	94%	91%	89%	98%	84%	84%	94%	84%	81%	100%	85%	91%	98%	68%	98%	92%	55%	91%	95%	87%	91%	85%	93%	90%	99%	84%	96%	71%	84%
Therapeutic Anticoagulation	75%	100%†	-	100%†	57%†	75%†	60%	67%†	60%	73%	30%	40%†	54%	100%†	80%†	64%	80%†	100%†	50%†	86%†	83%	100%†	100%†	75%†	70%	63%†	80%	50%†	64%	43%†	78%†	100%†	33%†	65%
P. Avoidable Hospitalizations	27	10	2	17	16	8	28	18	8	67	40	16	19	19	21	6	7	7	28	30	14	29	1	26	40	13	50	7	15	32	27	9	22	21
Colon Cancer Screening	89%	82%	52%	84%	99%	86%	97%	97%	90%	99%	94%	75%	73%	100%	63%	98%	85%	100%	27%	75%	99%	50%	100%	82%	94%	52%	97%	100%	96%	80%	70%	97%	75%	85%
Breast Cancer Screening	-	-	-	-	85%	-	-	96%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	95%	-	91%
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%	96%	100%	95%	100%	96%	94%	99%	100%	100%	95%	87%	-	98%	-	95%	99%	97%	100%	89%	90%	92%	94%	98%	97%	80%	91%	92%	-	100%	100%	100%	99%	95%
PCP Episodic Care	100%	85%	97%	90%	83%	97%	88%	91%	100%	89%	81%	87%	-	85%	-	98%	79%	84%	83%	62%	91%	90%	77%	98%	82%	90%	90%	94%	-	88%	60%	98%	84%	87%
PCP Chronic Care	76%	71%	65%	93%	90%	100%	91%	100%	48%	76%	72%	100%	-	70%	-	95%	70%	94%	65%	57%	96%	54%	73%	62%	70%	77%	78%	96%	-	60%	40%	96%	88%	78%
Specialty Consultation	100%	100%	86%	100%	100%	100%	100%	100%	83%	90%	92%	94%	-	100%	-	99%	100%	88%	100%	91%	99%	100%	96%	98%	88%	87%	100%	100%	-	98%	96%	100%	100%	96%
PCP Specialty Follow-up	93%	96%	100%	90%	99%	100%	90%	96%	93%	72%	68%	83%	-	92%	-	90%	75%	65%	76%	83%	93%	45%	74%	87%	82%	90%	75%	93%	-	84%	82%	97%	70%	84%
PCP Hospital Follow-up	97%	96%	93%	96%	100%	100%	97%	88%	100%	100%	94%	86%	-	91%	-	93%	92%	90%	67%	100%	100%	94%	75%	82%	95%	100%	71%	100%	-	100%	100%	100%	98%	91%
Primary Care Provider (PCP) Continuity	64%	70%	73%	77%	79%	71%	92%	85%	63%	58%	55%	81%	83%	78%	58%	70%	62%	78%	60%	42%	67%	55%	87%	75%	45%	63%	63%	84%	80%	66%	66%	64%	67%	69%
Mental Health Primary Clinician Continuity	-	-	-	-	92%	-	-	77%	79%	76%	87%	-	-	-	-	-	-	-	-	91%	92%	-	88%	-	88%	82%	90%	-	-	61%	86%	-	-	85%
Psychiatrist Continuity	-	-	-	-	89%	-	-	60%	93%	72%	87%	-	-	-	-	-	-	-	95%	51%	90%	-	89%	-	75%	90%	80%	-	-	92%	93%	-	-	82%

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

DASHBOARD MONTHLY COMPARISON - September 2012

LEGEND:

-	Not Applicable
-	Not Reported

	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%	98%	97%	94%	97%	88%	89%	99%	86%	88%	100%	93%	-	98%	-	86%	58%	100%	86%	87%	83%	85%	82%	69%	86%	71%	92%	91%	-	98%	81%	100%	92%	89%	
Med. Provider Non-Formulary Prescribing	5.5%	4.5%	3.5%	3.5%	6.6%	3.3%	5.2%	5.0%	4.7%	10.1%	8.8%	3.6%	3.0%	3.5%	5.6%	4.1%	4.5%	2.6%	2.2%	3.4%	5.5%	2.3%	2.1%	4.3%	9.1%	7.2%	4.6%	4.1%	14.3%	9.0%	7.5%	5.4%	4.6%	5.7%	
Psychiatrist Non-Formulary Prescribing	2.4%	-	-	1.4%	4.6%	-	1.1%	3.3%	5.8%	9.3%	6.6%	3.9%	1.0%	-	2.9%	4.3%	3.1%	-	4.5%	2.2%	5.5%	3.1%	6.4%	8.5%	2.6%	4.2%	3.8%	1.3%	6.6%	10.2%	7.9%	2.4%	2.8%	4.3%	
Prescriptions per Inmate	3.3	1.9	0.9	3.3	6.5	1.7	4.5	5.7	4.5	7.2	3.9	3.6	4.1	2.2	3.6	2.4	2.2	1.9	2.5	4.2	5.0	3.0	1.7	4.1	6.0	5.7	4.7	1.6	5.0	4.4	3.5	5.2	2.6	3.6	
KOP Meds from Central Fill	78%	94%	70%	53%	66%	88%	90%	63%	-	49%	29%	68%	69%	79%	55%	94%	68%	63%	66%	32%	91%	-	-	81%	-	82%	67%	91%	-	-	57%	66%	69%	68%	
SPECIALTY AND HOSPITAL SERVICES																																			
Specialty Care Referrals per 1,000 Inmates	67	63	27	33	85	41	103	67	68	98	73	52	55	44	53	42	44	74	40	71	85	46	22	41	84	6	56	48	93	105	65	79	65	60	
Specialty Appointments via Telemedicine	54%	80%	40%	57%	68%	78%	26%	62%	20%	27%	89%	70%	48%	71%	59%	45%	63%	87%	28%	68%	53%	75%	24%	54%	80%	35%	68%	42%	33%	22%	64%	80%	75%	56%	
Administrative Hospital Bed Days per 1,000 Inmates	7	0	-	0	0	0	0	-	0	0	0	-	0	0	0	0	0	0	0	12	0	0	0	0	13	0	11	0	0	0	0	0	-	7	2
Hospital Admissions per 1,000 Inmates	6.1	3.8	1.6	5.2	5.1	2.4	9.3	7.2	2.7	21.6	17.6	6.4	4.2	3.7	6.4	4.6	3.0	1.7	10.3	6.9	9.6	2.8	0.6	6.4	11.4	7.5	13.7	1.4	9.3	4.3	6.4	2.7	8.2	6.5	
Emergency Dept. Visits per 1,000 Inmates	9.1	6.0	5.1	3.1	5.2	4.1	2.1	3.2	2.2	5.4	3.5	10.5	3.5	4.4	4.8	1.7	4.0	2.7	5.7	12.9	4.6	4.2	3.2	6.5	9.4	5.9	6.4	1.3	4.2	2.8	10.7	5.9	2.5	5.0	
STAFFING IN FULL TIME EQUIVALENTS																																			
Total	323	211	176	315	335	212	505	330	527	678	543	233	313	143	267	163	267	185	320	371	316	355	287	273	455	477	391	167	286	402	349	286	366	10,827	
Medical FTE	15	10	8	15	14	9	20	11	17	30	16	11	15	6	16	11	10	8	10	12	11	13	8	11	17	11	13	9	15	17	10	13	17	429	
Nursing FTE	147	101	79	147	152	98	240	164	249	345	294	104	147	70	130	67	127	87	152	172	123	157	136	118	200	242	190	61	104	171	156	138	160	5,029	
Pharmacy FTE	12	9	6	18	19	9	22	13	19	33	19	10	17	3	8	7	10	8	11	14	13	15	9	13	21	17	18	7	24	12	26	15	12	469	
Dental Clinical FTE	30	25	26	27	19	24	28	13	30	17	28	25	33	17	18	23	21	20	27	26	21	26	20	26	23	19	34	26	25	21	24	19	29	790	
Mental Health Clinical FTE	22	5	2	29	35	8	55	32	82	89	66	16	20	2	29	13	23	6	36	62	57	47	42	26	83	96	47	12	33	61	50	26	41	1,251	
Clinical Support FTE	9	5	5	10	13	5	18	10	23	34	21	7	7	3	7	4	7	5	8	10	12	13	6	8	17	18	15	4	11	13	14	10	12	364	
Admin. Support FTE	87	57	50	69	84	59	123	88	107	131	98	59	75	42	60	39	68	50	75	75	80	84	67	71	93	75	72	48	75	106	68	66	94	2,496	
Total Actual FTE	323	211	176	315	335	212	505	330	527	678	543	233	313	143	267	163	267	185	320	371	316	355	287	273	455	477	391	167	286	402	349	286	366	10,827	
Civil Service FTE	304	194	165	279	324	190	486	316	503	624	483	217	274	136	257	152	237	171	275	329	294	311	263	259	377	406	355	161	253	376	288	274	318	9,850	
Overtime FTE	7	8	9	12	5	12	5	7	18	36	28	6	16	2	4	6	18	5	14	17	7	15	6	5	22	17	11	3	7	21	21	4	13	386	
Registry FTE	12	9	2	25	7	9	14	7	6	18	32	10	24	5	6	5	11	9	31	25	16	30	18	9	56	54	25	3	26	5	40	8	35	592	

DASHBOARD MONTHLY COMPARISON - September 2012

LEGEND:

-	Not Applicable
-	Not Reported

	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	\$53	\$42	\$82	\$111	\$57	\$112	\$143	\$97	\$302	\$98	\$77	\$59	\$65	\$114	\$72	\$68	\$61	\$71	\$75	\$86	\$81	\$57	\$71	\$107	\$102	\$54	\$47	\$83	\$97	\$64	\$110	\$78	\$82				
Nursing Staff	\$226	\$224	\$137	\$262	\$375	\$230	\$413	\$760	\$434	\$1,359	\$592	\$230	\$225	\$232	\$423	\$189	\$305	\$204	\$317	\$383	\$332	\$304	\$406	\$234	\$432	\$757	\$278	\$116	\$215	\$364	\$402	\$371	\$276	\$337				
Pharmacy Staff	\$15	\$15	\$9	\$26	\$48	\$18	\$32	\$61	\$27	\$123	\$36	\$24	\$15	\$8	\$39	\$17	\$18	\$17	\$19	\$27	\$27	\$20	\$21	\$29	\$42	\$38	\$26	\$10	\$41	\$30	\$56	\$43	\$21	\$28				
Dental Clinical Staff	\$73	\$69	\$57	\$77	\$81	\$82	\$61	\$105	\$64	\$74	\$72	\$72	\$64	\$81	\$73	\$82	\$63	\$68	\$71	\$85	\$75	\$83	\$79	\$82	\$73	\$88	\$63	\$68	\$70	\$80	\$69	\$89	\$82	\$73				
Mental Health Clinical Staff	\$67	\$21	\$6	\$115	\$202	\$29	\$182	\$355	\$216	\$542	\$222	\$77	\$51	\$19	\$199	\$56	\$97	\$17	\$137	\$217	\$250	\$154	\$168	\$112	\$348	\$557	\$106	\$45	\$110	\$256	\$181	\$177	\$139	\$149				
Clinical Support Staff	\$10	\$6	\$7	\$14	\$28	\$10	\$22	\$40	\$32	\$109	\$35	\$14	\$6	\$6	\$13	\$9	\$12	\$7	\$13	\$19	\$30	\$19	\$15	\$12	\$35	\$52	\$12	\$7	\$18	\$21	\$24	\$23	\$17	\$19				
Admin. Support Staff	\$80	\$71	\$45	\$78	\$130	\$79	\$115	\$240	\$96	\$289	\$109	\$77	\$58	\$82	\$113	\$61	\$94	\$83	\$93	\$98	\$128	\$92	\$123	\$87	\$111	\$167	\$56	\$50	\$82	\$157	\$100	\$112	\$79	\$96				
Hospital	\$117	\$41	\$19	\$58	\$68	\$47	\$114	\$96	\$47	\$366	\$123	\$78	\$105	\$74	\$86	\$57	\$36	\$42	\$95	\$73	\$113	\$106	\$11	\$132	\$169	\$100	\$194	\$34	\$111	\$135	\$107	\$56	\$102	\$94				
Emergency Department	\$8	\$4	\$5	\$3	\$6	\$4	\$2	\$3	\$3	\$7	\$3	\$4	\$3	\$4	\$4	\$2	\$9	\$3	\$6	\$9	\$5	\$3	\$5	\$5	\$8	\$7	\$5	\$2	\$4	\$5	\$7	\$4	\$3	\$5				
Specialty	\$33	\$32	\$11	\$22	\$55	\$15	\$31	\$27	\$41	\$74	\$35	\$26	\$32	\$27	\$13	\$11	\$18	\$21	\$25	\$40	\$40	\$32	\$4	\$35	\$51	\$15	\$56	\$12	\$41	\$46	\$30	\$31	\$29	\$31				
Medications	\$71	\$27	\$17	\$55	\$139	\$32	\$165	\$121	\$161	\$414	\$111	\$122	\$65	\$42	\$76	\$50	\$58	\$34	\$69	\$132	\$222	\$68	\$61	\$73	\$207	\$266	\$111	\$32	\$118	\$112	\$88	\$91	\$75	\$100				
Diagnostics	\$14	\$14	\$8	\$16	\$35	\$9	\$35	\$31	\$20	\$30	\$10	\$18	\$13	\$10	\$28	\$10	\$16	\$12	\$9	\$44	\$23	\$32	\$9	\$15	\$43	\$14	\$16	\$9	\$24	\$32	\$14	\$26	\$31	\$20				
WORKLOAD PER DAY																																						
Patient Encounters per PCP	10	13	13	10	16	13	12	10	13	10	13	13	14	11	-	8	11	12	14	13	11	10	8	14	12	11	14	11	-	11	14	16	13	12				
Patient Encounters per Primary Mental Health Clinician	8	5	3	7	8	5	6	7	9	5	9	6	8	4	9	7	7	4	11	8	8	7	5	8	6	9	8	8	6	5	7	7	11	7				
Patient Encounters per Psychiatrist	14	7	-	11	9	4	8	8	12	8	10	17	11	3	10	9	8	-	13	11	12	9	4	11	11	9	10	10	9	6	9	10	10	10				
Prescriptions per Pharmacist	181	84	107	116	136	74	97	64	186	52	105	113	219	-	93	102	106	56	118	141	167	135	87	120	127	123	154	121	101	205	58	156	124	115				
OTHER TRENDS																																						
High Risk Patients	511	221	59	240	260	157	843	137	804	863	348	294	545	156	93	141	190	195	219	402	465	116	112	307	612	309	697	125	612	481	284	134	129	11,061				
Mental Health High Utilizers per 1,000 Inmates	2	0	0	7	3	0	6	21	14	48	19	3	1	0	4	0	2	0	9	9	19	0	11	2	16	41	11	1	0	3	35	9	2	8				
Appeals Received per 1,000 Inmates	46	12	7	32	54	12	34	45	20	57	72	17	38	14	40	11	44	22	34	19	61	37	35	41	87	77	57	15	30	38	37	45	41	37				
Health Care Appts. Missed Due to Custody	0.0%	0.6%	0.6%	0.2%	0.0%	0.0%	0.4%	0.5%	0.4%	0.3%	0.0%	0.0%	0.0%	0.1%	0.0%	2.4%	0.9%	0.4%	0.9%	1.2%	0.1%	0.6%	1.6%	0.1%	0.1%	0.8%	0.3%	0.0%	0.1%	0.2%	4.2%	0.3%	0.2%	0.5%				
Prison Population Capacity	164%	159%	114%	172%	134%	160%	164%	113%	136%	101%	151%	144%	171%	156%	150%	114%	158%	158%	167%	171%	178%	174%	132%	162%	150%	146%	162%	115%	163%	122%	145%	94%	168%	147%				
Cell Bed Changes	59%	67%	84%	78%	77%	71%	79%	85%	87%	59%	64%	41%	62%	55%	89%	67%	73%	70%	71%	69%	54%	86%	59%	70%	77%	68%	70%	72%	52%	62%	71%	88%	88%	69%				
Average Document Scan Time	3.1	3.5	3.3	2.8	4.4	3.0	3.7	3.4	3.0	3.6	6.2	2.9	4.7	4.3	4.5	1.6	4.6	4.6	3.3	4.4	2.9	4.1	5.8	4.8	3.0	4.7	4.7	4.3	3.3	4.0	5.3	3.3	4.1	3.9				

DASHBOARD MONTHLY COMPARISON - September 2012

LEGEND:

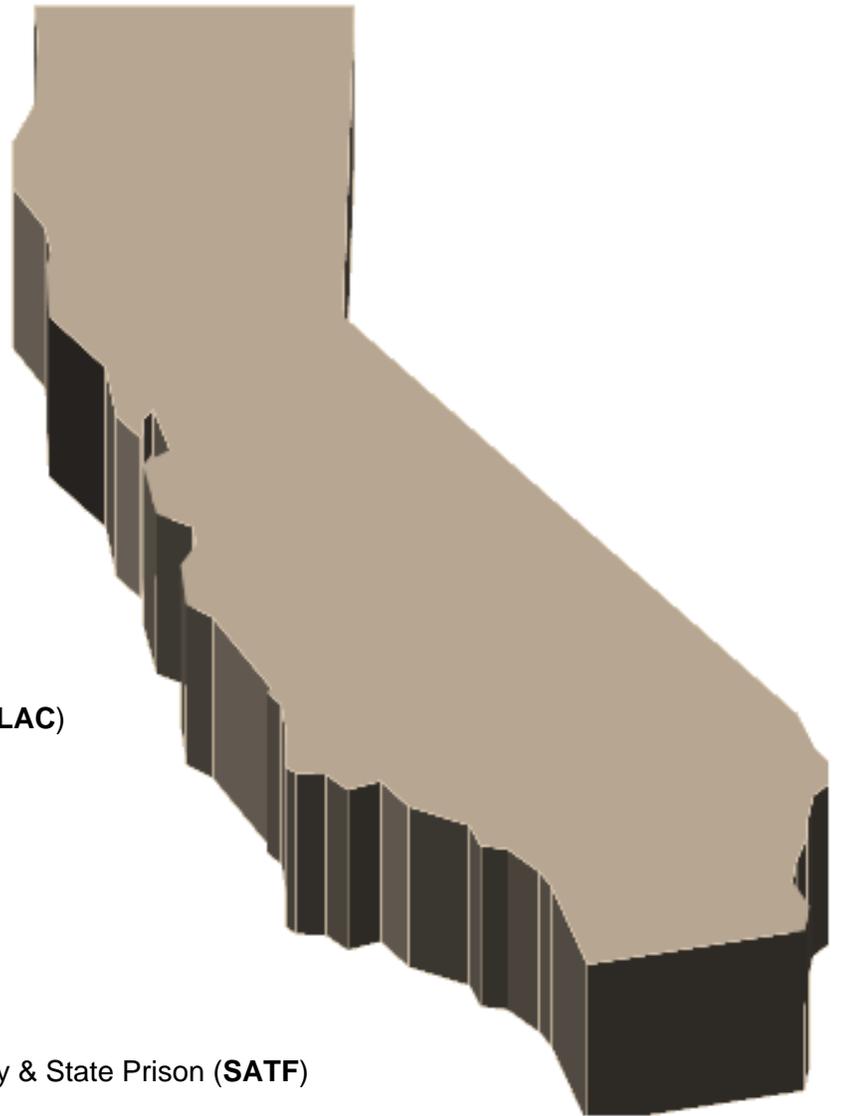
- Not Applicable
 - Not Reported

	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%	6%	2%	5%	15%	2%	2%	2%	1%	1%	1%	1%	1%	1%	3%	4%	1%	1%	2%	7%	3%	4%	1%	6%	3%	3%	3%	1%	3%
High Risk Priority 2	9%	5%	1%	4%	6%	3%	11%	7%	11%	22%	5%	6%	7%	5%	3%	4%	4%	4%	4%	7%	11%	2%	2%	6%	11%	9%	8%	2%	9%	9%	5%	4%	2%	6%
Medium Risk	52%	28%	19%	52%	48%	28%	48%	46%	49%	52%	53%	48%	50%	32%	34%	46%	41%	32%	52%	60%	62%	34%	39%	63%	61%	63%	54%	29%	51%	49%	61%	61%	34%	46%
Low Risk	38%	66%	80%	43%	43%	68%	35%	45%	35%	11%	40%	44%	40%	62%	62%	49%	54%	63%	42%	30%	23%	64%	58%	29%	21%	25%	33%	68%	35%	39%	31%	31%	63%	45%
Enhanced Outpatient Program-Mental Health	-	-	-	11	31	-	47	74	583	421	236	-	-	14	-	-	-	88	398	533	86	186	-	546	639	281	-	-	42	255	-	83	4,554	
Patients with Disability (ADA)	361	96	15	128	187	109	414	76	275	762	286	127	263	98	72	98	239	79	187	200	185	84	59	409	492	132	902	84	317	225	277	81	72	7,391
Licensed 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	1,488	369	385	780	547	475	1,484	262	1,693	1,106	791	768	1,933	669	303	539	373	584	340	712	975	582	318	936	902	431	1,461	646	1,443	1,386	553	334	566	26,134
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	W	M	-
Total Population	4,792	3,659	4,413	4,785	2,747	3,697	4,890	1,529	5,182	2,321	4,724	3,603	5,708	2,716	2,510	2,807	3,665	3,472	4,098	3,934	3,024	4,721	3,137	3,736	3,280	2,650	5,562	4,264	4,276	3,755	3,563	1,872	4,977	124,069

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)

September 2012

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SALINAS VALLEY STATE PRISON (SVSP)

September 2012

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SAN QUENTIN STATE PRISON (SQ)

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SUBSTANCE ABUSE TREATMENT FACILITY (SATF)

September 2012

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R. J. DONOVAN CORRECTIONAL FACILITY (RJD)

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PELICAN BAY STATE PRISON (PBSP)

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September 2012

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September 2012

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CALIFORNIA STATE PRISON, LOS ANGELES COUNTY (LAC)

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IRONWOOD STATE PRISON (ISP)

September 2012

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September 2012

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September 2012

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CALIFORNIA MEDICAL FACILITY (CMF)

September 2012

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CALIFORNIA INSTITUTION FOR WOMEN (CIW)

September 2012

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CENTINELA STATE PRISON (CEN)

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CENTRAL CALIFORNIA WOMEN'S FACILITY (CCWF)

September 2012

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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% Fail < 75%	Percentage adherence to standards in the Clinical Process category of the Perez Court Expert Dental Audit Tool.	Perez Court Expert Dental Audit Tool
Quality of Care	Pass ≥80% Fail < 80%	Percentage adherence to standards in the Quality of Care category of the Perez Court Expert Dental Audit Tool.	
Patient Safety	Pass ≥90% Fail < 90%	Percentage adherence to standards in the Patient Safety category of the Perez Court Expert Dental Audit Tool.	
MENTAL HEALTH TIMEFRAME COMPLIANCE			
Contact Intervals	High: ≥85% Moderate: 75%-84% Low: <75%	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
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%	<p>Average of the following measures for inmate-patients 18 through 75 years of age with diabetes*, who were continuously incarcerated during the last 12 months, whose:</p> <ul style="list-style-type: none"> • Most recent hemoglobin A1c (HbA1c) result in the last 12 months was <8% (under control) • Most recent low-density lipoprotein-cholesterol (LDL-C) result in the last 12 months was <100 mg/dL (under control) • Most recent blood pressure in the last 12 months was <140/90 (under control) • Received medical attention in the last 12 months 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>	<p>Reference and Institution Laboratory Databases / Guardian Pharmacy Database / Strategic Offender Management System/ Third Party Health Care Claims / Institution Inmate Refusal Data (Self-Reported)</p>
	High ≥ 75%		
	Moderate 65%-74%		
	Low < 65%		
Asthma Care	Goal ≥ 85%	<p>Percentage of inmate-patients 18 through 50 years of age who had persistent asthma*, who were continuously incarcerated in the last 12 months, who were prescribed an inhaled corticosteroid in the last 12 months</p> <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) dispensing events in the last 12 months for any of the following asthma medications:</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%	<p>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 last 32 days. To be eligible, inmate-patients must have been receiving anticoagulation therapy for at least each of the last four months.</p>	
	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. Hospitalizations considered potentially avoidable are based on the Agency for Healthcare Research and Quality (AHRQ) criteria for 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. CCHCS also includes end stage liver disease complications, self-injury, medication-related events, and hospital readmissions within 30 days of discharge. Reported rates reflect an annualized rate using the latest six-months.	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 last 12 months, who were offered or received 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) during the last 12 months • a sigmoidoscopy during the last 5 years • a colonoscopy during 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 eligible 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 last 12 months who received a mammogram in the last two years or were offered a mammogram during the last 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 last 12 months but the inmate-patient declined.	
	High ≥ 85%		
	Moderate 75%-84%		
	Low < 75%		

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD GLOSSARY

Measure	Goal	Definition	Sources
Flu vaccination	Goal ≥ 85%	Percentage of inmate-patients who were offered influenza vaccination between September 1 and December 31. Please note that an inmate-patient was counted towards compliance if flu vaccination was offered but the inmate-patient declined. This measure is reported annually by institutions.	
	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 last 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 that occurred with a single mental health clinician for inmate-patients residing at their current institution during the last six months and enrolled in the Enhanced Outpatient Program for the last six months.	

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD GLOSSARY

Measure	Goal	Definition	Sources
Psychiatrist		Percentage of psychiatrist encounters that occurred with a single psychiatrist for inmate-patients residing at their current institution during the last six months and enrolled in the Enhanced Outpatient Program for the last six months.	
MEDICATION MANAGEMENT			
Access to Medications	Goal ≥ 85%	Average percentage of <ul style="list-style-type: none"> chronic care inmate-patients who received all prescribed chronic care medications during the last 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 ≥ 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: <60	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: <60		
	Moderate: 60-100		
	Low: >100		
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, CDCR Dental Facility Vacancy Report, Mental Health Institution Vacancy 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 last 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, CDCR Dental Facility Vacancy Report, Mental Health Institution Vacancy 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
	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.	Strategic Offender Management System, Census and Discharge Data Information System, Mental Health Tracking System, Fiscal Suicide Watch Logs
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 last six months who moved cell beds 1 or more times during that same period.	Statewide Offender Management System
Average Document Scan Time (In Days)		The average number of days between a document's encounter date and its scan date	eUHR Database

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD GLOSSARY

Measure	Goal	Definition	Sources
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
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.	