

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

February 2013, Version 3.0

Dashboard Links:

MONTHLY INSTITUTION COMPARISON

INSTITUTION SCORECARDS

GLOSSARY

Other Quality Management Resources:

PERFORMANCE REPORTS

DECISION SUPPORT

FEEDBACK

KEY:

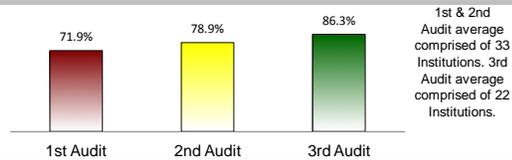
HIGH ADHERENCE

MODERATE

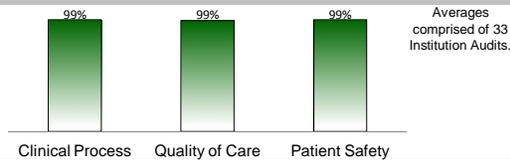
LOW

*Per 1,000 inmates

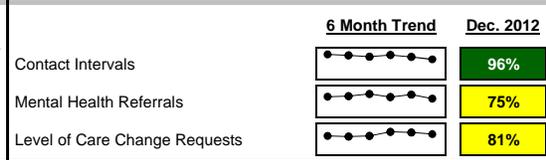
MEDICAL PROGRAM INSPECTIONS



DENTAL PROGRAM PEREZ AUDIT



MENTAL HEALTH TIMEFRAME COMPLIANCE



PREVENTION / DISEASE MANAGEMENT

	Prior Quarter	Recent Quarter
Diabetes Care	79%	80%
Asthma Care	85%	86%
Therapeutic Anticoagulation	67%	70%
Potentially Avoidable Hospitalizations (per year)*	21	20
Colon Cancer Screening	89%	91%
Breast Cancer Screening	97%	91%

	Prior Year	Current Year
Flu Vaccination	-	95%

ACCESS AND CONTINUITY

	6 Month Trend	Dec. 2012
ACCESS		
RN Episodic Care	95%	95%
PCP Episodic Care	87%	87%
PCP Chronic Care	80%	80%
Specialty Consultation	95%	95%
PCP Specialty Follow-up	84%	84%
PCP Hospital Follow-up	91%	91%
CONTINUITY		
Primary Care Provider (PCP)	73%	73%
Mental Health Primary Clinician	82%	82%
Psychiatrist	85%	85%

MEDICATION MANAGEMENT

	6 Month Trend	Dec. 2012
Access to Medications	87%	87%
Med. Provider Non-Formulary Prescribing	5.4%	5.4%
Psychiatrist Non-Formulary Prescribing	3.6%	3.6%
Prescriptions per Inmate	2.9	2.9
KOP Meds from Central Fill	65%	65%

SPECIALTY AND HOSPITAL SERVICES

	6 Month Trend	Most Recent
Specialty Care Referrals*	55	55
Specialty Appts via Telemedicine	59%	59%
Admin. Hospital Bed Days (per year)*	7	7
Hospital Admissions*	5.1	5.1
Emergency Department Visits*	4.2	4.2

STAFFING IN FULL TIME EQUIVALENTS (FTE)

	Actual Nov. 2012	Authorized Nov. 2012	% of Auth.
TOTAL	11,364	12,456	91%
Medical FTE	459	495	93%
Nursing FTE	4,895	4,716	104%
Pharmacy FTE	502	340	148%
Dental Clinical FTE	771	778	99%
Mental Health Clinical FTE	1,202	1,565	77%
Clinical Support FTE	354	425	83%
Admin. Support FTE	3,181	4,138	77%

MAJOR COSTS PER INMATE PER MONTH

	LABOR	FY 11/12	YTD 12/13
Medical Staff		\$89.83	\$93.43
Nursing Staff		\$343.48	\$357.53
Pharmacy Staff		\$30.40	\$31.26
Dental Clinical Staff		\$78.79	\$80.71
Mental Health Clinical Staff		\$154.11	\$153.81
Clinical Support Staff		\$19.31	\$20.10
Admin. Support Staff		\$152.38	\$153.84

WORKLOAD PER DAY

	6 Month Trend	Most Recent
Patient Encounters per PCP	12	12
Patient Encounters per Primary Mental Health Clinician	8	8
Patient Encounters per Psychiatrist	10	10
Prescriptions Per Pharmacist	114	114

OTHER TRENDS

	6 Month Trend	Most Recent
Appropriately placed High Risk Patients	57%	57%
Mental Health High Utilizers*	11	11
Appeals Received*	29	29
Health Care Appts. Missed due to Custody	0.4%	0.4%
Prison Population Capacity	145%	145%
Cell Bed Changes	78%	78%
Average Document Scan Time (in days)	4.6	4.6

	6 Month Trend	Actual Nov. 2012	% of Total
Total Actual FTE		11,364	100%
Civil Service FTE		10,461	92%
Overtime FTE		393	3%
Registry FTE		509	4%

	NON LABOR	FY 11/12	YTD 12/13
Hospital		\$95.06	\$84.71
Emergency Department		\$4.62	\$5.06
Specialty		\$31.74	\$28.67
Medications		\$99.66	\$85.07
Diagnostics		\$20.13	\$18.14

DASHBOARD MONTHLY COMPARISON - February 2013

[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	Sq	SVSP	VSP	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			Aug-12	Aug-12	Jul-12	Oct-12		Jun-12	Mar-12	Mar-12	Sep-12	Apr-12			Oct-12		Aug-12		Jun-12	Jul-12		Jun-12	Oct-12	May-12	Apr-12	Feb-12	Sep-12	May-12		Apr-12		Jul-12		86.3%		
Overall Score	-	-	89.2%	85.3%	90.7%	88.0%	-	87.6%	85.4%	79.1%	87.2%	84.6%	-	-	89.3%	-	88.6%	-	77.6%	84.4%	-	80.8%	88.6%	84.7%	87.3%	79.2%	85.0%	93.0%	-	90.4%	-	92.6%	-			
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%	100%	100%	99%	96%	100%	100%	99%	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%	100%	99%	
MENTAL HEALTH TIMEFRAME COMPLIANCE																																				
Contact Intervals	100%	100%	-	100%	97%	100%	99%	99%	98%	96%	89%	98%	99%	100%	99%	100%	99%	100%	99%	96%	94%	94%	89%	94%	96%	97%	91%	93%	96%	100%	95%	100%	93%	96%		
Mental Health Referrals	94%	99%	100%	85%	87%	97%	79%	75%	94%	99%	77%	92%	86%	96%	87%	94%	78%	-	89%	85%	87%	52%	-	49%	86%	85%	43%	87%	56%	82%	82%	99%	43%	75%		
Level of Care Change Requests	94%	100%	-	85%	71%	96%	83%	100%	96%	72%	97%	100%	81%	100%	31%	78%	75%	50%	94%	97%	90%	68%	87%	96%	86%	99%	93%	93%	97%	96%	96%	100%	51%	81%		
PREVENTION/DISEASE MANAGEMENT																																				
Diabetes Care	83%	79%	84%	82%	79%	78%	87%	82%	85%	81%	79%	84%	79%	87%	83%	82%	76%	84%	74%	83%	77%	67%	75%	76%	75%	83%	71%	83%	82%	75%	67%	76%	70%	80%		
Asthma Care	96%	93%	100%	80%	78%	98%	91%	91%	97%	77%	89%	89%	95%	90%	96%	92%	99%	98%	76%	96%	93%	88%	93%	94%	91%	88%	91%	93%	93%	96%	89%	92%	87%	86%		
Therapeutic Anticoagulation	83%	100%†	-	67%†	86%†	50%†	84%	100%†	74%	63%	73%	50%†	56%†	-	100%†	100%†	50%†	100%†	67%†	73%	69%	0%†	50%†	75%†	60%	73%	70%	-	85%	75%	0%	-	50%†	70%		
P. Avoidable Hospitalizations	24	7	2	15	11	7	35	14	9	71	48	16	10	13	12	10	5	9	23	15	24	12	0	20	49	25	50	5	23	18	34	6	19	20		
Colon Cancer Screening	96%	86%	50%	97%	98%	90%	98%	93%	99%	94%	97%	92%	86%	100%	77%	97%	86%	100%	54%	97%	99%	79%	69%	91%	95%	97%	97%	98%	99%	82%	68%	100%	69%	91%		
Breast Cancer Screening	-	-	-	-	95%	-	-	85%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	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	97%	96%	98%	95%	99%	100%	97%	98%	87%	100%	99%	92%	93%	99%	83%	94%	100%	99%	95%	91%	92%	93%	95%	100%	94%	98%	92%	97%	85%	95%	96%	100%	97%	95%		
PCP Episodic Care	78%	93%	100%	87%	79%	90%	96%	100%	88%	86%	89%	85%	86%	94%	95%	97%	86%	95%	60%	76%	82%	72%	91%	89%	47%	85%	90%	100%	91%	93%	50%	91%	91%	87%		
PCP Chronic Care	90%	87%	70%	94%	90%	81%	69%	67%	67%	70%	75%	100%	95%	63%	95%	87%	96%	86%	57%	52%	95%	72%	95%	78%	55%	75%	94%	73%	95%	62%	75%	100%	100%	80%		
Specialty Consultation	97%	99%	100%	94%	100%	100%	100%	88%	92%	82%	94%	100%	91%	100%	94%	100%	92%	100%	100%	87%	100%	100%	100%	100%	85%	90%	100%	100%	91%	82%	79%	100%	100%	95%		
PCP Specialty Follow-up	96%	82%	100%	86%	85%	54%	86%	94%	98%	82%	93%	91%	44%	95%	88%	95%	93%	83%	81%	85%	92%	63%	79%	91%	62%	68%	82%	100%	80%	52%	82%	100%	100%	84%		
PCP Hospital Follow-up	100%	88%	67%	100%	90%	78%	100%	100%	100%	90%	89%	84%	100%	100%	94%	100%	100%	91%	89%	100%	96%	100%	67%	100%	71%	100%	85%	100%	87%	69%	92%	100%	93%	91%		
Primary Care Provider (PCP) Continuity	64%	74%	80%	83%	79%	73%	87%	78%	71%	61%	58%	86%	87%	74%	78%	78%	67%	85%	71%	60%	77%	56%	86%	73%	46%	67%	66%	84%	83%	69%	77%	52%	86%	73%		
Mental Health Primary Clinician Continuity	-	-	-	-	-	-	-	70%	81%	78%	75%	-	-	-	-	-	-	-	-	95%	91%	-	79%	-	85%	73%	90%	-	-	61%	78%	-	-	82%		
Psychiatrist Continuity	-	-	-	-	-	-	-	65%	98%	86%	96%	-	-	-	-	-	-	-	83%	53%	79%	-	59%	-	92%	92%	89%	-	-	96%	86%	-	-	85%		

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

DASHBOARD MONTHLY COMPARISON - February 2013

[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	Sq	SVSP	VSP	WSP	STATE
MEDICATION MANAGEMENT																																		
Access to Medications	88%	99%	98%	93%	95%	72%	96%	97%	70%	85%	85%	92%	87%	98%	93%	98%	87%	79%	91%	86%	85%	94%	92%	82%	71%	61%	83%	92%	77%	80%	88%	92%	93%	87%
Med. Provider Non-Formulary Prescribing	4.7%	4.1%	2.2%	2.7%	5.3%	3.9%	7.6%	3.6%	4.1%	10.9%	11.4%	3.1%	3.0%	2.6%	5.3%	4.1%	4.8%	2.0%	1.9%	2.6%	5.2%	2.3%	2.8%	4.2%	6.6%	7.0%	5.3%	3.6%	11.3%	8.0%	3.3%	5.2%	5.8%	5.4%
Psychiatrist Non-Formulary Prescribing	3.3%	-	-	0.4%	5.0%	-	2.3%	4.8%	13.1%	13.1%	5.3%	1.4%	1.5%	-	2.9%	1.3%	2.7%	-	3.0%	2.0%	3.3%	2.9%	2.5%	7.4%	2.8%	3.4%	2.8%	0.8%	2.0%	9.1%	5.4%	4.0%	4.3%	3.6%
Prescriptions per Inmate	2.8	1.5	0.7	2.5	4.5	1.5	4.0	4.4	2.6	3.0	3.6	3.0	3.3	1.8	2.6	2.5	1.6	1.5	2.3	3.9	4.6	2.5	1.3	3.4	4.8	4.7	4.0	1.3	4.1	3.9	2.8	3.8	2.0	2.9
KOP Meds from Central Fill	78%	92%	77%	50%	59%	85%	63%	36%	69%	46%	26%	72%	67%	80%	74%	91%	68%	59%	63%	25%	88%	-	-	80%	60%	82%	67%	91%	83%	-	55%	70%	77%	65%
SPECIALTY AND HOSPITAL SERVICES																																		
Specialty Care Referrals per 1,000 Inmates	61	38	32	33	64	35	82	42	83	119	53	34	60	52	66	41	44	78	27	69	94	36	21	33	55	38	41	33	95	100	38	147	35	55
Specialty Appointments via Telemedicine	52%	88%	46%	69%	64%	86%	42%	71%	28%	38%	86%	72%	50%	81%	60%	53%	69%	91%	66%	44%	64%	72%	4%	54%	79%	39%	61%	39%	38%	28%	58%	84%	66%	59%
Administrative Hospital Bed Days per 1,000 Inmates	0	0	0	0	0	19	0	0	62	0	0	0	0	0	0	0	0	0	0	0	16	0	0	0	54	36	0	0	3	0	24	0	2	7
Hospital Admissions per 1,000 Inmates	9.2	2.1	0.9	4.2	3.7	2.5	9.1	7.4	4.3	16.0	5.3	2.7	4.8	1.9	3.7	3.4	2.9	2.0	6.9	4.0	6.7	2.3	0.7	3.6	12.7	4.1	9.0	1.9	7.6	5.7	6.6	3.1	7.1	5.1
Emergency Dept. Visits per 1,000 Inmates	6.7	5.9	3.6	3.2	0.6	3.1	1.8	0.6	2.9	6.5	2.6	3.7	3.1	4.3	2.9	1.5	7.1	3.5	9.6	12.3	4.5	3.4	3.3	4.0	7.2	6.6	3.7	1.6	3.1	2.1	7.9	0.6	3.2	4.2
STAFFING IN FULL TIME EQUIVALENTS																																		
Total	302	198	159	300	320	203	497	336	499	639	527	223	295	145	251	157	244	178	287	344	299	342	272	258	431	466	404	161	277	382	359	264	339	10,359
Medical FTE	15	9	8	13	15	8	19	11	18	27	15	11	15	5	15	10	10	8	12	12	11	13	8	12	17	11	15	9	13	15	10	12	16	419
Nursing FTE	139	100	72	138	145	95	243	171	235	329	283	101	141	68	122	64	114	86	118	167	121	149	129	118	186	231	194	64	110	166	168	131	138	4,835
Pharmacy FTE	12	7	6	18	18	9	24	14	19	36	18	9	15	5	8	8	8	6	11	13	12	13	8	13	18	17	18	6	22	13	25	13	13	454
Dental Clinical FTE	29	23	25	28	18	24	27	13	27	16	27	24	32	18	16	21	23	20	27	25	19	26	23	24	24	20	32	25	24	21	25	18	27	771
Mental Health Clinical FTE	19	5	0	30	36	7	56	33	82	76	63	18	22	4	28	12	20	5	39	53	49	41	37	25	81	98	49	10	30	61	48	24	43	1,202
Clinical Support FTE	8	4	5	10	13	5	18	12	23	30	22	7	5	3	6	4	7	5	9	9	12	14	6	7	15	17	17	3	10	14	14	8	12	354
Admin. Support FTE	80	51	42	63	77	55	111	83	95	125	100	53	66	42	56	38	62	48	72	65	75	85	61	60	91	72	80	43	68	93	69	59	89	2,324
Total Actual FTE	302	198	159	300	320	203	497	336	499	639	527	223	295	145	251	157	244	178	287	344	299	342	272	258	431	466	404	161	277	382	359	264	339	10,359
Civil Service FTE	285	183	149	270	310	185	467	312	465	604	476	207	264	140	245	147	219	165	246	304	281	292	254	239	370	408	366	155	243	362	295	257	298	9,464
Overtime FTE	7	9	6	8	8	11	10	14	26	22	30	5	11	2	2	6	15	9	14	18	8	20	7	8	15	16	14	3	11	15	22	2	13	385
Registry FTE	11	6	4	22	2	7	19	10	9	14	22	10	21	2	4	3	10	5	27	21	10	29	12	11	46	42	24	3	22	5	42	5	28	509

DASHBOARD MONTHLY COMPARISON - February 2013

[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	SQ	SVSP	VSP	WSP	STATE			
MAJOR COSTS PER INMATE PER MONTH																																					
Medical Staff	\$69	\$56	\$42	\$69	\$123	\$58	\$108	\$175	\$99	\$316	\$109	\$81	\$62	\$65	\$143	\$87	\$67	\$62	\$74	\$68	\$91	\$71	\$54	\$68	\$115	\$110	\$60	\$53	\$87	\$96	\$69	\$137	\$72	\$84			
Nursing Staff	\$233	\$238	\$182	\$248	\$388	\$249	\$453	\$925	\$485	\$1,330	\$587	\$248	\$225	\$230	\$424	\$208	\$321	\$238	\$297	\$360	\$375	\$296	\$391	\$233	\$462	\$760	\$287	\$127	\$228	\$379	\$423	\$520	\$266	\$351			
Pharmacy Staff	\$16	\$19	\$11	\$26	\$44	\$16	\$36	\$65	\$31	\$126	\$34	\$25	\$18	\$11	\$37	\$21	\$18	\$14	\$19	\$27	\$30	\$21	\$20	\$28	\$38	\$43	\$25	\$10	\$46	\$25	\$58	\$58	\$21	\$29			
Dental Clinical Staff	\$69	\$75	\$70	\$70	\$75	\$75	\$77	\$99	\$74	\$84	\$72	\$82	\$66	\$80	\$82	\$88	\$72	\$72	\$70	\$69	\$76	\$73	\$84	\$86	\$81	\$86	\$63	\$70	\$72	\$74	\$72	\$123	\$66	\$75			
Mental Health Clinical Staff	\$68	\$17	\$3	\$97	\$180	\$29	\$174	\$320	\$244	\$532	\$206	\$78	\$55	\$23	\$173	\$66	\$85	\$23	\$154	\$221	\$280	\$137	\$186	\$114	\$358	\$535	\$131	\$46	\$103	\$226	\$190	\$242	\$129	\$149			
Clinical Support Staff	\$10	\$7	\$8	\$11	\$28	\$10	\$25	\$49	\$35	\$104	\$37	\$14	\$7	\$6	\$15	\$8	\$12	\$7	\$16	\$18	\$29	\$17	\$14	\$13	\$33	\$53	\$17	\$6	\$17	\$22	\$30	\$41	\$15	\$20			
Admin. Support Staff	\$82	\$75	\$49	\$67	\$129	\$84	\$121	\$278	\$104	\$286	\$103	\$81	\$58	\$73	\$117	\$81	\$94	\$84	\$95	\$93	\$131	\$88	\$120	\$85	\$119	\$144	\$63	\$49	\$84	\$147	\$97	\$154	\$80	\$97			
Hospital	\$88	\$42	\$21	\$44	\$48	\$42	\$148	\$72	\$75	\$391	\$110	\$66	\$91	\$46	\$92	\$60	\$29	\$49	\$89	\$76	\$109	\$55	\$13	\$88	\$162	\$131	\$147	\$24	\$138	\$71	\$126	\$40	\$72	\$85			
Emergency Department	\$8	\$6	\$5	\$4	\$5	\$3	\$1	\$1	\$4	\$6	\$4	\$3	\$4	\$4	\$4	\$3	\$11	\$2	\$8	\$11	\$7	\$3	\$5	\$6	\$6	\$6	\$7	\$2	\$5	\$4	\$10	\$3	\$4	\$5			
Specialty	\$29	\$25	\$10	\$20	\$42	\$16	\$37	\$27	\$41	\$66	\$30	\$26	\$29	\$15	\$19	\$16	\$15	\$26	\$22	\$35	\$32	\$23	\$5	\$27	\$47	\$18	\$45	\$9	\$50	\$38	\$32	\$30	\$32	\$29			
Medications	\$51	\$23	\$16	\$32	\$117	\$30	\$188	\$109	\$155	\$391	\$96	\$84	\$49	\$17	\$83	\$36	\$45	\$33	\$43	\$109	\$192	\$49	\$36	\$57	\$187	\$181	\$99	\$24	\$115	\$101	\$83	\$62	\$66	\$85			
Diagnostics	\$15	\$11	\$8	\$11	\$28	\$9	\$35	\$19	\$21	\$40	\$12	\$17	\$13	\$11	\$29	\$11	\$14	\$13	\$11	\$22	\$24	\$33	\$9	\$13	\$25	\$14	\$14	\$10	\$21	\$25	\$15	\$17	\$33	\$18			
WORKLOAD PER DAY																																					
Patient Encounters per PCP	11	11	12	10	15	13	12	12	13	9	13	12	14	12	10	8	13	12	-	13	10	11	7	14	12	10	15	11	12	11	12	14	13	12			
Patient Encounters per Primary Mental Health Clinician	8	4	-	8	8	5	6	7	9	5	10	5	7	2	7	5	7	3	11	9	8	10	5	9	6	8	9	9	6	5	7	6	12	8			
Patient Encounters per Psychiatrist	14	-	-	12	10	6	10	10	12	7	9	13	12	-	11	7	9	5	13	11	12	9	5	11	11	8	11	10	9	7	13	9	9	10			
Prescriptions per Pharmacist	200	145	143	108	185	85	90	76	133	26	130	141	239	152	72	87	89	92	117	140	183	128	71	109	166	104	192	129	118	203	54	102	101	114			
OTHER TRENDS																																					
High Risk Patients	458	131	61	179	327	85	1,005	218	894	914	318	255	538	124	106	176	154	181	210	472	459	111	109	208	744	295	627	104	712	612	281	234	147	11,449			
Mental Health High Utilizers per 1,000 Inmates	6	1	0	4	1	0	12	28	14	77	23	4	2	0	7	0	2	0	13	26	19	5	12	2	23	54	14	2	1	4	48	5	8	11			
Appeals Received per 1,000 Inmates	36	13	2	21	46	11	35	27	20	51	66	17	32	15	27	10	27	16	19	24	42	28	34	40	66	82	29	9	22	28	17	33	26	29			
Health Care Appts. Missed Due to Custody	0.2%	0.0%	0.1%	0.0%	0.8%	0.1%	0.6%	0.4%	0.0%	1.2%	0.0%	0.0%	0.3%	0.0%	0.1%	0.0%	1.8%	0.3%	0.2%	0.2%	1.1%	0.0%	0.9%	0.0%	0.1%	0.7%	0.0%	0.0%	2.1%	0.2%	1.1%	0.1%	0.2%	0.4%			
Prison Population Capacity	168%	148%	120%	161%	184%	140%	160%	145%	133%	98%	147%	137%	170%	155%	128%	84%	151%	157%	155%	162%	166%	174%	122%	157%	161%	135%	166%	127%	155%	130%	147%	98%	169%	145%			
Cell Bed Changes	67%	77%	91%	82%	86%	83%	88%	91%	91%	71%	75%	55%	71%	63%	95%	78%	83%	81%	86%	79%	73%	90%	66%	79%	84%	82%	80%	81%	68%	70%	79%	-	93%	78%			
Average Document Scan Time	4.2	4.2	3.3	2.7	4.5	4.3	6.3	4.4	3.4	3.3	5.3	3.9	5.8	3.5	7.1	2.2	4.2	4.1	3.9	6.7	3.1	5.7	6.3	4.7	3.8	6.6	4.5	5.0	4.1	4.4	4.5	3.0	5.6	4.6			

DASHBOARD MONTHLY COMPARISON - February 2013

LEGEND:

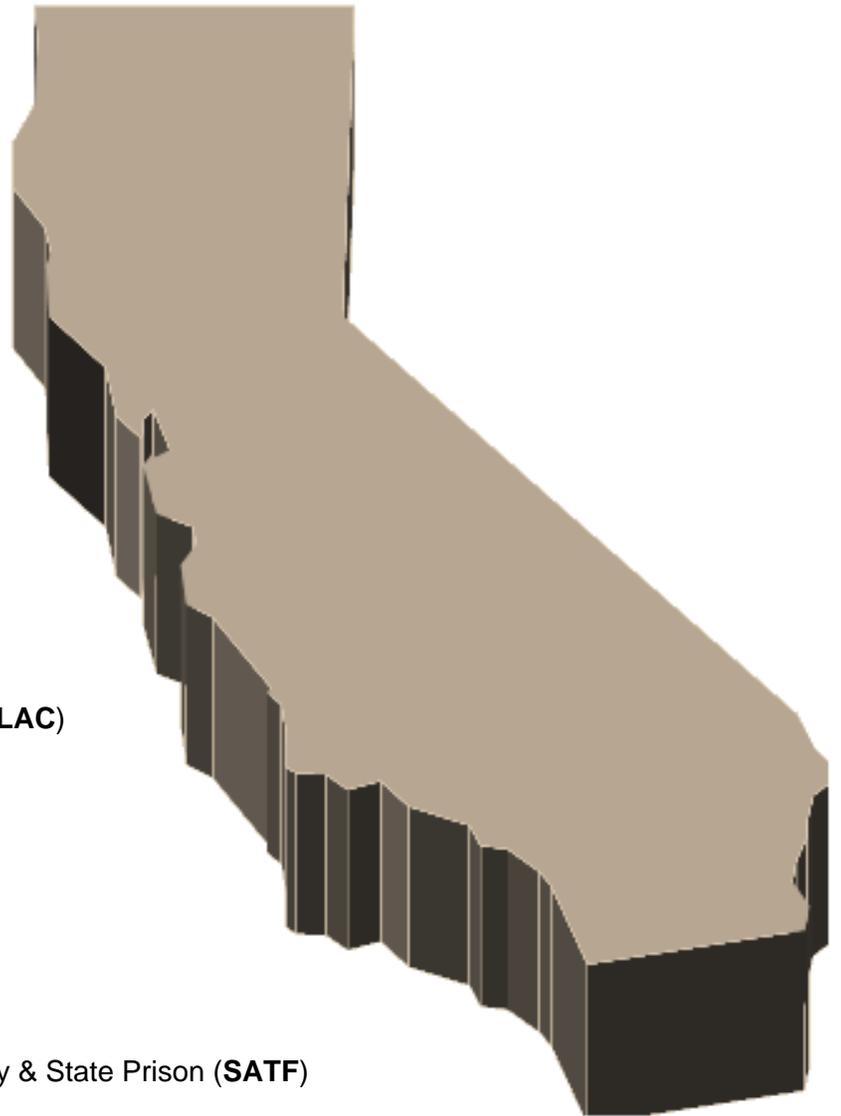
-	Not Applicable
-	Not Reported

	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	VSP	WSP	STATE	
INSTITUTION AND POPULATION CHARACTERISTICS																																			
High Risk Priority 1	2%	1%	0%	1%	3%	1%	7%	3%	5%	17%	2%	2%	2%	1%	2%	1%	1%	1%	2%	4%	4%	0%	1%	1%	8%	3%	4%	0%	6%	5%	3%	3%	1%	3%	
High Risk Priority 2	8%	3%	1%	3%	6%	2%	14%	8%	13%	23%	5%	6%	7%	4%	3%	6%	3%	4%	4%	9%	12%	2%	3%	5%	13%	9%	7%	2%	11%	11%	5%	8%	2%	7%	
Medium Risk	49%	20%	12%	45%	47%	22%	43%	50%	44%	49%	51%	43%	44%	26%	34%	40%	36%	24%	48%	53%	59%	32%	28%	61%	57%	58%	52%	23%	47%	44%	60%	47%	33%	42%	
Low Risk	42%	76%	86%	51%	44%	75%	35%	39%	38%	12%	42%	49%	47%	69%	62%	53%	59%	71%	47%	34%	25%	66%	68%	34%	22%	30%	37%	74%	35%	40%	32%	42%	65%	49%	
Enhanced Outpatient Program-Mental Health	-	-	-	-	44	-	70	76	615	401	238	-	-	-	-	-	-	-	105	373	545	89	176	-	534	594	358	-	-	48	225	-	73	4,564	
Patients with Disability (ADA)	398	72	24	112	260	90	486	111	278	796	278	125	250	105	91	88	196	79	162	207	189	80	51	330	565	118	826	68	350	260	270	265	162	7,742	
Licensed Beds	28	18	24	32	39	15	81	37	37	347	99	10	22	14	29	-	35	15	22	18	24	16	20	17	30	90	38	13	18	52	27	26	18	1,311	
Inmates ≥ 50 years old	1,479	296	396	718	712	387	1,539	392	1,698	1,136	720	660	1,937	633	293	660	340	543	337	723	894	523	311	764	1,013	375	1,431	642	1,489	1,539	550	764	572	26,466	
Women/Men Institutions	M	M	M	M	W	M	M	W	M	M	M	M	M	M	M	M/W	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	-
Total Population	4,915	3,414	4,655	4,482	3,745	3,231	4,745	2,031	5,100	2,314	4,566	3,393	5,633	2,697	2,149	2,339	3,505	3,462	3,794	3,731	2,823	4,684	2,895	3,628	3,546	2,455	5,673	4,761	4,061	4,019	3,610	1,947	5,040	123,043	

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 (**VSP**)
Wasco State Prison (**WSP**)



WASCO STATE PRISON (WSP)

February 2013

MEDICAL PROGRAM INSPECTIONS					DENTAL PROGRAM PEREZ AUDIT					MENTAL HEALTH TIMEFRAME COMPLIANCE																																																																																																																																	
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VALLEY STATE PRISON (VSP)

February 2013

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SALINAS VALLEY STATE PRISON (SVSP)

February 2013

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SIERRA CONSERVATION CENTER (SCC)

February 2013

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SUBSTANCE ABUSE TREATMENT FACILITY (SATF)

February 2013

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CALIFORNIA STATE PRISON, SACRAMENTO (SAC)

February 2013

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KEY: HIGH ADHERENCE MODERATE ADHERENCE LOW ADHERENCE *Per 1,000 inmates

R. J. DONOVAN CORRECTIONAL FACILITY (RJD)

February 2013

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PLEASANT VALLEY STATE PRISON (PVSP)

February 2013

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PELICAN BAY STATE PRISON (PBSP)

February 2013

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NORTH KERN STATE PRISON (NKSP)

February 2013

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MULE CREEK STATE PRISON (MCSP)

February 2013

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CALIFORNIA STATE PRISON, LOS ANGELES COUNTY (LAC)

February 2013

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KERN VALLEY STATE PRISON (KVSP)

February 2013

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IRONWOOD STATE PRISON (ISP)

February 2013

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HIGH DESERT STATE PRISON (HDSP)

February 2013

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FOLSOM STATE PRISON (FSP)

February 2013

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DEUEL VOCATIONAL INSTITUTION (DVI)

February 2013

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CHUCKAWALLA VALLEY STATE PRISON (CVSP)

February 2013

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CORRECTIONAL TRAINING FACILITY (CTF)

February 2013

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CALIFORNIA REHABILITATION CENTER (CRC)

February 2013

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CALIFORNIA MEN'S COLONY (CMC)

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CALIFORNIA INSTITUTION FOR WOMEN (CIW)

February 2013

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CALIFORNIA INSTITUTION FOR MEN (CIM)

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CENTRAL CALIFORNIA WOMEN'S FACILITY (CCWF)

February 2013

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CALIFORNIA CORRECTIONAL INSTITUTION (CCI)

February 2013

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CALIFORNIA CORRECTIONAL CENTER (CCC)

February 2013

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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 High: >85% Moderate: 75%-84% Low: <75%	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
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

Measure	Goal	Definition	Sources
PREVENTION AND DISEASE MANAGEMENT			
Diabetes Care	Goal $\geq 75\%$	<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% ($\geq 6.5\%$) 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% ($\geq 6.5\%$).</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 $\geq 75\%$		
	Moderate 65%-74%		
	Low $< 65\%$		
Asthma Care	Goal $\geq 85\%$	<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 $\geq 85\%$		
	Moderate 75%-84%		
	Low $< 75\%$		
Therapeutic Anticoagulation	Goal $\geq 75\%$	<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 $\geq 75\%$		
	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%		
		*Eligibility begins at age 51 rather than 50 so that all eligible persons had a minimum of 12 months to be offered a mammogram or refuse a mammogram. **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.	

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 High Risk Patients	Goal > 75%	Percentage of High Risk 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.	SOMS, CADDIS, 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 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.	

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD DATA TIMEFRAMES

Measure	Current Timeframe
MEDICAL PROGRAM INSPECTIONS	
3 rd Audit	The most recent 3 rd round Medical Program Inspections were performed in January 2013 at CEN and DVI.
DENTAL PROGRAM AUDIT	
Dental Program Perez Audit	The final Dental Program Perez Audits were performed in June 2012 at CMF and SATF.
MENTAL HEALTH TIMEFRAME COMPLIANCE	
Contact Intervals Mental Health Referrals Level of Care Change Requests	The most recent data reported is December 2012.
PREVENTION AND DISEASE MANAGEMENT	
Diabetes Care	The most recent data reported is January 2012 through December 2012.
Asthma Care	The most recent data reported is January 2012 through December 2012.
Therapeutic Anticoagulation	The most recent data reported is September 2012 through December 2012.
Potentially Avoidable Hospitalizations per 1,000 inmates per year	The most recent data reported is April 2012 through September 2012.
Colon Cancer Screening	The most recent data reported is January 2012 through December 2012.
Breast Cancer Screening	The most recent data reported is January 2012 through December 2012.
Flu Vaccination	The most recent data reported is November 2011.

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD DATA TIMEFRAMES

Measure	Current Timeframe
ACCESS AND CONTINUITY	
ACCESS	
RN Episodic Care PCP Episodic Care PCP Chronic Care Specialty Consultation PCP Specialty Follow-up PCP Hospital Follow-up	The most recent data reported is December 2012.
CONTINUITY	
Primary Care Provider (PCP) Mental Health Primary Clinician Psychiatrist	The most recent data reported is December 2012.
MEDICATION MANAGEMENT	
Access to Medications Med. Provider Non-Formulary Prescribing Psychiatrist Non-Formulary Prescribing Prescriptions per Inmate KOP Meds from Central Fill	The most recent data reported is December 2012.
SPECIALTY AND HOSPITAL SERVICES	
Specialty Care Referrals per 1,000 inmates	The most recent data reported is January 2013.
Specialty Appointments via Telemedicine	The most recent data reported is September 2012.
Administrative Hospital Bed Days per 1,000 inmates per year	The most recent data reported is January 2013.

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD DATA TIMEFRAMES

Measure	Current Timeframe
Hospital Admissions per 1,000 inmates	The most recent data reported is January 2013.
Emergency Department Visits per 1,000 inmates	The most recent data reported is October 2012.
STAFFING (FULL TIME EQUIVALENT)	
Actual FTE Authorized FTE	The most recent data reported is November 2012.
MAJOR COSTS PER INMATE PER MONTH	
LABOR	
Medical Staff Nursing Staff Pharmacy Staff Dental Clinical Staff Mental Health Clinical Staff Clinical Support Staff Administrative Support Staff	The most recent data reported for Fiscal Year 2012/2013 is July through November 2012.
NON LABOR	
Hospital Emergency Department Specialty Medications Diagnostics	The most recent data reported for Fiscal Year 2012/2013 is July through November 2012.
WORKLOAD PER DAY	
Patient Encounters per PCP	The most recent data reported is December 2012.

CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD DATA TIMEFRAMES

Measure	Current Timeframe
Patient Encounters per Primary Mental Health Clinician	The most recent data reported is December 2012.
Patient Encounters per Psychiatrist	The most recent data reported is December 2012.
Prescriptions per Pharmacist	The most recent data reported is November 2012.
OTHER TRENDS	
Appropriately Placed High Risk Patients	The most recent data reported is January 2013.
Mental Health High Utilizers per 1,000 inmates	The most recent data reported is January 2013.
Appeals Received per 1,000 inmates	The most recent data reported is December 2012.
Health Care Appointments Missed due to Custody	The most recent data reported is December 2012.
Prison Population Capacity	The most recent data reported is January 2013.
Cell Bed Changes	The most recent data reported is January 2013.
Average Document Scan Time (in days)	The most recent data reported is January 2013.