

# 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

March 2013, Version 3.0

MEDICAL PROGRAM INSPECTIONS				DENTAL PROGRAM PEREZ AUDIT				MENTAL HEALTH TIMEFRAME COMPLIANCE																																																																																																																																												
<p>1st Audit: 71.9% 2nd Audit: 78.9% 3rd Audit: 86.3%</p> <p>1st &amp; 2nd Audit average comprised of 33 Institutions. 3rd Audit average comprised of 23 Institutions.</p>				<p>Clinical Process: 99% Quality of Care: 99% Patient Safety: 99%</p> <p>Averages comprised of 33 Institution Audits.</p>				<p><b>6 Month Trend</b>    <b>Jan. 2013</b></p> <p>Contact Intervals:  95%</p> <p>Mental Health Referrals:  74%</p> <p>Level of Care Change Requests:  79%</p>																																																																																																																																												
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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

# DASHBOARD MONTHLY COMPARISON - March 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		
<b>MEDICAL PROGRAM INSPECTIONS</b>																																				
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		Oct-12	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	-	86.9%	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%	-			
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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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Level of Care Change Requests	85%	100%	100%	85%	79%	90%	84%	100%	97%	94%	96%	100%	92%	60%	36%	88%	100%	44%	97%	90%	95%	45%	98%	100%	81%	99%	95%	100%	97%	86%	87%	95%	39%	79%		
<b>PREVENTION/DISEASE MANAGEMENT</b>																																				
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%		
<b>ACCESS AND CONTINUITY</b>																																				
RN Episodic Care	100%	100%	98%	100%	97%	100%	97%	95%	100%	100%	95%	94%	98%	100%	98%	100%	100%	100%	93%	100%	91%	84%	95%	98%	97%	99%	93%	100%	91%	96%	100%	98%	100%	97%		
PCP Episodic Care	83%	73%	87%	83%	81%	95%	93%	85%	97%	94%	71%	95%	82%	89%	95%	100%	74%	96%	73%	87%	71%	72%	100%	94%	70%	63%	88%	100%	85%	63%	65%	94%	88%	85%		
PCP Chronic Care	100%	52%	68%	100%	95%	93%	95%	100%	63%	76%	94%	100%	95%	83%	84%	79%	84%	86%	64%	62%	85%	68%	85%	71%	53%	83%	84%	92%	79%	56%	100%	100%	89%	81%		
Specialty Consultation	93%	100%	99%	90%	100%	100%	100%	100%	90%	99%	100%	98%	81%	99%	96%	100%	92%	99%	93%	96%	99%	96%	100%	96%	99%	90%	97%	100%	95%	80%	100%	100%	98%	96%		
PCP Specialty Follow-up	72%	79%	71%	98%	92%	81%	99%	98%	97%	84%	68%	78%	63%	87%	90%	100%	91%	91%	74%	83%	82%	88%	82%	85%	71%	73%	84%	100%	81%	66%	97%	87%	98%	84%		
PCP Hospital Follow-up	100%	100%	71%	93%	91%	57%	100%	100%	100%	92%	79%	100%	81%	100%	100%	100%	100%	75%	97%	92%	95%	100%	100%	100%	80%	100%	91%	100%	86%	57%	100%	100%	97%	91%		
Primary Care Provider (PCP) Continuity	64%	73%	78%	85%	74%	75%	86%	79%	72%	61%	60%	85%	88%	74%	78%	78%	69%	85%	71%	60%	76%	55%	82%	76%	48%	65%	67%	86%	82%	69%	77%	-	84%	73%		
Mental Health Primary Clinician Continuity	-	-	-	-	-	-	-	77%	80%	80%	73%	-	-	-	-	-	-	-	-	89%	93%	-	76%	-	84%	73%	91%	-	-	69%	79%	-	-	82%		
Psychiatrist Continuity	-	-	-	-	-	-	-	66%	97%	86%	97%	-	-	-	-	-	-	-	95%	56%	84%	-	56%	-	94%	91%	87%	-	-	96%	86%	-	-	86%		

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

# DASHBOARD MONTHLY COMPARISON - March 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
<b>MEDICATION MANAGEMENT</b>																																		
Access to Medications	89%	96%	100%	98%	91%	91%	97%	89%	78%	84%	94%	94%	89%	100%	100%	93%	65%	84%	95%	95%	82%	94%	91%	78%	67%	63%	86%	97%	71%	93%	76%	97%	98%	88%
Med. Provider Non-Formulary Prescribing	4.5%	3.8%	2.6%	2.5%	5.1%	3.5%	7.4%	3.6%	4.0%	10.3%	8.0%	2.6%	3.0%	2.6%	4.9%	3.5%	5.1%	1.6%	1.5%	2.7%	4.6%	2.9%	2.5%	3.9%	6.2%	6.4%	5.2%	3.8%	9.2%	7.3%	2.6%	4.4%	6.3%	4.9%
Psychiatrist Non-Formulary Prescribing	2.9%	-	-	0.3%	4.7%	-	2.0%	4.8%	16.3%	11.7%	4.9%	1.9%	1.4%	-	2.8%	0.3%	1.8%	-	2.7%	1.8%	2.6%	3.1%	1.6%	6.6%	2.5%	3.3%	2.5%	1.5%	2.4%	7.7%	4.5%	2.0%	4.4%	3.2%
Prescriptions per Inmate	3.2	1.8	0.8	2.8	5.0	1.7	4.9	5.1	3.0	3.2	3.8	3.4	3.6	2.2	2.8	2.7	1.8	1.6	2.4	4.4	5.4	2.5	1.5	3.8	5.1	5.3	4.3	1.5	4.6	4.3	3.2	3.9	2.3	3.2
KOP Meds from Central Fill	79%	94%	78%	52%	64%	91%	63%	44%	71%	53%	29%	68%	70%	82%	79%	91%	71%	64%	63%	36%	87%	-	-	80%	62%	85%	69%	90%	87%	-	58%	76%	78%	68%
<b>SPECIALTY AND HOSPITAL SERVICES</b>																																		
Specialty Care Referrals per 1,000 Inmates	56	34	29	30	58	43	80	47	76	75	44	40	46	55	55	37	32	64	28	36	89	44	28	37	51	34	35	31	91	82	34	77	35	49
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	5	0	-	0	0	15	43	0	-	3	0	37	0	-	0	0	5	0	0	3	0	0	-	0	3
Hospital Admissions per 1,000 Inmates	5.8	3.5	0.8	3.3	3.3	1.9	8.5	7.4	4.2	17.6	8.0	5.9	4.6	3.0	5.8	2.7	0.6	2.7	5.0	3.5	8.3	5.3	1.0	3.7	14.2	5.0	7.3	0.8	6.1	4.5	4.5	3.3	8.7	5.1
Emergency Dept. Visits per 1,000 Inmates	6.7	2.8	2.0	2.4	5.2	2.9	1.9	1.1	3.1	5.1	2.8	1.2	3.3	5.9	4.8	1.2	2.8	2.3	5.8	13.7	3.1	2.5	1.0	5.5	7.9	5.1	6.1	2.0	2.6	3.1	7.5	3.0	4.0	4.0
<b>STAFFING IN FULL TIME EQUIVALENTS</b>																																		
Total	301	194	162	295	318	205	494	346	505	639	533	221	302	143	250	157	246	181	294	353	307	340	266	254	439	464	408	158	277	382	360	265	348	10,408
Medical FTE	14	9	8	13	15	8	19	11	18	27	15	11	15	5	16	10	10	8	13	12	11	13	8	12	17	11	15	9	13	15	10	12	16	420
Nursing FTE	139	96	74	138	143	96	247	174	238	328	292	100	149	66	122	63	118	89	122	170	127	154	128	117	194	235	197	63	110	164	166	132	148	4,899
Pharmacy FTE	10	7	6	17	17	9	21	13	20	34	19	10	14	5	9	7	9	6	10	14	12	13	7	11	17	17	18	6	22	12	26	13	14	447
Dental Clinical FTE	30	23	26	28	18	24	26	13	27	15	27	22	33	19	16	21	21	22	27	26	19	25	22	24	24	20	32	25	24	20	25	18	27	767
Mental Health Clinical FTE	23	6	0	27	35	7	52	34	81	77	59	18	22	4	26	12	17	5	38	56	51	39	37	25	81	97	49	11	30	62	50	26	42	1,199
Clinical Support FTE	9	4	6	11	13	4	18	11	22	29	23	7	5	3	6	4	7	5	8	9	12	14	6	8	18	17	17	3	10	13	15	8	11	352
Admin. Support FTE	76	50	42	61	77	57	112	89	99	128	97	53	65	41	54	40	64	47	76	66	75	80	59	57	89	66	81	41	70	95	69	56	90	2,324
Total Actual FTE	301	194	162	295	318	205	494	346	505	639	533	221	302	143	250	157	246	181	294	353	307	340	266	254	439	464	408	158	277	382	360	265	348	10,408
Civil Service FTE	283	182	149	267	307	185	463	320	463	605	471	204	264	138	243	151	213	164	247	308	285	285	245	232	372	396	373	154	239	361	298	256	296	9,418
Overtime FTE	7	11	8	9	9	15	17	18	34	22	41	9	18	3	2	4	21	9	19	25	13	25	9	6	21	19	16	1	12	15	27	4	17	482
Registry FTE	11	1	5	20	2	6	14	8	8	11	21	9	20	3	5	2	12	8	28	21	9	30	13	15	45	49	20	3	26	6	36	6	35	508

# DASHBOARD MONTHLY COMPARISON - March 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
<b>MAJOR COSTS PER INMATE PER MONTH</b>																																		
Medical Staff	\$69	\$56	\$42	\$69	\$118	\$59	\$107	\$170	\$100	\$315	\$108	\$81	\$63	\$63	\$147	\$89	\$67	\$62	\$76	\$69	\$91	\$71	\$58	\$69	\$113	\$110	\$60	\$52	\$88	\$94	\$69	\$137	\$71	\$84
Nursing Staff	\$231	\$242	\$177	\$249	\$372	\$250	\$457	\$920	\$490	\$1,312	\$595	\$250	\$227	\$230	\$429	\$216	\$324	\$242	\$301	\$365	\$379	\$299	\$393	\$235	\$457	\$763	\$287	\$124	\$230	\$376	\$422	\$528	\$268	\$352
Pharmacy Staff	\$16	\$19	\$11	\$26	\$43	\$16	\$35	\$62	\$32	\$125	\$34	\$26	\$18	\$11	\$38	\$22	\$18	\$14	\$19	\$27	\$30	\$21	\$20	\$29	\$36	\$44	\$25	\$10	\$45	\$25	\$57	\$59	\$21	\$29
Dental Clinical Staff	\$69	\$75	\$69	\$70	\$71	\$76	\$76	\$97	\$74	\$84	\$72	\$80	\$66	\$80	\$85	\$89	\$72	\$71	\$71	\$69	\$76	\$74	\$84	\$83	\$81	\$87	\$63	\$69	\$74	\$72	\$72	\$128	\$65	\$75
Mental Health Clinical Staff	\$68	\$18	\$3	\$96	\$171	\$28	\$173	\$316	\$246	\$522	\$204	\$77	\$55	\$22	\$174	\$68	\$84	\$23	\$155	\$217	\$283	\$139	\$183	\$114	\$351	\$535	\$129	\$45	\$102	\$227	\$192	\$246	\$130	\$149
Clinical Support Staff	\$11	\$7	\$8	\$11	\$27	\$10	\$25	\$50	\$35	\$102	\$37	\$14	\$7	\$6	\$15	\$8	\$13	\$7	\$16	\$18	\$30	\$17	\$14	\$13	\$33	\$53	\$18	\$6	\$17	\$22	\$30	\$40	\$15	\$20
Admin. Support Staff	\$80	\$75	\$48	\$68	\$122	\$85	\$121	\$270	\$103	\$288	\$104	\$80	\$58	\$73	\$117	\$84	\$94	\$83	\$97	\$94	\$131	\$89	\$119	\$84	\$118	\$144	\$63	\$48	\$84	\$145	\$97	\$154	\$81	\$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
<b>WORKLOAD PER DAY</b>																																		
Patient Encounters per PCP	11	12	13	8	15	12	11	13	13	10	12	12	14	12	11	7	14	12	-	13	10	10	9	14	12	10	14	12	10	11	-	15	14	12
Patient Encounters per Primary Mental Health Clinician	8	4	-	8	8	5	6	8	9	6	10	5	8	3	8	4	8	3	10	10	8	11	5	8	6	8	10	10	6	5	8	5	12	8
Patient Encounters per Psychiatrist	12	-	-	12	12	6	10	9	12	8	10	13	12	-	11	7	14	4	12	11	12	10	5	13	12	8	11	10	9	7	11	8	9	10
Prescriptions per Pharmacist	165	126	159	99	179	62	114	66	96	24	102	110	229	130	69	81	71	77	105	124	152	111	61	106	173	85	155	119	107	237	46	94	72	102
<b>OTHER TRENDS</b>																																		
High Risk Patients	405	102	60	188	332	77	1,075	222	931	917	330	246	538	116	110	217	153	143	207	478	489	109	109	197	748	291	622	105	731	617	284	284	151	11,584
Mental Health High Utilizers per 1,000 Inmates	4	1	0	4	1	0	15	24	12	76	23	3	2	0	7	1	1	1	13	28	20	4	11	3	19	56	13	2	1	3	45	6	7	11
Appeals Received per 1,000 Inmates	42	14	3	25	50	14	34	32	28	64	65	20	34	20	34	13	30	13	29	39	43	30	37	36	78	83	43	6	30	35	19	63	28	33
Health Care Appts. Missed Due to Custody	0.0%	0.1%	2.1%	0.0%	0.2%	0.0%	0.4%	0.1%	0.0%	0.1%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.5%	0.1%	0.0%	0.8%	2.4%	0.0%	0.3%	0.4%	0.0%	0.1%	0.1%	0.1%	1.3%	0.2%	0.5%	0.1%	0.1%	0.3%
Prison Population Capacity	165%	151%	121%	163%	180%	135%	158%	145%	132%	99%	144%	137%	165%	154%	134%	97%	149%	150%	154%	165%	170%	175%	121%	152%	159%	130%	164%	128%	152%	129%	146%	123%	173%	146%
Cell Bed Changes	67%	78%	92%	83%	86%	85%	89%	91%	92%	72%	77%	57%	73%	65%	95%	80%	84%	83%	87%	81%	75%	91%	69%	82%	85%	84%	82%	82%	70%	71%	80%	-	93%	80%
Average Document Scan Time	3.3	3.4	3.6	2.7	4.1	3.4	4.8	3.2	2.8	2.9	4.6	2.9	5.6	3.5	6.8	2.3	3.5	3.1	3.2	4.8	3.1	5.8	5.1	3.7	3.5	4.9	3.2	4.3	3.2	3.6	4.7	2.8	4.9	3.9

# DASHBOARD MONTHLY COMPARISON - March 2013

LEGEND:

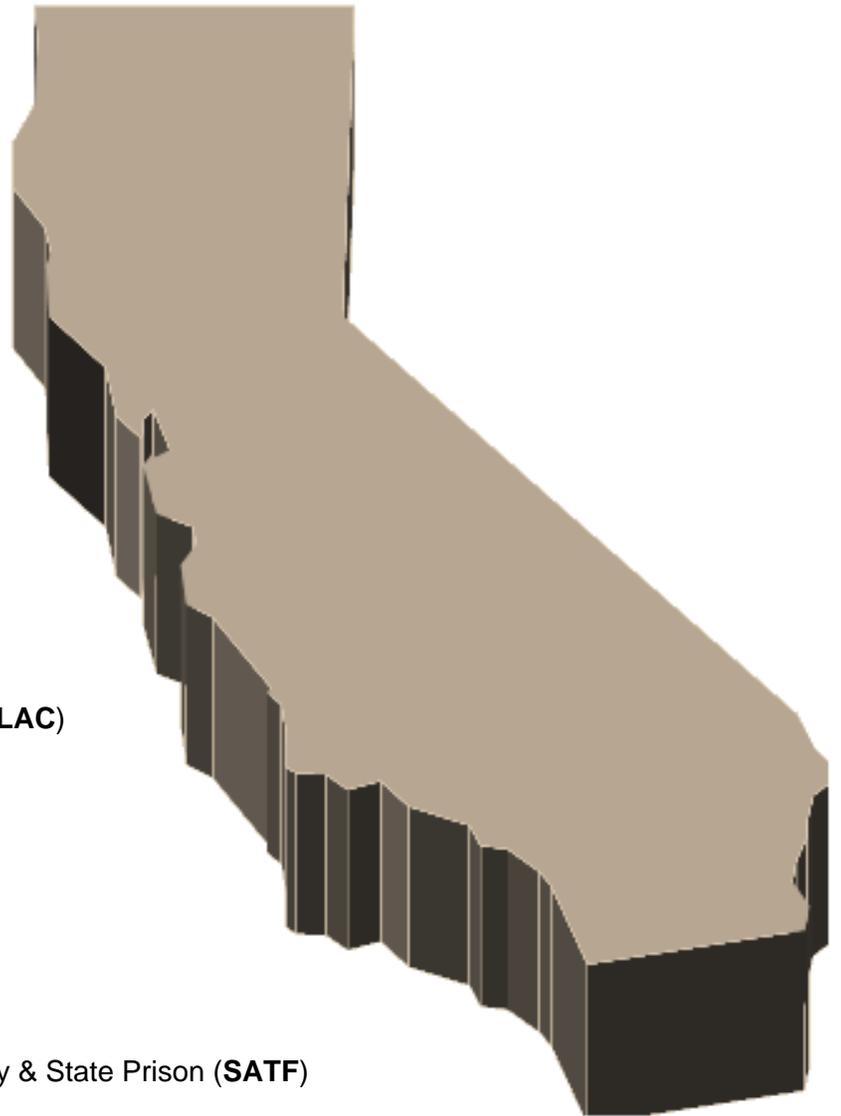
-	Not Applicable
-	Not Reported

	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	
<b>INSTITUTION AND POPULATION CHARACTERISTICS</b>																																			
High Risk Priority 1	2%	1%	0%	1%	3%	1%	7%	3%	5%	17%	2%	2%	2%	1%	1%	2%	1%	1%	2%	4%	5%	0%	1%	1%	7%	4%	4%	0%	7%	5%	3%	3%	1%	3%	
High Risk Priority 2	7%	2%	1%	3%	6%	2%	16%	8%	13%	23%	5%	5%	8%	3%	3%	6%	3%	3%	4%	9%	12%	2%	2%	5%	14%	9%	7%	2%	12%	11%	5%	8%	2%	7%	
Medium Risk	50%	20%	12%	45%	46%	22%	43%	50%	43%	49%	50%	43%	44%	26%	30%	40%	36%	23%	48%	54%	58%	30%	28%	60%	57%	58%	52%	23%	46%	43%	60%	47%	30%	41%	
Low Risk	42%	77%	87%	51%	45%	75%	35%	38%	38%	11%	43%	50%	46%	70%	65%	53%	59%	72%	46%	34%	25%	67%	68%	34%	22%	29%	37%	75%	36%	41%	32%	42%	67%	49%	
Enhanced Outpatient Program-Mental Health	-	-	-	-	50	-	71	84	627	399	251	-	-	-	15	-	-	-	107	394	545	91	177	-	531	607	349	-	12	36	233	-	93	4,672	
Patients with Disability (ADA)	390	68	23	113	252	82	497	113	277	796	283	116	252	109	92	99	191	74	157	204	188	80	52	326	559	116	821	68	354	260	272	300	168	7,752	
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	1,439	283	390	746	700	361	1,551	384	1,685	1,138	704	662	1,937	605	324	771	335	504	338	729	893	506	311	741	1,009	365	1,419	631	1,463	1,551	558	904	589	26,526	
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	4,823	3,478	4,708	4,534	3,653	3,108	4,698	2,015	5,053	2,323	4,497	3,399	5,474	2,684	2,260	2,613	3,459	3,301	3,778	3,813	2,892	4,714	2,876	3,508	3,518	2,381	5,604	4,787	3,959	3,976	3,571	2,440	5,159	123,056	

# 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)

March 2013

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

March 2013

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March 2013

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# SAN QUENTIN STATE PRISON (SQ)

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March 2013

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# SIERRA CONSERVATION CENTER (SCC)

March 2013

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March 2013

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# CALIFORNIA STATE PRISON, SACRAMENTO (SAC)

March 2013

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# R. J. DONOVAN CORRECTIONAL FACILITY (RJD)

March 2013

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# PLEASANT VALLEY STATE PRISON (PVSP)

March 2013

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# PELICAN BAY STATE PRISON (PBSP)

March 2013

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# NORTH KERN STATE PRISON (NKSP)

March 2013

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# MULE CREEK STATE PRISON (MCSP)

March 2013

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# CALIFORNIA STATE PRISON, LOS ANGELES COUNTY (LAC)

March 2013

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# KERN VALLEY STATE PRISON (KVSP)

March 2013

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# IRONWOOD STATE PRISON (ISP)

March 2013

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# HIGH DESERT STATE PRISON (HDSP)

March 2013

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# FOLSOM STATE PRISON (FSP)

March 2013

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# DEUEL VOCATIONAL INSTITUTION (DVI)

March 2013

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# CHUCKAWALLA VALLEY STATE PRISON (CVSP)

March 2013

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# CORRECTIONAL TRAINING FACILITY (CTF)

March 2013

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# CALIFORNIA REHABILITATION CENTER (CRC)

March 2013

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# CALIFORNIA STATE PRISON, CORCORAN (COR)

March 2013

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# CALIFORNIA MEDICAL FACILITY (CMF)

March 2013

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# CALIFORNIA MEN'S COLONY (CMC)

March 2013

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# CENTINELA STATE PRISON (CEN)

March 2013

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# CENTRAL CALIFORNIA WOMEN'S FACILITY (CCWF)

March 2013

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March 2013

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# CALIFORNIA CORRECTIONAL CENTER (CCC)

March 2013

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March 2013

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# AVENAL STATE PRISON (ASP)

March 2013

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# CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD GLOSSARY

Measure	Goal	Definition	Sources
<b>MEDICAL PROGRAM INSPECTIONS</b>			
Overall Score	<b>Goal: ≥85% adherence</b> 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: <a href="http://www.oig.ca.gov/pages/reports/medical-inspections.php">http://www.oig.ca.gov/pages/reports/medical-inspections.php</a> .	OIG Medical Inspection Results
<b>DENTAL PROGRAM AUDIT</b>			
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.	
<b>MENTAL HEALTH TIMEFRAME COMPLIANCE</b>			
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
<b>PREVENTION AND DISEASE MANAGEMENT</b>			
Diabetes Care	<b>Goal ≥ 75%</b>	<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"> <li>• Most recent hemoglobin A1c (HbA1c) result in the last 12 months was &lt;8% (under control)</li> <li>• Most recent low-density lipoprotein-cholesterol (LDL-C) result in the last 12 months was &lt;100 mg/dL (under control)</li> <li>• Most recent blood pressure in the last 12 months was &lt;140/90 (under control)</li> <li>• 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)</li> </ul> <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% (&gt;=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% (&gt;=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)
	<b>High ≥ 75%</b>		
	<b>Moderate 65%-74%</b>		
	<b>Low &lt; 65%</b>		
Asthma Care	<b>Goal ≥ 85%</b>	<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 (&gt;=4) dispensing events in the last 12 months for any of the following asthma medications:</p> <ul style="list-style-type: none"> <li>• 18-39 year old patients: SABA/ICS/LABA/SAAC/LAAC</li> <li>• 40-50 year old patients: SABA/ICS/LABA</li> </ul> <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>	
	<b>High ≥ 85%</b>		
	<b>Moderate 75%-84%</b>		
	<b>Low &lt; 75%</b>		
Therapeutic Anticoagulation	<b>Goal ≥75%</b>	<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>	
	<b>High ≥75%</b>		
	<b>Moderate 65%-74%</b>		
	<b>Low &lt; 65%</b>		

# CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES DASHBOARD GLOSSARY

Measure	Goal	Definition	Sources
Potentially Avoidable Hospitalizations per 1,000 Inmates per Year	<b>Goal &lt;2</b>	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	<b>Goal ≥ 85%</b>	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"> <li>• an appropriate fecal immunochemical test (FIT) or fecal occult blood (guaiac) test (FOBT) during the last 12 months</li> <li>• a sigmoidoscopy during the last 5 years</li> <li>• a colonoscopy during the last 10 years</li> </ul> <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	<b>Goal ≥ 85%</b>	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%		
<b>ACCESS AND CONTINUITY</b>			
<b>ACCESS</b>			
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"> <li>inmate-patients evaluated by a specialist within 14 calendar days of approval of a high priority referral</li> <li>inmate-patients evaluated by a specialist within 90 calendar days of approval of a routine referral</li> </ul>	
PCP Specialty Follow-up		Average percentage of <ul style="list-style-type: none"> <li>inmate-patients who were seen by a primary care provider within 3 business days after returning from a high priority specialty appointment</li> <li>inmate-patients who were seen by a primary care provider within 14 calendar days after returning from a routine specialty appointment</li> </ul>	
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.	
<b>CONTINUITY</b>			
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.	
<b>MEDICATION MANAGEMENT</b>			
Access to Medications	<b>Goal ≥ 85%</b>	Average percentage of <ul style="list-style-type: none"> <li>chronic care inmate-patients who received all prescribed chronic care medications during the last 90 days</li> <li>inmate-patients returning from a higher level of care (community hospital or emergency department) who received all prescribed medications by the next business day</li> <li>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)</li> </ul>	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	<b>Goal &lt; 3%</b>	Percentage of all non-mental health prescriptions filled for medications not on the formulary.	
	High < 3%		
	Moderate 3%-5%		
Psychiatrist Non-Formulary Prescribing	<b>Goal &lt; 5%</b>	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.	
<b>SPECIALTY AND HOSPITAL SERVICES</b>			
Specialty Care Referrals	<b>Goal: &lt;60</b>	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	<b>Goal: &gt;30%</b>	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	<b>Goal: &lt;2</b>	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		
<b>STAFFING (FULL TIME EQUIVALENT)</b>			
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).	
<b>NON LABOR</b>			
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
<b>WORKLOAD PER DAY</b>			
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
<b>OTHER TRENDS</b>			
Appropriately Housed High Risk Patients	<b>Goal &gt; 75%</b>	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
<b>INSTITUTION AND POPULATION CHARACTERISTICS</b>			
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"> <li>• Sensitive Medical condition</li> <li>• High hospital, ED, Specialty Care and Pharmacy costs</li> <li>• Multiple hospitalizations*</li> <li>• Multiple Emergency Department visits*</li> <li>• High Risk Specialty consultations</li> <li>• Significant abnormal labs</li> <li>• Age</li> <li>• Specific High-Risk diagnosis/procedures</li> </ul> <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
<b>MEDICAL PROGRAM INSPECTIONS</b>	
3 <sup>rd</sup> Audit	The most recent 3 <sup>rd</sup> round Medical Program Inspections were performed in January 2013 at CEN and DVI.
<b>DENTAL PROGRAM AUDIT</b>	
Dental Program Perez Audit	The final Dental Program Perez Audits were performed in June 2012 at CMF and SATF.
<b>MENTAL HEALTH TIMEFRAME COMPLIANCE</b>	
Contact Intervals Mental Health Referrals Level of Care Change Requests	The most recent data reported is December 2012.
<b>PREVENTION AND DISEASE MANAGEMENT</b>	
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
<b>ACCESS AND CONTINUITY</b>	
<b>ACCESS</b>	
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.
<b>CONTINUITY</b>	
Primary Care Provider (PCP) Mental Health Primary Clinician Psychiatrist	The most recent data reported is December 2012.
<b>MEDICATION MANAGEMENT</b>	
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.
<b>SPECIALTY AND HOSPITAL SERVICES</b>	
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.
<b>STAFFING (FULL TIME EQUIVALENT)</b>	
Actual FTE Authorized FTE	The most recent data reported is November 2012.
<b>MAJOR COSTS PER INMATE PER MONTH</b>	
<b>LABOR</b>	
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.
<b>NON LABOR</b>	
Hospital Emergency Department Specialty Medications Diagnostics	The most recent data reported for Fiscal Year 2012/2013 is July through November 2012.
<b>WORKLOAD PER DAY</b>	
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.
<b>OTHER TRENDS</b>	
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.