

WHAT IS THE HEALTH CARE SERVICES DASHBOARD?

A MONTHLY REPORT THAT:

- ✓ Consolidates key performance indicators and other important organization metrics across health care programs and service areas.
- ✓ Provides information typically monitored by health care organizations, such as patient outcomes, access to care, and utilization and cost.
- ✓ Helps the organization regularly assess progress in meeting annual performance objectives.
- ✓ Helps health care executives and managers identify areas that may need improvement.

Click the icons below for more information:

Statewide Dashboard



Statewide
performance trends

Institution Comparison



Compare performance
for all institutions

Glossary



Detailed specifications
for Dashboard measures

INSTITUTION MENU

Select an institution below for more information:

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



The Dashboard is intended to support headquarters and institution staff in identifying opportunities for improvement and monitoring progress toward performance objectives. However, there are limitations to the information - California Correctional Health Care Services (CCHCS) has standardized many data collection processes, provided training to promote consistency in data reporting, and invested in information system modifications to improve data quality. However, much of the data featured in the Health Care Services Dashboard is gathered through multiple networked databases or self-reported by institutions, and the data have not been validated or verified. Performance objectives and benchmarks were generated internally for quality improvement purposes and are not necessarily intended to reflect compliance with court mandates or a determination regarding constitutional levels of care.

HEALTHCARE SERVICES DASHBOARD

Statewide

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT																																																																																				
ACCESS Medical Services 82% Statewide Dental Services 85% Statewide Mental Health Services 81% Statewide APPTS COMPLETED AS SCHEDULED Cancelled Due to Custody 1.9% Seen as Scheduled 82% EFFECTIVE COMMUNICATION Effective Communication Provided 63%				Asthma Care 83% Recent Qtr / 82% Prior Qtr Therapeutic Anticoagulation 71% / 69% Diabetes Care 77% / 78% HCV Treatment 82% / 81% Utilization Specialty Services 91% / 93% Colon Cancer Screening 87% / 84% Breast Cancer Screening 87% / 88% Diagnostic Monitoring 73% / 69% Polypharmacy Medication Review Flu Vaccination 90% Current Yr / 95% Prior Yr				Appropriate Placement High Risk Patients 71% Statewide High Risk Patient Care Plan Follow-Up After MHCB/DSH Admission 70% 30-Day Community Hospital Readmission 9.1% 30-Day MHCB or DSH Readmission 11% Potentially Avoidable Hospitalizations* 11.1																																																																																				
MEDICATION MANAGEMENT MAPIP Medication Continuity-Transfer 83% Medication Non-Adherence Counseling 76% Medication Administration 91% FORMULARY MANAGEMENT Non-Formulary by Psychiatrists 3.3% Non-Formulary by Medical Providers 5.4%				AVAILABILITY OF HEALTH INFORMATION Documents Scanned 33% Statewide Specialty Notes 35% Community Hospital Records 53% APEAL PROCESSING Timely Appeals 77% Statewide				CONTINUITY OF CLINICIANS & SERVICES Primary Care Provider (PCP) 89% Statewide Mental Health Primary Clinician 82% Psychiatrist 81%																																																																																				
STAFFING IN FULL TIME EQUIVALENTS (FTE) <table border="1"> <thead> <tr> <th></th> <th>Actual</th> <th>Authority</th> <th>% of Auth</th> </tr> </thead> <tbody> <tr><td>Total Staffing FTE</td><td>12,194</td><td>13,391</td><td>91%</td></tr> <tr><td>Medical FTE</td><td>450</td><td>492</td><td>91%</td></tr> <tr><td>Nursing FTE</td><td>5,283</td><td>5,352</td><td>99%</td></tr> <tr><td>Pharmacy FTE</td><td>521</td><td>511</td><td>102%</td></tr> <tr><td>Dental Clinical FTE</td><td>818</td><td>841</td><td>97%</td></tr> <tr><td>Mental Health Clinical FTE</td><td>1,411</td><td>1,727</td><td>82%</td></tr> <tr><td>Clinical Support FTE</td><td>364</td><td>475</td><td>77%</td></tr> <tr><td>Administrative Support FTE</td><td>3,347</td><td>3,994</td><td>84%</td></tr> </tbody> </table>					Actual	Authority	% of Auth	Total Staffing FTE	12,194	13,391	91%	Medical FTE	450	492	91%	Nursing FTE	5,283	5,352	99%	Pharmacy FTE	521	511	102%	Dental Clinical FTE	818	841	97%	Mental Health Clinical FTE	1,411	1,727	82%	Clinical Support FTE	364	475	77%	Administrative Support FTE	3,347	3,994	84%	MAJOR COSTS PER INMATE PER MONTH <table border="1"> <thead> <tr> <th></th> <th>YTD 13/14</th> <th>FY 12/13</th> </tr> </thead> <tbody> <tr><td>LABOR</td><td></td><td></td></tr> <tr><td>Medical Staff</td><td>\$96</td><td>\$93</td></tr> <tr><td>Nursing Staff</td><td>\$399</td><td>\$363</td></tr> <tr><td>Pharmacy Staff</td><td>\$34</td><td>\$31</td></tr> <tr><td>Dental Clinical Staff</td><td>\$84</td><td>\$81</td></tr> <tr><td>Mental Health Clinical Staff</td><td>\$169</td><td>\$155</td></tr> <tr><td>Clinical Support Staff</td><td>\$21</td><td>\$20</td></tr> <tr><td>Administrative Support Staff</td><td>\$162</td><td>\$153</td></tr> <tr><td>NON LABOR</td><td></td><td></td></tr> <tr><td>Hospital</td><td>\$91</td><td>\$87</td></tr> <tr><td>Emergency Department</td><td>\$6</td><td>\$5</td></tr> <tr><td>Specialty</td><td>\$25</td><td>\$25</td></tr> <tr><td>Medications</td><td>\$88</td><td>\$83</td></tr> <tr><td>Diagnostics</td><td>\$17</td><td>\$18</td></tr> </tbody> </table>					YTD 13/14	FY 12/13	LABOR			Medical Staff	\$96	\$93	Nursing Staff	\$399	\$363	Pharmacy Staff	\$34	\$31	Dental Clinical Staff	\$84	\$81	Mental Health Clinical Staff	\$169	\$155	Clinical Support Staff	\$21	\$20	Administrative Support Staff	\$162	\$153	NON LABOR			Hospital	\$91	\$87	Emergency Department	\$6	\$5	Specialty	\$25	\$25	Medications	\$88	\$83	Diagnostics	\$17	\$18	RESOURCE MANAGEMENT Claims Processed 99% Statewide Specialty Teleservices 61% Health Care Staff Training			
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				OTHER TRENDS Hospital Admissions* 4.8 Statewide Emergency Department Visits* 25 Specialty Care Referrals* 41 Prescriptions Per Inmate 3.2 Diagnostics Per Inmate 0.9 Appeals Received* 29 Prison Population Capacity 142%																																																																																								

* Rate Per 1,000 Inmates

DASHBOARD COMPARISON

February 2014

All Institutions

Scheduling & Access to Care	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Medical Services	82%	79%	82%	83%	84%	66%	75%	-	92%	89%	61%	76%	82%	94%	67%	83%	58%	90%	87%	75%	95%	85%	68%
RN FTF Triage 1 Business Day	96%	95%	98%	98%	100%	89%	93%	-	98%	97%	97%	99%	98%	100%	95%	98%	91%	98%	98%	94%	98%	95%	94%
PCP Urgent Referrals 1 Calendar Day	92%	89%	-	100%	100%	83%	100%	-	100%	100%	-	0%	100%	89%	58%	94%	0%	75%	86%	67%	100%	-	0%
PCP Routine Referrals 14 Calendar Days	65%	84%	62%	81%	85%	26%	83%	-	99%	90%	36%	95%	57%	100%	30%	74%	41%	95%	81%	68%	97%	71%	50%
Chronic Care as Ordered	65%	68%	35%	56%	79%	28%	77%	-	80%	79%	25%	90%	45%	91%	61%	60%	24%	88%	77%	53%	92%	72%	39%
High Priority Specialty 14 Calendar Days	75%	44%	76%	78%	75%	77%	50%	-	94%	78%	74%	85%	73%	82%	84%	86%	74%	-	75%	77%	94%	78%	83%
Routine Specialty 90 Calendar Days	91%	92%	92%	68%	80%	64%	96%	-	86%	94%	93%	95%	96%	93%	97%	83%	91%	93%	96%	90%	95%	87%	90%
Return from HLOC 5 Calendar Days	75%	59%	100%	80%	43%	47%	0%	-	99%	96%	0%	41%	82%	100%	0%	68%	35%	94%	100%	54%	100%	96%	57%
Laboratory Services as Ordered	86%	87%	95%	83%	98%	82%	-	-	81%	85%	96%	97%	84%	92%	92%	97%	81%	83%	72%	76%	85%	86%	97%
Radiology Services as Ordered	93%	91%	96%	100%	100%	97%	98%	-	94%	86%	67%	83%	100%	100%	90%	85%	90%	97%	100%	96%	96%	99%	100%
Dental Services	85%	92%	78%	82%	77%	72%	92%	79%	72%	97%	73%	80%	85%	82%	90%	94%	77%	74%	73%	90%	87%	87%	92%
7362 Triage 3 or 10 Business Days	93%	97%	85%	85%	100%	92%	93%	91%	86%	99%	93%	94%	97%	84%	93%	98%	69%	96%	92%	97%	99%	92%	95%
Treatment within Timeframes	83%	84%	75%	74%	85%	82%	85%	85%	88%	89%	77%	80%	87%	83%	78%	83%	67%	79%	86%	90%	97%	84%	86%
RC Screening 60 Calendar Days	98%	-	-	-	-	100%	-	-	99%	-	-	-	-	-	-	-	88%	-	-	-	-	-	-
Patient Requested Exam 90 Calendar Days	89%	91%	87%	74%	97%	82%	94%	71%	74%	100%	59%	100%	98%	85%	89%	98%	100%	89%	97%	100%	100%	97%	89%
Notice of Exam 50 Y.O. or Chronic Care	61%	96%	67%	93%	27%	6%	97%	69%	13%	100%	63%	48%	58%	75%	98%	95%	63%	33%	19%	72%	54%	77%	98%
Mental Health Services	81%	99%	96%	82%	92%	89%	97%	92%	94%	86%	88%	87%	69%	69%	97%	98%	95%	98%	81%	89%	84%	87%	83%
Referral Timeframes	79%	98%	95%	92%	85%	98%	99%	91%	93%	73%	99%	99%	49%	41%	95%	96%	95%	98%	73%	86%	95%	95%	86%
EOP Structured Treatment	70%	N/A	N/A	N/A	N/A	74%	N/A	N/A	90%	97%	68%	67%	71%	N/A	N/A	N/A	94%	N/A	N/A	N/A	56%	68%	77%
Contact Timeframes	94%	99%	97%	72%	99%	95%	95%	94%	99%	89%	97%	94%	88%	96%	98%	100%	95%	98%	88%	93%	99%	98%	86%
Primary Clinician Contact Timeframes	93%	99%	97%	60%	100%	95%	88%	94%	99%	82%	98%	98%	81%	95%	98%	100%	96%	96%	81%	85%	99%	99%	93%
Psychiatrist Contact Timeframes	93%	99%	93%	75%	99%	97%	99%	92%	98%	91%	96%	86%	91%	99%	99%	100%	100%	99%	90%	100%	100%	95%	68%
IDTT Contact Timeframes	96%	99%	100%	80%	100%	93%	98%	96%	99%	94%	97%	99%	93%	93%	96%	100%	89%	99%	93%	93%	100%	100%	98%
Cancelled Due to Custody	1.9%	0.2%	0.5%	0.9%	0.1%	1.6%	0.2%	0.1%	0.9%	0.5%	3.6%	2.4%	7.7%	0.3%	0.2%	0.6%	1.1%	0.2%	0.7%	0.1%	1.9%	2.2%	3.0%
Medical Services	1.0%	0.3%	0.3%	1.9%	0.2%	0.7%	0.3%	0.1%	1.6%	0.5%	0.8%	1.5%	3.2%	0.1%	0.3%	1.3%	1.8%	0.7%	1.4%	0.1%	0.2%	1.8%	2.0%
Mental Health Services	4.5%	0.3%	0.7%	0.8%	0.0%	3.9%	0.2%	0.0%	0.8%	0.9%	10.1%	5.1%	19.8%	0.5%	0.1%	0.0%	1.1%	0.0%	0.7%	0.0%	4.5%	4.8%	5.5%
Dental Services	0.2%	0.1%	0.4%	0.0%	0.0%	0.1%	0.0%	0.2%	0.4%	0.0%	0.0%	0.7%	0.0%	0.2%	0.1%	0.5%	0.5%	0.0%	0.0%	0.2%	1.0%	0.0%	1.4%

* Rate Per 1,000 Inmates

** Statewide figures include California City (CAC)

This is the beta testing version of the CCHCS Dashboard. Please direct questions or feedback to QMstaff@cdcr.ca.gov

Report run: 3/10/2014 9:19:19 AM

DASHBOARD COMPARISON

February 2014

All Institutions

Scheduling & Access to Care	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Services	89%	-	71%	65%	84%	85%	97%	88%	73%	70%	74%	81%
RN FTF Triage 1 Business Day	94%	-	97%	97%	95%	94%	99%	98%	96%	97%	96%	99%
PCP Urgent Referrals 1 Calendar Day	91%	-	0%	0%	75%	100%	-	100%	63%	56%	100%	71%
PCP Routine Referrals 14 Calendar Days	77%	-	68%	41%	94%	84%	94%	86%	71%	47%	30%	82%
Chronic Care as Ordered	76%	-	71%	51%	88%	73%	92%	60%	61%	45%	52%	81%
High Priority Specialty 14 Calendar Days	79%	-	53%	63%	55%	79%	100%	78%	74%	67%	67%	66%
Routine Specialty 90 Calendar Days	98%	-	97%	94%	94%	89%	90%	94%	87%	89%	86%	96%
Return from HLOC 5 Calendar Days	91%	-	50%	71%	86%	67%	100%	100%	69%	67%	46%	70%
Laboratory Services as Ordered	95%	-	99%	78%	89%	90%	97%	79%	72%	92%	87%	68%
Radiology Services as Ordered	99%	-	100%	86%	80%	92%	100%	95%	65%	-	100%	94%
Dental Services	69%	98%	84%	78%	84%	90%	71%	87%	67%	95%	76%	87%
7362 Triage 3 or 10 Business Days	98%	98%	97%	93%	90%	94%	99%	87%	89%	95%	96%	97%
Treatment within Timeframes	86%	95%	93%	91%	86%	90%	83%	76%	75%	91%	74%	94%
RC Screening 60 Calendar Days	100%	-	-	-	-	-	-	-	98%	-	-	99%
Patient Requested Exam 90 Calendar Days	33%	99%	100%	92%	97%	96%	100%	87%	65%	97%	46%	98%
Notice of Exam 50 Y.O. or Chronic Care	27%	100%	46%	38%	64%	80%	2%	100%	8%	98%	88%	44%
Mental Health Services	77%	77%	79%	80%	83%	79%	97%	88%	94%	80%	79%	66%
Referral Timeframes	71%	86%	64%	89%	85%	63%	95%	81%	97%	80%	96%	36%
EOP Structured Treatment	68%	60%	N/A	53%	75%	88%	N/A	N/A	86%	69%	43%	74%
Contact Timeframes	93%	86%	95%	97%	90%	86%	99%	95%	99%	92%	97%	88%
Primary Clinician Contact Timeframes	84%	99%	96%	93%	90%	83%	98%	92%	99%	90%	95%	85%
Psychiatrist Contact Timeframes	98%	64%	94%	99%	81%	86%	99%	99%	99%	86%	98%	94%
IDTT Contact Timeframes	98%	96%	95%	99%	98%	89%	98%	95%	99%	99%	97%	84%
Cancelled Due to Custody	0.3%	0.3%	0.1%	3.2%	1.2%	0.4%	0.1%	0.4%	0.9%	1.4%	1.1%	0.1%
Medical Services	0.4%	0.0%	0.2%	2.6%	2.8%	0.7%	0.2%	0.8%	0.8%	2.1%	2.9%	0.3%
Mental Health Services	0.0%	0.9%	0.0%	7.0%	0.9%	0.4%	0.1%	0.3%	1.6%	2.1%	0.2%	0.1%
Dental Services	0.5%	0.0%	0.0%	0.0%	0.0%	0.2%	0.1%	0.2%	0.2%	0.1%	0.2%	0.0%

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DASHBOARD COMPARISON

February 2014

All Institutions

Scheduling & Access to Care	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Seen as Scheduled	82%	84%	71%	88%	80%	79%	82%	82%	92%	93%	80%	83%	68%	90%	92%	81%	86%	88%	85%	72%	85%	75%	73%
Medical Services	66%	61%	30%	83%	48%	55%	61%	57%	87%	84%	68%	87%	39%	79%	86%	60%	77%	76%	75%	37%	76%	56%	51%
Mental Health Services	88%	96%	96%	99%	97%	90%	97%	100%	98%	97%	79%	71%	74%	97%	98%	93%	92%	97%	96%	92%	93%	84%	83%
Dental Services	91%	96%	87%	82%	95%	93%	87%	88%	91%	97%	93%	92%	91%	93%	92%	90%	89%	93%	86%	89%	85%	86%	84%
Effective Communication Provided	63%	76%	83%	68%	79%	68%	65%	72%	64%	66%	86%	45%	69%	81%	72%	66%	59%	66%	66%	54%	66%	77%	47%
Medical Services	99%	100%	100%	100%	100%	88%	96%	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mental Health Services	67%	99%	99%	93%	100%	61%	100%	87%	93%	96%	76%	33%	83%	99%	93%	93%	76%	62%	99%	63%	68%	41%	24%
Dental Services	24%	30%	51%	12%	36%	56%	0%	27%	0%	3%	85%	3%	24%	43%	22%	6%	0%	35%	0%	0%	29%	90%	15%
Population Health Management	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Asthma Care	83%	95%	86%	95%	89%	88%	89%	-	89%	92%	92%	68%	88%	89%	90%	92%	94%	96%	92%	94%	89%	94%	87%
Asthma SABA Utilization	81%	90%	94%	97%	91%	90%	89%	-	82%	92%	89%	62%	89%	91%	87%	89%	88%	91%	87%	93%	91%	93%	86%
Persistent Asthma ICS Treatment	85%	100%	78%	93%	87%	86%	88%	-	96%	92%	95%	73%	88%	88%	93%	95%	100%	100%	97%	95%	87%	95%	88%
Therapeutic Anticoagulation	71%	-	-	-	67%	80%	100%	46%	93%	100%	57%	71%	83%	100%	80%	100%	100%	86%	100%	0%	100%	85%	59%
Diabetes Care	77%	78%	95%	76%	79%	77%	75%	-	81%	76%	80%	75%	79%	79%	72%	81%	67%	88%	79%	75%	80%	87%	76%
A1C <8%	79%	87%	100%	81%	78%	80%	84%	-	75%	87%	84%	73%	83%	80%	76%	78%	83%	89%	77%	89%	81%	80%	83%
LDL-Cholesterol <100 mg/dl	74%	80%	88%	62%	77%	72%	55%	-	78%	62%	75%	82%	81%	76%	69%	82%	44%	84%	72%	61%	78%	79%	75%
Blood Pressure <140/90 mm Hg	78%	67%	93%	83%	83%	80%	87%	-	90%	80%	80%	80%	73%	83%	65%	96%	86%	89%	88%	73%	90%	93%	80%
Screened or Treated Nephropathy	76%	80%	100%	76%	78%	76%	73%	-	80%	74%	80%	64%	77%	78%	80%	66%	56%	91%	80%	76%	70%	96%	65%
Colon Cancer Screening	87%	73%	98%	93%	99%	94%	98%	-	76%	95%	100%	97%	85%	99%	60%	100%	79%	98%	85%	98%	78%	86%	87%
Breast Cancer Screening	87%	-	-	-	-	86%	-	-	-	86%	-	-	-	-	-	-	-	-	-	-	-	-	-
Utilization Specialty Services	91%	93%	98%	89%	86%	91%	95%	85%	93%	89%	90%	85%	94%	86%	86%	96%	96%	74%	92%	99%	99%	97%	80%
HCV Treatment	82%	96%	100%	50%	79%	94%	85%	-	85%	96%	95%	97%	70%	99%	81%	75%	67%	92%	100%	50%	100%	94%	94%
HCV Medication Adjustments	69%	100%	100%	0%	60%	88%	100%	-	73%	93%	92%	94%	42%	100%	67%	100%	-	100%	100%	13%	100%	89%	89%
Ribavarin Hgb <10 mg/dl	63%	-	100%	-	33%	75%	-	-	58%	86%	75%	82%	71%	-	0%	-	-	100%	-	40%	-	67%	67%
Peg Interferon PLT <50,000 cells/μl	67%	-	100%	-	-	-	-	-	100%	-	100%	100%	0%	-	100%	-	-	-	-	0%	-	100%	100%
Peg Interferon ANC <750 cells/μl	78%	100%	100%	0%	86%	100%	100%	-	60%	100%	100%	100%	56%	100%	100%	100%	-	100%	100%	0%	100%	100%	100%
HCV Length of Treatment	95%	92%	100%	100%	99%	100%	69%	-	98%	100%	98%	100%	97%	97%	94%	50%	67%	84%	100%	88%	100%	100%	100%

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Scheduling & Access to Care	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Seen as Scheduled	91%	96%	88%	83%	90%	82%	95%	77%	93%	81%	81%	94%
Medical Services	80%	98%	71%	72%	75%	71%	92%	48%	86%	64%	65%	89%
Mental Health Services	97%	98%	99%	86%	98%	84%	98%	93%	98%	96%	92%	97%
Dental Services	96%	93%	93%	91%	97%	92%	94%	90%	96%	83%	85%	96%
Effective Communication Provided	73%	53%	67%	66%	44%	74%	88%	62%	71%	58%	66%	50%
Medical Services	100%	100%	100%	98%	98%	100%	93%	100%	100%	100%	99%	100%
Mental Health Services	99%	59%	100%	99%	33%	97%	94%	85%	70%	17%	100%	51%
Dental Services	21%	0%	0%	0%	0%	26%	76%	0%	42%	57%	0%	0%
Population Health Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Asthma Care	85%	92%	92%	89%	87%	90%	91%	89%	92%	92%	88%	87%
Asthma SABA Utilization	97%	88%	92%	84%	86%	87%	92%	88%	89%	93%	83%	89%
Persistent Asthma ICS Treatment	72%	97%	91%	94%	88%	92%	90%	89%	95%	91%	92%	85%
Therapeutic Anticoagulation	100%	100%	-	62%	83%	73%	100%	75%	45%	89%	88%	50%
Diabetes Care	63%	74%	77%	72%	75%	76%	74%	79%	73%	70%	84%	71%
A1C <8%	69%	92%	74%	79%	84%	79%	81%	75%	71%	64%	86%	82%
LDL-Cholesterol <100 mg/dl	44%	75%	71%	73%	66%	74%	69%	74%	76%	67%	81%	59%
Blood Pressure <140/90 mm Hg	78%	65%	90%	55%	73%	73%	80%	83%	73%	67%	87%	80%
Screened or Treated Nephropathy	63%	64%	71%	81%	78%	76%	65%	85%	72%	83%	84%	65%
Colon Cancer Screening	98%	96%	98%	83%	97%	93%	60%	86%	92%	88%	82%	44%
Breast Cancer Screening	-	-	-	-	-	-	-	-	-	-	-	-
Utilization Specialty Services	94%	90%	95%	93%	88%	89%	95%	95%	97%	78%	93%	82%
HCV Treatment	75%	57%	94%	89%	79%	74%	88%	56%	88%	75%	89%	100%
HCV Medication Adjustments	50%	13%	88%	83%	58%	52%	75%	17%	81%	50%	79%	-
Ribavarin Hgb <10 mg/dl	100%	0%	75%	64%	50%	57%	100%	0%	67%	50%	50%	-
Peg Interferon PLT <50,000 cells/μl	-	0%	-	100%	-	0%	-	-	75%	-	100%	-
Peg Interferon ANC <750 cells/μl	0%	40%	100%	83%	67%	100%	50%	33%	100%	-	88%	-
HCV Length of Treatment	100%	100%	100%	96%	100%	95%	100%	94%	96%	100%	98%	100%

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Population Health Management	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP	
Genotype 1 with PI	96%	100%	100%	100%	100%	100%	-	-	100%	100%	100%	100%	92%	100%	-	0%	0%	100%	100%	100%	-	100%	100%	
Genotypes 1 and 4-6 without PI	96%	75%	-	100%	100%	100%	50%	-	100%	100%	100%	100%	100%	100%	100%	-	100%	67%	-	100%	100%	100%	100%	
Genotypes 2 and 3	95%	100%	100%	100%	96%	100%	89%	-	93%	100%	95%	100%	100%	92%	89%	100%	100%	86%	100%	63%	100%	100%	100%	
Flu Vaccination	90%	98%	89%	42%	100%	85%	72%	97%	99%	100%	98%	94%	98%	100%	76%	99%	99%	96%	100%	100%	98%	98%	96%	
Diagnostic Monitoring	73%	71%	-	-	84%	64%	-	70%	78%	76%	72%	63%	32%	80%	72%	-	78%	66%	74%	-	78%	64%	72%	
QT Prolongation EKG 12 Months	65%	83%	-	-	100%	31%	-	59%	56%	62%	68%	50%	31%	71%	71%	-	100%	0%	75%	-	67%	50%	77%	
Second Generation Antipsychotics	66%	63%	-	-	74%	64%	-	68%	67%	71%	74%	49%	54%	79%	66%	-	77%	84%	53%	-	73%	60%	64%	
Lipid Monitoring 6 Months	65%	65%	-	-	67%	61%	-	82%	66%	76%	67%	58%	66%	63%	65%	-	63%	76%	61%	-	74%	53%	63%	
Blood Sugar 6 Months	71%	70%	-	-	77%	76%	-	95%	77%	83%	81%	75%	45%	75%	67%	-	79%	82%	68%	-	77%	57%	66%	
EKG 12 Months	43%	33%	-	-	50%	25%	-	50%	18%	17%	50%	35%	18%	85%	57%	-	100%	80%	0%	-	50%	31%	68%	
AIMS 12 Months	81%	70%	-	-	85%	85%	-	47%	96%	95%	99%	32%	77%	100%	71%	-	100%	95%	50%	-	90%	100%	60%	
Med Consent 12 Months	74%	80%	-	-	100%	83%	-	50%	84%	81%	84%	54%	56%	94%	82%	-	64%	93%	88%	-	78%	66%	71%	
Clozapine	82%	-	-	-	-	-	-	83%	-	86%	-	86%	0%	-	-	-	-	-	-	-	-	-	-	87%
ALT 12 Months	89%	-	-	-	-	-	-	100%	-	100%	-	91%	0%	-	-	-	-	-	-	-	-	-	-	91%
Lipid Monitoring 6 Months	77%	-	-	-	-	-	-	100%	-	50%	-	86%	0%	-	-	-	-	-	-	-	-	-	-	75%
Blood Sugar 6 Months	80%	-	-	-	-	-	-	100%	-	83%	-	93%	0%	-	-	-	-	-	-	-	-	-	-	83%
ANC 30 Days	97%	-	-	-	-	-	-	100%	-	100%	-	100%	0%	-	-	-	-	-	-	-	-	-	-	100%
WBC 30 Days	97%	-	-	-	-	-	-	100%	-	100%	-	100%	0%	-	-	-	-	-	-	-	-	-	-	100%
EKG 12 Months	49%	-	-	-	-	-	-	0%	-	80%	-	45%	0%	-	-	-	-	-	-	-	-	-	-	73%
Mood Stabilizers	74%	69%	-	-	72%	79%	-	76%	81%	82%	77%	72%	15%	81%	64%	-	63%	96%	81%	-	82%	72%	76%	
Carbamazepine	82%	-	-	-	67%	89%	-	-	78%	100%	83%	78%	0%	-	50%	-	100%	100%	100%	-	100%	100%	89%	
ALT 6 Months	83%	-	-	-	50%	67%	-	-	83%	100%	100%	67%	0%	-	50%	-	100%	100%	100%	-	100%	100%	100%	
Carbamazepine Level 6 Months	79%	-	-	-	100%	100%	-	-	50%	100%	50%	67%	0%	-	50%	-	100%	100%	100%	-	100%	100%	100%	
WBC 6 Months	85%	-	-	-	50%	100%	-	-	100%	100%	100%	100%	0%	-	50%	-	100%	100%	100%	-	100%	100%	67%	
Med Consent 12 Months	86%	-	-	-	-	-	-	-	-	100%	100%	-	0%	-	100%	-	-	-	100%	-	100%	100%	100%	
Depakote	69%	71%	-	-	70%	66%	-	79%	86%	82%	67%	68%	20%	75%	74%	-	88%	89%	59%	-	77%	61%	65%	
ALT 6 Months	71%	65%	-	-	65%	63%	-	86%	85%	82%	71%	79%	13%	64%	77%	-	100%	90%	55%	-	77%	63%	67%	

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Population Health Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Genotype 1 with PI	100%	100%	-	100%	-	100%	-	100%	100%	100%	100%	-
Genotypes 1 and 4-6 without PI	-	100%	-	100%	100%	100%	-	100%	100%	100%	-	-
Genotypes 2 and 3	100%	100%	100%	88%	100%	86%	100%	83%	88%	100%	96%	100%
Flu Vaccination	93%	100%	99%	97%	100%	98%	97%	96%	96%	94%	99%	99%
Diagnostic Monitoring	69%	90%	84%	81%	76%	67%	74%	79%	86%	77%	83%	39%
QT Prolongation EKG 12 Months	80%	100%	-	67%	69%	65%	50%	75%	83%	80%	67%	75%
Second Generation Antipsychotics	77%	67%	65%	78%	63%	63%	75%	68%	71%	56%	79%	44%
Lipid Monitoring 6 Months	86%	64%	53%	72%	59%	65%	68%	66%	68%	61%	73%	33%
Blood Sugar 6 Months	23%	79%	53%	84%	72%	57%	77%	73%	80%	74%	78%	23%
EKG 12 Months	-	50%	40%	52%	41%	31%	60%	29%	54%	22%	64%	-
AIMS 12 Months	88%	89%	95%	99%	89%	81%	97%	94%	92%	63%	100%	100%
Med Consent 12 Months	100%	56%	100%	91%	61%	79%	84%	93%	68%	58%	89%	33%
Clozapine	-	-	-	-	78%	-	-	-	89%	84%	-	-
ALT 12 Months	-	-	-	-	100%	-	-	-	67%	100%	-	-
Lipid Monitoring 6 Months	-	-	-	-	75%	-	-	-	100%	86%	-	-
Blood Sugar 6 Months	-	-	-	-	63%	-	-	-	100%	86%	-	-
ANC 30 Days	-	-	-	-	100%	-	-	-	100%	100%	-	-
WBC 30 Days	-	-	-	-	100%	-	-	-	100%	100%	-	-
EKG 12 Months	-	-	-	-	33%	-	-	-	67%	33%	-	-
Mood Stabilizers	33%	94%	91%	82%	79%	63%	86%	78%	93%	79%	92%	0%
Carbamazepine	-	-	-	80%	100%	89%	-	67%	-	-	100%	-
ALT 6 Months	-	-	-	80%	100%	100%	-	100%	-	-	100%	-
Carbamazepine Level 6 Months	-	-	-	80%	100%	100%	-	0%	-	-	100%	-
WBC 6 Months	-	-	-	80%	100%	67%	-	100%	-	-	100%	-
Med Consent 12 Months	-	-	-	100%	100%	100%	-	100%	-	-	67%	-
Depakote	25%	88%	82%	84%	73%	53%	100%	91%	94%	78%	94%	0%
ALT 6 Months	0%	100%	73%	85%	77%	37%	100%	88%	100%	85%	94%	0%

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Population Health Management	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Depakote Level 6 Months	69%	65%	-	-	74%	88%	-	95%	90%	73%	57%	80%	10%	68%	73%	-	50%	90%	36%	-	77%	47%	66%
PLT 6 Months	69%	71%	-	-	52%	75%	-	86%	80%	73%	71%	74%	10%	68%	59%	-	100%	95%	45%	-	74%	67%	62%
Med Consent 12 Months	68%	83%	-	-	88%	40%	-	46%	87%	100%	70%	38%	48%	100%	86%	-	100%	82%	100%	-	79%	65%	65%
Lithium	71%	67%	-	-	80%	82%	-	74%	78%	66%	80%	71%	25%	87%	69%	-	0%	100%	84%	-	70%	55%	75%
Creatinine 6 Months	78%	67%	-	-	93%	83%	-	100%	92%	92%	85%	89%	8%	90%	75%	-	0%	100%	80%	-	75%	54%	83%
Lithium Level 6 Months	78%	67%	-	-	93%	83%	-	100%	83%	92%	80%	81%	17%	90%	69%	-	0%	100%	80%	-	88%	54%	83%
Thyroid Monitoring 6 Months	75%	100%	-	-	80%	83%	-	100%	92%	84%	93%	81%	25%	90%	81%	-	0%	100%	60%	-	75%	54%	76%
EKG 12 Months	46%	0%	-	-	33%	60%	-	0%	25%	0%	50%	40%	18%	67%	40%	-	-	-	100%	-	33%	40%	43%
Med Consent 12 Months	80%	100%	-	-	100%	100%	-	71%	100%	60%	91%	64%	57%	100%	82%	-	-	-	100%	-	80%	75%	90%
Tricyclic AD	70%	-	-	-	-	-	-	-	100%	-	50%	50%	-	-	-	-	-	-	-	-	-	-	50%
EKG 12 Months	40%	-	-	-	-	-	-	-	100%	-	0%	0%	-	-	-	-	-	-	-	-	-	-	0%
Med Consent 12 Months	100%	-	-	-	-	-	-	-	100%	-	100%	100%	-	-	-	-	-	-	-	-	-	-	100%
SSRI AD Med Consent 12 Months	83%	67%	-	-	89%	81%	-	63%	86%	81%	90%	72%	61%	88%	85%	-	74%	84%	87%	-	91%	74%	79%
Polypharmacy Medication Review																							
Care Management	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Appropriate Placement High Risk Patients	71%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
High Risk Patient Care Plan																							
Follow-Up After MHCB/DSH Admission	70%	100%	50%	100%	100%	100%	-	50%	87%	55%	65%	54%	72%	100%	75%	-	95%	0%	67%	-	100%	67%	75%
30-Day Community Hospital Readmission	9.1%	6.0%	5.1%	0.0%	5.0%	6.3%	12.1%	21.4%	12.8%	11.8%	6.3%	16.7%	13.8%	2.8%	4.2%	6.2%	23.1%	2.3%	2.6%	3.2%	9.7%	6.0%	7.0%
30-Day MHCB or DSH Readmission	11%	2%	13%	7%	15%	16%	0%	9%	14%	23%	17%	11%	23%	4%	8%	0%	5%	0%	25%	5%	20%	12%	7%
Potentially Avoidable Hospitalizations*	11.1	8.5	6.7	1.6	5.2	6.8	5.4	0.0	24.2	15.3	8.1	42.2	16.5	5.2	7.7	3.8	6.9	7.3	1.2	5.5	15.2	13.6	10.0
Continuity of Clinicians & Services	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Primary Care Provider (PCP)	89%	93%	82%	86%	98%	95%	88%	91%	97%	91%	83%	88%	83%	96%	97%	91%	99%	97%	90%	95%	91%	90%	85%
Mental Health Primary Clinician	82%	N/A	N/A	N/A	N/A	85%	N/A	N/A	100%	95%	78%	81%	75%	N/A	N/A	N/A	N/A	N/A	88%	N/A	92%	78%	74%
Psychiatrist	81%	N/A	N/A	N/A	N/A	96%	N/A	N/A	100%	80%	80%	82%	88%	N/A	N/A	N/A	N/A	N/A	100%	N/A	64%	49%	76%
Medication Management	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Medication Continuity-Transfer	83%	65%	97%	94%	79%	75%	98%	-	78%	85%	70%	92%	86%	94%	92%	98%	95%	94%	63%	92%	48%	94%	94%

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Population Health Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Depakote Level 6 Months	0%	100%	73%	82%	82%	43%	100%	88%	100%	85%	91%	0%
PLT 6 Months	0%	100%	82%	82%	80%	47%	100%	88%	94%	81%	97%	0%
Med Consent 12 Months	100%	50%	100%	85%	51%	84%	100%	100%	83%	61%	95%	-
Lithium	40%	100%	100%	83%	65%	48%	73%	76%	92%	80%	82%	-
Creatinine 6 Months	0%	100%	100%	83%	76%	50%	86%	89%	100%	80%	91%	-
Lithium Level 6 Months	0%	100%	100%	90%	76%	46%	57%	89%	100%	96%	82%	-
Thyroid Monitoring 6 Months	0%	100%	100%	88%	79%	11%	86%	67%	100%	84%	77%	-
EKG 12 Months	100%	-	100%	59%	47%	42%	50%	33%	70%	67%	75%	-
Med Consent 12 Months	100%	100%	100%	93%	48%	90%	86%	100%	90%	73%	85%	-
Tricyclic AD	-	-	-	-	-	-	-	-	100%	-	-	-
EKG 12 Months	-	-	-	-	-	-	-	-	100%	-	-	-
Med Consent 12 Months	-	-	-	-	-	-	-	-	100%	-	-	-
SSRI AD Med Consent 12 Months	88%	100%	96%	99%	88%	76%	86%	95%	82%	87%	93%	38%
Polypharmacy Medication Review												
Care Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Appropriate Placement High Risk Patients	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
High Risk Patient Care Plan												
Follow-Up After MHCB/DSH Admission	68%	65%	100%	70%	64%	86%	67%	75%	82%	43%	69%	45%
30-Day Community Hospital Readmission	2.9%	0.0%	4.7%	14.1%	8.1%	12.1%	6.0%	11.7%	6.7%	4.5%	9.2%	15.0%
30-Day MHCB or DSH Readmission	7%	16%	9%	13%	19%	18%	6%	17%	10%	15%	0%	10%
Potentially Avoidable Hospitalizations*	7.6	0.0	2.9	28.4	18.2	19.3	0.4	21.2	8.9	12.1	9.6	19.1
Continuity of Clinicians & Services	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Primary Care Provider (PCP)	92%	95%	95%	84%	90%	96%	90%	98%	88%	89%	97%	97%
Mental Health Primary Clinician	77%	74%	N/A	82%	78%	77%	N/A	N/A	64%	67%	84%	79%
Psychiatrist	86%	57%	N/A	71%	82%	89%	N/A	N/A	56%	50%	96%	66%
Medication Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medication Continuity-Transfer	99%	98%	77%	35%	92%	96%	54%	83%	92%	87%	98%	88%

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All Institutions

Medication Management	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP	
M4: Meds Upon Arrival at Reception Ctr	97%	-	-	-	-	97%	-	-	90%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	
M5: KOP Meds Inter-Institutional	81%	75%	85%	100%	55%	85%	90%	-	70%	40%	75%	100%	100%	80%	100%	100%	95%	100%	0%	90%	65%	95%	100%	
M6: NA/DOT Meds Inter-Institutional	86%	55%	100%	100%	100%	94%	-	-	90%	-	56%	80%	90%	100%	81%	100%	89%	100%	100%	92%	40%	100%	100%	
M7: Mental Health Crisis Bed Transfers	64%	-	-	-	-	29%	-	-	52%	96%	48%	100%	100%	-	-	-	-	-	45%	-	14%	76%	100%	
M8: ASU/SHU/PSU Inter-Institutional	82%	43%	100%	100%	56%	74%	100%	-	90%	93%	48%	86%	95%	-	80%	100%	88%	100%	70%	100%	20%	100%	100%	
M9: Discharge from Community Hosp/DSH	79%	65%	100%	100%	100%	46%	100%	-	55%	100%	95%	83%	76%	100%	100%	89%	95%	71%	-	78%	70%	92%	63%	
M10: Transfer/Parole	93%	85%	100%	71%	85%	100%	100%	-	100%	95%	95%	100%	55%	95%	100%	100%	100%	100%	100%	100%	100%	81%	100%	100%
Medication Non-Adherence Counseling	76%	75%	63%	-	100%	71%	47%	-	92%	73%	71%	68%	62%	83%	89%	92%	88%	89%	60%	57%	80%	96%	88%	
M11: Non-Adherence MH Prescribed	79%	75%	100%	-	100%	68%	100%	-	93%	98%	73%	92%	55%	83%	97%	-	85%	100%	31%	-	87%	88%	92%	
M12: Non-Adherence PC2602 Meds	91%	-	-	-	-	72%	-	-	100%	100%	87%	75%	98%	-	100%	-	100%	-	100%	-	93%	100%	95%	
M13: Non-Adherence Medical Prescribed	70%	50%	70%	-	100%	57%	42%	-	75%	96%	75%	60%	48%	67%	60%	85%	65%	93%	48%	100%	80%	95%	67%	
M14: Non-Adherence Insulin/HIV/Clozaril	66%	100%	20%	-	-	88%	0%	-	100%	0%	50%	45%	45%	100%	100%	100%	100%	75%	60%	13%	63%	100%	100%	
Medication Administration	91%	94%	99%	98%	94%	95%	80%	-	93%	94%	77%	94%	99%	89%	91%	100%	98%	99%	84%	92%	83%	99%	98%	
M20: Chronic Care Meds-Psychiatrist	85%	100%	-	-	95%	100%	91%	-	90%	75%	30%	100%	100%	55%	95%	-	100%	100%	80%	-	75%	95%	95%	
M21: Chronic Care Meds-Medical	96%	100%	100%	100%	100%	84%	100%	-	90%	100%	95%	100%	95%	90%	95%	100%	100%	100%	70%	100%	100%	100%	100%	
M22: New Outpatient Orders-Psychiatrist	88%	80%	100%	-	98%	97%	100%	-	92%	100%	58%	77%	100%	100%	80%	100%	91%	97%	95%	83%	38%	100%	93%	
M23: New Outpatient Orders-Medical	94%	90%	96%	95%	98%	95%	100%	-	95%	95%	100%	100%	100%	100%	93%	100%	100%	100%	73%	100%	100%	100%	100%	
M24: Administration – TB Medications	90%	98%	100%	100%	81%	100%	9%	-	100%	100%	100%	-	100%	100%	90%	100%	100%	100%	100%	85%	100%	100%	100%	
Non-Formulary by Psychiatrists	3.3%	0.3%	0.0%	0.0%	1.8%	4.4%	0.0%	7.5%	1.1%	4.0%	6.1%	6.0%	2.9%	0.7%	1.2%	0.0%	2.9%	1.3%	1.7%	0.0%	11.6%	1.6%	5.2%	
Non-Formulary by Medical Providers	5.4%	6.7%	2.6%	4.9%	4.2%	6.9%	6.7%	9.6%	7.2%	5.5%	6.0%	8.4%	5.6%	2.1%	2.1%	1.6%	4.4%	4.0%	3.6%	2.1%	5.8%	3.3%	9.1%	

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All Institutions

Medication Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
M4: Meds Upon Arrival at Reception Ctr	100%	-	-	-	-	-	-	-	95%	-	-	100%
M5: KOP Meds Inter-Institutional	95%	90%	60%	25%	100%	95%	60%	90%	83%	100%	100%	100%
M6: NA/DOT Meds Inter-Institutional	100%	100%	81%	32%	100%	94%	-	95%	100%	82%	100%	100%
M7: Mental Health Crisis Bed Transfers	100%	100%	53%	32%	-	100%	-	64%	90%	100%	-	61%
M8: ASU/SHU/PSU Inter-Institutional	100%	100%	92%	58%	100%	100%	57%	79%	78%	100%	100%	75%
M9: Discharge from Community Hosp/DSH	100%	100%	-	41%	78%	90%	0%	70%	100%	61%	100%	87%
M10: Transfer/Parole	100%	100%	100%	25%	80%	100%	100%	100%	95%	80%	90%	95%
Medication Non-Adherence Counseling	73%	67%	86%	51%	80%	54%	91%	86%	67%	80%	96%	42%
M11: Non-Adherence MH Prescribed	90%	75%	80%	57%	82%	53%	92%	83%	85%	63%	90%	45%
M12: Non-Adherence PC2602 Meds	67%	92%	100%	100%	93%	70%	-	100%	69%	100%	100%	100%
M13: Non-Adherence Medical Prescribed	80%	100%	77%	38%	85%	70%	90%	60%	48%	67%	93%	23%
M14: Non-Adherence Insulin/HIV/Clozaril	55%	0%	-	10%	61%	21%	-	100%	67%	90%	100%	0%
Medication Administration	99%	96%	85%	67%	91%	77%	91%	91%	97%	90%	97%	89%
M20: Chronic Care Meds-Psychiatrist	100%	90%	45%	80%	100%	45%	80%	100%	85%	100%	100%	60%
M21: Chronic Care Meds-Medical	100%	100%	95%	85%	100%	95%	100%	80%	100%	100%	100%	100%
M22: New Outpatient Orders-Psychiatrist	95%	100%	90%	64%	90%	97%	80%	75%	98%	100%	100%	87%
M23: New Outpatient Orders-Medical	100%	100%	94%	58%	75%	80%	95%	100%	100%	88%	95%	100%
M24: Administration – TB Medications	100%	91%	100%	46%	-	67%	100%	100%	100%	60%	88%	100%
Non-Formulary by Psychiatrists	2.2%	0.8%	1.8%	1.9%	5.8%	3.4%	13.3%	1.3%	8.9%	4.0%	1.8%	2.8%
Non-Formulary by Medical Providers	1.7%	2.7%	3.7%	5.8%	5.5%	5.9%	4.1%	5.8%	5.9%	3.4%	4.4%	7.9%

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Availability of Health Information	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Documents Scanned	33%	56%	38%	20%	66%	27%	66%	33%	7%	50%	48%	42%	10%	62%	32%	52%	21%	57%	17%	17%	61%	26%	24%
Medical Documents 1 Business Day	41%	72%	79%	31%	78%	10%	73%	85%	3%	65%	58%	69%	3%	72%	38%	70%	7%	71%	19%	5%	61%	15%	32%
Dental Documents 1 Business Day	49%	59%	42%	16%	90%	58%	89%	48%	0%	98%	88%	41%	7%	90%	53%	75%	68%	94%	13%	27%	93%	30%	15%
Mental Health Documents 1 Business Day	17%	56%	9%	1%	55%	2%	59%	7%	1%	27%	10%	21%	0%	60%	26%	33%	2%	41%	0%	31%	35%	4%	4%
CDCR Inpatient Documents 1 Business Day	38%	-	-	-	-	57%	64%	8%	25%	25%	58%	62%	33%	-	-	-	-	-	45%	-	76%	65%	56%
Other Documents 1 Business Day	20%	39%	22%	31%	42%	10%	44%	15%	3%	35%	28%	16%	8%	27%	11%	28%	8%	23%	6%	7%	40%	15%	15%
Specialty Notes	35%	45%	33%	12%	31%	10%	64%	33%	14%	34%	65%	61%	41%	36%	19%	19%	12%	25%	44%	22%	52%	12%	16%
Community Hospital Records	53%	25%	78%	50%	30%	18%	78%	79%	20%	68%	70%	44%	34%	55%	33%	60%	36%	38%	0%	50%	54%	58%	58%
Appeal Processing	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Timely Appeals	77%	97%	100%	71%	96%	99%	94%	88%	31%	100%	78%	97%	99%	98%	70%	94%	19%	98%	91%	100%	100%	91%	100%
Resource Management	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Claims Processed	99%	N/A																					
Specialty Teleservices	61%	46%	83%	26%	70%	76%	81%	65%	57%	71%	8%	34%	86%	64%	66%	82%	61%	46%	61%	94%	75%	64%	70%
Health Care Staff Training																							
Continous Evaluation & Improvement	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
QM & Patient Safety Program																							
Health Care Index																							
Staffing in Full Time Equivalents (FTE)	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Total Staffing FTE	92%	89%	98%	87%	93%	89%	98%	81%	105%	101%	84%	89%	90%	92%	93%	83%	93%	85%	85%	92%	96%	99%	86%
Medical FTE	94%	82%	113%	83%	81%	96%	75%	88%	104%	84%	91%	93%	88%	90%	74%	87%	90%	102%	105%	105%	101%	95%	97%
Nursing FTE	100%	93%	105%	102%	105%	91%	110%	95%	110%	111%	74%	85%	95%	98%	105%	86%	94%	96%	99%	106%	110%	109%	92%
Pharmacy FTE	103%	77%	76%	96%	109%	93%	125%	86%	138%	103%	115%	116%	108%	111%	110%	101%	107%	80%	89%	101%	91%	118%	93%
Dental Clinical FTE	97%	93%	103%	93%	97%	102%	97%	144%	104%	102%	93%	94%	97%	96%	99%	105%	103%	104%	93%	96%	104%	95%	92%
Mental Health Clinical FTE	82%	75%	89%	17%	81%	90%	100%	17%	97%	85%	95%	96%	74%	70%	80%	43%	94%	60%	57%	71%	71%	94%	78%
Clinical Support FTE	77%	91%	97%	100%	77%	83%	76%	35%	109%	90%	70%	81%	74%	73%	60%	100%	77%	77%	79%	100%	82%	58%	74%
Administrative Support FTE	82%	91%	89%	71%	79%	80%	87%	66%	94%	93%	96%	91%	84%	92%	77%	73%	87%	70%	69%	72%	90%	90%	84%
Total Actual FTE	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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Availability of Health Information	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Documents Scanned	24%	12%	49%	50%	23%	33%	40%	42%	45%	25%	57%	21%
Medical Documents 1 Business Day	20%	2%	64%	63%	26%	35%	47%	59%	54%	35%	66%	17%
Dental Documents 1 Business Day	36%	21%	57%	70%	0%	34%	55%	37%	37%	19%	87%	39%
Mental Health Documents 1 Business Day	17%	2%	37%	38%	2%	9%	32%	26%	23%	3%	37%	30%
CDCR Inpatient Documents 1 Business Day	33%	25%	68%	59%	73%	66%	-	72%	70%	52%	-	2%
Other Documents 1 Business Day	14%	11%	19%	22%	12%	21%	27%	15%	42%	18%	36%	14%
Specialty Notes	26%	-	37%	19%	36%	50%	24%	57%	39%	23%	41%	16%
Community Hospital Records	68%	0%	50%	33%	92%	77%	33%	82%	55%	30%	50%	49%
Appeal Processing	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Timely Appeals	86%	100%	81%	41%	96%	98%	100%	92%	97%	77%	88%	80%
Resource Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Claims Processed	N/A											
Specialty Teleservices	71%	57%	45%	77%	47%	72%	40%	49%	34%	52%	67%	67%
Health Care Staff Training												
Continous Evaluation & Improvement	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
QM & Patient Safety Program												
Health Care Index												
Staffing in Full Time Equivalents (FTE)	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Total Staffing FTE	97%	89%	80%	107%	96%	89%	85%	96%	90%	98%	96%	97%
Medical FTE	119%	100%	79%	139%	84%	84%	88%	100%	106%	68%	91%	117%
Nursing FTE	112%	96%	98%	114%	109%	100%	95%	97%	102%	114%	118%	116%
Pharmacy FTE	78%	107%	58%	126%	127%	105%	90%	111%	104%	117%	76%	105%
Dental Clinical FTE	92%	89%	96%	102%	94%	91%	98%	100%	103%	100%	95%	92%
Mental Health Clinical FTE	77%	87%	70%	105%	91%	78%	72%	101%	79%	88%	78%	73%
Clinical Support FTE	71%	101%	48%	97%	85%	58%	100%	114%	71%	74%	79%	95%
Administrative Support FTE	90%	76%	59%	92%	77%	77%	71%	86%	77%	82%	82%	76%
Total Actual FTE	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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Staffing in Full Time Equivalents (FTE)	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Civil Service FTE	91%	93%	92%	91%	93%	96%	90%	92%	91%	92%	96%	94%	89%	95%	88%	95%	95%	95%	90%	93%	87%	89%	92%
Overtime FTE	4.7%	1.5%	3.4%	6.4%	3.9%	4.3%	5.5%	5.4%	3.7%	5.8%	2.6%	4.1%	6.3%	3.0%	5.6%	1.9%	3.3%	3.1%	7.3%	3.3%	5.9%	5.7%	5.8%
Registry FTE	4.3%	5.3%	4.8%	2.5%	3.2%	0.2%	4.2%	2.7%	5.4%	2.3%	1.4%	1.6%	4.7%	2.1%	6.5%	2.9%	1.7%	1.5%	2.6%	3.4%	7.5%	6.0%	2.6%
Major Costs per Inmate per Month	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Medical Staff	\$87	\$69	\$66	\$38	\$58	\$92	\$64	\$780	\$105	\$140	\$116	\$265	\$106	\$79	\$65	\$62	\$105	\$80	\$81	\$71	\$77	\$74	\$107
Nursing Staff	\$392	\$236	\$233	\$157	\$262	\$370	\$287	\$4,127	\$482	\$820	\$547	\$1,379	\$640	\$224	\$274	\$232	\$333	\$248	\$368	\$262	\$314	\$407	\$448
Pharmacy Staff	\$31	\$20	\$12	\$10	\$25	\$36	\$23	\$224	\$43	\$57	\$40	\$139	\$35	\$26	\$25	\$12	\$25	\$25	\$16	\$17	\$28	\$25	\$34
Dental Clinical Staff	\$77	\$87	\$77	\$62	\$77	\$74	\$94	\$167	\$74	\$85	\$73	\$94	\$73	\$84	\$73	\$83	\$76	\$77	\$82	\$77	\$80	\$76	\$88
Mental Health Clinical Staff	\$164	\$90	\$29	\$7	\$95	\$168	\$37	\$777	\$195	\$332	\$303	\$555	\$199	\$87	\$65	\$23	\$141	\$58	\$55	\$23	\$150	\$270	\$274
Clinical Support Staff	\$21	\$11	\$7	\$4	\$11	\$22	\$8	\$232	\$26	\$46	\$39	\$96	\$34	\$13	\$5	\$7	\$8	\$5	\$11	\$6	\$14	\$20	\$35
Administrative Support Staff	\$98	\$88	\$79	\$37	\$65	\$94	\$97	\$782	\$115	\$229	\$116	\$290	\$110	\$83	\$63	\$76	\$103	\$75	\$88	\$83	\$106	\$107	\$133
Hospital	\$91	\$49	\$43	\$25	\$54	\$52	\$48	\$447	\$179	\$100	\$71	\$552	\$106	\$38	\$66	\$25	\$87	\$81	\$14	\$22	\$132	\$60	\$110
Emergency Department	\$6	\$7	\$11	\$6	\$4	\$4	\$5	\$2	\$4	\$4	\$6	\$6	\$4	\$7	\$4	\$4	\$5	\$3	\$6	\$4	\$6	\$11	\$8
Specialty	\$25	\$23	\$15	\$11	\$15	\$18	\$16	\$47	\$42	\$21	\$33	\$82	\$32	\$13	\$19	\$20	\$17	\$12	\$22	\$21	\$18	\$23	\$28
Medications	\$88	\$34	\$19	\$15	\$40	\$92	\$24	\$373	\$235	\$114	\$166	\$450	\$86	\$52	\$48	\$21	\$80	\$48	\$35	\$23	\$36	\$123	\$222
Diagnostics	\$17	\$12	\$8	\$7	\$10	\$29	\$9	\$46	\$34	\$21	\$21	\$35	\$10	\$12	\$11	\$9	\$17	\$12	\$7	\$10	\$8	\$24	\$27
Workload Per Day	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Appointments per PCP	12.5	13.5	12.4	14.1	12.8	12.9	11.6	6.6	10.9	11.3	13.4	7.8	16.4	12.0	16.8	13.6	13.1	11.2	16.7	15.9	15.7	12.8	9.7
Appointments per PCRN	6.3	7.9	7.9	4.8	4.6	9.3	6.7	-	4.7	9.1	7.7	5.5	6.8	5.8	5.6	5.4	8.7	8.0	5.4	4.2	7.3	4.9	5.2
Encounters per Primary MH Clinician	8.0	6.6	1.8	1.9	7.4	9.3	3.9	5.1	6.0	7.8	10.9	9.6	8.5	4.0	3.8	2.0	7.8	3.3	6.8	2.1	11.7	8.7	9.4
Encounters per Psychiatrist	7.3	6.8	1.0	0.3	11.4	10.0	6.5	6.6	6.0	6.1	9.4	7.8	10.8	5.3	7.4	0.7	9.3	2.0	5.1	1.7	8.0	6.1	6.7

* Rate Per 1,000 Inmates

** Statewide figures include California City (CAC)

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DASHBOARD COMPARISON

February 2014

All Institutions

Staffing in Full Time Equivalents (FTE)	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Civil Service FTE	86%	94%	95%	88%	85%	93%	95%	93%	89%	86%	96%	81%
Overtime FTE	7.1%	2.2%	3.4%	4.4%	6.4%	2.7%	3.5%	3.0%	6.4%	7.4%	3.7%	5.5%
Registry FTE	7.5%	3.7%	2.0%	7.5%	8.8%	4.6%	1.5%	3.7%	5.0%	6.3%	0.4%	13.4%
Major Costs per Inmate per Month	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Staff	\$81	\$65	\$77	\$157	\$120	\$62	\$37	\$102	\$90	\$70	\$79	\$66
Nursing Staff	\$309	\$423	\$297	\$549	\$1,041	\$306	\$119	\$284	\$380	\$472	\$316	\$294
Pharmacy Staff	\$20	\$21	\$26	\$47	\$52	\$29	\$11	\$41	\$30	\$61	\$27	\$22
Dental Clinical Staff	\$69	\$85	\$90	\$93	\$111	\$64	\$69	\$74	\$71	\$82	\$68	\$62
Mental Health Clinical Staff	\$139	\$174	\$132	\$406	\$759	\$124	\$44	\$131	\$321	\$197	\$138	\$116
Clinical Support Staff	\$14	\$23	\$11	\$49	\$102	\$17	\$5	\$15	\$21	\$22	\$17	\$16
Administrative Support Staff	\$89	\$118	\$79	\$131	\$171	\$70	\$39	\$82	\$85	\$117	\$81	\$78
Hospital	\$46	\$8	\$37	\$197	\$115	\$144	\$19	\$211	\$70	\$116	\$116	\$122
Emergency Department	\$5	\$2	\$5	\$8	\$7	\$6	\$1	\$5	\$4	\$16	\$12	\$6
Specialty	\$22	\$4	\$18	\$41	\$14	\$37	\$11	\$43	\$28	\$20	\$38	\$32
Medications	\$54	\$40	\$40	\$223	\$94	\$104	\$15	\$113	\$150	\$71	\$73	\$62
Diagnostics	\$34	\$8	\$9	\$24	\$17	\$12	\$7	\$19	\$28	\$13	\$14	\$39
Workload Per Day	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Appointments per PCP	14.7	5.2	15.4	11.8	10.9	15.6	12.2	8.8	10.8	11.9	15.8	13.0
Appointments per PCRN	8.0	-	6.4	6.1	6.2	7.2	5.1	7.7	6.2	5.2	6.7	7.1
Encounters per Primary MH Clinician	11.9	4.6	6.4	7.2	7.2	8.9	2.5	8.1	6.0	7.5	11.2	11.8
Encounters per Psychiatrist	9.4	3.8	11.1	8.1	6.5	5.9	2.0	9.2	6.6	7.3	9.6	5.9

* Rate Per 1,000 Inmates

** Statewide figures include California City (CAC)

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DASHBOARD COMPARISON

February 2014

All Institutions

Other Trends	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
Hospital Admissions*	4.8	2.5	1.8	0.6	4.3	1.7	2.3	36.6	8.6	8.9	3.8	14.6	5.0	3.5	2.2	3.0	5.1	3.0	0.6	2.3	7.6	3.5	7.7
Emergency Department Visits*	25	23	45	22	14	21	21	6	28	44	24	28	16	47	28	32	20	13	12	21	29	72	25
Specialty Care Referrals*	41	28	19	28	20	32	30	134	40	29	56	102	30	27	64	42	48	30	36	39	17	70	68
Prescriptions Per Inmate	3.2	1.9	1.1	0.7	2.6	3.9	1.4	14.6	4.9	4.5	5.9	3.2	3.3	2.9	3.5	1.9	2.5	2.5	1.8	1.4	1.7	4.1	5.5
Diagnostics Per Inmate	0.9	0.5	0.4	0.4	0.5	1.3	0.4	3.3	1.5	1.0	0.9	2.0	0.4	0.6	0.7	0.4	0.8	0.6	0.4	0.4	0.4	1.3	2.1
Appeals Received*	29	29	11	3	30	35	13	78	4	26	28	28	40	20	33	18	48	18	29	7	13	18	60
Prison Population Capacity	142%	137%	169%	130%	159%	179%	129%	73%	156%	153%	124%	87%	140%	125%	153%	136%	141%	134%	145%	137%	150%	161%	168%
Institution & Population Characteristics	SW**	ASP	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP
High Risk Priority 1	3%	0%	0%	0%	0%	3%	1%	40%	12%	3%	7%	16%	1%	1%	2%	1%	2%	2%	1%	1%	1%	4%	9%
High Risk Priority 2	7%	1%	1%	1%	3%	6%	2%	23%	21%	8%	14%	20%	4%	4%	6%	4%	5%	7%	2%	3%	4%	10%	18%
Medium Risk	42%	51%	20%	11%	48%	47%	21%	29%	41%	48%	41%	52%	52%	52%	50%	29%	35%	42%	40%	23%	49%	54%	53%
Low Risk	48%	47%	79%	88%	49%	44%	76%	8%	26%	40%	38%	11%	42%	43%	42%	66%	57%	50%	57%	73%	47%	31%	20%
Mental Health EOP	4.1%	N/A	N/A	N/A	N/A	1.3%	N/A	N/A	0.8%	4.5%	14.2%	19.3%	6.1%	N/A	N/A	N/A	0.9%	N/A	N/A	N/A	3.0%	9.4%	19.4%
Patients with Disability (ADA)	6%	4%	1%	1%	2%	6%	2%	45%	12%	4%	6%	33%	5%	3%	5%	4%	5%	3%	5%	2%	4%	6%	8%
Inmates 50 Years or Older	22%	23%	6%	8%	17%	19%	13%	56%	39%	20%	33%	48%	14%	19%	37%	26%	20%	28%	10%	14%	9%	20%	32%
Men and Women Institutions	M	M	M	M	M	W	M	M	M	W	M	M	M	M	M	M	M	M/W	M	M	M	M	M
Licensed Beds	2,338	28	18	24	32	39	15	1,108	81	37	87	232	99	10	22	-	29	-	35	15	22	18	24
Institution Population	122,563	3,985	3,901	5,051	4,407	3,613	2,984	1,339	4,664	2,145	4,781	2,054	4,367	3,128	5,044	2,363	2,368	3,318	3,371	3,023	3,682	3,700	2,852

* Rate Per 1,000 Inmates

** Statewide figures include California City (CAC)

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DASHBOARD COMPARISON

February 2014

All Institutions

Other Trends	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Hospital Admissions*	4.1	0.4	0.3	12.3	5.5	10.1	0.6	6.8	3.0	2.7	2.5	9.0
Emergency Department Visits*	19	6	21	40	37	18	10	13	16	64	19	22
Specialty Care Referrals*	31	11	15	115	25	23	26	77	53	37	43	33
Prescriptions Per Inmate	2.6	1.2	2.3	6.1	5.5	3.7	1.0	4.1	4.2	3.4	3.8	2.1
Diagnostics Per Inmate	1.5	0.7	0.5	1.2	0.9	0.5	0.5	1.2	1.5	0.6	0.7	2.0
Appeals Received*	22	28	22	61	65	41	8	33	34	60	36	40
Prison Population Capacity	173%	113%	139%	141%	120%	159%	128%	157%	130%	139%	165%	171%
Institution & Population Characteristics	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
High Risk Priority 1	1%	1%	0%	13%	5%	2%	0%	7%	6%	2%	2%	1%
High Risk Priority 2	2%	2%	0%	19%	9%	6%	1%	16%	13%	5%	7%	3%
Medium Risk	34%	22%	56%	54%	59%	55%	22%	48%	41%	58%	56%	36%
Low Risk	64%	74%	44%	14%	26%	37%	76%	30%	40%	35%	34%	60%
Mental Health EOP	2.0%	2.5%	N/A	16.7%	33.8%	6.2%	N/A	N/A	1.8%	11.0%	6.2%	2.0%
Patients with Disability (ADA)	2%	2%	4%	21%	4%	15%	1%	9%	7%	6%	10%	4%
Inmates 50 Years or Older	12%	10%	13%	36%	16%	25%	12%	38%	40%	14%	33%	12%
Men and Women Institutions	M	M	M	M	M	M	M	M	M	M	M	M
Licensed Beds	16	20	17	30	87	38	10	18	52	27	26	18
Institution Population	4,614	2,683	3,195	3,095	2,201	5,466	4,777	4,109	4,010	3,389	3,256	5,003

* Rate Per 1,000 Inmates

** Statewide figures include California City (CAC)

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HEALTHCARE SERVICES DASHBOARD

Wasco State Prison (WSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT			
ACCESS				Recent Qtr				6 Mth Trend			
	6 Mth Trend	WSP	Statewide	Recent Qtr	Prior Qtr	Statewide		6 Mth Trend	WSP	Statewide	
Medical Services		81%	82%	87%	88%	83%	Appropriate Placement High Risk Patients		N/A	71%	
Dental Services		87%	85%	50%	50%	71%	High Risk Patient Care Plan				
Mental Health Services		66%	81%	71%	78%	77%	Follow-Up After MHCB/DSH Admission		45%	70%	
APPTS COMPLETED AS SCHEDULED				Current Yr				6 Mth Trend			
	6 Mth Trend	WSP	Statewide	Current Yr	Prior Yr	Statewide		6 Mth Trend	WSP	Statewide	
Cancelled Due to Custody		0.1%	1.9%	82%	81%	91%	30-Day Community Hospital Readmission		15.0%	9.1%	
Seen as Scheduled		94%	82%	44%	59%	87%	30-Day MHCB or DSH Readmission		10%	11%	
EFFECTIVE COMMUNICATION				Current Yr				6 Mth Trend			
	6 Mth Trend	WSP	Statewide	Current Yr	Prior Yr	Statewide		6 Mth Trend	WSP	Statewide	
Effective Communication Provided		50%	63%	N/A	N/A	87%	Potentially Avoidable Hospitalizations*		19.1	11.1	
MEDICATION MANAGEMENT				Current Yr				6 Mth Trend			
	6 Mth Trend	WSP	Statewide	Current Yr	Prior Yr	Statewide	CONTINUITY OF CLINICIANS & SERVICES				
Medication Continuity-Transfer		88%	83%	99%	100%	90%	Primary Care Provider (PCP)		97%	89%	
Medication Non-Adherence Counseling		42%	76%	AVAILABILITY OF HEALTH INFORMATION				Mental Health Primary Clinician		79%	82%
Medication Administration		89%	91%	6 Mth Trend				Psychiatrist		66%	81%
FORMULARY MANAGEMENT				6 Mth Trend				WSP			
	6 Mth Trend	WSP	Statewide	6 Mth Trend				WSP			
Non-Formulary by Psychiatrists		2.8%	3.3%	6 Mth Trend				WSP			
Non-Formulary by Medical Providers		7.9%	5.4%	6 Mth Trend				WSP			
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				6 Mth Trend				WSP			
	6 Mth Trend	WSP	Statewide	6 Mth Trend				WSP			
Total Staffing FTE		330	342	6 Mth Trend				WSP			
Medical FTE		15	13	6 Mth Trend				WSP			
Nursing FTE		160	138	6 Mth Trend				WSP			
Pharmacy FTE		14	13	6 Mth Trend				WSP			
Dental Clinical FTE		26	29	6 Mth Trend				WSP			
Mental Health Clinical FTE		39	53	6 Mth Trend				WSP			
Clinical Support FTE		11	12	6 Mth Trend				WSP			
Administrative Support FTE		65	85	6 Mth Trend				WSP			
MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend				WSP			
	6 Mth Trend	WSP	Statewide	6 Mth Trend				WSP			
Total Actual FTE		330	100%	6 Mth Trend				WSP			
Civil Service FTE		267	81%	6 Mth Trend				WSP			
Overtime FTE		18	5.5%	6 Mth Trend				WSP			
Registry FTE		44	13.4%	6 Mth Trend				WSP			
LABOR				6 Mth Trend				WSP			
	6 Mth Trend	WSP	Statewide	6 Mth Trend				WSP			
Hospital		\$122	\$85	6 Mth Trend				WSP			
Emergency Department		\$6	\$6	6 Mth Trend				WSP			
Specialty		\$32	\$29	6 Mth Trend				WSP			
Medications		\$62	\$61	6 Mth Trend				WSP			
Diagnostics		\$39	\$33	6 Mth Trend				WSP			
NON LABOR				6 Mth Trend				WSP			
	6 Mth Trend	WSP	Statewide	6 Mth Trend				WSP			
Hospital Admissions*		9.0	4.8	6 Mth Trend				WSP			
Emergency Department Visits*		22	25	6 Mth Trend				WSP			
Specialty Care Referrals*		33	41	6 Mth Trend				WSP			
Prescriptions Per Inmate		2.1	3.2	6 Mth Trend				WSP			
Diagnostics Per Inmate		2.0	0.9	6 Mth Trend				WSP			
Appeals Received*		40	29	6 Mth Trend				WSP			
Prison Population Capacity		171%	142%	6 Mth Trend				WSP			

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

HEALTHCARE SERVICES DASHBOARD

San Quentin State Prison (SQ)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT																																																																																																								
ACCESS Medical Services: SQ: 73% Statewide: 82% Dental Services: SQ: 67% Statewide: 85% Mental Health Services: SQ: 94% Statewide: 81%				Recent Qtr Prior Qtr Statewide Asthma Care: 92% 89% 83% Therapeutic Anticoagulation: 45% 44% 71% Diabetes Care: 73% 76% 77% HCV Treatment: 88% 89% 82% Utilization Specialty Services: 97% 100% 91% Colon Cancer Screening: 92% 83% 87% Breast Cancer Screening: N/A N/A 87% Diagnostic Monitoring: 86% 84% 73% Polypharmacy Medication Review: Flu Vaccination: Current Yr 96% Prior Yr 100% Statewide 90%				6 Mth Trend SQ Statewide Appropriate Placement High Risk Patients: N/A 71% High Risk Patient Care Plan: Follow-Up After MHCB/DSH Admission: 82% 70% 30-Day Community Hospital Readmission: 6.7% 9.1% 30-Day MHCB or DSH Readmission: 10% 11% Potentially Avoidable Hospitalizations*: 8.9 11.1																																																																																																								
APPTS COMPLETED AS SCHEDULED Cancelled Due to Custody: 0.9% 1.9% Seen as Scheduled: 93% 82%				CONTINUITY OF CLINICIANS & SERVICES Primary Care Provider (PCP): 88% 89% Mental Health Primary Clinician: 64% 82% Psychiatrist: 56% 81%																																																																																																												
EFFECTIVE COMMUNICATION Effective Communication Provided: 71% 63%				RESOURCE MANAGEMENT Claims Processed: N/A 99% Specialty Teleservices: 34% 61% Health Care Staff Training:																																																																																																												
MEDICATION MANAGEMENT MAPIP Medication Continuity-Transfer: 92% 83% Medication Non-Adherence Counseling: 67% 76% Medication Administration: 97% 91%				AVAILABILITY OF HEALTH INFORMATION Documents Scanned: 45% 33% Specialty Notes: 39% 35% Community Hospital Records: 55% 53%																																																																																																												
FORMULARY MANAGEMENT Non-Formulary by Psychiatrists: 8.9% 3.3% Non-Formulary by Medical Providers: 5.9% 5.4%				APPEAL PROCESSING Timely Appeals: 97% 77%																																																																																																												
STAFFING IN FULL TIME EQUIVALENTS (FTE)** <table border="1"> <thead> <tr> <th></th> <th>Actual</th> <th>Authority</th> <th>% of Auth</th> <th>Statewide</th> </tr> </thead> <tbody> <tr><td>Total Staffing FTE</td><td>380</td><td>421</td><td>90%</td><td>92%</td></tr> <tr><td>Medical FTE</td><td>14</td><td>14</td><td>106%</td><td>94%</td></tr> <tr><td>Nursing FTE</td><td>172</td><td>168</td><td>102%</td><td>100%</td></tr> <tr><td>Pharmacy FTE</td><td>14</td><td>13</td><td>104%</td><td>103%</td></tr> <tr><td>Dental Clinical FTE</td><td>23</td><td>23</td><td>103%</td><td>97%</td></tr> <tr><td>Mental Health Clinical FTE</td><td>81</td><td>103</td><td>79%</td><td>82%</td></tr> <tr><td>Clinical Support FTE</td><td>12</td><td>17</td><td>71%</td><td>77%</td></tr> <tr><td>Administrative Support FTE</td><td>65</td><td>85</td><td>77%</td><td>82%</td></tr> </tbody> </table>					Actual	Authority	% of Auth	Statewide	Total Staffing FTE	380	421	90%	92%	Medical FTE	14	14	106%	94%	Nursing FTE	172	168	102%	100%	Pharmacy FTE	14	13	104%	103%	Dental Clinical FTE	23	23	103%	97%	Mental Health Clinical FTE	81	103	79%	82%	Clinical Support FTE	12	17	71%	77%	Administrative Support FTE	65	85	77%	82%	MAJOR COSTS PER INMATE PER MONTH** <table border="1"> <thead> <tr> <th></th> <th>YTD 13/14</th> <th>FY 12/13</th> <th>Statewide</th> </tr> </thead> <tbody> <tr><td>LABOR</td><td></td><td></td><td></td></tr> <tr><td>Medical Staff</td><td>\$90</td><td>\$89</td><td>\$87</td></tr> <tr><td>Nursing Staff</td><td>\$380</td><td>\$357</td><td>\$392</td></tr> <tr><td>Pharmacy Staff</td><td>\$30</td><td>\$25</td><td>\$31</td></tr> <tr><td>Dental Clinical Staff</td><td>\$71</td><td>\$67</td><td>\$77</td></tr> <tr><td>Mental Health Clinical Staff</td><td>\$321</td><td>\$237</td><td>\$164</td></tr> <tr><td>Clinical Support Staff</td><td>\$21</td><td>\$22</td><td>\$21</td></tr> <tr><td>Administrative Support Staff</td><td>\$85</td><td>\$122</td><td>\$98</td></tr> <tr><td>NON LABOR</td><td></td><td></td><td></td></tr> <tr><td>Hospital</td><td>\$70</td><td>\$91</td><td>\$91</td></tr> <tr><td>Emergency Department</td><td>\$4</td><td>\$4</td><td>\$6</td></tr> <tr><td>Specialty</td><td>\$28</td><td>\$32</td><td>\$25</td></tr> <tr><td>Medications</td><td>\$150</td><td>\$109</td><td>\$88</td></tr> <tr><td>Diagnostics</td><td>\$28</td><td>\$26</td><td>\$17</td></tr> </tbody> </table>					YTD 13/14	FY 12/13	Statewide	LABOR				Medical Staff	\$90	\$89	\$87	Nursing Staff	\$380	\$357	\$392	Pharmacy Staff	\$30	\$25	\$31	Dental Clinical Staff	\$71	\$67	\$77	Mental Health Clinical Staff	\$321	\$237	\$164	Clinical Support Staff	\$21	\$22	\$21	Administrative Support Staff	\$85	\$122	\$98	NON LABOR				Hospital	\$70	\$91	\$91	Emergency Department	\$4	\$4	\$6	Specialty	\$28	\$32	\$25	Medications	\$150	\$109	\$88	Diagnostics	\$28	\$26	\$17
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Clinical Support FTE	12	17	71%	77%																																																																																																												
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Dental Clinical Staff	\$71	\$67	\$77																																																																																																													
Mental Health Clinical Staff	\$321	\$237	\$164																																																																																																													
Clinical Support Staff	\$21	\$22	\$21																																																																																																													
Administrative Support Staff	\$85	\$122	\$98																																																																																																													
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Hospital	\$70	\$91	\$91																																																																																																													
Emergency Department	\$4	\$4	\$6																																																																																																													
Specialty	\$28	\$32	\$25																																																																																																													
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* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

California State Prison, Solano (SOL)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
ACCESS				Recent Qtr				6 Mth Trend				
	6 Mth Trend	SOL	Statewide		Prior Qtr	Statewide		SOL	Statewide			
Medical Services		88%	82%	Asthma Care	89%	88%	83%	Appropriate Placement High Risk Patients	N/A	71%		
Dental Services		87%	85%	Therapeutic Anticoagulation	75%	88%	71%	High Risk Patient Care Plan				
Mental Health Services		88%	81%	Diabetes Care	79%	82%	77%	Follow-Up After MHCB/DSH Admission		75%	70%	
APPTS COMPLETED AS SCHEDULED				Current Yr				6 Mth Trend				
	6 Mth Trend	SOL	Statewide		Prior Yr	Statewide		SOL	Statewide			
Cancelled Due to Custody		0.4%	1.9%	HCV Treatment	56%	56%	82%	30-Day Community Hospital Readmission		11.7%	9.1%	
Seen as Scheduled		77%	82%	Utilization Specialty Services	95%	97%	91%	30-Day MHCB or DSH Readmission		17%	11%	
EFFECTIVE COMMUNICATION				Current Yr				6 Mth Trend				
	6 Mth Trend	SOL	Statewide		Prior Yr	Statewide		SOL	Statewide			
Effective Communication Provided		62%	63%	Colon Cancer Screening	86%	60%	87%	Potentially Avoidable Hospitalizations*		21.2	11.1	
MEDICATION MANAGEMENT				Current Yr				6 Mth Trend				
	6 Mth Trend	SOL	Statewide		Prior Yr	Statewide		SOL	Statewide			
Medication Continuity-Transfer		83%	83%	Breast Cancer Screening	N/A	N/A	87%	CONTINUITY OF CLINICIANS & SERVICES				
Medication Non-Adherence Counseling		86%	76%	Diagnostic Monitoring	79%	67%	73%	Primary Care Provider (PCP)		98%	89%	
Medication Administration		91%	91%	Polypharmacy Medication Review				Mental Health Primary Clinician		N/A	82%	
FORMULARY MANAGEMENT				Current Yr				6 Mth Trend				
	6 Mth Trend	SOL	Statewide		Prior Yr	Statewide		SOL	Statewide			
Non-Formulary by Psychiatrists		1.3%	3.3%	Flu Vaccination	96%	98%	90%	Psychiatrist		N/A	81%	
Non-Formulary by Medical Providers		5.8%	5.4%	AVAILABILITY OF HEALTH INFORMATION				6 Mth Trend				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					SOL	Statewide		SOL	Statewide			
	Actual	Authority	% of Auth	Statewide		SOL	Statewide		SOL	Statewide		
Total Staffing FTE	279	290	96%	92%	Documents Scanned		42%	33%	Claims Processed		N/A	99%
Medical FTE	14	14	100%	94%	Specialty Notes		57%	35%	Specialty Teleservices		49%	61%
Nursing FTE	115	119	97%	100%	Community Hospital Records		82%	53%	Health Care Staff Training			
Pharmacy FTE	19	17	111%	103%	APPEAL PROCESSING				6 Mth Trend			
Dental Clinical FTE	23	23	100%	97%		SOL	Statewide		SOL	Statewide		
Mental Health Clinical FTE	36	36	101%	82%	Timely Appeals		92%	77%	QM & Patient Safety Program			
Clinical Support FTE	10	9	114%	77%	MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend			
Administrative Support FTE	63	73	86%	82%		SOL	Statewide		SOL	Statewide		
LABOR					YTD 13/14	FY 12/13	Statewide	6 Mth Trend				
	Actual	Authority	% of Auth	Statewide		YTD 13/14	FY 12/13	Statewide		SOL	Statewide	
Total Actual FTE		279	100%	100%	Medical Staff	\$102	\$104	\$87	Appointments per PCP		8.8	12.5
Civil Service FTE		261	93%	91%	Nursing Staff	\$284	\$245	\$392	Appointments per PCRN		7.7	6.3
Overtime FTE		8	3.0%	4.7%	Pharmacy Staff	\$41	\$44	\$31	Encounters per Primary MH Clinician		8.1	8.0
Registry FTE		10	3.7%	4.3%	Dental Clinical Staff	\$74	\$73	\$77	Encounters per Psychiatrist		9.2	7.3
NON LABOR					YTD 13/14	FY 12/13	Statewide	OTHER TRENDS				
	Actual	SOL	Statewide		YTD 13/14	FY 12/13	Statewide		SOL	Statewide		
Hospital					Hospital	\$211	\$125	\$91	Hospital Admissions*		6.8	4.8
Emergency Department					Emergency Department	\$5	\$5	\$6	Emergency Department Visits*		13	25
Specialty					Specialty	\$43	\$46	\$25	Specialty Care Referrals*		77	41
Medications					Medications	\$113	\$112	\$88	Prescriptions Per Inmate		4.1	3.2
Diagnostics					Diagnostics	\$19	\$21	\$17	Diagnostics Per Inmate		1.2	0.9
									Appeals Received*		33	29
									Prison Population Capacity		157%	142%

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

HEALTHCARE SERVICES DASHBOARD

Sierra Conservation Center (SCC)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
ACCESS				Recent Qtr				6 Mth Trend				
Medical Services		97%	82%	Asthma Care	91%	88%	83%	Appropriate Placement High Risk Patients		N/A	71%	
Dental Services		71%	85%	Therapeutic Anticoagulation	100%	100%	71%	High Risk Patient Care Plan				
Mental Health Services		97%	81%	Diabetes Care	74%	69%	77%	Follow-Up After MHCB/DSH Admission		67%	70%	
APPTS COMPLETED AS SCHEDULED				Prior Qtr				SCC				
Cancelled Due to Custody		0.1%	1.9%	HCV Treatment	88%	88%	82%	30-Day Community Hospital Readmission		6.0%	9.1%	
Seen as Scheduled		95%	82%	Utilization Specialty Services	95%	96%	91%	30-Day MHCB or DSH Readmission		6%	11%	
EFFECTIVE COMMUNICATION				Statewide				Statewide				
Effective Communication Provided		88%	63%	Colon Cancer Screening	60%	74%	87%	Potentially Avoidable Hospitalizations*		0.4	11.1	
MEDICATION MANAGEMENT				Current Yr				CONTINUITY OF CLINICIANS & SERVICES				
MAPIP				Prior Yr				6 Mth Trend				
Medication Continuity-Transfer		54%	83%	Flu Vaccination	97%	55%	90%	Primary Care Provider (PCP)		90%	89%	
Medication Non-Adherence Counseling		91%	76%	AVAILABILITY OF HEALTH INFORMATION				SCC				
Medication Administration		91%	91%	6 Mth Trend				Statewide				
FORMULARY MANAGEMENT				Documents Scanned				Resource Management				
Non-Formulary by Psychiatrists		13.3%	3.3%	Specialty Notes		40%	33%	Claims Processed		N/A	99%	
Non-Formulary by Medical Providers		4.1%	5.4%	Community Hospital Records		24%	35%	Specialty Teleservices		40%	61%	
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				APPEAL PROCESSING				CONTINUOUS EVALUATION & IMPROVEMENT				
Actual				6 Mth Trend				6 Mth Trend				
Authority				SCC				SCC				
% of Auth				Statewide				Statewide				
Total Staffing FTE	151	177	85%	92%	Timely Appeals		100%	77%	QM & Patient Safety Program			
Medical FTE	7	8	88%	94%	MAJOR COSTS PER INMATE PER MONTH**				WORKLOAD PER DAY			
Nursing FTE	57	60	95%	100%	LABOR				6 Mth Trend			
Pharmacy FTE	7	8	90%	103%	Medical Staff	YTD 13/14	FY 12/13	Statewide	Appointments per PCP		12.2	12.5
Dental Clinical FTE	25	26	98%	97%	Nursing Staff	\$37	\$46	\$87	Appointments per PCRN		5.1	6.3
Mental Health Clinical FTE	14	19	72%	82%	Nursing Staff	\$119	\$118	\$392	Encounters per Primary MH Clinician		2.5	8.0
Clinical Support FTE	4	4	100%	77%	Pharmacy Staff	\$11	\$10	\$31	Encounters per Psychiatrist		2.0	7.3
Administrative Support FTE	37	53	71%	82%	Dental Clinical Staff	\$69	\$67	\$77	OTHER TRENDS			
6 Mth Trend				Actual				6 Mth Trend				
SCC				Statewide				6 Mth Trend				
Total Actual FTE		151	100%	100%	Mental Health Clinical Staff	\$44	\$44	\$164	Hospital Admissions*		0.6	4.8
Civil Service FTE		143	95%	91%	Clinical Support Staff	\$5	\$5	\$21	Emergency Department Visits*		10	25
Overtime FTE		5	3.5%	4.7%	Administrative Support Staff	\$39	\$43	\$98	Specialty Care Referrals*		26	41
Registry FTE		2	1.5%	4.3%	NON LABOR				Prescriptions Per Inmate		1.0	3.2
				YTD 13/14				SCC				
				FY 12/13				Statewide				
				Statewide				Statewide				
				Hospital				Hospital Admissions*				
				Emergency Department				Emergency Department Visits*				
				Specialty				Specialty Care Referrals*				
				Medications				Prescriptions Per Inmate				
				Diagnostics				Diagnostics Per Inmate				
								Appeals Received*				
								Prison Population Capacity				

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

HEALTHCARE SERVICES DASHBOARD

Richard J. Donovan Correctional Facility (RJD)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
ACCESS				Recent Qtr				6 Mth Trend				
Medical Services		RJD: 65%	Statewide: 82%	Asthma Care	89%	Prior Qtr: 86%	Statewide: 83%	Appropriate Placement High Risk Patients		RJD: N/A	Statewide: 71%	
Dental Services		78%	85%	Therapeutic Anticoagulation	62%	70%	71%	High Risk Patient Care Plan				
Mental Health Services		80%	81%	Diabetes Care	72%	75%	77%	Follow-Up After MHCB/DSH Admission		70%	70%	
APPTS COMPLETED AS SCHEDULED				Current Yr				6 Mth Trend				
Cancelled Due to Custody		3.2%	1.9%	HCV Treatment	89%	86%	82%	30-Day Community Hospital Readmission		14.1%	9.1%	
Seen as Scheduled		83%	82%	Utilization Specialty Services	93%	94%	91%	30-Day MHCB or DSH Readmission		13%	11%	
EFFECTIVE COMMUNICATION				Prior Yr				6 Mth Trend				
Effective Communication Provided		66%	63%	Colon Cancer Screening	83%	85%	87%	Potentially Avoidable Hospitalizations*		28.4	11.1	
MEDICATION MANAGEMENT				Statewide				CONTINUITY OF CLINICIANS & SERVICES				
MAPIP				Flu Vaccination				6 Mth Trend				
Medication Continuity-Transfer		35%	83%	Flu Vaccination	97%	99%	90%	Primary Care Provider (PCP)		84%	89%	
Medication Non-Adherence Counseling		51%	76%	AVAILABILITY OF HEALTH INFORMATION				6 Mth Trend				
Medication Administration		67%	91%	6 Mth Trend				RESOURCE MANAGEMENT				
FORMULARY MANAGEMENT				Documents Scanned				6 Mth Trend				
Non-Formulary by Psychiatrists		1.9%	3.3%	Specialty Notes		50%	33%	Claims Processed		N/A	99%	
Non-Formulary by Medical Providers		5.8%	5.4%	Community Hospital Records		19%	35%	Specialty Teleservices		77%	61%	
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				APPEAL PROCESSING				CONTINUOUS EVALUATION & IMPROVEMENT				
Actual				Timely Appeals				6 Mth Trend				
Authority				6 Mth Trend				QM & Patient Safety Program				
% of Auth				41%				6 Mth Trend				
Statewide				77%				Health Care Index				
Total Staffing FTE	473	442	107%	92%	MAJOR COSTS PER INMATE PER MONTH**				WORKLOAD PER DAY			
Medical FTE	19	14	139%	94%	LABOR				6 Mth Trend			
Nursing FTE	202	178	114%	100%	YTD 13/14				RJD			
Pharmacy FTE	20	16	126%	103%	FY 12/13				Statewide			
Dental Clinical FTE	26	25	102%	97%	Medical Staff	\$157	\$115	\$87	Appointments per PCP		11.8	12.5
Mental Health Clinical FTE	95	91	105%	82%	Nursing Staff	\$549	\$452	\$392	Appointments per PCRN		6.1	6.3
Clinical Support FTE	23	24	97%	77%	Pharmacy Staff	\$47	\$38	\$31	Encounters per Primary MH Clinician		7.2	8.0
Administrative Support FTE	87	94	92%	82%	Dental Clinical Staff	\$93	\$81	\$77	Encounters per Psychiatrist		8.1	7.3
6 Mth Trend				NON LABOR				OTHER TRENDS				
Actual				YTD 13/14				6 Mth Trend				
RJD				FY 12/13				RJD				
Statewide				Statewide				Statewide				
Total Actual FTE		473	100%	100%	Hospital	\$197	\$192	\$91	Hospital Admissions*		12.3	4.8
Civil Service FTE		417	88%	91%	Emergency Department	\$8	\$6	\$6	Emergency Department Visits*		40	25
Overtime FTE		21	4.4%	4.7%	Specialty	\$41	\$46	\$25	Specialty Care Referrals*		115	41
Registry FTE		35	7.5%	4.3%	Medications	\$223	\$188	\$88	Prescriptions Per Inmate		6.1	3.2
				Diagnosics				Diagnosics Per Inmate				
				\$24				1.2				
				\$24				0.9				
				\$17				Appeals Received*				
				\$17				61				
								Prison Population Capacity				
								141%				
								142%				

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

HEALTHCARE SERVICES DASHBOARD

Pleasant Valley State Prison (PVSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT				
ACCESS					Recent Qtr					6 Mth Trend				
Medical Services		PVSP	Statewide	Asthma Care	92%	Prior Qtr	90%	83%	Appropriate Placement High Risk Patients		N/A	71%		
Dental Services		71%	82%	Therapeutic Anticoagulation	-	-	71%	High Risk Patient Care Plan						
Mental Health Services		84%	85%	Diabetes Care	77%	77%	77%	Follow-Up After MHCB/DSH Admission		100%	70%			
APPTS COMPLETED AS SCHEDULED					Current Yr					PVSP				
Cancelled Due to Custody		0.1%	1.9%	HCV Treatment	94%	94%	82%	30-Day Community Hospital Readmission		4.7%	9.1%			
Seen as Scheduled		88%	82%	Utilization Specialty Services	95%	98%	91%	30-Day MHCB or DSH Readmission		9%	11%			
EFFECTIVE COMMUNICATION					Prior Yr					Statewide				
Effective Communication Provided		67%	63%	Colon Cancer Screening	98%	97%	87%	Potentially Avoidable Hospitalizations*		2.9	11.1			
MEDICATION MANAGEMENT					Statewide					CONTINUITY OF CLINICIANS & SERVICES				
MAPIP					Current Yr					PVSP				
Medication Continuity-Transfer		77%	83%	Flu Vaccination	99%	97%	90%	Primary Care Provider (PCP)		95%	89%			
Medication Non-Adherence Counseling		86%	76%	AVAILABILITY OF HEALTH INFORMATION					PVSP					
Medication Administration		85%	91%	6 Mth Trend					Statewide					
FORMULARY MANAGEMENT					Documents Scanned					Resource Management				
Non-Formulary by Psychiatrists		1.8%	3.3%	Specialty Notes		49%	33%	Claims Processed		N/A	99%			
Non-Formulary by Medical Providers		3.7%	5.4%	Community Hospital Records		37%	35%	Specialty Teleservices		45%	61%			
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					APPEAL PROCESSING					CONTINUOUS EVALUATION & IMPROVEMENT				
Actual					6 Mth Trend					PVSP				
Authority					PVSP					Statewide				
% of Auth					Timely Appeals					6 Mth Trend				
Statewide					81%					77%				
Total Staffing FTE	224	282	80%	92%	MAJOR COSTS PER INMATE PER MONTH**					QM & Patient Safety Program				
Medical FTE	10	13	79%	94%	LABOR					6 Mth Trend				
Nursing FTE	107	109	98%	100%	YTD 13/14					PVSP				
Pharmacy FTE	7	12	58%	103%	FY 12/13					Statewide				
Dental Clinical FTE	23	24	96%	97%	Medical Staff	\$77	\$69	\$87	Health Care Index					
Mental Health Clinical FTE	29	42	70%	82%	Nursing Staff	\$297	\$244	\$392	WORKLOAD PER DAY					
Clinical Support FTE	4	8	48%	77%	Pharmacy Staff	\$26	\$31	\$31	6 Mth Trend					
Administrative Support FTE	44	74	59%	82%	Dental Clinical Staff	\$90	\$82	\$77	Appointments per PCP		15.4	12.5		
Actual					NON LABOR					PVSP				
6 Mth Trend					YTD 13/14					Statewide				
Actual					FY 12/13					Statewide				
Total Actual FTE		224	100%	100%	Hospital	\$37	\$69	\$91	Appointments per PCRN		6.4	6.3		
Civil Service FTE		212	95%	91%	Emergency Department	\$5	\$6	\$6	Encounters per Primary MH Clinician		6.4	8.0		
Overtime FTE		8	3.4%	4.7%	Specialty	\$18	\$21	\$25	Encounters per Psychiatrist		11.1	7.3		
Registry FTE		5	2.0%	4.3%	Medications	\$40	\$52	\$88	OTHER TRENDS					
Actual					YTD 13/14					FY 12/13				
Actual					Statewide					Statewide				
6 Mth Trend					Diagnosics					6 Mth Trend				
Actual					YTD 13/14					PVSP				
Actual					FY 12/13					Statewide				
Actual					Statewide					Statewide				
6 Mth Trend					YTD 13/14					Statewide				
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HEALTHCARE SERVICES DASHBOARD

Pelican Bay State Prison (P BSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT																																																																																				
ACCESS Medical Services: PBSP: -, Statewide: 82% Dental Services: PBSP: 98%, Statewide: 85% Mental Health Services: PBSP: 77%, Statewide: 81%				Recent Qtr Prior Qtr Statewide Asthma Care: 92% 89% 83% Therapeutic Anticoagulation: 100% 100% 71% Diabetes Care: 74% 79% 77% HCV Treatment: 57% 57% 82% Utilization Specialty Services: 90% 96% 91% Colon Cancer Screening: 96% 98% 87% Breast Cancer Screening: N/A N/A 87% Diagnostic Monitoring: 90% 62% 73% Polypharmacy Medication Review: Flu Vaccination: Current Yr 100% Prior Yr 100% Statewide 90%				6 Mth Trend PBSP Statewide Appropriate Placement High Risk Patients: N/A 71% High Risk Patient Care Plan: Follow-Up After MHCB/DSH Admission: 65% 70% 30-Day Community Hospital Readmission: 0.0% 9.1% 30-Day MHCB or DSH Readmission: 16% 11% Potentially Avoidable Hospitalizations*: 0.0 11.1																																																																																				
APPTS COMPLETED AS SCHEDULED Cancelled Due to Custody: 0.3% 1.9% Seen as Scheduled: 96% 82%				CONTINUITY OF CLINICIANS & SERVICES Primary Care Provider (PCP): 95% 89% Mental Health Primary Clinician: 74% 82% Psychiatrist: 57% 81%																																																																																								
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* Rate Per 1,000 Inmates
 ** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

Mule Creek State Prison (MCSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT				
ACCESS					Recent Qtr					6 Mth Trend				
Medical Services		MCSP	Statewide	Asthma Care	87%	Prior Qtr	90%	83%	Appropriate Placement High Risk Patients		N/A	71%		
Dental Services		92%	85%	Therapeutic Anticoagulation	59%	61%	71%	High Risk Patient Care Plan						
Mental Health Services		83%	81%	Diabetes Care	76%	75%	77%	Follow-Up After MHCB/DSH Admission		75%	70%			
APPTS COMPLETED AS SCHEDULED					Current Yr					MCSP				
Cancelled Due to Custody		3.0%	1.9%	HCV Treatment	94%	94%	82%	30-Day Community Hospital Readmission		7.0%	9.1%			
Seen as Scheduled		73%	82%	Utilization Specialty Services	80%	94%	91%	30-Day MHCB or DSH Readmission		7%	11%			
EFFECTIVE COMMUNICATION					Prior Yr					Statewide				
Effective Communication Provided		47%	63%	Colon Cancer Screening	87%	83%	87%	Potentially Avoidable Hospitalizations*		10.0	11.1			
MEDICATION MANAGEMENT					Statewide					CONTINUITY OF CLINICIANS & SERVICES				
MAPIP					Current Yr					MCSP				
Medication Continuity-Transfer		94%	83%	Flu Vaccination	96%	93%	90%	Primary Care Provider (PCP)		85%	89%			
Medication Non-Adherence Counseling		88%	76%	AVAILABILITY OF HEALTH INFORMATION					Statewide					
Medication Administration		98%	91%	6 Mth Trend					MCSP					
FORMULARY MANAGEMENT					MCSP					Statewide				
Non-Formulary by Psychiatrists		5.2%	3.3%	Documents Scanned		24%	33%	Claims Processed		N/A	99%			
Non-Formulary by Medical Providers		9.1%	5.4%	Specialty Notes		16%	35%	Specialty Teleservices		70%	61%			
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					Statewide					Resource Management				
Actual					MCSP					Statewide				
Authority					MCSP					Statewide				
% of Auth					MCSP					Statewide				
Total Staffing FTE	311	360	86%	92%	Community Hospital Records		58%	53%	Health Care Staff Training					
Medical FTE	10	11	97%	94%	APPEAL PROCESSING					CONTINUOUS EVALUATION & IMPROVEMENT				
Nursing FTE	128	139	92%	100%	6 Mth Trend					MCSP				
Pharmacy FTE	11	12	93%	103%	MCSP					Statewide				
Dental Clinical FTE	18	20	92%	97%	Timely Appeals		100%	77%	QM & Patient Safety Program					
Mental Health Clinical FTE	59	76	78%	82%	MAJOR COSTS PER INMATE PER MONTH**					WORKLOAD PER DAY				
Clinical Support FTE	14	19	74%	77%	LABOR					6 Mth Trend				
Administrative Support FTE	70	84	84%	82%	YTD 13/14					MCSP				
Actual					FY 12/13					Statewide				
Total Actual FTE		311	100%	100%	Medical Staff	\$107	\$89	\$87	Appointments per PCP		9.7	12.5		
Civil Service FTE		285	92%	91%	Nursing Staff	\$448	\$381	\$392	Appointments per PCRN		5.2	6.3		
Overtime FTE		18	5.8%	4.7%	Pharmacy Staff	\$34	\$31	\$31	Encounters per Primary MH Clinician		9.4	8.0		
Registry FTE		8	2.6%	4.3%	Dental Clinical Staff	\$88	\$77	\$77	Encounters per Psychiatrist		6.7	7.3		
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MCSP					FY 12/13					Statewide				
Statewide					LABOR					MCSP				
Actual					YTD 13/14					Statewide				
MCSP					FY 12/13					Statewide				
Statewide					LABOR					MCSP				
Actual					YTD 13/14					Statewide				
MCSP					FY 12/13					Statewide				
Statewide					LABOR					MCSP				
Actual					YTD 13/14					Statewide				
MCSP					FY 12/13					Statewide				
Statewide					LABOR					MCSP				
Actual					YTD 13/14					Statewide				
MCSP					FY 12/13					Statewide				
Statewide					LABOR					MCSP				
Actual					YTD 13/14					Statewide				
MCSP					FY 12/13					Statewide				
Statewide					LABOR					MCSP				
Actual					YTD 13/14					Statewide				
MCSP					FY 12/13					Statewide				
Statewide					LABOR					MCSP				
Actual					YTD 13/14					Statewide				
MCSP					FY 12/13					Statewide				
Statewide					LABOR					MCSP				
Actual					YTD 13/14					Statewide				
MCSP					FY 12/13					Statewide				
Statewide					LABOR					MCSP				
Actual					YTD 13/14					Statewide				
MCSP					FY 12/13					Statewide				
Statewide					LABOR					MCSP				
Actual					YTD 13/14					Statewide				
MCSP					FY 12/13					Statewide				
Statewide					LABOR					MCSP				
Actual					YTD 13/14					Statewide				
MCSP					FY 12/13					Statewide				
Statewide					LABOR					MCSP				
Actual					YTD 13/14					Statewide				
MCSP					FY 12/13					Statewide				
Statewide					LABOR					MCSP				
Actual					YTD 13/14					Statewide				
MCSP					FY 12/13					Statewide				
Statewide					LABOR					MCSP				
Actual					YTD 13/14					Statewide				
MCSP					FY 12/13					Statewide				
Statewide					LABOR					MCSP				
Actual					YTD 13/14					Statewide				
MC														

HEALTHCARE SERVICES DASHBOARD

California State Prison, Los Angeles County (LAC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT				
ACCESS					Recent Qtr					6 Mth Trend				
Medical Services		LAC	Statewide	Asthma Care	94%	Prior Qtr	92%	83%	Appropriate Placement High Risk Patients		N/A	71%		
Dental Services		85%	82%	Therapeutic Anticoagulation	85%	31%	71%	High Risk Patient Care Plan						
Mental Health Services		87%	81%	Diabetes Care	87%	84%	77%	Follow-Up After MHCB/DSH Admission		67%	70%			
APPTS COMPLETED AS SCHEDULED					Current Yr					LAC				
Cancelled Due to Custody		2.2%	1.9%	HCV Treatment	94%	94%	82%	30-Day Community Hospital Readmission		6.0%	9.1%			
Seen as Scheduled		75%	82%	Utilization Specialty Services	97%	98%	91%	30-Day MHCB or DSH Readmission		12%	11%			
EFFECTIVE COMMUNICATION					Prior Yr					Statewide				
Effective Communication Provided		77%	63%	Colon Cancer Screening	86%	88%	87%	Potentially Avoidable Hospitalizations*		13.6	11.1			
MEDICATION MANAGEMENT					Statewide					CONTINUITY OF CLINICIANS & SERVICES				
MAPIP					Current Yr					LAC				
Medication Continuity-Transfer		94%	83%	Flu Vaccination	98%	93%	90%	Primary Care Provider (PCP)		90%	89%			
Medication Non-Adherence Counseling		96%	76%	AVAILABILITY OF HEALTH INFORMATION					Statewide					
Medication Administration		99%	91%	Documents Scanned		26%	33%	Mental Health Primary Clinician		78%	82%			
FORMULARY MANAGEMENT					LAC					RESOURCE MANAGEMENT				
Non-Formulary by Psychiatrists		1.6%	3.3%	Specialty Notes		12%	35%	Claims Processed		N/A	99%			
Non-Formulary by Medical Providers		3.3%	5.4%	Community Hospital Records		58%	53%	Specialty Teleservices		64%	61%			
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					Statewide					CONTINUOUS EVALUATION & IMPROVEMENT				
	Actual	Authority	% of Auth	Statewide	APPEAL PROCESSING					LAC				
Total Staffing FTE	373	379	99%	92%	Timely Appeals		91%	77%	QM & Patient Safety Program					
Medical FTE	11	12	95%	94%	MAJOR COSTS PER INMATE PER MONTH**					Statewide				
Nursing FTE	164	151	109%	100%	LABOR	YTD 13/14	FY 12/13	Statewide	Health Care Index					
Pharmacy FTE	14	12	118%	103%	Medical Staff	\$74	\$71	\$87	WORKLOAD PER DAY					
Dental Clinical FTE	25	26	95%	97%	Nursing Staff	\$407	\$382	\$392	Appointments per PCP		12.8	12.5		
Mental Health Clinical FTE	72	77	94%	82%	Pharmacy Staff	\$25	\$26	\$31	Appointments per PCRN		4.9	6.3		
Clinical Support FTE	9	15	58%	77%	Dental Clinical Staff	\$76	\$71	\$77	Encounters per Primary MH Clinician		8.7	8.0		
Administrative Support FTE	78	86	90%	82%	Mental Health Clinical Staff	\$270	\$222	\$164	Encounters per Psychiatrist		6.1	7.3		
	6 Mth Trend	Actual	LAC	Statewide	Clinical Support Staff	\$20	\$19	\$21	OTHER TRENDS					
Total Actual FTE		373	100%	100%	Administrative Support Staff	\$107	\$94	\$98	Hospital Admissions*		3.5	4.8		
Civil Service FTE		330	89%	91%	NON LABOR					Emergency Department Visits*		72	25	
Overtime FTE		21	5.7%	4.7%	Hospital	\$60	\$79	\$91	Specialty Care Referrals*		70	41		
Registry FTE		22	6.0%	4.3%	Emergency Department	\$11	\$10	\$6	Prescriptions Per Inmate		4.1	3.2		
					Specialty	\$23	\$29	\$25	Diagnostics Per Inmate		1.3	0.9		
					Medications	\$123	\$109	\$88	Appeals Received*		18	29		
					Diagnostics	\$24	\$21	\$17	Prison Population Capacity		161%	142%		

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

HEALTHCARE SERVICES DASHBOARD

Ironwood State Prison (ISP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT			
ACCESS				Recent Qtr				6 Mth Trend			
Medical Services		ISP: 75%	Statewide: 82%	Asthma Care	94%	Prior Qtr: 94%	Statewide: 83%	Appropriate Placement High Risk Patients		ISP: N/A	Statewide: 71%
Dental Services		90%	85%	Therapeutic Anticoagulation	0%	-	71%	High Risk Patient Care Plan			
Mental Health Services		89%	81%	Diabetes Care	75%	78%	77%	Follow-Up After MHCB/DSH Admission		-	70%
APPTS COMPLETED AS SCHEDULED				Prior Qtr				30-Day Community Hospital Readmission			
Cancelled Due to Custody		0.1%	1.9%	HCV Treatment	50%	51%	82%	30-Day MHC or DSH Readmission		3.2%	9.1%
Seen as Scheduled		72%	82%	Utilization Specialty Services	99%	100%	91%	Potentially Avoidable Hospitalizations*		5.5	11.1
EFFECTIVE COMMUNICATION				Current Yr				CONTINUITY OF CLINICIANS & SERVICES			
Effective Communication Provided		54%	63%	Colon Cancer Screening	98%	97%	87%	Primary Care Provider (PCP)		95%	89%
MEDICATION MANAGEMENT				Prior Yr				RESOURCE MANAGEMENT			
MAPIP				Statewide				6 Mth Trend			
Medication Continuity-Transfer		92%	83%	Flu Vaccination	100%	100%	90%	Mental Health Primary Clinician		N/A	82%
Medication Non-Adherence Counseling		57%	76%	AVAILABILITY OF HEALTH INFORMATION				Psychiatrist			
Medication Administration		92%	91%	Documents Scanned		17%	33%	Claims Processed		N/A	99%
FORMULARY MANAGEMENT				Specialty Notes				Specialty Teleservices			
Non-Formulary by Psychiatrists		0.0%	3.3%	Community Hospital Records		50%	53%	Health Care Staff Training			
Non-Formulary by Medical Providers		2.1%	5.4%	APPEAL PROCESSING				CONTINUOUS EVALUATION & IMPROVEMENT			
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				Timely Appeals				6 Mth Trend			
		100%	77%	MAJOR COSTS PER INMATE PER MONTH**				QM & Patient Safety Program			
				LABOR				Health Care Index			
								WORKLOAD PER DAY			
								6 Mth Trend			
								Appointments per PCP			
								Appointments per PCRN			
								Encounters per Primary MH Clinician			
								Encounters per Psychiatrist			
				NON LABOR				OTHER TRENDS			
								6 Mth Trend			
								Hospital Admissions*			
								Emergency Department Visits*			
								Specialty Care Referrals*			
								Prescriptions Per Inmate			
								Diagnostics Per Inmate			
								Appeals Received*			
								Prison Population Capacity			
								137%			
								142%			

* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

Folsom State Prison (FSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
ACCESS				Recent Qtr				6 Mth Trend				
Medical Services		FSP: 90%	Statewide: 82%	Asthma Care	96%	94%	83%	Appropriate Placement High Risk Patients		N/A	71%	
Dental Services		74%	85%	Therapeutic Anticoagulation	86%	83%	71%	High Risk Patient Care Plan				
Mental Health Services		98%	81%	Diabetes Care	88%	86%	77%	Follow-Up After MHCB/DSH Admission		0%	70%	
APPTS COMPLETED AS SCHEDULED				Prior Qtr				Statewide				
Cancelled Due to Custody		0.2%	1.9%	HCV Treatment	92%	94%	82%	30-Day Community Hospital Readmission		2.3%	9.1%	
Seen as Scheduled		88%	82%	Utilization Specialty Services	74%	83%	91%	30-Day MHCB or DSH Readmission		0%	11%	
EFFECTIVE COMMUNICATION				Current Yr				Prior Yr				
Effective Communication Provided		66%	63%	Colon Cancer Screening	98%	91%	87%	Potentially Avoidable Hospitalizations*		7.3	11.1	
MEDICATION MANAGEMENT				Statewide				CONTINUITY OF CLINICIANS & SERVICES				
MAPIP				Flu Vaccination				6 Mth Trend				
Medication Continuity-Transfer		94%	83%	Flu Vaccination	96%	100%	90%	Primary Care Provider (PCP)		97%	89%	
Medication Non-Adherence Counseling		89%	76%	AVAILABILITY OF HEALTH INFORMATION				Mental Health Primary Clinician				
Medication Administration		99%	91%	6 Mth Trend				Psychiatrist				
FORMULARY MANAGEMENT				Documents Scanned				6 Mth Trend				
Non-Formulary by Psychiatrists		1.3%	3.3%	Specialty Notes		57%	33%	RESOURCE MANAGEMENT				
Non-Formulary by Medical Providers		4.0%	5.4%	Community Hospital Records		25%	35%	6 Mth Trend				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				Community Hospital Records				Claims Processed				
	Actual	Authority	% of Auth	Statewide	APPEAL PROCESSING				Specialty Teleservices			
Total Staffing FTE	177	209	85%	92%	6 Mth Trend				Health Care Staff Training			
Medical FTE	10	10	102%	94%	Timely Appeals				6 Mth Trend			
Nursing FTE	81	84	96%	100%	6 Mth Trend				FSP			
Pharmacy FTE	8	10	80%	103%	98%				Statewide			
Dental Clinical FTE	20	20	104%	97%	77%				99%			
Mental Health Clinical FTE	12	20	60%	82%	MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend			
Clinical Support FTE	3	4	77%	77%	LABOR				FSP			
Administrative Support FTE	43	62	70%	82%	YTD 13/14				Statewide			
	Actual	FSP	Statewide	Medical Staff				6 Mth Trend				
Total Actual FTE		177	100%	100%	\$80				11.2			
Civil Service FTE		169	95%	91%	\$89				12.5			
Overtime FTE		5	3.1%	4.7%	\$248				8.0			
Registry FTE		3	1.5%	4.3%	\$235				6.3			
	Actual	FSP	Statewide	Nursing Staff				6 Mth Trend				
		8	80%	103%	\$25				3.3			
		20	104%	97%	\$77				2.0			
		12	60%	82%	\$85				11.2			
		3	77%	77%	\$58				8.0			
		43	70%	82%	\$66				8.0			
		177	100%	100%	\$75				7.3			
		169	95%	91%	\$5				11.2			
		5	3.1%	4.7%	\$7				8.0			
		3	1.5%	4.3%	\$21				2.0			
		177	100%	100%	\$81				11.2			
		169	95%	91%	\$49				8.0			
		5	3.1%	4.7%	\$3				3.3			
		3	1.5%	4.3%	\$12				2.0			
		177	100%	100%	\$12				11.2			
		169	95%	91%	\$10				8.0			
		5	3.1%	4.7%	\$25				3.3			
		3	1.5%	4.3%	\$88				2.0			
		177	100%	100%	\$17				11.2			
		169	95%	91%	\$81				8.0			
		5	3.1%	4.7%	\$3				3.3			
		3	1.5%	4.3%	\$12				2.0			
		177	100%	100%	\$12				11.2			
		169	95%	91%	\$10				8.0			
		5	3.1%	4.7%	\$25				3.3			
		3	1.5%	4.3%	\$88				2.0			
		177	100%	100%	\$17				11.2			
		169	95%	91%	\$81				8.0			
		5	3.1%	4.7%	\$3				3.3			
		3	1.5%	4.3%	\$12				2.0			
		177	100%	100%	\$12				11.2			
		169	95%	91%	\$10				8.0			
		5	3.1%	4.7%	\$25				3.3			
		3	1.5%	4.3%	\$88				2.0			
		177	100%	100%	\$17				11.2			
		169	95%	91%	\$81				8.0			
		5	3.1%	4.7%	\$3				3.3			
		3	1.5%	4.3%	\$12				2.0			
		177	100%	100%	\$12				11.2			
		169	95%	91%	\$10				8.0			
		5	3.1%	4.7%	\$25				3.3			
		3	1.5%	4.3%	\$88				2.0			
		177	100%	100%	\$17				11.2			
		169	95%	91%	\$81				8.0			
		5	3.1%	4.7%	\$3				3.3			
		3	1.5%	4.3%	\$12				2.0			
		177	100%	100%	\$12				11.2			
		169	95%	91%	\$10				8.0			
		5	3.1%	4.7%	\$25				3.3			
		3	1.5%	4.3%	\$88				2.0			
		177	100%	100%	\$17				11.2			
		169	95%	91%	\$81				8.0			
		5	3.1%	4.7%	\$3				3.3			
		3	1.5%	4.3%	\$12				2.0			
		177	100%	100%	\$12				11.2			
		169	95%	91%	\$10				8.0			
		5	3.1%	4.7%	\$25				3.3			
		3	1.5%	4.3%	\$88				2.0			
		177	100%	100%	\$17				11.2			
		169	95%	91%	\$81				8.0			
		5	3.1%	4.7%	\$3				3.3			
		3	1.5%	4.3%	\$12				2.0			
		177	100%	100%	\$12				11.2			
		169	95%	91%	\$10				8.0			
		5	3.1%	4.7%	\$25				3.3			
		3	1.5%	4.3%	\$88				2.0			
		177	100%	100%	\$17				11.2			
		169	95%	91%	\$81				8.0			
		5	3.1%	4.7%	\$3				3.3			
		3	1.5%	4.3%	\$12				2.0			
		177	100%	100%	\$12				11.2			
		169	95%	91%	\$10				8.0			
		5	3.1%	4.7%	\$25				3.3			
		3	1.5%	4.3%	\$88				2.0			
		177	100%	100%	\$17				11.2			
		169	95%	91%	\$81				8.0			
		5	3.1%	4.7%	\$3				3.3			
		3	1.5%	4.3%	\$12				2.0			
		177	100%	100%	\$12				11.2			
		169	95%	91%	\$10				8.0			
		5	3.1%	4.7%	\$25				3.3			
		3	1.5%	4.3%	\$88				2.0			
		177	100%	100%	\$17				11.2			
		169	95%	91%	\$81				8.0			
		5	3.1%	4.7%	\$3				3.3			
		3	1.5%	4.3%	\$12				2.0			
		177	100%	100%	\$12				11.2			
		169	95%	91%	\$10				8.0			
		5	3.1%	4.7%	\$25				3.3			
		3	1.5%	4.3%	\$88				2.0			
		177	100%	100%	\$17				11.2			
		169	95%	91%	\$81				8.0			
		5	3.1%	4.7%	\$3				3.3			
		3	1.5%	4.3%	\$12				2.0			
		177	100%	100%	\$12				11.2			
		169	95%	91%	\$10				8.0			
		5	3.1%	4.7%	\$25				3.3			
		3	1.5%	4.3%	\$88				2.0			
		177	100%	100%	\$17				11.2			
		169	95%	91%	\$81				8.0			
		5	3.1%	4.7%	\$3				3.3			
		3	1.5%	4.3%	\$12				2.0			
		177	100%	100%	\$12				11.2			
		169	95%	91%	\$10				8.0			
		5	3.1%	4.7%</								

HEALTHCARE SERVICES DASHBOARD

Deuel Vocational Institution (DVI)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT				
ACCESS														
Medical Services		DVI	Statewide		Recent Qtr	Prior Qtr	Statewide			6 Mth Trend	DVI	Statewide		
Dental Services		58%	82%	Asthma Care	94%	94%	83%	Appropriate Placement High Risk Patients		N/A	71%			
Mental Health Services		77%	85%	Therapeutic Anticoagulation	100%	100%	71%	High Risk Patient Care Plan						
APPTS COMPLETED AS SCHEDULED														
Cancelled Due to Custody		1.1%	1.9%	Diabetes Care	67%	70%	77%	Follow-Up After MHCB/DSH Admission		95%	70%			
Seen as Scheduled		86%	82%	HCV Treatment	67%	61%	82%	30-Day Community Hospital Readmission		23.1%	9.1%			
EFFECTIVE COMMUNICATION														
Effective Communication Provided		59%	63%	Utilization Specialty Services	96%	98%	91%	30-Day MHCB or DSH Readmission		5%	11%			
MEDICATION MANAGEMENT														
MAPIP														
Medication Continuity-Transfer		95%	83%	Colon Cancer Screening	79%	80%	87%	Potentially Avoidable Hospitalizations*		6.9	11.1			
Medication Non-Adherence Counseling		88%	76%	Breast Cancer Screening	N/A	N/A	87%	CONTINUITY OF CLINICIANS & SERVICES						
Medication Administration		98%	91%	Diagnostic Monitoring	78%	76%	73%	Primary Care Provider (PCP)		99%	89%			
FORMULARY MANAGEMENT														
Non-Formulary by Psychiatrists		2.9%	3.3%	Polypharmacy Medication Review				Mental Health Primary Clinician		-	82%			
Non-Formulary by Medical Providers		4.4%	5.4%	Flu Vaccination	99%	40%	90%	Psychiatrist		-	81%			
STAFFING IN FULL TIME EQUIVALENTS (FTE)**														
	Actual	Authority	% of Auth	Statewide	AVAILABILITY OF HEALTH INFORMATION									
Total Staffing FTE	219	237	93%	92%										
Medical FTE	9	10	90%	94%	DOCUMENTS									
Nursing FTE	99	105	94%	100%	Documents Scanned		21%	33%						
Pharmacy FTE	8	7	107%	103%	Specialty Notes		12%	35%						
Dental Clinical FTE	17	17	103%	97%	Community Hospital Records		36%	53%						
Mental Health Clinical FTE	27	29	94%	82%	APPEAL PROCESSING									
Clinical Support FTE	4	5	77%	77%	Timely Appeals		19%	77%						
Administrative Support FTE	56	65	87%	82%	MAJOR COSTS PER INMATE PER MONTH**									
	6 Mth Trend	Actual	DVI	Statewide										
Total Actual FTE		219	100%	100%	LABOR									
Civil Service FTE		209	95%	91%	Medical Staff	YTD 13/14	FY 12/13	Statewide						
Overtime FTE		7	3.3%	4.7%	Nursing Staff	\$105	\$141	\$87						
Registry FTE		4	1.7%	4.3%	Pharmacy Staff	\$333	\$408	\$392						
					Dental Clinical Staff	\$25	\$36	\$31						
					Mental Health Clinical Staff	\$76	\$85	\$77						
					Clinical Support Staff	\$141	\$169	\$164						
					Administrative Support Staff	\$8	\$14	\$21						
					Administrative Support Staff	\$103	\$111	\$98						
					NON LABOR									
					Hospital	YTD 13/14	FY 12/13	Statewide						
					Hospital	\$87	\$88	\$91						
					Emergency Department	\$5	\$3	\$6						
					Specialty	\$17	\$14	\$25						
					Medications	\$80	\$76	\$88						
					Diagnostics	\$17	\$25	\$17						
					OTHER TRENDS									
					Hospital Admissions*		5.1	4.8						
					Emergency Department Visits*		20	25						
					Specialty Care Referrals*		48	41						
					Prescriptions Per Inmate		2.5	3.2						
					Diagnostics Per Inmate		0.8	0.9						
					Appeals Received*		48	29						
					Prison Population Capacity		141%	142%						

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

HEALTHCARE SERVICES DASHBOARD

Chuckawalla Valley State Prison (CVSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
ACCESS				Recent Qtr				6 Mth Trend				
Medical Services		CVSP 83%	Statewide 82%	Asthma Care	92%	Prior Qtr 91%	Statewide 83%	Appropriate Placement High Risk Patients		CVSP N/A	Statewide 71%	
Dental Services		94%	85%	Therapeutic Anticoagulation	100%	67%	71%	High Risk Patient Care Plan				
Mental Health Services		98%	81%	Diabetes Care	81%	80%	77%	Follow-Up After MHCB/DSH Admission		-	70%	
APPTS COMPLETED AS SCHEDULED				Current Yr				6 Mth Trend				
Cancelled Due to Custody		0.6%	1.9%	HCV Treatment	75%	100%	82%	30-Day Community Hospital Readmission		6.2%	9.1%	
Seen as Scheduled		81%	82%	Utilization Specialty Services	96%	100%	91%	30-Day MHCB or DSH Readmission		0%	11%	
EFFECTIVE COMMUNICATION				Prior Yr				6 Mth Trend				
Effective Communication Provided		66%	63%	Colon Cancer Screening	100%	99%	87%	Potentially Avoidable Hospitalizations*		3.8	11.1	
MEDICATION MANAGEMENT				Statewide				CONTINUITY OF CLINICIANS & SERVICES				
MAPIP				Current Yr				6 Mth Trend				
Medication Continuity-Transfer		98%	83%	Flu Vaccination	99%	100%	90%	Primary Care Provider (PCP)		91%	89%	
Medication Non-Adherence Counseling		92%	76%	AVAILABILITY OF HEALTH INFORMATION				6 Mth Trend				
Medication Administration		100%	91%	6 Mth Trend				CVSP				
FORMULARY MANAGEMENT				Statewide				6 Mth Trend				
Non-Formulary by Psychiatrists		0.0%	3.3%	Documents Scanned		52%	33%	Claims Processed		N/A	99%	
Non-Formulary by Medical Providers		1.6%	5.4%	Specialty Notes		19%	35%	Specialty Teleservices		82%	61%	
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				Statewide				6 Mth Trend				
Actual				Statewide				CVSP				
Authority				Statewide				6 Mth Trend				
% of Auth				Statewide				CVSP				
Total Staffing FTE	130	157	83%	92%	Community Hospital Records		60%	53%	Health Care Staff Training			
Medical FTE	6	7	87%	94%	APPEAL PROCESSING				CONTINUOUS EVALUATION & IMPROVEMENT			
Nursing FTE	53	62	86%	100%	6 Mth Trend				6 Mth Trend			
Pharmacy FTE	5	5	101%	103%	CVSP				CVSP			
Dental Clinical FTE	20	19	105%	97%	Statewide				6 Mth Trend			
Mental Health Clinical FTE	3	7	43%	82%	Timely Appeals		94%	77%	QM & Patient Safety Program			
Clinical Support FTE	4	4	100%	77%	MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend			
Administrative Support FTE	39	53	73%	82%	LABOR				CVSP			
6 Mth Trend				Statewide				6 Mth Trend				
Actual				Statewide				CVSP				
Authority				Statewide				6 Mth Trend				
% of Auth				Statewide				CVSP				
Total Actual FTE		130	100%	100%	Medical Staff	YTD 13/14 \$62	FY 12/13 \$59	Statewide \$87	Health Care Index			
Civil Service FTE		123	95%	91%	Nursing Staff	\$232	\$234	\$392	WORKLOAD PER DAY			
Overtime FTE		2	1.9%	4.7%	Pharmacy Staff	\$12	\$12	\$31	6 Mth Trend			
Registry FTE		4	2.9%	4.3%	Dental Clinical Staff	\$83	\$78	\$77	Appointments per PCP		13.6	12.5
6 Mth Trend				Statewide				6 Mth Trend				
Actual				Statewide				CVSP				
Authority				Statewide				6 Mth Trend				
% of Auth				Statewide				CVSP				
Total Actual FTE		130	100%	100%	Mental Health Clinical Staff	\$23	\$21	\$164	Appointments per PCRN		5.4	6.3
Civil Service FTE		123	95%	91%	Clinical Support Staff	\$7	\$7	\$21	Encounters per Primary MH Clinician		2.0	8.0
Overtime FTE		2	1.9%	4.7%	Administrative Support Staff	\$76	\$72	\$98	Encounters per Psychiatrist		0.7	7.3
Registry FTE		4	2.9%	4.3%	NON LABOR				OTHER TRENDS			
6 Mth Trend				Statewide				6 Mth Trend				
Actual				Statewide				CVSP				
Authority				Statewide				6 Mth Trend				
% of Auth				Statewide				CVSP				
Total Actual FTE		130	100%	100%	Hospital	YTD 13/14 \$25	FY 12/13 \$46	Statewide \$91	Hospital Admissions*		3.0	4.8
Civil Service FTE		123	95%	91%	Emergency Department	\$4	\$5	\$6	Emergency Department Visits*		32	25
Overtime FTE		2	1.9%	4.7%	Specialty	\$20	\$19	\$25	Specialty Care Referrals*		42	41
Registry FTE		4	2.9%	4.3%	Medications	\$21	\$19	\$88	Prescriptions Per Inmate		1.9	3.2
6 Mth Trend				Statewide				6 Mth Trend				
Actual				Statewide				CVSP				
Authority				Statewide				6 Mth Trend				
% of Auth				Statewide				CVSP				
Total Actual FTE		130	100%	100%	Diagnostics	\$9	\$10	\$17	Diagnosics Per Inmate		0.4	0.9
Civil Service FTE		123	95%	91%	APPEALS RECEIVED*				6 Mth Trend			
Overtime FTE		2	1.9%	4.7%	6 Mth Trend				CVSP			
Registry FTE		4	2.9%	4.3%	CVSP				6 Mth Trend			
6 Mth Trend				Statewide				6 Mth Trend				
Actual				Statewide				CVSP				
Authority				Statewide				6 Mth Trend				
% of Auth				Statewide				CVSP				
Total Actual FTE		130	100%	100%	PRISON POPULATION CAPACITY*				6 Mth Trend			
Civil Service FTE		123	95%	91%	6 Mth Trend				CVSP			
Overtime FTE		2	1.9%	4.7%	CVSP				6 Mth Trend			
Registry FTE		4	2.9%	4.3%	Statewide				CVSP			
6 Mth Trend				Statewide				6 Mth Trend				
Actual				Statewide				CVSP				
Authority				Statewide				6 Mth Trend				
% of Auth				Statewide				CVSP				
Total Actual FTE		130	100%	100%	PRISON POPULATION CAPACITY*				6 Mth Trend			
Civil Service FTE		123	95%	91%	6 Mth Trend				CVSP			
Overtime FTE		2	1.9%	4.7%	CVSP				6 Mth Trend			
Registry FTE		4	2.9%	4.3%	Statewide				CVSP			
6 Mth Trend				Statewide				6 Mth Trend				
Actual				Statewide				CVSP				
Authority				Statewide				6 Mth Trend				
% of Auth				Statewide				CVSP				
Total Actual FTE		130	100%	100%	PRISON POPULATION CAPACITY*				6 Mth Trend			
Civil Service FTE		123	95%	91%	6 Mth Trend				CVSP			
Overtime FTE		2	1.9%	4.7%	CVSP				6 Mth Trend			
Registry FTE		4	2.9%	4.3%	Statewide				CVSP			
6 Mth Trend				Statewide				6 Mth Trend				
Actual				Statewide				CVSP				
Authority				Statewide				6 Mth Trend				
% of Auth				Statewide				CVSP				
Total Actual FTE		130	100%	100%	PRISON POPULATION CAPACITY*				6 Mth Trend			
Civil Service FTE		123	95%	91%	6 Mth Trend				CVSP			
Overtime FTE		2	1.9%	4.7%	CVSP				6 Mth Trend			
Registry FTE		4	2.9%	4.3%	Statewide				CVSP			
6 Mth Trend				Statewide				6 Mth Trend				
Actual				Statewide				CVSP				
Authority				Statewide				6 Mth Trend				
% of Auth				Statewide				CVSP				
Total Actual FTE		130	100%	100%	PRISON POPULATION CAPACITY*				6 Mth Trend			
Civil Service FTE		123	95%	91%	6 Mth Trend				CVSP			
Overtime FTE		2	1.9%	4.7%	CVSP				6 Mth Trend			
Registry FTE		4	2.9%	4.3%	Statewide				CVSP			
6 Mth Trend				Statewide				6 Mth Trend				
Actual				Statewide				CVSP				
Authority				Statewide				6 Mth Trend				
% of Auth				Statewide				CVSP				
Total Actual FTE		130	100%	100%	PRISON POPULATION CAPACITY*				6 Mth Trend			
Civil Service FTE		123	95%	91%	6 Mth Trend				CVSP			
Overtime FTE		2	1.9%	4.7%	CVSP				6 Mth Trend			
Registry FTE		4	2.9%	4.3%	Statewide				CVSP			
6 Mth Trend				Statewide				6 Mth Trend				
Actual				Statewide				CVSP				
Authority				Statewide				6 Mth Trend				
% of Auth				Statewide				CVSP				
Total Actual FTE		130	100%	100%	PRISON POPULATION CAPACITY*				6 Mth Trend			
Civil Service FTE		123	95%	91%	6 Mth Trend				CVSP			
Overtime FTE		2	1.9%	4.7%	CVSP				6 Mth Trend			
Registry FTE		4	2.9%	4.3%	Statewide				CVSP			
6 Mth Trend				Statewide				6 Mth Trend				
Actual				Statewide				CVSP				
Authority				Statewide				6 Mth Trend				
% of Auth				Statewide				CVSP				
Total Actual FTE		130	100%	100%	PRISON POPULATION CAPACITY*				6 Mth Trend			
Civil Service FTE		123	95%	91%	6 Mth Trend				CVSP			
Overtime FTE		2	1.9%	4.7%	CVSP				6 Mth Trend			
Registry FTE		4	2.9%	4.3%	Statewide				CVSP			
6 Mth Trend				Statewide				6 Mth Trend				
Actual				Statewide				CVSP				
Authority				Statewide				6 Mth Trend				
% of Auth				Statewide				CVSP				
Total Actual FTE		130	100%	100%	PRISON POPULATION CAPACITY*				6 Mth Trend			
Civil Service FTE		123	95%	91%	6 Mth Trend				CVSP			
Overtime FTE		2	1.9%	4.7%	CVSP				6 Mth Trend			
Registry FTE		4	2.9%	4.3%	Statewide				CVSP			
6 Mth Trend				Statewide				6 Mth Trend				
Actual				Statewide				CVSP				
Authority				Statewide				6 Mth Trend				
% of Auth				Statewide				CVSP				
Total Actual FTE		130	100%	100%	PRISON POPULATION CAPACITY*				6 Mth Trend			
Civil Service FTE		123	95%	91%	6 Mth Trend				CVSP			
Overtime FTE		2	1.9%	4.7%	CVSP				6 Mth Trend			
Registry FTE		4	2.9%	4.3%	Statewide				CVSP			
6 Mth Trend				Statewide				6 Mth Trend				
Actual				Statewide				CVSP				
Authority				Statewide				6 Mth Trend				
% of Auth				Statewide				CVSP				
Total Actual FTE		130	100%	100%	PRISON POPULATION CAPACITY*				6 Mth Trend			
Civil Service FTE		123	95%	91%	6 Mth Trend				CVSP			
Overtime FTE		2	1.9%	4.7%	CVSP				6 Mth Trend			
Registry FTE		4	2.9%	4.3%	Statewide				CVSP			
6												

HEALTHCARE SERVICES DASHBOARD

Correctional Training Facility (CTF)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT							
ACCESS				Recent Qtr				6 Mth Trend							
Medical Services		CTF	Statewide	Asthma Care	90%	Prior Qtr	83%	Appropriate Placement High Risk Patients		CTF	Statewide				
Dental Services		67%	82%	Therapeutic Anticoagulation	80%	89%	71%	High Risk Patient Care Plan		N/A	71%				
Mental Health Services		90%	85%	Diabetes Care	72%	74%	77%	Follow-Up After MHCB/DSH Admission		75%	70%				
APPTS COMPLETED AS SCHEDULED				Current Yr				6 Mth Trend							
Cancelled Due to Custody		0.2%	1.9%	HCV Treatment	81%	69%	82%	30-Day Community Hospital Readmission		4.2%	9.1%				
Seen as Scheduled		92%	82%	Utilization Specialty Services	86%	94%	91%	30-Day MHCB or DSH Readmission		8%	11%				
EFFECTIVE COMMUNICATION				Prior Yr				6 Mth Trend							
Effective Communication Provided		72%	63%	Colon Cancer Screening	60%	60%	87%	Potentially Avoidable Hospitalizations*		7.7	11.1				
MEDICATION MANAGEMENT				Statewide				CONTINUITY OF CLINICIANS & SERVICES							
MAPIP				Current Yr				6 Mth Trend							
Medication Continuity-Transfer		92%	83%	Flu Vaccination	76%	98%	90%	Primary Care Provider (PCP)		97%	89%				
Medication Non-Adherence Counseling		89%	76%	AVAILABILITY OF HEALTH INFORMATION				6 Mth Trend							
Medication Administration		91%	91%	6 Mth Trend				CTF							
FORMULARY MANAGEMENT				Statewide				Statewide							
Non-Formulary by Psychiatrists		1.2%	3.3%	Documents Scanned		32%	33%	Claims Processed		N/A	99%				
Non-Formulary by Medical Providers		2.1%	5.4%	Specialty Notes		19%	35%	Specialty Teleservices		66%	61%				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				Statewide				Resource Management							
Actual				Statewide				6 Mth Trend							
Authority				Statewide				CTF							
% of Auth				Statewide				Statewide							
Total Staffing FTE	290	314	93%	92%	APPEAL PROCESSING				6 Mth Trend						
Medical FTE	12	16	74%	94%	6 Mth Trend				CTF						
Nursing FTE	140	134	105%	100%	6 Mth Trend				Statewide						
Pharmacy FTE	19	17	110%	103%	Timely Appeals		70%	77%	CONTINUOUS EVALUATION & IMPROVEMENT						
Dental Clinical FTE	31	31	99%	97%	MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend						
Mental Health Clinical FTE	24	30	80%	82%	LABOR				CTF						
Clinical Support FTE	5	8	60%	77%	YTD 13/14				Statewide						
Administrative Support FTE	60	78	77%	82%	FY 12/13				Statewide						
6 Mth Trend				Actual				Statewide				WORKLOAD PER DAY			
Actual				CTF				Statewide				6 Mth Trend			
Statewide				Statewide				CTF				Statewide			
Total Actual FTE		290	100%	100%	Medical Staff	\$65	\$66	\$87	Appointments per PCP		16.8	12.5			
Civil Service FTE		255	88%	91%	Nursing Staff	\$274	\$239	\$392	Appointments per PCRN		5.6	6.3			
Overtime FTE		16	5.6%	4.7%	Pharmacy Staff	\$25	\$19	\$31	Encounters per Primary MH Clinician		3.8	8.0			
Registry FTE		19	6.5%	4.3%	Dental Clinical Staff	\$73	\$67	\$77	Encounters per Psychiatrist		7.4	7.3			
OTHER TRENDS				NON LABOR				6 Mth Trend							
YTD 13/14				FY 12/13				CTF							
Statewide				Statewide				Statewide							
Hospital Admissions*		2.2	4.8	Hospital	\$66	\$96	\$91	Hospital Admissions*		2.2	4.8				
Emergency Department Visits*		28	25	Emergency Department	\$4	\$4	\$6	Emergency Department Visits*		28	25				
Specialty Care Referrals*		64	41	Specialty	\$19	\$23	\$25	Specialty Care Referrals*		64	41				
Prescriptions Per Inmate		3.5	3.2	Medications	\$48	\$49	\$88	Prescriptions Per Inmate		3.5	3.2				
Diagnostics Per Inmate		0.7	0.9	Diagnosics	\$11	\$13	\$17	Diagnostics Per Inmate		0.7	0.9				
Appeals Received*		33	29	APPEAL PROCESSING				6 Mth Trend							
Prison Population Capacity		153%	142%	6 Mth Trend				CTF							
Statewide				Statewide				Statewide							

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

HEALTHCARE SERVICES DASHBOARD

California Rehabilitation Center (CRC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT				
ACCESS					Recent Qtr					6 Mth Trend				
Medical Services		CRC	Statewide	Asthma Care	89%	Prior Qtr	93%	83%	Appropriate Placement High Risk Patients		N/A	71%		
Dental Services		94%	82%	Therapeutic Anticoagulation	100%	50%	71%	High Risk Patient Care Plan						
Mental Health Services		82%	85%	Diabetes Care	79%	82%	77%	Follow-Up After MHCB/DSH Admission		100%	70%			
APPTS COMPLETED AS SCHEDULED					Current Yr					6 Mth Trend				
Cancelled Due to Custody		0.3%	1.9%	HCV Treatment	99%	99%	82%	30-Day Community Hospital Readmission		2.8%	9.1%			
Seen as Scheduled		90%	82%	Utilization Specialty Services	86%	89%	91%	30-Day MHCB or DSH Readmission		4%	11%			
EFFECTIVE COMMUNICATION					Prior Yr					6 Mth Trend				
Effective Communication Provided		81%	63%	Colon Cancer Screening	99%	99%	87%	Potentially Avoidable Hospitalizations*		5.2	11.1			
MEDICATION MANAGEMENT					Statewide					CONTINUITY OF CLINICIANS & SERVICES				
MAPIP					Current Yr					6 Mth Trend				
Medication Continuity-Transfer		94%	83%	Breast Cancer Screening	N/A	N/A	87%	Primary Care Provider (PCP)		96%	89%			
Medication Non-Adherence Counseling		83%	76%	Diagnostic Monitoring	80%	78%	73%	Mental Health Primary Clinician		N/A	82%			
Medication Administration		89%	91%	Polypharmacy Medication Review				Psychiatrist		N/A	81%			
FORMULARY MANAGEMENT					Statewide					RESOURCE MANAGEMENT				
Non-Formulary by Psychiatrists		0.7%	3.3%	AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					
Non-Formulary by Medical Providers		2.1%	5.4%	6 Mth Trend					6 Mth Trend					
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend				
	Actual	Authority	% of Auth	Statewide	Documents Scanned		62%	33%	Claims Processed		N/A	99%		
Total Staffing FTE	192	210	92%	92%	Specialty Notes		36%	35%	Specialty Teleservices		64%	61%		
Medical FTE	9	10	90%	94%	Community Hospital Records		55%	53%	Health Care Staff Training					
Nursing FTE	71	73	98%	100%	APPEAL PROCESSING					CONTINUOUS EVALUATION & IMPROVEMENT				
Pharmacy FTE	11	10	111%	103%	6 Mth Trend					6 Mth Trend				
Dental Clinical FTE	22	23	96%	97%	Timely Appeals		98%	77%	QM & Patient Safety Program					
Mental Health Clinical FTE	19	27	70%	82%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend				
Clinical Support FTE	5	7	73%	77%	LABOR					6 Mth Trend				
Administrative Support FTE	55	60	92%	82%	Medical Staff	YTD 13/14	FY 12/13	Statewide	Health Care Index					
					Nursing Staff	\$79	\$83	\$87	WORKLOAD PER DAY					
					Nursing Staff	\$224	\$243	\$392	6 Mth Trend					
					Pharmacy Staff	\$26	\$25	\$31	Appointments per PCP		12.0	12.5		
					Dental Clinical Staff	\$84	\$79	\$77	Appointments per PCRN		5.8	6.3		
					Mental Health Clinical Staff	\$87	\$80	\$164	Encounters per Primary MH Clinician		4.0	8.0		
					Clinical Support Staff	\$13	\$14	\$21	Encounters per Psychiatrist		5.3	7.3		
					Administrative Support Staff	\$83	\$78	\$98	OTHER TRENDS					
					NON LABOR					6 Mth Trend				
					Hospital	YTD 13/14	FY 12/13	Statewide	Hospital Admissions*		3.5	4.8		
					Hospital	\$38	\$63	\$91	Emergency Department Visits*		47	25		
					Emergency Department	\$7	\$4	\$6	Specialty Care Referrals*		27	41		
					Specialty	\$13	\$18	\$25	Prescriptions Per Inmate		2.9	3.2		
					Medications	\$52	\$82	\$88	Diagnostics Per Inmate		0.6	0.9		
					Diagnostics	\$12	\$16	\$17	Appeals Received*		20	29		
										Prison Population Capacity		125%	142%	

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

HEALTHCARE SERVICES DASHBOARD

California State Prison, Corcoran (COR)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
ACCESS				Recent Qtr				6 Mth Trend				
	6 Mth Trend	COR	Statewide		Prior Qtr	Statewide		COR	Statewide			
Medical Services		82%	82%	Asthma Care	88%	83%	Appropriate Placement High Risk Patients	N/A	71%			
Dental Services		85%	85%	Therapeutic Anticoagulation	83%	71%	High Risk Patient Care Plan					
Mental Health Services		69%	81%	Diabetes Care	79%	77%	Follow-Up After MHCB/DSH Admission		72%	70%		
APPTS COMPLETED AS SCHEDULED				Current Yr				6 Mth Trend				
					Prior Yr	Statewide						
Cancelled Due to Custody		7.7%	1.9%	HCV Treatment	70%	82%	30-Day Community Hospital Readmission		13.8%	9.1%		
Seen as Scheduled		68%	82%	Utilization Specialty Services	94%	91%	30-Day MHCB or DSH Readmission		23%	11%		
EFFECTIVE COMMUNICATION				Current Yr				6 Mth Trend				
					Prior Yr	Statewide						
Effective Communication Provided		69%	63%	Colon Cancer Screening	85%	87%	Potentially Avoidable Hospitalizations*		16.5	11.1		
MEDICATION MANAGEMENT				Current Yr				6 Mth Trend				
					Prior Yr	Statewide	CONTINUITY OF CLINICIANS & SERVICES					
MAPIP	6 Mth Trend	COR	Statewide	Flu Vaccination	98%	90%	Primary Care Provider (PCP)		83%	89%		
Medication Continuity-Transfer		86%	83%	AVAILABILITY OF HEALTH INFORMATION				Mental Health Primary Clinician		75%	82%	
Medication Non-Adherence Counseling		62%	76%		6 Mth Trend	COR	Statewide	Psychiatrist		88%	81%	
Medication Administration		99%	91%	Documents Scanned		10%	33%	RESOURCE MANAGEMENT				
FORMULARY MANAGEMENT				Specialty Notes		41%	35%	Claims Processed		N/A	99%	
				Community Hospital Records		34%	53%	Specialty Teleservices		86%	61%	
Non-Formulary by Psychiatrists		2.9%	3.3%	APPEAL PROCESSING				Health Care Staff Training				
Non-Formulary by Medical Providers		5.6%	5.4%		6 Mth Trend	COR	Statewide	CONTINUOUS EVALUATION & IMPROVEMENT				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				Timely Appeals		99%	77%	QM & Patient Safety Program				
	Actual	Authority	% of Auth	Statewide	MAJOR COSTS PER INMATE PER MONTH**				Health Care Index			
Total Staffing FTE	475	530	90%	92%	LABOR	YTD 13/14	FY 12/13	Statewide	WORKLOAD PER DAY			
Medical FTE	14	16	88%	94%	Medical Staff	\$106	\$106	\$87		6 Mth Trend	COR	Statewide
Nursing FTE	260	274	95%	100%	Nursing Staff	\$640	\$625	\$392	Appointments per PCP		16.4	12.5
Pharmacy FTE	15	14	108%	103%	Pharmacy Staff	\$35	\$35	\$31	Appointments per PCRN		6.8	6.3
Dental Clinical FTE	28	29	97%	97%	Dental Clinical Staff	\$73	\$76	\$77	Encounters per Primary MH Clinician		8.5	8.0
Mental Health Clinical FTE	55	74	74%	82%	Mental Health Clinical Staff	\$199	\$197	\$164	Encounters per Psychiatrist		10.8	7.3
Clinical Support FTE	17	23	74%	77%	Clinical Support Staff	\$34	\$37	\$21	OTHER TRENDS			
Administrative Support FTE	85	101	84%	82%	Administrative Support Staff	\$110	\$106	\$98		6 Mth Trend	COR	Statewide
	6 Mth Trend	Actual	COR	Statewide	NON LABOR	YTD 13/14	FY 12/13	Statewide	Hospital Admissions*		5.0	4.8
Total Actual FTE		475	100%	100%	Hospital	\$106	\$101	\$91	Emergency Department Visits*		16	25
Civil Service FTE		423	89%	91%	Emergency Department	\$4	\$3	\$6	Specialty Care Referrals*		30	41
Overtime FTE		30	6.3%	4.7%	Specialty	\$32	\$25	\$25	Prescriptions Per Inmate		3.3	3.2
Registry FTE		22	4.7%	4.3%	Medications	\$86	\$91	\$88	Diagnostics Per Inmate		0.4	0.9
				Diagnosics	\$10	\$11	\$17	Appeals Received*		40	29	
								Prison Population Capacity				
								140%				
								142%				

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

HEALTHCARE SERVICES DASHBOARD

California Institution for Women (CIW)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
ACCESS				Recent Qtr				6 Mth Trend				
	6 Mth Trend	CIW	Statewide		Prior Qtr	Statewide		CIW	Statewide			
Medical Services		89%	82%	Asthma Care	92%	83%	Appropriate Placement High Risk Patients	N/A	71%			
Dental Services		97%	85%	Therapeutic Anticoagulation	100%	71%	High Risk Patient Care Plan					
Mental Health Services		86%	81%	Diabetes Care	76%	77%	Follow-Up After MHCB/DSH Admission	55%	70%			
APPTS COMPLETED AS SCHEDULED				Current Yr				6 Mth Trend				
					Prior Yr	Statewide						
Cancelled Due to Custody		0.5%	1.9%	HCV Treatment	96%	82%	30-Day Community Hospital Readmission	11.8%	9.1%			
Seen as Scheduled		93%	82%	Utilization Specialty Services	89%	91%	30-Day MHCB or DSH Readmission	23%	11%			
EFFECTIVE COMMUNICATION				Flu Vaccination				CONTINUITY OF CLINICIANS & SERVICES				
Effective Communication Provided		66%	63%	Flu Vaccination	100%	90%	Primary Care Provider (PCP)	91%	89%			
MEDICATION MANAGEMENT				AVAILABILITY OF HEALTH INFORMATION				RESOURCE MANAGEMENT				
MAPIP				6 Mth Trend				6 Mth Trend				
	6 Mth Trend	CIW	Statewide		CIW	Statewide		CIW	Statewide			
Medication Continuity-Transfer		85%	83%	Documents Scanned	50%	33%	Claims Processed	N/A	99%			
Medication Non-Adherence Counseling		73%	76%	Specialty Notes	34%	35%	Specialty Teleservices	71%	61%			
Medication Administration		94%	91%	Community Hospital Records	68%	53%	Health Care Staff Training					
FORMULARY MANAGEMENT				APPEAL PROCESSING				CONTINUOUS EVALUATION & IMPROVEMENT				
Non-Formulary by Psychiatrists		4.0%	3.3%	Timely Appeals	100%	77%	QM & Patient Safety Program					
Non-Formulary by Medical Providers		5.5%	5.4%				Health Care Index					
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				MAJOR COSTS PER INMATE PER MONTH**				WORKLOAD PER DAY				
	Actual	Authority	% of Auth	Statewide	LABOR	YTD 13/14	FY 12/13	Statewide		6 Mth Trend	CIW	Statewide
Total Staffing FTE	365	363	101%	92%	Medical Staff	\$140	\$149	\$87	Appointments per PCP		11.3	12.5
Medical FTE	8	10	84%	94%	Nursing Staff	\$820	\$867	\$392	Appointments per PCRN		9.1	6.3
Nursing FTE	187	169	111%	100%	Pharmacy Staff	\$57	\$57	\$31	Encounters per Primary MH Clinician		7.8	8.0
Pharmacy FTE	13	13	103%	103%	Dental Clinical Staff	\$85	\$88	\$77	Encounters per Psychiatrist		6.1	7.3
Dental Clinical FTE	14	14	102%	97%	Mental Health Clinical Staff	\$332	\$304	\$164	OTHER TRENDS			
Mental Health Clinical FTE	41	49	85%	82%	Clinical Support Staff	\$46	\$47	\$21				
Clinical Support FTE	13	14	90%	77%	Administrative Support Staff	\$229	\$246	\$98	Hospital Admissions*		8.9	4.8
Administrative Support FTE	88	95	93%	82%					Emergency Department Visits*		44	25
	6 Mth Trend	Actual	CIW	Statewide	NON LABOR	YTD 13/14	FY 12/13	Statewide	Specialty Care Referrals*		29	41
Total Actual FTE		365	100%	100%	Hospital	\$100	\$91	\$91	Prescriptions Per Inmate		4.5	3.2
Civil Service FTE		336	92%	91%	Emergency Department	\$4	\$3	\$6	Diagnostics Per Inmate		1.0	0.9
Overtime FTE		21	5.8%	4.7%	Specialty	\$21	\$25	\$25	Appeals Received*		26	29
Registry FTE		8	2.3%	4.3%	Medications	\$114	\$114	\$88	Prison Population Capacity		153%	142%
					Diagnostics	\$21	\$21	\$17				

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

HEALTHCARE SERVICES DASHBOARD

California Health Care Facility (CHCF)

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Registry FTE		21	2.7%	4.3%																																																																																																												
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* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

California State Prison, Centinela (CEN)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT																																																																																																								
ACCESS Medical Services: CEN: 75% Statewide: 82% Dental Services: CEN: 92% Statewide: 85% Mental Health Services: CEN: 97% Statewide: 81%				Recent Qtr Prior Qtr Statewide Asthma Care: 89% 88% 83% Therapeutic Anticoagulation: 100% 50% 71% Diabetes Care: 75% 78% 77% HCV Treatment: 85% 88% 82% Utilization Specialty Services: 95% 80% 91% Colon Cancer Screening: 98% 96% 87% Breast Cancer Screening: N/A N/A 87% Diagnostic Monitoring: - - 73% Polypharmacy Medication Review: - - - Flu Vaccination: 72% 96% 90%				6 Mth Trend CEN Statewide Appropriate Placement High Risk Patients: N/A 71% High Risk Patient Care Plan: - - Follow-Up After MHCB/DSH Admission: - 70% 30-Day Community Hospital Readmission: 12.1% 9.1% 30-Day MHCB or DSH Readmission: 0% 11% Potentially Avoidable Hospitalizations*: 5.4 11.1																																																																																																								
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* Rate Per 1,000 Inmates
 ** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

Central California Women's Facility (CCWF)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
ACCESS				Recent Qtr				6 Mth Trend				
	6 Mth Trend	CCWF	Statewide		Prior Qtr	Statewide		CCWF	Statewide			
Medical Services		66%	82%	Asthma Care	88%	85%	83%	Appropriate Placement High Risk Patients	N/A	71%		
Dental Services		72%	85%	Therapeutic Anticoagulation	80%	80%	71%	High Risk Patient Care Plan				
Mental Health Services		89%	81%	Diabetes Care	77%	81%	77%	Follow-Up After MHCB/DSH Admission	100%	70%		
APPTS COMPLETED AS SCHEDULED				Current Yr				6 Mth Trend				
					Prior Yr	Statewide		CCWF	Statewide			
Cancelled Due to Custody		1.6%	1.9%	HCV Treatment	94%	100%	82%	30-Day Community Hospital Readmission	6.3%	9.1%		
Seen as Scheduled		79%	82%	Utilization Specialty Services	91%	96%	91%	30-Day MHCB or DSH Readmission	16%	11%		
EFFECTIVE COMMUNICATION				Current Yr				6 Mth Trend				
					Prior Yr	Statewide		CCWF	Statewide			
Effective Communication Provided		68%	63%	Colon Cancer Screening	94%	59%	87%	Potentially Avoidable Hospitalizations*	6.8	11.1		
MEDICATION MANAGEMENT				Current Yr				6 Mth Trend				
					Prior Yr	Statewide		CCWF	Statewide			
MAPIP				Current Yr				6 Mth Trend				
					Prior Yr	Statewide		CCWF	Statewide			
Medication Continuity-Transfer		75%	83%	Flu Vaccination	85%	100%	90%	CONTINUITY OF CLINICIANS & SERVICES				
Medication Non-Adherence Counseling		71%	76%	AVAILABILITY OF HEALTH INFORMATION				6 Mth Trend				
Medication Administration		95%	91%						CCWF	Statewide		
FORMULARY MANAGEMENT				6 Mth Trend				6 Mth Trend				
					CCWF	Statewide		CCWF	Statewide			
Non-Formulary by Psychiatrists		4.4%	3.3%	Documents Scanned		27%	33%	Primary Care Provider (PCP)	95%	89%		
Non-Formulary by Medical Providers		6.9%	5.4%	Specialty Notes		10%	35%	Mental Health Primary Clinician	85%	82%		
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				6 Mth Trend				6 Mth Trend				
					CCWF	Statewide		CCWF	Statewide			
Actual				6 Mth Trend				6 Mth Trend				
					CCWF	Statewide		CCWF	Statewide			
Total Staffing FTE	292	328	89%	92%	Community Hospital Records		18%	53%	Psychiatrist	96%	81%	
Medical FTE	13	14	96%	94%	APPEAL PROCESSING				6 Mth Trend			
Nursing FTE	120	132	91%	100%					CCWF	Statewide		
Pharmacy FTE	17	19	93%	103%	Timely Appeals		99%	77%	RESOURCE MANAGEMENT			
Dental Clinical FTE	23	23	102%	97%	MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend			
Mental Health Clinical FTE	44	49	90%	82%						CCWF	Statewide	
Clinical Support FTE	12	14	83%	77%	LABOR				6 Mth Trend			
Administrative Support FTE	63	79	80%	82%						CCWF	Statewide	
Actual				6 Mth Trend				6 Mth Trend				
					CCWF	Statewide		CCWF	Statewide			
Total Actual FTE	292	328	100%	100%	Medical Staff	\$92	\$105	\$87	Claims Processed	N/A	99%	
Civil Service FTE	279	328	96%	91%	Nursing Staff	\$370	\$348	\$392	Specialty Teleservices	76%	61%	
Overtime FTE	13	19	4.3%	4.7%	Pharmacy Staff	\$36	\$38	\$31	Health Care Staff Training			
Registry FTE	1	79	0.2%	4.3%	Dental Clinical Staff	\$74	\$68	\$77	CONTINUOUS EVALUATION & IMPROVEMENT			
Actual				6 Mth Trend				6 Mth Trend				
					CCWF	Statewide		CCWF	Statewide			
Total Actual FTE	292	328	100%	100%	Mental Health Clinical Staff	\$168	\$162	\$164	QM & Patient Safety Program			
Civil Service FTE	279	328	96%	91%	Clinical Support Staff	\$22	\$24	\$21	Health Care Index			
Overtime FTE	13	19	4.3%	4.7%	Administrative Support Staff	\$94	\$107	\$98	WORKLOAD PER DAY			
Registry FTE	1	79	0.2%	4.3%	NON LABOR				6 Mth Trend			
Actual				6 Mth Trend				6 Mth Trend				
					CCWF	Statewide		CCWF	Statewide			
Total Actual FTE	292	328	100%	100%	Hospital	\$52	\$59	\$91	Appointments per PCP	12.9	12.5	
Civil Service FTE	279	328	96%	91%	Emergency Department	\$4	\$6	\$6	Appointments per PCRN	9.3	6.3	
Overtime FTE	13	19	4.3%	4.7%	Specialty	\$18	\$39	\$25	Encounters per Primary MH Clinician	9.3	8.0	
Registry FTE	1	79	0.2%	4.3%	Medications	\$92	\$107	\$88	Encounters per Psychiatrist	10.0	7.3	
Actual				6 Mth Trend				6 Mth Trend				
					CCWF	Statewide		CCWF	Statewide			
Total Actual FTE	292	328	100%	100%	Diagnostics	\$29	\$28	\$17	OTHER TRENDS			
Civil Service FTE	279	328	96%	91%	LABOR				6 Mth Trend			
Overtime FTE	13	19	4.3%	4.7%						CCWF	Statewide	
Registry FTE	1	79	0.2%	4.3%	Hospital	\$52	\$59	\$91	Hospital Admissions*	1.7	4.8	
Actual				6 Mth Trend				6 Mth Trend				
					CCWF	Statewide		CCWF	Statewide			
Total Actual FTE	292	328	100%	100%	Emergency Department	\$4	\$6	\$6	Emergency Department Visits*	21	25	
Civil Service FTE	279	328	96%	91%	Specialty	\$18	\$39	\$25	Specialty Care Referrals*	32	41	
Overtime FTE	13	19	4.3%	4.7%	Medications	\$92	\$107	\$88	Prescriptions Per Inmate	3.9	3.2	
Registry FTE	1	79	0.2%	4.3%	Diagnostics	\$29	\$28	\$17	Diagnostics Per Inmate	1.3	0.9	
Actual				6 Mth Trend				6 Mth Trend				
					CCWF	Statewide		CCWF	Statewide			
Total Actual FTE	292	328	100%	100%	Hospital Admissions*	\$52	\$59	\$91	Appeals Received*	35	29	
Civil Service FTE	279	328	96%	91%	Emergency Department	\$4	\$6	\$6	Prison Population Capacity	179%	142%	
Overtime FTE	13	19	4.3%	4.7%	Specialty	\$18	\$39	\$25	WORKLOAD PER DAY			
Registry FTE	1	79	0.2%	4.3%	Medications	\$92	\$107	\$88	Appointments per PCP	12.9	12.5	
Actual				6 Mth Trend				6 Mth Trend				
					CCWF	Statewide		CCWF	Statewide			
Total Actual FTE	292	328	100%	100%	Diagnostics	\$29	\$28	\$17	Appointments per PCRN	9.3	6.3	
Civil Service FTE	279	328	96%	91%	NON LABOR				6 Mth Trend			
Overtime FTE	13	19	4.3%	4.7%						CCWF	Statewide	
Registry FTE	1	79	0.2%	4.3%	Hospital	\$52	\$59	\$91	Encounters per Primary MH Clinician	9.3	8.0	
Actual				6 Mth Trend				6 Mth Trend				
					CCWF	Statewide		CCWF	Statewide			
Total Actual FTE	292	328	100%	100%	Emergency Department	\$4	\$6	\$6	Encounters per Psychiatrist	10.0	7.3	
Civil Service FTE	279	328	96%	91%	Specialty	\$18	\$39	\$25	OTHER TRENDS			
Overtime FTE	13	19	4.3%	4.7%	Medications	\$92	\$107	\$88	Hospital Admissions*	1.7	4.8	
Registry FTE	1	79	0.2%	4.3%	Diagnostics	\$29	\$28	\$17	Emergency Department Visits*	21	25	
Actual				6 Mth Trend				6 Mth Trend				
					CCWF	Statewide		CCWF	Statewide			
Total Actual FTE	292	328	100%	100%	Hospital Admissions*	\$52	\$59	\$91	Specialty Care Referrals*	32	41	
Civil Service FTE	279	328	96%	91%	Emergency Department	\$4	\$6	\$6	Prescriptions Per Inmate	3.9	3.2	
Overtime FTE	13	19	4.3%	4.7%	Specialty	\$18	\$39	\$25	Diagnostics Per Inmate	1.3	0.9	
Registry FTE	1	79	0.2%	4.3%	Medications	\$92	\$107	\$88	Appeals Received*	35	29	
Actual				6 Mth Trend				6 Mth Trend				
					CCWF	Statewide		CCWF	Statewide			
Total Actual FTE	292	328	100%	100%	Diagnostics	\$29	\$28	\$17	Prison Population Capacity	179%	142%	

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

HEALTHCARE SERVICES DASHBOARD

California Correctional Institution (CCI)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT				
ACCESS					Recent Qtr					6 Mth Trend				
	6 Mth Trend	CCI	Statewide		Recent Qtr	Prior Qtr	Statewide		6 Mth Trend	CCI	Statewide			
Medical Services		84%	82%	Asthma Care	89%	86%	83%	Appropriate Placement High Risk Patients		N/A	71%			
Dental Services		77%	85%	Therapeutic Anticoagulation	67%	40%	71%	High Risk Patient Care Plan						
Mental Health Services		92%	81%	Diabetes Care	79%	81%	77%	Follow-Up After MHCB/DSH Admission		100%	70%			
APPTS COMPLETED AS SCHEDULED					Current Yr					CONTINUITY OF CLINICIANS & SERVICES				
	6 Mth Trend	CCI	Statewide		Current Yr	Prior Yr	Statewide		6 Mth Trend	CCI	Statewide			
Cancelled Due to Custody		0.1%	1.9%	HCV Treatment	79%	62%	82%	30-Day Community Hospital Readmission		5.0%	9.1%			
Seen as Scheduled		80%	82%	Utilization Specialty Services	86%	84%	91%	30-Day MHCB or DSH Readmission		15%	11%			
EFFECTIVE COMMUNICATION					APPEAL PROCESSING					RESOURCE MANAGEMENT				
	6 Mth Trend	CCI	Statewide		6 Mth Trend	CCI	Statewide		6 Mth Trend	CCI	Statewide			
Effective Communication Provided		79%	63%	Timely Appeals		96%	77%	Claims Processed		N/A	99%			
MEDICATION MANAGEMENT					MAJOR COSTS PER INMATE PER MONTH**					WORKLOAD PER DAY				
	6 Mth Trend	CCI	Statewide		LABOR	YTD 13/14	FY 12/13	Statewide		6 Mth Trend	CCI	Statewide		
Medication Continuity-Transfer		79%	83%	Medical Staff	\$58	\$69	\$87	Appointments per PCP		12.8	12.5			
Medication Non-Adherence Counseling		100%	76%	Nursing Staff	\$262	\$251	\$392	Appointments per PCRN		4.6	6.3			
Medication Administration		94%	91%	Pharmacy Staff	\$25	\$25	\$31	Encounters per Primary MH Clinician		7.4	8.0			
FORMULARY MANAGEMENT					NON LABOR					OTHER TRENDS				
	6 Mth Trend	CCI	Statewide		YTD 13/14	FY 12/13	Statewide		6 Mth Trend	CCI	Statewide			
Non-Formulary by Psychiatrists		1.8%	3.3%	Hospital	\$54	\$47	\$91	Hospital Admissions*		4.3	4.8			
Non-Formulary by Medical Providers		4.2%	5.4%	Emergency Department	\$4	\$3	\$6	Emergency Department Visits*		14	25			
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					DIAGNOSTICS					APPEALS RECEIVED*				
	Actual	Authority	% of Auth	Statewide		YTD 13/14	FY 12/13	Statewide		6 Mth Trend	CCI	Statewide		
Total Staffing FTE	277	298	93%	92%	Hospital	\$54	\$47	\$91	Specialty Care Referrals*		20	41		
Medical FTE	10	12	81%	94%	Emergency Department	\$4	\$3	\$6	Prescriptions Per Inmate		2.6	3.2		
Nursing FTE	125	119	105%	100%	Specialty	\$15	\$18	\$25	Diagnostics Per Inmate		0.5	0.9		
Pharmacy FTE	16	15	109%	103%	Medications	\$40	\$33	\$88	Appeals Received*		30	29		
Dental Clinical FTE	28	29	97%	97%	Administrative Support Staff	\$65	\$67	\$98	Prison Population Capacity		159%	142%		
Mental Health Clinical FTE	32	40	81%	82%										
Clinical Support FTE	10	13	77%	77%										
Administrative Support FTE	56	70	79%	82%										
	6 Mth Trend	Actual	CCI	Statewide										
Total Actual FTE		277	100%	100%										
Civil Service FTE		258	93%	91%										
Overtime FTE		11	3.9%	4.7%										
Registry FTE		9	3.2%	4.3%										

* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

California Correctional Center (CCC)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT																			
ACCESS				Recent Qtr				6 Mth Trend																			
Medical Services		CCC	Statewide	Asthma Care	95%	Prior Qtr	94%	Statewide	83%	Appropriate Placement High Risk Patients		CCC	Statewide														
Dental Services		83%	82%	Therapeutic Anticoagulation	-	-	71%	High Risk Patient Care Plan		N/A	71%																
Mental Health Services		82%	81%	Diabetes Care	76%	76%	77%	Follow-Up After MHCB/DSH Admission		100%	70%																
APPTS COMPLETED AS SCHEDULED				Current Yr				6 Mth Trend																			
Cancelled Due to Custody		0.9%	1.9%	HCV Treatment	50%	50%	82%	30-Day Community Hospital Readmission		0.0%	9.1%																
Seen as Scheduled		88%	82%	Utilization Specialty Services	89%	93%	91%	30-Day MHCB or DSH Readmission		7%	11%																
EFFECTIVE COMMUNICATION				Prior Yr				6 Mth Trend																			
Effective Communication Provided		68%	63%	Colon Cancer Screening	93%	94%	87%	Potentially Avoidable Hospitalizations*		1.6	11.1																
MEDICATION MANAGEMENT				Statewide				CONTINUITY OF CLINICIANS & SERVICES																			
MAPIP				Current Yr				6 Mth Trend																			
Medication Continuity-Transfer		94%	83%	Flu Vaccination	42%	95%	90%	Primary Care Provider (PCP)		86%	89%																
Medication Non-Adherence Counseling		-	76%	AVAILABILITY OF HEALTH INFORMATION				6 Mth Trend																			
Medication Administration		98%	91%	6 Mth Trend				CCC				Statewide															
FORMULARY MANAGEMENT				CCC				6 Mth Trend																			
Non-Formulary by Psychiatrists		0.0%	3.3%	Documents Scanned		20%	33%	Claims Processed		N/A	99%																
Non-Formulary by Medical Providers		4.9%	5.4%	Specialty Notes		12%	35%	Specialty Teleservices		26%	61%																
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				Statewide				6 Mth Trend																			
Actual				CCC				6 Mth Trend																			
Authority				Statewide				6 Mth Trend																			
% of Auth				Statewide				6 Mth Trend																			
Total Staffing FTE	150	171	87%	92%	APPEAL PROCESSING				6 Mth Trend																		
Medical FTE	7	9	83%	94%	6 Mth Trend				CCC				Statewide														
Nursing FTE	73	72	102%	100%	Timely Appeals		71%	77%	6 Mth Trend				CCC				Statewide										
Pharmacy FTE	6	6	96%	103%	MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend				CCC				Statewide										
Dental Clinical FTE	23	25	93%	97%	LABOR				6 Mth Trend				CCC				Statewide										
Mental Health Clinical FTE	1	6	17%	82%	Medical Staff	YTD 13/14	FY 12/13	Statewide	6 Mth Trend				CCC				Statewide										
Clinical Support FTE	4	4	100%	77%	Nursing Staff	\$38	\$40	\$87	6 Mth Trend				CCC				Statewide										
Administrative Support FTE	35	50	71%	82%	Pharmacy Staff	\$157	\$162	\$392	6 Mth Trend				CCC				Statewide										
6 Mth Trend				Actual				CCC				Statewide				6 Mth Trend				CCC				Statewide			
Total Actual FTE		150	100%	100%	Dental Clinical Staff	\$62	\$67	\$77	6 Mth Trend				CCC				Statewide										
Civil Service FTE		136	91%	91%	Mental Health Clinical Staff	\$7	\$5	\$164	6 Mth Trend				CCC				Statewide										
Overtime FTE		10	6.4%	4.7%	Clinical Support Staff	\$4	\$7	\$21	6 Mth Trend				CCC				Statewide										
Registry FTE		4	2.5%	4.3%	Administrative Support Staff	\$37	\$43	\$98	6 Mth Trend				CCC				Statewide										
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HEALTHCARE SERVICES DASHBOARD

Calipatria State Prison (CAL)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
ACCESS				Recent Qtr				6 Mth Trend				
Medical Services		CAL 82%	Statewide 82%	Asthma Care	86%	Prior Qtr 91%	Statewide 83%	Appropriate Placement High Risk Patients		N/A	71%	
Dental Services		78%	85%	Therapeutic Anticoagulation	-	-	71%	High Risk Patient Care Plan				
Mental Health Services		96%	81%	Diabetes Care	95%	87%	77%	Follow-Up After MHCB/DSH Admission		50%	70%	
APPTS COMPLETED AS SCHEDULED				Prior Qtr				CAL				
Cancelled Due to Custody		0.5%	1.9%	HCV Treatment	100%	100%	82%	30-Day Community Hospital Readmission		5.1%	9.1%	
Seen as Scheduled		71%	82%	Utilization Specialty Services	98%	99%	91%	30-Day MHCB or DSH Readmission		13%	11%	
EFFECTIVE COMMUNICATION				Statewide				Statewide				
Effective Communication Provided		83%	63%	Colon Cancer Screening	98%	98%	87%	Potentially Avoidable Hospitalizations*		6.7	11.1	
MEDICATION MANAGEMENT				Current Yr				CONTINUITY OF CLINICIANS & SERVICES				
MAPIP				Prior Yr				6 Mth Trend				
Medication Continuity-Transfer		97%	83%	Flu Vaccination	89%	97%	90%	Primary Care Provider (PCP)		82%	89%	
Medication Non-Adherence Counseling		63%	76%	AVAILABILITY OF HEALTH INFORMATION				CAL				
Medication Administration		99%	91%	6 Mth Trend				Statewide				
FORMULARY MANAGEMENT				Documents Scanned				6 Mth Trend				
Non-Formulary by Psychiatrists		0.0%	3.3%	Specialty Notes		38%	33%	Claims Processed		N/A	99%	
Non-Formulary by Medical Providers		2.6%	5.4%	Community Hospital Records		78%	53%	Specialty Teleservices		83%	61%	
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				APPEAL PROCESSING				RESOURCE MANAGEMENT				
Actual				6 Mth Trend				6 Mth Trend				
Authority				CAL				CAL				
% of Auth				Statewide				Statewide				
Total Staffing FTE	192	197	98%	92%	Timely Appeals		100%	77%	Health Care Staff Training			
Medical FTE	10	9	113%	94%	MAJOR COSTS PER INMATE PER MONTH**				CONTINUOUS EVALUATION & IMPROVEMENT			
Nursing FTE	85	82	105%	100%	LABOR				6 Mth Trend			
Pharmacy FTE	6	9	76%	103%	Medical Staff	YTD 13/14 \$66	FY 12/13 \$61	Statewide \$87	QM & Patient Safety Program			
Dental Clinical FTE	25	24	103%	97%	Nursing Staff	\$233	\$247	\$392	Health Care Index			
Mental Health Clinical FTE	8	9	89%	82%	Pharmacy Staff	\$12	\$17	\$31	WORKLOAD PER DAY			
Clinical Support FTE	5	5	97%	77%	Dental Clinical Staff	\$77	\$77	\$77	Appointments per PCP		12.4	12.5
Administrative Support FTE	53	60	89%	82%	Mental Health Clinical Staff	\$29	\$19	\$164	Appointments per PCRN		7.9	6.3
6 Mth Trend				Actual				Statewide				
Actual				CAL				Statewide				
Authority				Statewide				Statewide				
Total Actual FTE		192	100%	100%	Clinical Support Staff	\$7	\$7	\$21	Encounters per Primary MH Clinician		1.8	8.0
Civil Service FTE		177	92%	91%	Administrative Support Staff	\$79	\$78	\$98	Encounters per Psychiatrist		1.0	7.3
Overtime FTE		7	3.4%	4.7%	NON LABOR				OTHER TRENDS			
Registry FTE		9	4.8%	4.3%	Hospital	YTD 13/14 \$43	FY 12/13 \$40	\$91	Hospital Admissions*		1.8	4.8
6 Mth Trend				YTD 13/14				CAL				
Actual				FY 12/13				Statewide				
Authority				Statewide				Statewide				
% of Auth				Statewide				Statewide				
Total Actual FTE		192	100%	100%	Hospital	\$43	\$40	\$91	Emergency Department Visits*		45	25
Civil Service FTE		177	92%	91%	Emergency Department	\$11	\$7	\$6	Specialty Care Referrals*		19	41
Overtime FTE		7	3.4%	4.7%	Specialty	\$15	\$19	\$25	Prescriptions Per Inmate		1.1	3.2
Registry FTE		9	4.8%	4.3%	Medications	\$19	\$20	\$88	Diagnostics Per Inmate		0.4	0.9
6 Mth Trend				YTD 13/14				CAL				
Actual				FY 12/13				Statewide				
Authority				Statewide				Statewide				
% of Auth				Statewide				Statewide				
Total Actual FTE		192	100%	100%	Diagnostics	\$8	\$10	\$17	Appeals Received*		11	29
Civil Service FTE		177	92%	91%	LABOR				OTHER TRENDS			
Overtime FTE		7	3.4%	4.7%	Hospital	YTD 13/14 \$66	FY 12/13 \$61	\$87	Hospital Admissions*		1.8	4.8
Registry FTE		9	4.8%	4.3%	Emergency Department	\$11	\$7	\$6	Emergency Department Visits*		45	25
6 Mth Trend				YTD 13/14				CAL				
Actual				FY 12/13				Statewide				
Authority				Statewide				Statewide				
% of Auth				Statewide				Statewide				
Total Actual FTE		192	100%	100%	Specialty	\$15	\$19	\$25	Specialty Care Referrals*		19	41
Civil Service FTE		177	92%	91%	Medications	\$19	\$20	\$88	Prescriptions Per Inmate		1.1	3.2
Overtime FTE		7	3.4%	4.7%	Diagnostics	\$8	\$10	\$17	Diagnostics Per Inmate		0.4	0.9
Registry FTE		9	4.8%	4.3%	NON LABOR				OTHER TRENDS			
6 Mth Trend				YTD 13/14				CAL				
Actual				FY 12/13				Statewide				
Authority				Statewide				Statewide				
% of Auth				Statewide				Statewide				
Total Actual FTE		192	100%	100%	Hospital	YTD 13/14 \$43	FY 12/13 \$40	\$91	Appeals Received*		11	29
Civil Service FTE		177	92%	91%	Emergency Department	\$11	\$7	\$6	Prison Population Capacity		169%	142%
Overtime FTE		7	3.4%	4.7%	Specialty	\$15	\$19	\$25	OTHER TRENDS			
Registry FTE		9	4.8%	4.3%	Medications	\$19	\$20	\$88	Hospital Admissions*		1.8	4.8
6 Mth Trend				YTD 13/14				CAL				
Actual				FY 12/13				Statewide				
Authority				Statewide				Statewide				
% of Auth				Statewide				Statewide				
Total Actual FTE		192	100%	100%	Diagnostics	\$8	\$10	\$17	Emergency Department Visits*		45	25
Civil Service FTE		177	92%	91%	LABOR				OTHER TRENDS			
Overtime FTE		7	3.4%	4.7%	Hospital	YTD 13/14 \$66	FY 12/13 \$61	\$87	Specialty Care Referrals*		19	41
Registry FTE		9	4.8%	4.3%	Emergency Department	\$11	\$7	\$6	Prescriptions Per Inmate		1.1	3.2
6 Mth Trend				YTD 13/14				CAL				
Actual				FY 12/13				Statewide				
Authority				Statewide				Statewide				
% of Auth				Statewide				Statewide				
Total Actual FTE		192	100%	100%	Specialty	\$15	\$19	\$25	Diagnostics Per Inmate		0.4	0.9
Civil Service FTE		177	92%	91%	Medications	\$19	\$20	\$88	Appeals Received*		11	29
Overtime FTE		7	3.4%	4.7%	Diagnostics	\$8	\$10	\$17	Prison Population Capacity		169%	142%
Registry FTE		9	4.8%	4.3%	NON LABOR				OTHER TRENDS			
6 Mth Trend				YTD 13/14				CAL				
Actual				FY 12/13				Statewide				
Authority				Statewide				Statewide				
% of Auth				Statewide				Statewide				
Total Actual FTE		192	100%	100%	Hospital	YTD 13/14 \$43	FY 12/13 \$40	\$91	Hospital Admissions*		1.8	4.8
Civil Service FTE		177	92%	91%	Emergency Department	\$11	\$7	\$6	Emergency Department Visits*		45	25
Overtime FTE		7	3.4%	4.7%	Specialty	\$15	\$19	\$25	Specialty Care Referrals*		19	41
Registry FTE		9	4.8%	4.3%	Medications	\$19	\$20	\$88	Prescriptions Per Inmate		1.1	3.2
6 Mth Trend				YTD 13/14				CAL				
Actual				FY 12/13				Statewide				
Authority				Statewide				Statewide				
% of Auth				Statewide				Statewide				
Total Actual FTE		192	100%	100%	Diagnostics	\$8	\$10	\$17	Diagnostics Per Inmate		0.4	0.9
Civil Service FTE		177	92%	91%	LABOR				OTHER TRENDS			
Overtime FTE		7	3.4%	4.7%	Hospital	YTD 13/14 \$66	FY 12/13 \$61	\$87	Appeals Received*		11	29
Registry FTE		9	4.8%	4.3%	Emergency Department	\$11	\$7	\$6	Prison Population Capacity		169%	142%
6 Mth Trend				YTD 13/14				CAL				
Actual				FY 12/13				Statewide				
Authority				Statewide				Statewide				
% of Auth				Statewide				Statewide				
Total Actual FTE		192	100%	100%	Specialty	\$15	\$19	\$25	Hospital Admissions*		1.8	4.8
Civil Service FTE		177	92%	91%	Medications	\$19	\$20	\$88	Emergency Department Visits*		45	25
Overtime FTE		7	3.4%	4.7%	Diagnostics	\$8	\$10	\$17	Specialty Care Referrals*		19	41
Registry FTE		9	4.8%	4.3%	NON LABOR				OTHER TRENDS			
6 Mth Trend				YTD 13/14				CAL				
Actual				FY 12/13				Statewide				
Authority				Statewide				Statewide				
% of Auth				Statewide				Statewide				
Total Actual FTE		192	100%	100%	Hospital	YTD 13/14 \$43	FY 12/13 \$40	\$91	Prescriptions Per Inmate		1.1	3.2
Civil Service FTE		177	92%	91%	Emergency Department	\$11	\$7	\$6	Diagnostics Per Inmate		0.4	0.9
Overtime FTE		7	3.4%	4.7%	Specialty	\$15	\$19	\$25	Appeals Received*		11	29
Registry FTE		9	4.8%	4.3%	Medications	\$19	\$20	\$88	Prison Population Capacity		169%	142%
6 Mth Trend				YTD 13/14				CAL				
Actual				FY 12/13				Statewide				
Authority				Statewide				Statewide				
% of Auth				Statewide				Statewide				
Total Actual FTE		192	100%	100%	Diagnostics	\$8	\$10	\$17	Hospital Admissions*		1.8	4.8
Civil Service FTE		177	92%	91%	LABOR				OTHER TRENDS			
Overtime FTE		7	3.4%	4.7%	Hospital	YTD 13/14 \$66	FY 12/13 \$61	\$87	Emergency Department Visits*		45	25
Registry FTE		9	4.8%	4.3%	Emergency Department	\$11	\$7	\$6	Specialty Care Referrals*		19	41
6 Mth Trend				YTD 13/14				CAL				
Actual				FY 12/13				Statewide				
Authority				Statewide				Statewide				
% of Auth				Statewide				Statewide				
Total Actual FTE		192	100									

HEALTHCARE SERVICES DASHBOARD

Avenal State Prison (ASP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
ACCESS				Recent Qtr				6 Mth Trend				
	6 Mth Trend	ASP	Statewide	Recent Qtr	Prior Qtr	Statewide		6 Mth Trend	ASP	Statewide		
Medical Services		79%	82%	95%	95%	83%	Appropriate Placement High Risk Patients		N/A	71%		
Dental Services		92%	85%	-	-	71%	High Risk Patient Care Plan					
Mental Health Services		99%	81%	78%	82%	77%	Follow-Up After MHCB/DSH Admission		100%	70%		
APPTS COMPLETED AS SCHEDULED				Current Yr				Continuity of Clinicians & Services				
	6 Mth Trend	ASP	Statewide	Current Yr	Prior Yr	Statewide		6 Mth Trend	ASP	Statewide		
Cancelled Due to Custody		0.2%	1.9%	93%	95%	91%	Primary Care Provider (PCP)		93%	89%		
Seen as Scheduled		84%	82%	73%	95%	87%	Mental Health Primary Clinician		N/A	82%		
EFFECTIVE COMMUNICATION				Flu Vaccination				Psychiatrist				
	6 Mth Trend	ASP	Statewide	Flu Vaccination	Current Yr	Prior Yr	Statewide		6 Mth Trend	ASP	Statewide	
Effective Communication Provided		76%	63%	98%	98%	90%						
MEDICATION MANAGEMENT				AVAILABILITY OF HEALTH INFORMATION				RESOURCE MANAGEMENT				
MAPIP				6 Mth Trend				6 Mth Trend				
	6 Mth Trend	ASP	Statewide		6 Mth Trend	ASP	Statewide		6 Mth Trend	ASP	Statewide	
Medication Continuity-Transfer		65%	83%	Documents Scanned		56%	33%	Claims Processed		N/A	99%	
Medication Non-Adherence Counseling		75%	76%	Specialty Notes		45%	35%	Specialty Teleservices		46%	61%	
Medication Administration		94%	91%	Community Hospital Records		25%	53%	Health Care Staff Training				
FORMULARY MANAGEMENT				APPEAL PROCESSING				CONTINUOUS EVALUATION & IMPROVEMENT				
	6 Mth Trend	ASP	Statewide		6 Mth Trend	ASP	Statewide		6 Mth Trend	ASP	Statewide	
Non-Formulary by Psychiatrists		0.3%	3.3%	Timely Appeals		97%	77%	QM & Patient Safety Program				
Non-Formulary by Medical Providers		6.7%	5.4%	MAJOR COSTS PER INMATE PER MONTH**				WORKLOAD PER DAY				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				LABOR				6 Mth Trend				
	Actual	Authority	% of Auth	Statewide		YTD 13/14	FY 12/13	Statewide		6 Mth Trend	ASP	Statewide
Total Staffing FTE	264	297	89%	92%	Medical Staff	\$69	\$67	\$87	Appointments per PCP		13.5	12.5
Medical FTE	12	15	82%	94%	Nursing Staff	\$236	\$232	\$392	Appointments per PCRN		7.9	6.3
Nursing FTE	113	122	93%	100%	Pharmacy Staff	\$20	\$17	\$31	Encounters per Primary MH Clinician		6.6	8.0
Pharmacy FTE	12	16	77%	103%	Dental Clinical Staff	\$87	\$73	\$77	Encounters per Psychiatrist		6.8	7.3
Dental Clinical FTE	28	30	93%	97%	Mental Health Clinical Staff	\$90	\$77	\$164	OTHER TRENDS			
Mental Health Clinical FTE	23	31	75%	82%	Clinical Support Staff	\$11	\$12	\$21		6 Mth Trend	ASP	Statewide
Clinical Support FTE	9	10	91%	77%	Administrative Support Staff	\$88	\$80	\$98	Hospital Admissions*		2.5	4.8
Administrative Support FTE	68	74	91%	82%	NON LABOR				Emergency Department Visits*		23	25
	6 Mth Trend	Actual	ASP	Statewide		YTD 13/14	FY 12/13	Statewide	Specialty Care Referrals*		28	41
Total Actual FTE		264	100%	100%	Hospital	\$49	\$90	\$91	Prescriptions Per Inmate		1.9	3.2
Civil Service FTE		246	93%	91%	Emergency Department	\$7	\$8	\$6	Diagnostics Per Inmate		0.5	0.9
Overtime FTE		4	1.5%	4.7%	Specialty	\$23	\$27	\$25	Appeals Received*		29	29
Registry FTE		14	5.3%	4.3%	Medications	\$34	\$45	\$88	Prison Population Capacity		137%	142%
					Diagnostics	\$12	\$15	\$17				

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