

# 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																																																																																
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\* Rate Per 1,000 Inmates

## DASHBOARD COMPARISON

August 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	86%	87%	93%	88%	96%	72%	90%	-	95%	90%	74%	96%	86%	96%	89%	89%	61%	95%	72%	84%	97%	83%	85%
RN FTF Triage 1 Business Day	96%	98%	97%	99%	100%	95%	98%	-	97%	98%	97%	100%	97%	99%	98%	97%	95%	97%	99%	95%	99%	97%	94%
PCP Urgent Referrals 1 Calendar Day	92%	79%	100%	100%	100%	-	-	-	100%	100%	-	-	87%	75%	71%	100%	0%	100%	100%	67%	100%	100%	-
PCP Routine Referrals 14 Calendar Days	76%	93%	89%	89%	97%	27%	63%	-	95%	97%	80%	98%	72%	98%	80%	92%	26%	99%	37%	83%	98%	63%	68%
Chronic Care as Ordered	75%	87%	82%	60%	95%	23%	72%	-	98%	94%	55%	96%	61%	97%	91%	73%	67%	93%	66%	76%	92%	40%	69%
High Priority Specialty 14 Calendar Days	78%	67%	94%	73%	74%	90%	93%	-	85%	79%	64%	83%	85%	100%	83%	79%	75%	86%	31%	100%	94%	100%	92%
Routine Specialty 90 Calendar Days	93%	98%	93%	95%	94%	84%	99%	-	88%	94%	84%	96%	94%	97%	96%	94%	73%	95%	95%	89%	96%	82%	91%
Return from HLOC 5 Calendar Days	82%	69%	89%	89%	100%	63%	93%	-	100%	94%	21%	100%	94%	100%	94%	80%	28%	100%	35%	53%	100%	86%	68%
Laboratory Services as Ordered	90%	94%	97%	85%	99%	91%	100%	-	96%	84%	94%	97%	83%	94%	90%	84%	91%	88%	84%	98%	99%	79%	96%
Radiology Services as Ordered	97%	98%	96%	99%	100%	100%	100%	-	94%	73%	100%	100%	100%	100%	100%	100%	94%	98%	100%	100%	95%	99%	100%
Dental Services	96%	96%	85%	98%	98%	87%	99%	93%	97%	97%	97%	96%	93%	96%	97%	88%	95%	97%	97%	96%	97%	95%	98%
7362 Triage 3 or 10 Business Days	98%	98%	93%	99%	100%	95%	99%	96%	95%	99%	98%	96%	98%	99%	96%	98%	99%	99%	99%	96%	100%	96%	99%
Treatment within Timeframes	97%	97%	88%	100%	98%	86%	99%	96%	98%	98%	100%	97%	99%	98%	99%	96%	97%	98%	99%	99%	100%	96%	99%
RC Screening 60 Calendar Days	100%	-	-	-	-	99%	-	-	100%	100%	-	-	-	-	-	-	100%	-	-	-	-	100%	-
Patient Requested Exam 90 Calendar Days	94%	89%	69%	100%	99%	55%	99%	96%	94%	94%	99%	98%	99%	100%	100%	93%	100%	97%	100%	97%	100%	98%	97%
Notice of Exam 50 Y.O. or Chronic Care	91%	99%	91%	92%	96%	100%	97%	84%	98%	96%	90%	92%	77%	88%	94%	63%	80%	96%	91%	94%	90%	87%	96%
Mental Health Services	86%	92%	97%	90%	99%	86%	100%	66%	96%	95%	95%	90%	69%	98%	96%	98%	94%	97%	79%	88%	82%	90%	88%
Referral Timeframes	80%	85%	96%	96%	99%	70%	100%	92%	93%	90%	95%	96%	57%	99%	95%	98%	98%	96%	64%	78%	53%	95%	88%
EOP Structured Treatment	82%	N/A	N/A	N/A	N/A	93%	N/A	16%	96%	99%	91%	82%	62%	N/A	N/A	N/A	89%	N/A	N/A	N/A	96%	74%	89%
Contact Timeframes	95%	99%	98%	83%	100%	93%	100%	90%	99%	97%	97%	92%	89%	98%	96%	99%	94%	99%	93%	98%	97%	100%	88%
Primary Clinician Contact Timeframes	96%	100%	99%	80%	100%	94%	100%	94%	99%	96%	98%	98%	84%	98%	94%	98%	93%	100%	91%	97%	99%	99%	89%
Psychiatrist Contact Timeframes	91%	99%	100%	100%	99%	88%	100%	83%	99%	98%	95%	80%	87%	100%	99%	100%	99%	99%	93%	100%	92%	100%	76%
IDTT Contact Timeframes	98%	100%	95%	70%	100%	97%	100%	95%	99%	98%	99%	99%	96%	97%	96%	100%	89%	99%	97%	96%	100%	100%	99%
Cancelled Due to Custody	1.7%	0.1%	0.3%	0.1%	0.3%	0.7%	0.0%	0.9%	0.4%	0.9%	1.0%	0.3%	8.0%	0.0%	0.1%	0.2%	1.1%	1.3%	0.5%	0.1%	0.7%	2.4%	2.5%
Medical Services	0.7%	0.3%	0.6%	0.0%	0.1%	0.7%	0.0%	0.5%	1.0%	0.4%	0.7%	0.3%	1.5%	0.1%	0.3%	0.4%	1.8%	0.5%	0.9%	0.1%	0.4%	1.0%	1.5%
Mental Health Services	4.3%	0.0%	0.0%	0.4%	0.7%	0.9%	0.0%	0.9%	0.3%	1.6%	2.3%	0.3%	22.2%	0.0%	0.1%	0.4%	1.3%	1.6%	0.5%	0.0%	1.5%	6.1%	5.4%
Dental Services	0.2%	0.0%	0.4%	0.0%	0.0%	0.5%	0.0%	1.3%	0.0%	0.7%	0.0%	0.4%	0.1%	0.0%	0.0%	0.0%	0.2%	1.7%	0.0%	0.1%	0.0%	0.0%	0.6%

\* Rate Per 1,000 Inmates

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## DASHBOARD COMPARISON

August 2014

All Institutions

Scheduling & Access to Care	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Services	82%	-	82%	85%	91%	88%	97%	92%	90%	75%	77%	81%
RN FTF Triage 1 Business Day	82%	-	99%	97%	93%	99%	99%	99%	97%	92%	98%	97%
PCP Urgent Referrals 1 Calendar Day	50%	-	50%	100%	100%	98%	100%	100%	89%	50%	80%	89%
PCP Routine Referrals 14 Calendar Days	74%	-	68%	74%	92%	95%	100%	96%	94%	68%	34%	86%
Chronic Care as Ordered	77%	-	64%	76%	80%	70%	91%	84%	78%	61%	52%	80%
High Priority Specialty 14 Calendar Days	75%	-	92%	72%	80%	84%	100%	70%	76%	53%	92%	69%
Routine Specialty 90 Calendar Days	99%	-	98%	95%	97%	96%	89%	95%	91%	89%	88%	94%
Return from HLOC 5 Calendar Days	93%	-	67%	74%	78%	62%	100%	96%	90%	77%	79%	68%
Laboratory Services as Ordered	94%	-	99%	78%	96%	93%	96%	99%	97%	91%	76%	52%
Radiology Services as Ordered	95%	-	100%	100%	100%	95%	99%	90%	99%	100%	95%	97%
Dental Services	84%	99%	98%	97%	95%	90%	96%	97%	96%	97%	96%	97%
7362 Triage 3 or 10 Business Days	98%	100%	100%	95%	95%	98%	96%	99%	99%	97%	99%	97%
Treatment within Timeframes	98%	100%	100%	98%	99%	98%	99%	95%	95%	100%	89%	99%
RC Screening 60 Calendar Days	100%	-	-	-	-	-	-	-	100%	-	-	100%
Patient Requested Exam 90 Calendar Days	89%	100%	100%	95%	97%	99%	100%	97%	98%	98%	100%	97%
Notice of Exam 50 Y.O. or Chronic Care	33%	97%	92%	99%	89%	64%	89%	96%	91%	91%	97%	93%
Mental Health Services	88%	88%	89%	89%	91%	82%	95%	96%	94%	77%	93%	74%
Referral Timeframes	65%	88%	82%	91%	90%	85%	92%	95%	91%	91%	89%	41%
EOP Structured Treatment	100%	83%	N/A	78%	91%	77%	N/A	N/A	94%	46%	98%	89%
Contact Timeframes	97%	94%	97%	97%	91%	84%	99%	96%	98%	94%	92%	93%
Primary Clinician Contact Timeframes	93%	98%	99%	96%	90%	94%	99%	97%	98%	97%	97%	95%
Psychiatrist Contact Timeframes	98%	88%	93%	96%	87%	63%	99%	95%	98%	85%	79%	94%
IDTT Contact Timeframes	100%	97%	98%	100%	96%	96%	98%	97%	98%	99%	99%	90%
Cancelled Due to Custody	0.5%	0.2%	0.1%	3.0%	0.9%	1.8%	0.3%	0.4%	0.3%	6.7%	0.4%	0.3%
Medical Services	0.5%	0.0%	0.0%	1.5%	1.7%	0.2%	0.4%	0.1%	0.6%	5.3%	1.2%	0.6%
Mental Health Services	0.8%	0.5%	0.2%	7.1%	0.1%	5.0%	0.5%	0.6%	0.3%	14.6%	0.1%	0.4%
Dental Services	0.2%	0.0%	0.0%	0.3%	0.9%	0.2%	0.1%	0.3%	0.2%	0.1%	0.0%	0.0%

\* Rate Per 1,000 Inmates

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## DASHBOARD COMPARISON

August 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	85%	88%	83%	92%	88%	75%	82%	88%	95%	89%	87%	93%	71%	92%	87%	87%	92%	93%	86%	88%	85%	72%	86%
Medical Services	72%	72%	59%	86%	69%	49%	60%	78%	92%	73%	77%	91%	48%	82%	74%	68%	84%	85%	66%	84%	73%	46%	76%
Mental Health Services	90%	98%	99%	100%	97%	82%	100%	98%	99%	97%	92%	94%	70%	99%	97%	98%	95%	98%	99%	93%	94%	83%	87%
Dental Services	93%	96%	90%	91%	97%	93%	86%	89%	94%	96%	93%	93%	95%	95%	89%	95%	96%	96%	94%	86%	89%	87%	95%
Effective Communication Provided	93%	84%	97%	98%	88%	83%	98%	96%	98%	88%	91%	88%	97%	96%	99%	98%	96%	99%	99%	97%	90%	85%	96%
Medical Services	100%	100%	100%	100%	100%	97%	100%	99%	100%	100%	97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mental Health Services	95%	97%	99%	100%	99%	99%	100%	88%	99%	99%	85%	97%	98%	97%	99%	94%	94%	100%	99%	94%	99%	94%	98%
Dental Services	85%	54%	94%	95%	65%	54%	94%	100%	93%	66%	91%	68%	92%	91%	98%	99%	93%	96%	98%	96%	70%	61%	91%
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	81%	92%	93%	89%	89%	88%	92%	70%	87%	85%	87%	72%	90%	92%	93%	88%	86%	93%	89%	93%	92%	94%	85%
Asthma SABA Utilization	80%	93%	94%	93%	91%	90%	88%	70%	83%	86%	84%	65%	88%	94%	90%	90%	84%	88%	84%	91%	91%	96%	81%
Persistent Asthma ICS Treatment	82%	92%	91%	85%	88%	87%	95%	-	92%	84%	89%	79%	92%	90%	95%	86%	88%	97%	94%	95%	93%	93%	89%
Therapeutic Anticoagulation	79%	-	0%	-	100%	43%	100%	60%	94%	100%	84%	85%	89%	100%	100%	100%	0%	86%	100%	-	100%	36%	50%
Diabetes Care	77%	82%	78%	77%	74%	77%	74%	-	81%	83%	79%	79%	74%	80%	77%	80%	74%	84%	77%	79%	77%	80%	72%
A1C <8%	77%	91%	78%	85%	74%	79%	83%	-	74%	87%	80%	69%	75%	78%	74%	76%	86%	74%	70%	78%	83%	78%	77%
LDL-Cholesterol <100 mg/dl	73%	73%	74%	56%	73%	75%	56%	-	84%	77%	75%	83%	78%	76%	69%	78%	54%	84%	72%	74%	76%	74%	73%
Blood Pressure <140/90 mm Hg	82%	87%	78%	78%	80%	80%	87%	-	87%	90%	80%	90%	70%	93%	87%	93%	90%	93%	83%	87%	80%	77%	67%
Screened or Treated Nephropathy	75%	78%	83%	89%	70%	75%	69%	-	81%	78%	81%	73%	72%	73%	78%	72%	68%	83%	84%	78%	70%	92%	72%
Colon Cancer Screening	93%	99%	93%	81%	100%	97%	98%	-	97%	92%	99%	99%	83%	98%	78%	83%	96%	95%	85%	94%	98%	86%	99%
Breast Cancer Screening	89%	-	-	-	-	85%	-	-	-	92%	-	-	-	-	-	-	-	-	-	-	-	-	-
Utilization Specialty Services	92%	97%	100%	91%	79%	90%	90%	93%	91%	86%	89%	80%	97%	92%	96%	99%	94%	83%	92%	100%	96%	95%	91%
HCV Treatment	90%	88%	92%	96%	99%	80%	94%	-	87%	100%	97%	95%	80%	92%	98%	88%	50%	88%	100%	95%	100%	75%	90%
HCV Medication Adjustments	87%	75%	83%	100%	100%	60%	100%	-	81%	100%	94%	90%	67%	100%	100%	100%	100%	100%	-	100%	100%	50%	94%
Ribavarin Hgb <10 mg/dl	72%	50%	50%	-	100%	60%	-	-	60%	100%	83%	80%	67%	100%	100%	-	-	100%	-	100%	-	50%	83%
Peg Interferon PLT <50,000 cells/μl	95%	-	100%	-	-	-	100%	-	100%	-	100%	-	-	-	100%	-	-	-	-	-	-	100%	100%
Peg Interferon ANC <750 cells/μl	94%	100%	100%	100%	100%	-	-	-	83%	100%	100%	100%	67%	100%	100%	100%	100%	100%	-	100%	100%	0%	100%
HCV Length of Treatment	93%	100%	100%	93%	97%	100%	89%	-	94%	100%	100%	100%	93%	83%	95%	75%	0%	75%	100%	91%	100%	100%	86%

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## DASHBOARD COMPARISON

August 2014

All Institutions

Scheduling & Access to Care	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Seen as Scheduled	89%	94%	84%	81%	93%	83%	94%	91%	94%	78%	82%	93%
Medical Services	77%	93%	60%	65%	84%	78%	92%	82%	89%	69%	57%	85%
Mental Health Services	93%	98%	97%	85%	100%	80%	97%	97%	98%	78%	96%	96%
Dental Services	98%	93%	95%	92%	96%	93%	92%	95%	95%	87%	94%	98%
Effective Communication Provided	95%	93%	95%	98%	94%	97%	92%	96%	91%	82%	97%	89%
Medical Services	100%	100%	100%	99%	97%	100%	98%	100%	100%	100%	100%	100%
Mental Health Services	98%	97%	100%	98%	87%	96%	98%	96%	84%	99%	99%	95%
Dental Services	86%	82%	84%	97%	99%	97%	81%	93%	88%	47%	93%	73%
Population Health Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Asthma Care	93%	93%	91%	86%	90%	88%	93%	90%	88%	90%	89%	91%
Asthma SABA Utilization	98%	90%	94%	82%	90%	87%	90%	91%	86%	91%	86%	93%
Persistent Asthma ICS Treatment	88%	97%	89%	89%	91%	89%	95%	90%	90%	90%	93%	89%
Therapeutic Anticoagulation	100%	100%	-	91%	91%	82%	100%	85%	78%	86%	100%	100%
Diabetes Care	77%	78%	77%	76%	75%	75%	73%	78%	71%	70%	82%	76%
A1C <8%	75%	80%	74%	74%	83%	76%	85%	72%	67%	66%	77%	89%
LDL-Cholesterol <100 mg/dl	69%	73%	68%	72%	68%	73%	65%	69%	73%	64%	76%	50%
Blood Pressure <140/90 mm Hg	88%	70%	93%	77%	73%	77%	77%	90%	73%	73%	93%	89%
Screened or Treated Nephropathy	75%	90%	71%	80%	77%	74%	64%	82%	69%	77%	82%	78%
Colon Cancer Screening	98%	100%	95%	94%	100%	94%	98%	92%	95%	95%	85%	87%
Breast Cancer Screening	-	-	-	-	-	-	-	-	-	-	-	-
Utilization Specialty Services	94%	95%	97%	95%	76%	91%	92%	92%	98%	80%	97%	77%
HCV Treatment	100%	63%	75%	91%	100%	87%	100%	85%	77%	100%	95%	100%
HCV Medication Adjustments	-	25%	50%	93%	-	83%	100%	71%	67%	-	92%	-
Ribavarin Hgb <10 mg/dl	-	-	0%	80%	-	63%	100%	67%	0%	-	75%	-
Peg Interferon PLT <50,000 cells/μl	-	0%	-	100%	-	100%	-	-	100%	-	100%	-
Peg Interferon ANC <750 cells/μl	-	50%	100%	100%	-	86%	100%	75%	100%	-	100%	-
HCV Length of Treatment	100%	100%	100%	89%	100%	92%	100%	100%	87%	100%	99%	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	92%	100%	100%	-	100%	100%	100%	-	88%	100%	100%	100%	78%	67%	100%	50%	0%	100%	100%	100%	-	100%	75%
Genotypes 1 and 4-6 without PI	94%	100%	-	100%	100%	-	-	-	100%	-	100%	-	100%	-	-	-	-	-	-	100%	-	100%	100%
Genotypes 2 and 3	94%	100%	100%	86%	91%	100%	78%	-	94%	100%	100%	100%	100%	100%	91%	100%	-	50%	100%	73%	100%	100%	82%
Flu Vaccination	90%	98%	89%	42%	100%	85%	98%	97%	99%	100%	98%	94%	98%	100%	76%	99%	99%	96%	100%	100%	98%	98%	96%
Diagnostic Monitoring	70%	59%	-	0%	86%	61%	-	61%	73%	78%	85%	73%	40%	76%	90%	-	80%	95%	47%	-	74%	64%	73%
QT Prolongation EKG 12 Months	56%	50%	-	-	80%	33%	-	43%	50%	67%	75%	75%	29%	50%	100%	-	50%	100%	0%	-	-	55%	61%
Second Generation Antipsychotics	70%	55%	-	0%	89%	62%	-	50%	84%	76%	80%	69%	54%	83%	81%	-	71%	95%	45%	-	72%	56%	63%
Lipid Monitoring 6 Months	69%	72%	-	0%	71%	54%	-	80%	81%	51%	72%	85%	61%	53%	78%	-	83%	81%	41%	-	65%	58%	69%
Blood Sugar 6 Months	76%	72%	-	0%	73%	70%	-	94%	92%	77%	83%	91%	53%	68%	83%	-	100%	93%	63%	-	72%	50%	74%
EKG 12 Months	41%	0%	-	-	100%	24%	-	0%	55%	67%	55%	32%	17%	100%	62%	-	-	100%	0%	-	60%	25%	35%
AIMS 12 Months	84%	56%	-	-	100%	78%	-	36%	99%	96%	99%	64%	84%	96%	88%	-	0%	100%	33%	-	87%	90%	60%
Med Consent 12 Months	77%	75%	-	-	100%	85%	-	42%	94%	92%	91%	73%	55%	96%	96%	-	100%	100%	89%	-	77%	59%	75%
Clozapine	86%	-	-	-	-	-	-	79%	-	72%	-	90%	-	-	-	-	-	-	-	-	-	-	89%
ALT 12 Months	93%	-	-	-	-	-	-	100%	-	50%	-	91%	-	-	-	-	-	-	-	-	-	-	89%
Lipid Monitoring 6 Months	86%	-	-	-	-	-	-	71%	-	50%	-	93%	-	-	-	-	-	-	-	-	-	-	85%
Blood Sugar 6 Months	94%	-	-	-	-	-	-	100%	-	83%	-	100%	-	-	-	-	-	-	-	-	-	-	92%
ANC 30 Days	99%	-	-	-	-	-	-	100%	-	100%	-	100%	-	-	-	-	-	-	-	-	-	-	100%
WBC 30 Days	99%	-	-	-	-	-	-	100%	-	100%	-	100%	-	-	-	-	-	-	-	-	-	-	100%
EKG 12 Months	44%	-	-	-	-	-	-	0%	-	50%	-	55%	-	-	-	-	-	-	-	-	-	-	67%
Mood Stabilizers	73%	60%	-	-	79%	72%	-	72%	86%	92%	91%	71%	17%	82%	88%	-	100%	91%	56%	-	67%	69%	76%
Carbamazepine	69%	-	-	-	60%	78%	-	-	78%	100%	100%	58%	0%	-	100%	-	-	100%	17%	-	50%	83%	73%
ALT 6 Months	75%	-	-	-	60%	67%	-	-	100%	100%	100%	50%	0%	-	100%	-	-	100%	50%	-	50%	100%	100%
Carbamazepine Level 6 Months	58%	-	-	-	60%	67%	-	-	50%	100%	100%	50%	0%	-	100%	-	-	100%	0%	-	50%	50%	40%
WBC 6 Months	74%	-	-	-	60%	100%	-	-	83%	100%	100%	75%	0%	-	100%	-	-	100%	0%	-	50%	100%	80%
Med Consent 12 Months	89%	-	-	-	100%	100%	-	-	100%	100%	100%	0%	50%	-	100%	-	-	100%	100%	-	100%	-	75%
Depakote	76%	55%	-	-	93%	72%	-	75%	92%	85%	85%	82%	21%	83%	82%	-	100%	73%	71%	-	71%	62%	73%
ALT 6 Months	78%	48%	-	-	93%	63%	-	93%	95%	80%	86%	88%	12%	67%	87%	-	100%	63%	67%	-	78%	65%	73%

\* Rate Per 1,000 Inmates

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## DASHBOARD COMPARISON

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All Institutions

Population Health Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Genotype 1 with PI	100%	100%	-	100%	-	90%	-	100%	80%	100%	100%	-
Genotypes 1 and 4-6 without PI	-	-	-	83%	-	100%	-	100%	100%	100%	100%	-
Genotypes 2 and 3	100%	100%	100%	83%	100%	86%	100%	100%	80%	100%	96%	100%
Flu Vaccination	93%	100%	99%	97%	100%	98%	97%	96%	96%	94%	99%	99%
Diagnostic Monitoring	48%	51%	78%	80%	68%	56%	69%	79%	82%	72%	79%	40%
QT Prolongation EKG 12 Months	0%	0%	-	53%	38%	54%	25%	70%	77%	46%	62%	0%
Second Generation Antipsychotics	80%	82%	61%	80%	67%	62%	81%	72%	78%	61%	77%	51%
Lipid Monitoring 6 Months	66%	88%	38%	73%	71%	58%	71%	62%	63%	64%	80%	59%
Blood Sugar 6 Months	34%	100%	41%	84%	83%	61%	80%	77%	84%	75%	80%	33%
EKG 12 Months	100%	-	50%	53%	26%	40%	60%	36%	55%	38%	36%	50%
AIMS 12 Months	100%	80%	95%	97%	96%	81%	97%	96%	100%	60%	97%	100%
Med Consent 12 Months	100%	60%	80%	92%	62%	73%	97%	89%	90%	64%	93%	11%
Clozapine	-	-	-	-	79%	-	-	-	100%	83%	-	-
ALT 12 Months	-	-	-	-	100%	-	-	-	100%	100%	-	-
Lipid Monitoring 6 Months	-	-	-	-	88%	-	-	-	100%	100%	-	-
Blood Sugar 6 Months	-	-	-	-	75%	-	-	-	100%	100%	-	-
ANC 30 Days	-	-	-	-	88%	-	-	-	100%	100%	-	-
WBC 30 Days	-	-	-	-	88%	-	-	-	100%	100%	-	-
EKG 12 Months	-	-	-	-	38%	-	-	-	100%	0%	-	-
Mood Stabilizers	30%	73%	83%	88%	73%	44%	75%	89%	92%	80%	84%	53%
Carbamazepine	-	-	-	89%	67%	22%	-	100%	100%	-	78%	-
ALT 6 Months	-	-	-	67%	67%	33%	-	100%	100%	-	100%	-
Carbamazepine Level 6 Months	-	-	-	100%	67%	0%	-	100%	100%	-	67%	-
WBC 6 Months	-	-	-	100%	67%	33%	-	100%	100%	-	67%	-
Med Consent 12 Months	-	-	-	100%	100%	100%	-	100%	-	-	100%	-
Depakote	40%	55%	81%	93%	80%	60%	71%	82%	98%	80%	96%	25%
ALT 6 Months	20%	80%	67%	97%	90%	52%	67%	79%	100%	90%	97%	50%

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## DASHBOARD COMPARISON

August 2014

All Institutions

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	76%	62%	-	-	96%	63%	-	87%	85%	80%	79%	86%	16%	78%	87%	-	100%	75%	100%	-	74%	54%	73%
PLT 6 Months	78%	48%	-	-	93%	63%	-	93%	90%	80%	86%	89%	12%	89%	80%	-	100%	63%	67%	-	81%	63%	73%
Med Consent 12 Months	72%	64%	-	-	90%	100%	-	25%	96%	100%	89%	65%	44%	100%	73%	-	-	91%	50%	-	50%	65%	76%
Lithium	75%	66%	-	-	84%	67%	-	70%	90%	90%	88%	73%	30%	81%	84%	-	100%	100%	80%	-	81%	61%	80%
Creatinine 6 Months	82%	86%	-	-	81%	75%	-	100%	83%	91%	95%	96%	14%	50%	100%	-	100%	100%	100%	-	100%	67%	85%
Lithium Level 6 Months	83%	71%	-	-	100%	67%	-	100%	100%	78%	95%	96%	19%	100%	92%	-	100%	100%	100%	-	89%	75%	85%
Thyroid Monitoring 6 Months	79%	71%	-	-	88%	75%	-	100%	100%	78%	95%	78%	24%	75%	92%	-	100%	100%	100%	-	89%	50%	88%
EKG 12 Months	52%	0%	-	-	50%	40%	-	0%	67%	100%	71%	33%	30%	-	33%	-	-	100%	0%	-	50%	75%	50%
Med Consent 12 Months	78%	100%	-	-	100%	80%	-	50%	100%	100%	86%	60%	64%	100%	100%	-	100%	100%	100%	-	75%	38%	91%
Tricyclic AD	50%	-	-	-	-	-	-	-	50%	-	-	50%	-	-	-	-	-	-	-	-	-	-	-
EKG 12 Months	25%	-	-	-	-	-	-	-	0%	-	-	0%	-	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	75%	-	-	-	-	-	-	-	100%	-	-	100%	-	-	-	-	-	-	-	-	-	-	-
SSRI AD Med Consent 12 Months	84%	69%	-	-	96%	78%	-	62%	95%	85%	95%	80%	62%	90%	90%	-	100%	96%	88%	-	83%	77%	78%
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	74%	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	89%	80%	100%	-	50%	91%	-	80%	97%	93%	96%	87%	82%	100%	100%	-	94%	75%	90%	-	95%	95%	91%
30-Day Community Hospital Readmission	9.1%	4.4%	3.3%	0.0%	4.8%	7.0%	3.9%	21.5%	11.5%	7.0%	6.0%	14.6%	18.2%	3.4%	3.4%	4.0%	6.7%	4.4%	12.5%	1.3%	8.1%	0.0%	7.6%
30-Day MHCB or DSH Readmission	28%	-	-	-	-	14%	-	28%	31%	33%	26%	30%	39%	-	-	-	-	-	23%	-	22%	21%	0%
Potentially Avoidable Hospitalizations*	10.1	5.4	3.7	1.2	5.4	8.9	4.0	89.6	22.3	9.3	7.4	35.2	14.2	7.4	7.0	5.8	6.4	7.2	3.0	5.1	8.0	10.8	7.1
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)	88%	89%	84%	86%	97%	89%	83%	81%	96%	89%	84%	92%	90%	95%	97%	95%	99%	97%	95%	96%	91%	90%	87%
Mental Health Primary Clinician	84%	N/A	N/A	N/A	N/A	76%	N/A	72%	N/A	96%	82%	82%	82%	N/A	N/A	N/A	80%	N/A	N/A	N/A	92%	90%	82%
Psychiatrist	84%	N/A	N/A	N/A	N/A	67%	N/A	43%	N/A	99%	91%	75%	96%	N/A	N/A	N/A	86%	N/A	N/A	N/A	71%	77%	81%
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	79%	68%	99%	93%	91%	68%	98%	-	75%	69%	68%	90%	75%	94%	99%	92%	89%	91%	60%	92%	65%	90%	68%

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## DASHBOARD COMPARISON

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All Institutions

Population Health Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Depakote Level 6 Months	0%	80%	83%	97%	88%	56%	50%	75%	93%	76%	94%	25%
PLT 6 Months	40%	60%	75%	97%	94%	52%	67%	75%	100%	87%	97%	25%
Med Consent 12 Months	100%	0%	100%	79%	49%	81%	100%	100%	100%	67%	96%	0%
Lithium	20%	90%	85%	83%	72%	51%	80%	85%	76%	80%	80%	80%
Creatinine 6 Months	0%	100%	88%	93%	90%	45%	75%	75%	83%	89%	83%	50%
Lithium Level 6 Months	0%	100%	100%	93%	91%	34%	75%	88%	75%	96%	94%	100%
Thyroid Monitoring 6 Months	0%	100%	63%	86%	84%	48%	100%	63%	67%	86%	83%	50%
EKG 12 Months	100%	100%	75%	50%	43%	63%	50%	100%	57%	67%	44%	100%
Med Consent 12 Months	0%	50%	100%	95%	53%	65%	100%	100%	100%	64%	93%	100%
Tricyclic AD	-	-	-	-	-	-	-	-	50%	-	-	-
EKG 12 Months	-	-	-	-	-	-	-	-	50%	-	-	-
Med Consent 12 Months	-	-	-	-	-	-	-	-	50%	-	-	-
SSRI AD Med Consent 12 Months	82%	50%	89%	98%	83%	62%	96%	86%	95%	88%	92%	56%
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	93%	94%	88%	90%	93%	90%	100%	100%	67%	56%	89%	69%
30-Day Community Hospital Readmission	3.2%	5.3%	0.0%	17.1%	7.9%	8.2%	8.1%	9.1%	8.6%	5.5%	15.3%	13.4%
30-Day MHCB or DSH Readmission	11%	17%	26%	8%	38%	28%	-	29%	15%	36%	0%	22%
Potentially Avoidable Hospitalizations*	7.2	1.5	5.6	24.4	12.0	14.1	0.4	17.7	7.8	9.4	4.3	15.0
Continuity of Clinicians & Services	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Primary Care Provider (PCP)	89%	100%	85%	86%	94%	93%	87%	98%	94%	86%	91%	91%
Mental Health Primary Clinician	90%	92%	N/A	83%	83%	88%	N/A	N/A	54%	89%	88%	95%
Psychiatrist	100%	79%	N/A	82%	89%	84%	N/A	N/A	68%	94%	78%	100%
Medication Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medication Continuity-Transfer	97%	83%	62%	52%	90%	80%	67%	91%	88%	59%	73%	82%

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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%	-	-	-	-	100%	-	-	88%	-	-	-	-	-	-	-	98%	-	-	-	-	-	-
M5: KOP Meds Inter-Institutional	78%	60%	100%	100%	100%	55%	90%	-	90%	70%	75%	100%	100%	75%	100%	100%	100%	95%	35%	100%	60%	75%	40%
M6: NA/DOT Meds Intra-Institutional	72%	41%	100%	100%	100%	29%	100%	-	67%	-	78%	63%	48%	100%	100%	100%	87%	95%	-	100%	66%	91%	-
M7: Mental Health Crisis Bed Transfers	67%	-	-	-	-	29%	-	-	33%	100%	55%	90%	61%	-	-	-	-	-	100%	-	61%	75%	65%
M8: ASU/SHU/PSU Inter-Institutional	70%	89%	100%	100%	80%	72%	100%	-	61%	23%	52%	90%	83%	-	93%	100%	67%	81%	67%	100%	60%	100%	58%
M9: Discharge from Community Hosp/DSH	76%	57%	100%	100%	74%	92%	100%	-	87%	100%	67%	94%	59%	100%	100%	60%	86%	81%	0%	100%	52%	100%	75%
M10: Transfer/Parole	92%	95%	95%	67%	100%	100%	100%	-	100%	50%	80%	100%	100%	100%	100%	100%	100%	100%	100%	58%	89%	100%	100%
Medication Non-Adherence Counseling	75%	73%	98%	-	81%	45%	43%	-	96%	92%	87%	64%	52%	87%	85%	97%	71%	96%	77%	25%	77%	94%	80%
M11: Non-Adherence MH Prescribed	76%	67%	100%	-	93%	62%	83%	-	93%	67%	78%	88%	38%	92%	100%	100%	75%	92%	81%	-	52%	83%	58%
M12: Non-Adherence PC2602 Meds	93%	100%	-	-	100%	60%	-	-	100%	100%	93%	81%	100%	-	-	-	67%	-	50%	-	100%	100%	100%
M13: Non-Adherence Medical Prescribed	65%	52%	94%	-	87%	28%	44%	-	98%	100%	77%	38%	43%	81%	64%	94%	43%	96%	78%	-	72%	91%	62%
M14: Non-Adherence Insulin/HIV/Clozaril	67%	-	100%	-	45%	29%	0%	-	93%	100%	100%	50%	25%	-	90%	-	100%	100%	100%	25%	85%	100%	100%
Medication Administration	85%	71%	100%	100%	92%	94%	91%	-	83%	86%	86%	95%	72%	83%	94%	98%	100%	96%	84%	97%	74%	81%	89%
M20: Chronic Care Meds-Psychiatrist	67%	45%	-	-	95%	90%	100%	-	65%	35%	45%	100%	20%	55%	90%	100%	100%	100%	94%	-	30%	93%	95%
M21: Chronic Care Meds-Medical	91%	95%	100%	100%	100%	100%	95%	-	90%	100%	100%	100%	90%	95%	95%	100%	100%	95%	100%	95%	80%	100%	100%
M22: New Outpatient Orders-Psychiatrist	89%	70%	-	-	93%	87%	90%	-	87%	100%	83%	74%	77%	100%	100%	100%	100%	87%	96%	100%	71%	100%	100%
M23: New Outpatient Orders-Medical	98%	100%	100%	100%	100%	-	98%	-	100%	93%	100%	100%	100%	100%	93%	100%	100%	98%	98%	100%	100%	100%	100%
M24: Administration – TB Medications	81%	47%	100%	100%	73%	100%	73%	-	75%	100%	100%	100%	-	67%	90%	91%	100%	100%	33%	92%	89%	10%	50%
Non-Formulary by Psychiatrists	3.8%	0.6%	0.0%	0.0%	1.1%	6.1%	0.0%	8.7%	1.4%	8.0%	10.8%	6.4%	3.3%	0.9%	1.1%	0.0%	3.6%	3.4%	2.6%	6.5%	7.3%	1.6%	5.8%
Non-Formulary by Medical Providers	5.4%	5.4%	1.8%	5.4%	5.4%	7.7%	5.8%	10.9%	7.9%	5.6%	6.2%	8.1%	6.0%	2.3%	1.7%	2.0%	4.8%	3.3%	4.0%	1.6%	7.1%	3.7%	9.1%

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M4: Meds Upon Arrival at Reception Ctr	100%	-	-	-	-	-	-	-	98%	-	-	100%
M5: KOP Meds Inter-Institutional	100%	100%	40%	40%	100%	85%	35%	100%	90%	40%	45%	82%
M6: NA/DOT Meds Intra-Institutional	80%	75%	38%	27%	95%	45%	50%	100%	71%	100%	67%	75%
M7: Mental Health Crisis Bed Transfers	100%	88%	27%	69%	95%	100%	-	-	80%	46%	-	100%
M8: ASU/SHU/PSU Inter-Institutional	100%	100%	100%	42%	67%	78%	68%	67%	88%	55%	100%	36%
M9: Discharge from Community Hosp/DSH	100%	50%	100%	37%	100%	73%	82%	90%	89%	24%	55%	89%
M10: Transfer/Parole	100%	-	70%	100%	81%	100%	100%	100%	100%	91%	100%	95%
Medication Non-Adherence Counseling	95%	85%	61%	63%	88%	46%	91%	64%	84%	42%	92%	45%
M11: Non-Adherence MH Prescribed	92%	60%	90%	88%	63%	57%	97%	92%	90%	42%	92%	55%
M12: Non-Adherence PC2602 Meds	100%	95%	100%	97%	98%	73%	-	-	100%	88%	100%	100%
M13: Non-Adherence Medical Prescribed	95%	100%	56%	31%	89%	42%	86%	75%	50%	40%	78%	23%
M14: Non-Adherence Insulin/HIV/Clozaril	95%	-	0%	35%	100%	13%	-	25%	95%	0%	100%	0%
Medication Administration	98%	100%	73%	51%	91%	80%	66%	99%	90%	53%	90%	88%
M20: Chronic Care Meds-Psychiatrist	100%	100%	23%	20%	85%	50%	25%	95%	85%	10%	75%	65%
M21: Chronic Care Meds-Medical	100%	100%	85%	25%	100%	60%	75%	100%	100%	60%	-	85%
M22: New Outpatient Orders-Psychiatrist	91%	100%	59%	69%	95%	92%	92%	100%	98%	59%	95%	93%
M23: New Outpatient Orders-Medical	100%	100%	100%	90%	73%	100%	93%	100%	100%	93%	-	98%
M24: Administration – TB Medications	100%	100%	100%	50%	100%	100%	45%	100%	67%	44%	100%	100%
Non-Formulary by Psychiatrists	1.5%	1.6%	1.7%	2.2%	6.6%	3.0%	10.2%	1.9%	8.3%	4.1%	1.6%	1.3%
Non-Formulary by Medical Providers	1.3%	2.6%	3.2%	6.1%	6.3%	4.8%	4.1%	5.4%	5.6%	4.6%	4.2%	6.1%

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August 2014

All Institutions

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	43%	52%	69%	31%	77%	23%	82%	58%	55%	53%	57%	55%	18%	73%	53%	21%	44%	87%	21%	35%	62%	23%	36%
Medical Documents 1 Business Day	52%	70%	85%	41%	81%	24%	75%	77%	72%	47%	74%	78%	21%	80%	78%	25%	34%	95%	24%	40%	53%	13%	35%
Dental Documents 1 Business Day	53%	46%	81%	37%	88%	15%	97%	83%	84%	99%	81%	59%	5%	91%	64%	15%	83%	98%	24%	16%	91%	24%	42%
Mental Health Documents 1 Business Day	25%	56%	62%	4%	72%	2%	95%	49%	45%	23%	12%	31%	8%	69%	43%	16%	29%	86%	3%	42%	50%	3%	5%
CDCR Inpatient Documents 1 Business Day	49%	-	-	-	-	58%	74%	38%	40%	45%	60%	67%	40%	-	-	-	-	-	43%	-	61%	53%	66%
Other Documents 1 Business Day	37%	35%	50%	42%	65%	18%	69%	40%	35%	50%	59%	40%	15%	51%	27%	26%	30%	68%	13%	41%	56%	22%	30%
Specialty Notes	42%	53%	73%	21%	55%	18%	77%	17%	48%	28%	67%	67%	36%	37%	42%	28%	23%	36%	36%	64%	43%	6%	17%
Community Hospital Records	66%	31%	100%	86%	81%	75%	100%	60%	44%	75%	86%	73%	64%	50%	63%	78%	21%	100%	0%	40%	53%	78%	88%
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	92%	94%	92%	100%	100%	96%	100%	48%	100%	100%	92%	100%	100%	100%	99%	100%	95%	100%	100%	95%	100%	74%	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	100%	N/A																					
Specialty Teleservices	63%	61%	89%	85%	55%	69%	83%	37%	77%	78%	20%	39%	85%	57%	54%	92%	53%	56%	55%	98%	68%	78%	57%
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	98%	89%	100%	93%	99%	98%	102%	112%	104%	106%	91%	90%	99%	97%	98%	84%	99%	90%	94%	87%	97%	98%	96%
Medical FTE	97%	76%	103%	84%	101%	96%	101%	119%	105%	100%	98%	93%	81%	100%	88%	78%	100%	108%	91%	97%	91%	103%	103%
Nursing FTE	107%	97%	109%	104%	106%	111%	113%	121%	108%	117%	88%	84%	108%	101%	108%	90%	102%	102%	106%	99%	109%	109%	104%
Pharmacy FTE	110%	83%	88%	83%	126%	97%	108%	105%	142%	125%	118%	128%	127%	115%	116%	96%	117%	99%	100%	102%	90%	103%	119%
Dental Clinical FTE	96%	93%	92%	104%	100%	102%	95%	91%	97%	93%	96%	89%	90%	91%	97%	94%	103%	103%	104%	91%	108%	92%	97%
Mental Health Clinical FTE	89%	84%	100%	69%	89%	88%	100%	70%	99%	96%	96%	98%	86%	88%	89%	67%	104%	62%	68%	83%	85%	90%	89%
Clinical Support FTE	85%	70%	97%	100%	77%	84%	80%	79%	107%	91%	75%	84%	77%	76%	82%	100%	104%	70%	92%	100%	76%	76%	74%
Administrative Support FTE	88%	83%	93%	75%	89%	85%	94%	109%	93%	97%	94%	96%	92%	96%	85%	73%	88%	77%	82%	67%	88%	90%	90%
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%

\* Rate Per 1,000 Inmates

\*\* Statewide figures include California City (CAC)

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## DASHBOARD COMPARISON

August 2014

All Institutions

Availability of Health Information	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Documents Scanned	34%	10%	27%	58%	34%	26%	29%	65%	34%	62%	58%	24%
Medical Documents 1 Business Day	42%	2%	29%	69%	44%	23%	29%	76%	57%	76%	67%	27%
Dental Documents 1 Business Day	38%	29%	2%	88%	0%	24%	29%	78%	13%	80%	73%	43%
Mental Health Documents 1 Business Day	17%	4%	23%	20%	7%	4%	21%	50%	39%	36%	40%	27%
CDCR Inpatient Documents 1 Business Day	24%	9%	57%	75%	86%	67%	-	75%	26%	75%	-	0%
Other Documents 1 Business Day	47%	5%	23%	38%	32%	13%	36%	44%	34%	43%	50%	22%
Specialty Notes	34%	-	33%	31%	44%	71%	32%	67%	44%	41%	36%	24%
Community Hospital Records	41%	-	50%	52%	100%	79%	50%	92%	76%	80%	42%	76%
Appeal Processing	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Timely Appeals	100%	100%	95%	73%	89%	97%	100%	99%	100%	97%	81%	100%
Resource Management	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Claims Processed	N/A											
Specialty Teleservices	86%	63%	74%	89%	47%	83%	49%	54%	29%	54%	70%	73%
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	102%	95%	85%	109%	104%	91%	94%	96%	94%	101%	100%	111%
Medical FTE	91%	103%	63%	108%	117%	84%	100%	100%	113%	65%	92%	116%
Nursing FTE	115%	97%	91%	120%	120%	106%	107%	99%	106%	117%	118%	118%
Pharmacy FTE	115%	114%	80%	141%	136%	108%	106%	101%	102%	111%	85%	102%
Dental Clinical FTE	91%	102%	96%	96%	89%	94%	105%	96%	105%	102%	100%	-
Mental Health Clinical FTE	89%	101%	79%	103%	97%	79%	76%	89%	78%	97%	85%	-
Clinical Support FTE	84%	100%	81%	105%	85%	62%	103%	113%	110%	67%	79%	119%
Administrative Support FTE	95%	86%	82%	94%	81%	73%	78%	91%	85%	86%	87%	92%
Total Actual FTE	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

\* Rate Per 1,000 Inmates

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## DASHBOARD COMPARISON

August 2014

All Institutions

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	90%	94%	94%	93%	92%	96%	92%	87%	93%	89%	95%	95%	87%	93%	88%	94%	96%	93%	90%	93%	90%	89%	93%
Overtime FTE	5.0%	1.4%	1.9%	6.2%	4.6%	3.4%	2.8%	7.4%	3.9%	5.8%	3.7%	3.5%	7.0%	3.3%	5.4%	2.2%	2.1%	4.8%	7.7%	4.1%	6.0%	6.6%	3.9%
Registry FTE	4.6%	4.5%	3.9%	1.2%	3.6%	0.6%	5.2%	5.8%	3.6%	5.3%	1.2%	2.0%	6.5%	3.6%	6.7%	3.8%	1.9%	2.1%	1.9%	3.1%	4.4%	4.8%	3.4%
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	\$88	\$69	\$58	\$34	\$58	\$93	\$74	\$662	\$107	\$136	\$129	\$284	\$105	\$84	\$65	\$59	\$95	\$79	\$81	\$69	\$76	\$79	\$94
Nursing Staff	\$404	\$242	\$230	\$151	\$269	\$361	\$283	\$3,879	\$481	\$843	\$543	\$1,340	\$652	\$238	\$275	\$240	\$354	\$250	\$359	\$257	\$305	\$402	\$443
Pharmacy Staff	\$32	\$21	\$14	\$9	\$28	\$36	\$25	\$181	\$46	\$64	\$42	\$146	\$37	\$28	\$26	\$13	\$27	\$25	\$18	\$18	\$26	\$26	\$33
Dental Clinical Staff	\$79	\$94	\$72	\$65	\$76	\$76	\$91	\$121	\$79	\$91	\$80	\$96	\$73	\$90	\$80	\$87	\$73	\$79	\$82	\$83	\$80	\$76	\$89
Mental Health Clinical Staff	\$169	\$90	\$30	\$7	\$99	\$170	\$38	\$616	\$203	\$346	\$318	\$569	\$209	\$99	\$67	\$27	\$148	\$59	\$62	\$24	\$149	\$278	\$283
Clinical Support Staff	\$22	\$10	\$6	\$4	\$12	\$20	\$8	\$184	\$26	\$47	\$41	\$103	\$33	\$13	\$6	\$8	\$8	\$5	\$10	\$6	\$14	\$23	\$36
Administrative Support Staff	\$102	\$92	\$79	\$37	\$66	\$94	\$104	\$586	\$117	\$238	\$125	\$310	\$108	\$90	\$65	\$82	\$109	\$76	\$87	\$83	\$104	\$110	\$134
Hospital	\$102	\$48	\$39	\$18	\$40	\$65	\$52	\$1,383	\$213	\$129	\$75	\$457	\$114	\$63	\$77	\$57	\$117	\$73	\$21	\$24	\$119	\$60	\$132
Emergency Department	\$6	\$5	\$9	\$6	\$2	\$11	\$5	\$25	\$4	\$4	\$5	\$7	\$3	\$7	\$4	\$5	\$5	\$3	\$6	\$5	\$5	\$11	\$7
Specialty	\$26	\$22	\$16	\$11	\$15	\$23	\$19	\$105	\$43	\$22	\$34	\$108	\$27	\$14	\$21	\$24	\$19	\$12	\$19	\$20	\$18	\$27	\$31
Medications	\$89	\$33	\$19	\$14	\$39	\$95	\$26	\$144	\$256	\$132	\$174	\$374	\$79	\$66	\$50	\$27	\$93	\$45	\$37	\$21	\$36	\$121	\$256
Diagnostics	\$17	\$13	\$10	\$7	\$10	\$27	\$9	\$62	\$36	\$21	\$21	\$34	\$9	\$13	\$10	\$10	\$20	\$12	\$9	\$9	\$9	\$22	\$24
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	12.6	13.0	12.4	14.4	13.3	11.8	14.1	12.5	10.6	12.8	11.4	11.6	12.6	11.9	16.6	16.4	14.2	9.7	11.9	12.4	12.2	13.4	8.9
Appointments per PCRN	6.4	6.8	8.1	5.4	4.8	8.2	6.8	3.8	6.9	8.4	6.5	10.1	5.5	6.0	7.0	5.0	7.7	6.3	6.1	5.2	6.4	5.8	6.3
Encounters per Primary MH Clinician	9.6	8.1	4.0	3.2	8.5	9.5	3.7	4.6	6.5	6.9	13.7	12.4	10.5	5.8	7.6	3.9	8.8	8.2	6.8	2.9	12.2	13.0	10.8
Encounters per Psychiatrist	9.6	8.8	6.0	-	13.2	8.6	4.6	5.0	9.2	8.6	11.3	9.9	11.4	11.5	12.6	4.9	12.3	10.5	7.2	4.5	14.7	11.7	9.8

\* Rate Per 1,000 Inmates

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## DASHBOARD COMPARISON

August 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%	96%	86%	85%	90%	93%	93%	86%	89%	97%	80%
Overtime FTE	6.9%	2.7%	2.2%	5.2%	7.0%	4.3%	4.1%	3.3%	7.1%	7.9%	3.1%	7.2%
Registry FTE	7.8%	3.8%	1.5%	8.8%	8.1%	5.6%	3.4%	4.0%	6.8%	3.4%	0.2%	12.6%
Major Costs per Inmate per Month	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Staff	\$77	\$68	\$74	\$141	\$120	\$64	\$39	\$96	\$95	\$69	\$75	\$68
Nursing Staff	\$312	\$402	\$289	\$572	\$1,026	\$310	\$122	\$275	\$402	\$501	\$321	\$294
Pharmacy Staff	\$22	\$21	\$25	\$53	\$51	\$29	\$12	\$42	\$29	\$60	\$27	\$21
Dental Clinical Staff	\$67	\$86	\$84	\$95	\$107	\$65	\$72	\$79	\$71	\$84	\$70	\$65
Mental Health Clinical Staff	\$146	\$155	\$133	\$413	\$767	\$121	\$45	\$130	\$348	\$208	\$148	\$121
Clinical Support Staff	\$15	\$21	\$12	\$54	\$104	\$18	\$6	\$15	\$23	\$25	\$18	\$15
Administrative Support Staff	\$92	\$119	\$83	\$138	\$174	\$72	\$42	\$85	\$92	\$120	\$82	\$80
Hospital	\$59	\$31	\$38	\$235	\$144	\$131	\$25	\$179	\$104	\$108	\$91	\$124
Emergency Department	\$3	\$3	\$5	\$8	\$8	\$7	\$2	\$6	\$5	\$14	\$10	\$4
Specialty	\$21	\$5	\$19	\$53	\$15	\$37	\$12	\$44	\$33	\$22	\$31	\$29
Medications	\$52	\$41	\$28	\$243	\$149	\$93	\$17	\$110	\$153	\$77	\$78	\$58
Diagnostics	\$33	\$7	\$9	\$27	\$16	\$12	\$7	\$19	\$29	\$13	\$14	\$38
Workload Per Day	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Appointments per PCP	15.6	5.5	21.6	11.4	9.8	16.3	12.5	10.0	11.2	10.4	17.0	13.0
Appointments per PCRN	7.9	-	6.1	6.0	6.2	8.1	4.9	6.2	5.5	6.9	5.7	7.3
Encounters per Primary MH Clinician	12.1	5.5	6.4	9.9	8.7	10.9	7.3	6.8	6.2	9.8	14.0	12.8
Encounters per Psychiatrist	10.3	5.6	12.7	9.4	9.6	8.5	9.3	9.0	6.3	10.5	13.0	9.5

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## DASHBOARD COMPARISON

August 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*	5.5	3.8	1.3	1.4	3.6	2.6	1.1	55.8	7.1	9.3	4.4	14.4	9.5	5.0	2.8	3.5	8.2	3.0	1.2	1.7	6.0	2.5	10.2
Emergency Department Visits*	20	15	29	13	4	19	20	59	21	24	20	17	7	41	17	37	21	12	10	30	18	64	24
Specialty Care Referrals*	38	24	31	12	17	32	39	83	34	31	71	46	39	20	30	55	28	32	37	37	21	68	74
Prescriptions Per Inmate	3.3	2.1	1.2	0.6	2.3	3.9	1.6	13.3	4.6	4.7	6.1	8.4	3.1	3.0	3.5	2.1	2.7	2.6	1.8	1.4	1.6	4.1	5.6
Diagnostics Per Inmate	0.9	0.7	0.5	0.4	0.6	1.3	0.4	4.2	1.6	1.2	1.1	1.8	0.3	0.7	0.6	0.6	1.3	0.6	0.6	0.4	0.6	0.9	1.0
Appeals Received*	35	40	9	2	27	49	16	88	37	16	28	54	61	17	33	11	71	20	33	19	30	16	63
Prison Population Capacity	138%	125%	167%	127%	159%	186%	120%	53%	159%	148%	111%	88%	139%	112%	153%	132%	153%	121%	145%	133%	157%	157%	173%
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	3.7%	0.1%	0.2%	0.1%	0.5%	3.2%	0.4%	35.2%	12.3%	4.3%	7.8%	17.4%	1.7%	0.9%	1.9%	1.2%	2.2%	1.9%	0.8%	0.7%	0.6%	4.5%	10.0%
High Risk Priority 2	7.2%	0.5%	0.8%	0.5%	2.6%	5.0%	1.9%	19.7%	25.0%	8.7%	16.6%	20.8%	4.0%	3.6%	5.6%	4.0%	5.1%	7.8%	2.0%	2.5%	3.3%	11.7%	21.4%
Medium Risk	42%	55%	20%	9%	49%	47%	21%	32%	39%	45%	41%	52%	54%	54%	51%	30%	35%	43%	41%	24%	48%	53%	50%
Low Risk	47%	45%	79%	91%	48%	45%	76%	13%	24%	42%	35%	10%	40%	41%	42%	65%	58%	47%	56%	73%	48%	31%	19%
Mental Health EOP	4.5%	N/A	N/A	N/A	N/A	1.5%	N/A	N/A	0.8%	4.5%	15.6%	21.6%	7.3%	N/A	N/A	N/A	0.7%	N/A	N/A	N/A	2.8%	12.5%	20.4%
Patients with Disability (ADA)	6.5%	3.6%	1.2%	0.3%	1.8%	5.7%	2.4%	38.6%	12.4%	5.8%	6.9%	35.5%	4.8%	3.2%	5.3%	4.1%	5.5%	3.3%	4.5%	2.1%	3.4%	5.6%	8.8%
Inmates 50 Years or Older	22%	23%	6%	7%	17%	19%	14%	51%	41%	20%	35%	48%	14%	19%	37%	28%	20%	31%	10%	13%	9%	22%	34%
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
Specialized Health Care Beds	2,988	28	18	19	16	38	13	2,011	44	24	87	169	87	10	21	-	28	-	28	14	22	16	10
Institution Population	122,611	3,637	3,856	4,939	4,430	3,797	2,780	1,576	4,675	2,051	4,270	2,083	4,336	2,786	5,061	2,299	2,555	2,995	3,379	2,939	3,846	3,602	2,943

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## DASHBOARD COMPARISON

August 2014

All Institutions

Other Trends	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Hospital Admissions*	3.2	0.0	1.0	15.2	4.9	7.7	1.7	12.3	5.2	1.8	3.7	6.2
Emergency Department Visits*	11	7	11	28	37	12	7	23	17	49	13	9
Specialty Care Referrals*	38	9	32	118	18	17	25	65	58	38	47	29
Prescriptions Per Inmate	2.9	1.4	2.1	6.4	5.6	3.7	1.1	4.2	4.6	3.4	4.2	2.0
Diagnostics Per Inmate	1.3	0.5	0.3	1.6	0.8	0.4	0.5	1.0	1.5	0.8	0.7	1.6
Appeals Received*	39	24	20	69	61	49	14	37	38	53	53	47
Prison Population Capacity	172%	119%	133%	137%	122%	159%	124%	152%	126%	138%	166%	172%
Institution & Population Characteristics	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
High Risk Priority 1	0.4%	1.0%	0.0%	15.6%	6.2%	2.1%	0.4%	7.8%	6.7%	2.1%	2.5%	1.1%
High Risk Priority 2	2.2%	2.0%	0.2%	22.1%	11.3%	5.5%	1.4%	17.2%	14.4%	5.7%	7.9%	3.2%
Medium Risk	34%	23%	58%	50%	58%	57%	23%	47%	40%	57%	59%	37%
Low Risk	63%	73%	42%	12%	24%	36%	75%	28%	39%	35%	31%	59%
Mental Health EOP	2.5%	2.8%	N/A	18.8%	35.1%	7.2%	N/A	N/A	1.8%	11.6%	6.4%	2.8%
Patients with Disability (ADA)	2.1%	1.6%	4.0%	24.2%	4.5%	15.2%	1.0%	9.0%	7.7%	6.5%	11.2%	3.0%
Inmates 50 Years or Older	12%	9%	14%	39%	17%	25%	12%	40%	43%	14%	34%	11%
Men and Women Institutions	M	M	M	M	M	M	M	M	M	M	M	M
Specialized Health Care Beds	16	19	15	28	46	38	10	15	38	22	23	15
Institution Population	4,636	2,818	3,074	3,019	2,250	5,420	4,631	3,980	3,851	3,375	3,272	5,188

\* 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](mailto:QMstaff@cdcr.ca.gov)**

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# HEALTHCARE SERVICES DASHBOARD

## Valley State Prison (VSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
Medical Services		VSP 77%	Statewide 86%	Asthma Care	89%	Prior Qtr 85%	Statewide 81%	Appropriate Placement High Risk Patients		N/A	74%	
Dental Services		96%	96%	Therapeutic Anticoagulation	100%	67%	79%	High Risk Patient Care Plan				
Mental Health Services		93%	86%	Diabetes Care	82%	85%	77%	Follow-Up After MHCB/DSH Admission		89%	89%	
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>				
Cancelled Due to Custody		0.4%	1.7%	HCV Treatment	95%	97%	90%	30-Day Community Hospital Readmission		15.3%	9.1%	
Seen as Scheduled		82%	85%	Utilization Specialty Services	97%	97%	92%	30-Day MHCB or DSH Readmission		0%	28%	
<b>EFFECTIVE COMMUNICATION</b>				<b>Prior Yr</b>				<b>Primary Care Provider (PCP)</b>				
Effective Communication Provided		97%	93%	Colon Cancer Screening	85%	89%	93%	Mental Health Primary Clinician		88%	84%	
<b>MEDICATION MANAGEMENT</b>				<b>Statewide</b>				<b>Psychiatrist</b>				
<b>MAPIP</b>				<b>Flu Vaccination</b>				<b>Resource Management</b>				
Medication Continuity-Transfer		73%	79%	Documents Scanned		58%	43%	Claims Processed		N/A	100%	
Medication Non-Adherence Counseling		92%	75%	Specialty Notes		36%	42%	Specialty Teleservices		70%	63%	
Medication Administration		90%	85%	Community Hospital Records		42%	66%	Health Care Staff Training				
<b>FORMULARY MANAGEMENT</b>				<b>APPEAL PROCESSING</b>				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				
Non-Formulary by Psychiatrists		1.6%	3.8%	Timely Appeals		81%	92%	QM & Patient Safety Program				
Non-Formulary by Medical Providers		4.2%	5.4%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>WORKLOAD PER DAY</b>				
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>LABOR</b>				<b>6 Mth Trend</b>				
	Actual	Authority	% of Auth	Statewide	Medical Staff	YTD 13/14	FY 12/13	Statewide	Appointments per PCP		17.0	12.6
Total Staffing FTE	266	267	100%	98%	Nursing Staff	\$75	\$104	\$88	Appointments per PCRN		5.7	6.4
Medical FTE	11	12	92%	97%	Pharmacy Staff	\$321	\$409	\$404	Encounters per Primary MH Clinician		14.0	9.6
Nursing FTE	127	108	118%	107%	Dental Clinical Staff	\$27	\$44	\$32	Encounters per Psychiatrist		13.0	9.6
Pharmacy FTE	12	14	85%	110%	Mental Health Clinical Staff	\$70	\$99	\$79	<b>OTHER TRENDS</b>			
Dental Clinical FTE	19	19	100%	96%	Clinical Support Staff	\$148	\$195	\$169	Hospital Admissions*		3.7	5.5
Mental Health Clinical FTE	33	39	85%	89%	Administrative Support Staff	\$18	\$26	\$22	Emergency Department Visits*		13	20
Clinical Support FTE	10	12	79%	85%	<b>NON LABOR</b>				Specialty Care Referrals*		47	38
Administrative Support FTE	55	63	87%	88%	Hospital	YTD 13/14	FY 12/13	Statewide	Prescriptions Per Inmate		4.2	3.3
				<b>6 Mth Trend</b>				<b>Actual</b>				
Total Actual FTE		266	100%	100%	Hospital	\$91	\$48	\$102	Diagnostics Per Inmate		0.7	0.9
Civil Service FTE		257	97%	90%	Emergency Department	\$10	\$4	\$6	Appeals Received*		53	35
Overtime FTE		8	3.1%	5.0%	Specialty	\$31	\$31	\$26	Prison Population Capacity		166%	138%
Registry FTE		0	0.2%	4.6%	Medications	\$78	\$58	\$89				
				<b>Actual</b>								
				<b>VSP</b>								
				<b>Statewide</b>								
				<b>YTD 13/14</b>								
				<b>FY 12/13</b>								
				<b>Statewide</b>								

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

# HEALTHCARE SERVICES DASHBOARD

## Salinas Valley State Prison (SVSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
Medical Services		SVSP 75%	Statewide 86%	Asthma Care	90%	Prior Qtr 92%	Statewide 81%	Appropriate Placement High Risk Patients		SVSP N/A	Statewide 74%	
Dental Services		SVSP 97%	Statewide 96%	Therapeutic Anticoagulation	86%	Prior Qtr 71%	Statewide 79%	High Risk Patient Care Plan		SVSP	Statewide	
Mental Health Services		SVSP 77%	Statewide 86%	Diabetes Care	70%	Prior Qtr 70%	Statewide 77%	Follow-Up After MHCB/DSH Admission		SVSP 56%	Statewide 89%	
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Prior Qtr</b>				<b>SVSP</b>				
Cancelled Due to Custody		SVSP 6.7%	Statewide 1.7%	HCV Treatment	100%	Prior Qtr 100%	Statewide 90%	30-Day Community Hospital Readmission		SVSP 5.5%	Statewide 9.1%	
Seen as Scheduled		SVSP 78%	Statewide 85%	Utilization Specialty Services	80%	Prior Qtr 75%	Statewide 92%	30-Day MHCB or DSH Readmission		SVSP 36%	Statewide 28%	
<b>EFFECTIVE COMMUNICATION</b>				<b>Current Yr</b>				<b>Statewide</b>				
Effective Communication Provided		SVSP 82%	Statewide 93%	Colon Cancer Screening	95%	Prior Yr 99%	Statewide 93%	Potentially Avoidable Hospitalizations*		SVSP 9.4	Statewide 10.1	
<b>MEDICATION MANAGEMENT</b>				<b>Prior Yr</b>				<b>Continuity of Clinicians &amp; Services</b>				
<b>MAPIP</b>				<b>Flu Vaccination</b>				<b>Primary Care Provider (PCP)</b>				
Medication Continuity-Transfer		SVSP 59%	Statewide 79%	Flu Vaccination	94%	Prior Yr 93%	Statewide 90%	Mental Health Primary Clinician		SVSP 89%	Statewide 84%	
Medication Non-Adherence Counseling		SVSP 42%	Statewide 75%	<b>AVAILABILITY OF HEALTH INFORMATION</b>				<b>Psychiatrist</b>				
Medication Administration		SVSP 53%	Statewide 85%	<b>6 Mth Trend</b>				<b>SVSP</b>				
<b>FORMULARY MANAGEMENT</b>				<b>Documents Scanned</b>				<b>Resource Management</b>				
Non-Formulary by Psychiatrists		SVSP 4.1%	Statewide 3.8%	Specialty Notes		SVSP 62%	Statewide 43%	Claims Processed		SVSP N/A	Statewide 100%	
Non-Formulary by Medical Providers		SVSP 4.6%	Statewide 5.4%	Community Hospital Records		SVSP 41%	Statewide 42%	Specialty Teleservices		SVSP 54%	Statewide 63%	
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>APPEAL PROCESSING</b>				<b>Continuity of Evaluation &amp; Improvement</b>				
<b>Actual</b>				<b>Timely Appeals</b>				<b>6 Mth Trend</b>				
Total Staffing FTE	386	Authority 381	% of Auth 101%	Statewide 98%	Timely Appeals		SVSP 97%	Statewide 92%	QM & Patient Safety Program		SVSP	Statewide
Medical FTE	9	Authority 13	% of Auth 65%	Statewide 97%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				Health Care Index		SVSP	Statewide
Nursing FTE	179	Authority 153	% of Auth 117%	Statewide 107%	<b>LABOR</b>				<b>Workload Per Day</b>			
Pharmacy FTE	24	Authority 22	% of Auth 111%	Statewide 110%	Medical Staff	YTD 13/14 \$69	FY 12/13 \$67	Statewide \$88	Appointments per PCP		SVSP 10.4	Statewide 12.6
Dental Clinical FTE	24	Authority 24	% of Auth 102%	Statewide 96%	Nursing Staff	\$501	\$428	\$404	Appointments per PCRN		SVSP 6.9	Statewide 6.4
Mental Health Clinical FTE	63	Authority 65	% of Auth 97%	Statewide 89%	Pharmacy Staff	\$60	\$57	\$32	Encounters per Primary MH Clinician		SVSP 9.8	Statewide 9.6
Clinical Support FTE	12	Authority 18	% of Auth 67%	Statewide 85%	Dental Clinical Staff	\$84	\$73	\$79	Encounters per Psychiatrist		SVSP 10.5	Statewide 9.6
Administrative Support FTE	74	Authority 86	% of Auth 86%	Statewide 88%	Mental Health Clinical Staff	\$208	\$195	\$169	<b>OTHER TRENDS</b>			
<b>6 Mth Trend</b>				<b>NON LABOR</b>				<b>6 Mth Trend</b>				
Total Actual FTE		Actual 386	SVSP 100%	Statewide 100%	Hospital	YTD 13/14 \$108	FY 12/13 \$114	Statewide \$102	Hospital Admissions*		SVSP 1.8	Statewide 5.5
Civil Service FTE		Actual 342	SVSP 89%	Statewide 90%	Emergency Department	\$14	\$10	\$6	Emergency Department Visits*		SVSP 49	Statewide 20
Overtime FTE		Actual 30	SVSP 7.9%	Statewide 5.0%	Specialty	\$22	\$25	\$26	Specialty Care Referrals*		SVSP 38	Statewide 38
Registry FTE		Actual 13	SVSP 3.4%	Statewide 4.6%	Medications	\$77	\$83	\$89	Prescriptions Per Inmate		SVSP 3.4	Statewide 3.3
				<b>Diagnosics</b>				<b>Diagnosics Per Inmate</b>				
								<b>Appeals Received*</b>				
								<b>Prison Population Capacity</b>				

\* 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				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>	<b>Recent Qtr</b>	<b>Prior Qtr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>		
Medical Services		90%	86%	88%	89%	81%			N/A	74%		
Dental Services		96%	96%	78%	70%	79%			67%	89%		
Mental Health Services		94%	86%	71%	72%	77%			8.6%	9.1%		
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>				
	<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>	<b>Current Yr</b>	<b>Prior Yr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>		
Cancelled Due to Custody		0.3%	1.7%	96%	100%	90%			94%	88%		
Seen as Scheduled		94%	85%	<b>AVAILABILITY OF HEALTH INFORMATION</b>					54%	84%		
<b>EFFECTIVE COMMUNICATION</b>				<b>6 Mth Trend</b>				<b>RESOURCE MANAGEMENT</b>				
	<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>	
Effective Communication Provided		91%	93%	Documents Scanned		34%	43%	Claims Processed		N/A	100%	
<b>MEDICATION MANAGEMENT</b>				<b>APPEAL PROCESSING</b>				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				
	<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>	
Medication Continuity-Transfer		88%	79%	Specialty Notes		44%	42%	Specialty Teleservices		29%	63%	
Medication Non-Adherence Counseling		84%	75%	Community Hospital Records		76%	66%	Health Care Staff Training				
Medication Administration		90%	85%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>WORKLOAD PER DAY</b>				
<b>FORMULARY MANAGEMENT</b>				<b>LABOR</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>	
Non-Formulary by Psychiatrists		8.3%	3.8%	Medical Staff	\$95	\$89	\$88	Appointments per PCP		11.2	12.6	
Non-Formulary by Medical Providers		5.6%	5.4%	Nursing Staff	\$402	\$357	\$404	Appointments per PCRN		5.5	6.4	
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>NON LABOR</b>				<b>OTHER TRENDS</b>				
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>
Total Staffing FTE	416	440	94%	98%	Hospital	\$104	\$91	\$102	Hospital Admissions*		5.2	5.5
Medical FTE	15	14	113%	97%	Emergency Department	\$5	\$4	\$6	Emergency Department Visits*		17	20
Nursing FTE	179	168	106%	107%	Specialty	\$33	\$32	\$26	Specialty Care Referrals*		58	38
Pharmacy FTE	13	13	102%	110%	Medications	\$153	\$109	\$89	Prescriptions Per Inmate		4.6	3.3
Dental Clinical FTE	23	22	105%	96%	Diagnostics	\$29	\$26	\$17	Diagnostics Per Inmate		1.5	0.9
Mental Health Clinical FTE	95	122	78%	89%	<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				Appeals Received*		38	35
Clinical Support FTE	17	15	110%	85%					Prison Population Capacity		126%	138%
Clinical Support FTE	17	15	110%	85%								
Administrative Support FTE	74	88	85%	88%								
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>SQ</b>	<b>Statewide</b>								
Total Actual FTE		416	100%	100%								
Civil Service FTE		358	86%	90%								
Overtime FTE		30	7.1%	5.0%								
Registry FTE		28	6.8%	4.6%								

\* 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				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>SOL</b>	<b>Statewide</b>		<b>Prior Qtr</b>	<b>Statewide</b>		<b>SOL</b>	<b>Statewide</b>			
Medical Services		92%	86%	Asthma Care	90%	81%	Appropriate Placement High Risk Patients	N/A	74%			
Dental Services		97%	96%	Therapeutic Anticoagulation	85%	79%	High Risk Patient Care Plan					
Mental Health Services		96%	86%	Diabetes Care	78%	77%	Follow-Up After MHCB/DSH Admission	100%	89%			
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>		<b>SOL</b>	<b>Statewide</b>			
Cancelled Due to Custody		0.4%	1.7%	HCV Treatment	85%	90%	30-Day Community Hospital Readmission	9.1%	9.1%			
Seen as Scheduled		91%	85%	Utilization Specialty Services	92%	92%	30-Day MHCB or DSH Readmission	29%	28%			
<b>EFFECTIVE COMMUNICATION</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>		<b>SOL</b>	<b>Statewide</b>			
Effective Communication Provided		96%	93%	Colon Cancer Screening	92%	93%	Potentially Avoidable Hospitalizations*	17.7	10.1			
<b>MEDICATION MANAGEMENT</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>					
<b>MAPIP</b>	<b>6 Mth Trend</b>	<b>SOL</b>	<b>Statewide</b>	Flu Vaccination	96%	90%	Primary Care Provider (PCP)		98%	88%		
Medication Continuity-Transfer		91%	79%	<b>AVAILABILITY OF HEALTH INFORMATION</b>				Mental Health Primary Clinician		N/A	84%	
Medication Non-Adherence Counseling		64%	75%		<b>6 Mth Trend</b>	<b>SOL</b>	<b>Statewide</b>	Psychiatrist		N/A	84%	
Medication Administration		99%	85%	Documents Scanned		65%	43%	<b>RESOURCE MANAGEMENT</b>				
<b>FORMULARY MANAGEMENT</b>				Specialty Notes		67%	42%	Claims Processed		N/A	100%	
				Community Hospital Records		92%	66%	Specialty Teleservices		54%	63%	
Non-Formulary by Psychiatrists		1.9%	3.8%	<b>APPEAL PROCESSING</b>				Health Care Staff Training				
Non-Formulary by Medical Providers		5.4%	5.4%		<b>6 Mth Trend</b>	<b>SOL</b>	<b>Statewide</b>	<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				Timely Appeals		99%	92%	QM & Patient Safety Program				
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				Health Care Index			
Total Staffing FTE	282	294	96%	98%	<b>LABOR</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	<b>WORKLOAD PER DAY</b>			
Medical FTE	14	14	100%	97%	Medical Staff	\$96	\$104	\$88		<b>6 Mth Trend</b>	<b>SOL</b>	<b>Statewide</b>
Nursing FTE	118	119	99%	107%	Nursing Staff	\$275	\$245	\$404	Appointments per PCP		10.0	12.6
Pharmacy FTE	17	17	101%	110%	Pharmacy Staff	\$42	\$44	\$32	Appointments per PCRN		6.2	6.4
Dental Clinical FTE	22	23	96%	96%	Dental Clinical Staff	\$79	\$73	\$79	Encounters per Primary MH Clinician		6.8	9.6
Mental Health Clinical FTE	35	40	89%	89%	Mental Health Clinical Staff	\$130	\$114	\$169	Encounters per Psychiatrist		9.0	9.6
Clinical Support FTE	10	9	113%	85%	Clinical Support Staff	\$15	\$17	\$22	<b>OTHER TRENDS</b>			
Administrative Support FTE	67	73	91%	88%	Administrative Support Staff	\$85	\$84	\$102		<b>6 Mth Trend</b>	<b>SOL</b>	<b>Statewide</b>
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>SOL</b>	<b>Statewide</b>	<b>NON LABOR</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	Hospital Admissions*		12.3	5.5
Total Actual FTE		282	100%	100%	Hospital	\$179	\$125	\$102	Emergency Department Visits*		23	20
Civil Service FTE		262	93%	90%	Emergency Department	\$6	\$5	\$6	Specialty Care Referrals*		65	38
Overtime FTE		9	3.3%	5.0%	Specialty	\$44	\$46	\$26	Prescriptions Per Inmate		4.2	3.3
Registry FTE		11	4.0%	4.6%	Medications	\$110	\$112	\$89	Diagnostics Per Inmate		1.0	0.9
					Diagnostics	\$19	\$21	\$17	Appeals Received*		37	35
									Prison Population Capacity		152%	138%

\* 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				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>SCC</b>	<b>Statewide</b>		<b>Prior Qtr</b>	<b>Statewide</b>		<b>SCC</b>	<b>Statewide</b>			
Medical Services		97%	86%	Asthma Care	93%	81%	Appropriate Placement High Risk Patients	N/A	74%			
Dental Services		96%	96%	Therapeutic Anticoagulation	100%	79%	High Risk Patient Care Plan					
Mental Health Services		95%	86%	Diabetes Care	73%	77%	Follow-Up After MHCB/DSH Admission	100%	89%			
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Prior Qtr</b>				<b>SCC</b>				
Cancelled Due to Custody		0.3%	1.7%	HCV Treatment	100%	90%	30-Day Community Hospital Readmission	8.1%	9.1%			
Seen as Scheduled		94%	85%	Utilization Specialty Services	92%	92%	30-Day MHCB or DSH Readmission	-	28%			
<b>EFFECTIVE COMMUNICATION</b>				<b>Current Yr</b>				<b>Statewide</b>				
Effective Communication Provided		92%	93%	Colon Cancer Screening	98%	93%	Potentially Avoidable Hospitalizations*	0.4	10.1			
<b>MEDICATION MANAGEMENT</b>				<b>Polypharmacy Medication Review</b>				<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>				
<b>MAPIP</b>				<b>Flu Vaccination</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>SCC</b>	<b>Statewide</b>		<b>Current Yr</b>	<b>Prior Yr</b>	<b>Statewide</b>		<b>SCC</b>	<b>Statewide</b>		
Medication Continuity-Transfer		67%	79%		97%	55%	90%	Primary Care Provider (PCP)	87%	88%		
Medication Non-Adherence Counseling		91%	75%	<b>AVAILABILITY OF HEALTH INFORMATION</b>				<b>RESOURCE MANAGEMENT</b>				
Medication Administration		66%	85%									
<b>FORMULARY MANAGEMENT</b>				<b>Documents Scanned</b>				<b>6 Mth Trend</b>				
					<b>6 Mth Trend</b>	<b>SCC</b>	<b>Statewide</b>		<b>SCC</b>	<b>Statewide</b>		
Non-Formulary by Psychiatrists		10.2%	3.8%	Specialty Notes		29%	43%	Claims Processed	N/A	100%		
Non-Formulary by Medical Providers		4.1%	5.4%	Community Hospital Records		32%	42%	Specialty Teleservices	49%	63%		
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>APPEAL PROCESSING</b>				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				
					<b>6 Mth Trend</b>	<b>SCC</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>SCC</b>	<b>Statewide</b>	
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>								
Total Staffing FTE	167	178	94%	98%	Timely Appeals		100%	92%	QM & Patient Safety Program			
Medical FTE	8	8	100%	97%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>WORKLOAD PER DAY</b>			
Nursing FTE	64	60	107%	107%		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>SCC</b>	<b>Statewide</b>
Pharmacy FTE	8	8	106%	110%	<b>LABOR</b>				Appointments per PCP		12.5	12.6
Dental Clinical FTE	27	26	105%	96%	Medical Staff	\$39	\$46	\$88	Appointments per PCRN		4.9	6.4
Mental Health Clinical FTE	15	20	76%	89%	Nursing Staff	\$122	\$118	\$404	Encounters per Primary MH Clinician		7.3	9.6
Clinical Support FTE	4	4	103%	85%	Pharmacy Staff	\$12	\$10	\$32	Encounters per Psychiatrist		9.3	9.6
Administrative Support FTE	41	53	78%	88%	Dental Clinical Staff	\$72	\$67	\$79	<b>OTHER TRENDS</b>			
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>SCC</b>	<b>Statewide</b>	Mental Health Clinical Staff	\$45	\$44	\$169		<b>6 Mth Trend</b>	<b>SCC</b>	<b>Statewide</b>
Total Actual FTE		167	100%	100%	Clinical Support Staff	\$6	\$5	\$22	Hospital Admissions*		1.7	5.5
Civil Service FTE		155	93%	90%	Administrative Support Staff	\$42	\$43	\$102	Emergency Department Visits*		7	20
Overtime FTE		7	4.1%	5.0%	<b>NON LABOR</b>				Specialty Care Referrals*		25	38
Registry FTE		6	3.4%	4.6%	Hospital	\$25	\$25	\$102	Prescriptions Per Inmate		1.1	3.3
					Emergency Department	\$2	\$2	\$6	Diagnostics Per Inmate		0.5	0.9
					Specialty	\$12	\$7	\$26	Appeals Received*		14	35
					Medications	\$17	\$22	\$89	Prison Population Capacity		124%	138%
					Diagnostics	\$7	\$9	\$17				

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

# HEALTHCARE SERVICES DASHBOARD

## Substance Abuse Treatment Facility (SATF)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT			CARE MANAGEMENT			
<b>ACCESS</b>				<b>Recent Qtr</b>	<b>Prior Qtr</b>	<b>Statewide</b>	<b>6 Mth Trend</b>	<b>SATF</b>	<b>Statewide</b>	
Medical Services		88%	86%	88%	89%	81%		N/A	74%	
Dental Services		90%	96%	82%	64%	79%				
Mental Health Services		82%	86%	75%	78%	77%				
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>	<b>Prior Yr</b>	<b>Statewide</b>				
Cancelled Due to Custody		1.8%	1.7%	87%	94%	90%				
Seen as Scheduled		83%	85%	91%	93%	92%				
<b>EFFECTIVE COMMUNICATION</b>										
Effective Communication Provided		97%	93%	94%	94%	93%				
<b>MEDICATION MANAGEMENT</b>										
<b>MAPIP</b>										
Medication Continuity-Transfer		80%	79%	94%	93%	92%				
Medication Non-Adherence Counseling		46%	75%	94%	94%	93%				
Medication Administration		80%	85%	N/A	N/A	89%				
<b>FORMULARY MANAGEMENT</b>										
Non-Formulary by Psychiatrists		3.0%	3.8%	56%	64%	70%				
Non-Formulary by Medical Providers		4.8%	5.4%							
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>										
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>						
Total Staffing FTE	418	459	91%	98%						
Medical FTE	14	17	84%	97%						
Nursing FTE	207	196	106%	107%						
Pharmacy FTE	20	19	108%	110%						
Dental Clinical FTE	32	34	94%	96%						
Mental Health Clinical FTE	57	72	79%	89%						
Clinical Support FTE	13	22	62%	85%						
Administrative Support FTE	73	100	73%	88%						
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>SATF</b>	<b>Statewide</b>						
Total Actual FTE		418	100%	100%						
Civil Service FTE		377	90%	90%						
Overtime FTE		18	4.3%	5.0%						
Registry FTE		23	5.6%	4.6%						
				<b>LABOR</b>						
				<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>				
				Medical Staff	\$64	\$61	\$88			
				Nursing Staff	\$310	\$289	\$404			
				Pharmacy Staff	\$29	\$25	\$32			
				Dental Clinical Staff	\$65	\$63	\$79			
				Mental Health Clinical Staff	\$121	\$130	\$169			
				Clinical Support Staff	\$18	\$19	\$22			
				Administrative Support Staff	\$72	\$65	\$102			
				<b>NON LABOR</b>						
				<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>				
				Hospital	\$131	\$137	\$102			
				Emergency Department	\$7	\$6	\$6			
				Specialty	\$37	\$39	\$26			
				Medications	\$93	\$95	\$89			
				Diagnostics	\$12	\$14	\$17			
				<b>APPEAL PROCESSING</b>						
				<b>6 Mth Trend</b>	<b>SATF</b>	<b>Statewide</b>				
				Timely Appeals		97%	92%			
				<b>AVAILABILITY OF HEALTH INFORMATION</b>						
				<b>6 Mth Trend</b>	<b>SATF</b>	<b>Statewide</b>				
				Documents Scanned		26%	43%			
				Specialty Notes		71%	42%			
				Community Hospital Records		79%	66%			
				<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>						
				<b>6 Mth Trend</b>	<b>SATF</b>	<b>Statewide</b>				
				Primary Care Provider (PCP)		93%	88%			
				Mental Health Primary Clinician		88%	84%			
				Psychiatrist		84%	84%			
				<b>RESOURCE MANAGEMENT</b>						
				<b>6 Mth Trend</b>	<b>SATF</b>	<b>Statewide</b>				
				Claims Processed		N/A	100%			
				Specialty Teleservices		83%	63%			
				Health Care Staff Training						
				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>						
				<b>6 Mth Trend</b>	<b>SATF</b>	<b>Statewide</b>				
				QM & Patient Safety Program						
				Health Care Index						
				<b>WORKLOAD PER DAY</b>						
				<b>6 Mth Trend</b>	<b>SATF</b>	<b>Statewide</b>				
				Appointments per PCP		16.3	12.6			
				Appointments per PCRN		8.1	6.4			
				Encounters per Primary MH Clinician		10.9	9.6			
				Encounters per Psychiatrist		8.5	9.6			
				<b>OTHER TRENDS</b>						
				<b>6 Mth Trend</b>	<b>SATF</b>	<b>Statewide</b>				
				Hospital Admissions*		7.7	5.5			
				Emergency Department Visits*		12	20			
				Specialty Care Referrals*		17	38			
				Prescriptions Per Inmate		3.7	3.3			
				Diagnostics Per Inmate		0.4	0.9			
				Appeals Received*		49	35			
				Prison Population Capacity		159%	138%			

\* 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				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>RJD</b>	<b>Statewide</b>		<b>Prior Qtr</b>	<b>Statewide</b>		<b>RJD</b>	<b>Statewide</b>			
Medical Services		85%	86%	Asthma Care	86%	86%	81%	Appropriate Placement High Risk Patients	N/A	74%		
Dental Services		97%	96%	Therapeutic Anticoagulation	91%	75%	79%	High Risk Patient Care Plan				
Mental Health Services		89%	86%	Diabetes Care	76%	77%	77%	Follow-Up After MHCB/DSH Admission		90%	89%	
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>						
Cancelled Due to Custody		3.0%	1.7%	HCV Treatment	91%	87%	90%	30-Day Community Hospital Readmission		17.1%	9.1%	
Seen as Scheduled		81%	85%	Utilization Specialty Services	95%	95%	92%	30-Day MHCB or DSH Readmission		8%	28%	
<b>EFFECTIVE COMMUNICATION</b>				<b>Flu Vaccination</b>				<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>				
Effective Communication Provided		98%	93%	Breast Cancer Screening	N/A	N/A	89%	Primary Care Provider (PCP)		86%	88%	
<b>MEDICATION MANAGEMENT</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>						
<b>MAPIP</b>				<b>Documents Scanned</b>				<b>RESOURCE MANAGEMENT</b>				
	<b>6 Mth Trend</b>	<b>RJD</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>RJD</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>RJD</b>	<b>Statewide</b>	
Medication Continuity-Transfer		52%	79%	Specialty Notes		58%	43%	Claims Processed		N/A	100%	
Medication Non-Adherence Counseling		63%	75%	Community Hospital Records		31%	42%	Specialty Teleservices		89%	63%	
Medication Administration		51%	85%	<b>APPEAL PROCESSING</b>				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				
<b>FORMULARY MANAGEMENT</b>				<b>Timely Appeals</b>				<b>6 Mth Trend</b>				
					<b>6 Mth Trend</b>	<b>RJD</b>	<b>Statewide</b>					
Non-Formulary by Psychiatrists		2.2%	3.8%			73%	92%	QM & Patient Safety Program				
Non-Formulary by Medical Providers		6.1%	5.4%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>WORKLOAD PER DAY</b>				
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>LABOR</b>				<b>6 Mth Trend</b>				
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>RJD</b>	<b>Statewide</b>	
Total Staffing FTE	485	444	109%	98%	Medical Staff	\$141	\$115	\$88	Appointments per PCP		11.4	12.6
Medical FTE	15	14	108%	97%	Nursing Staff	\$572	\$452	\$404	Appointments per PCRN		6.0	6.4
Nursing FTE	214	178	120%	107%	Pharmacy Staff	\$53	\$38	\$32	Encounters per Primary MH Clinician		9.9	9.6
Pharmacy FTE	23	16	141%	110%	Dental Clinical Staff	\$95	\$81	\$79	Encounters per Psychiatrist		9.4	9.6
Dental Clinical FTE	24	25	96%	96%	Mental Health Clinical Staff	\$413	\$356	\$169	<b>OTHER TRENDS</b>			
Mental Health Clinical FTE	95	92	103%	89%	Clinical Support Staff	\$54	\$39	\$22		<b>6 Mth Trend</b>	<b>RJD</b>	<b>Statewide</b>
Clinical Support FTE	26	25	105%	85%	Administrative Support Staff	\$138	\$117	\$102	Hospital Admissions*		15.2	5.5
Administrative Support FTE	88	94	94%	88%	<b>NON LABOR</b>				Emergency Department Visits*		28	20
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>RJD</b>	<b>Statewide</b>		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	Specialty Care Referrals*		118	38
Total Actual FTE		485	100%	100%	Hospital	\$235	\$192	\$102	Prescriptions Per Inmate		6.4	3.3
Civil Service FTE		417	86%	90%	Emergency Department	\$8	\$6	\$6	Diagnostics Per Inmate		1.6	0.9
Overtime FTE		25	5.2%	5.0%	Specialty	\$53	\$46	\$26	Appeals Received*		69	35
Registry FTE		43	8.8%	4.6%	Medications	\$243	\$188	\$89	Prison Population Capacity		137%	138%
					Diagnostics	\$27	\$24	\$17				

\* 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			
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>			
	<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>	<b>Recent Qtr</b>	<b>Prior Qtr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>	
Medical Services		82%	86%	91%	93%	81%	Appropriate Placement High Risk Patients		N/A	74%	
Dental Services		98%	96%	-	-	79%	High Risk Patient Care Plan				
Mental Health Services		89%	86%	77%	75%	77%	Follow-Up After MHCB/DSH Admission		88%	89%	
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>Continuity of Clinicians &amp; Services</b>			
	<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>	<b>Current Yr</b>	<b>Prior Yr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>	
Cancelled Due to Custody		0.1%	1.7%	99%	97%	90%	Primary Care Provider (PCP)		85%	88%	
Seen as Scheduled		84%	85%	<b>AVAILABILITY OF HEALTH INFORMATION</b>				Mental Health Primary Clinician		N/A	84%
<b>EFFECTIVE COMMUNICATION</b>				<b>6 Mth Trend</b>				<b>PVSP</b>			
	<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>	Psychiatrist		N/A	84%
Effective Communication Provided		95%	93%	Documents Scanned		27%	43%	<b>RESOURCE MANAGEMENT</b>			
<b>MEDICATION MANAGEMENT</b>				<b>Specialty Notes</b>				<b>6 Mth Trend</b>			
	<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>
Medication Continuity-Transfer		62%	79%	Community Hospital Records		50%	66%	Claims Processed		N/A	100%
Medication Non-Adherence Counseling		61%	75%	<b>APPEAL PROCESSING</b>				Specialty Teleservices		74%	63%
Medication Administration		73%	85%		<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>	Health Care Staff Training			
<b>FORMULARY MANAGEMENT</b>				<b>Timely Appeals</b>				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>			
	<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>
Non-Formulary by Psychiatrists		1.7%	3.8%	95%	92%			QM & Patient Safety Program			
Non-Formulary by Medical Providers		3.2%	5.4%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				Health Care Index			
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>LABOR</b>				<b>WORKLOAD PER DAY</b>			
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>	
Total Staffing FTE	233	274	85%	98%	97%	98%	Medical Staff		21.6	12.6	
Medical FTE	8	13	63%	97%	97%	97%	Nursing Staff		6.1	6.4	
Nursing FTE	99	109	91%	107%	107%	107%	Pharmacy Staff		6.4	9.6	
Pharmacy FTE	10	12	80%	110%	110%	110%	Dental Clinical Staff		12.7	9.6	
Dental Clinical FTE	22	23	96%	96%	96%	96%	Mental Health Clinical Staff				
Mental Health Clinical FTE	30	38	79%	89%	89%	89%	Clinical Support Staff				
Clinical Support FTE	6	8	81%	85%	85%	85%	Administrative Support Staff				
Administrative Support FTE	59	71	82%	88%	88%	88%	<b>OTHER TRENDS</b>				
<b>6 Mth Trend</b>				<b>NON LABOR</b>				<b>6 Mth Trend</b>			
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>PVSP</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>	
Total Actual FTE		233	100%	98%	97%	98%	Hospital		1.0	5.5	
Civil Service FTE		225	96%	90%	90%	90%	Emergency Department		11	20	
Overtime FTE		5	2.2%	5.0%	5.0%	5.0%	Specialty		32	38	
Registry FTE		4	1.5%	4.6%	4.6%	4.6%	Medications		2.1	3.3	
				<b>DIAGNOSTICS</b>				<b>APPEALS RECEIVED*</b>			
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>PVSP</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>	
Total Actual FTE		233	100%	100%	100%	100%	Hospital Admissions*		1.0	5.5	
Civil Service FTE		225	96%	90%	90%	90%	Emergency Department Visits*		11	20	
Overtime FTE		5	2.2%	5.0%	5.0%	5.0%	Specialty Care Referrals*		32	38	
Registry FTE		4	1.5%	4.6%	4.6%	4.6%	Prescriptions Per Inmate		2.1	3.3	
				<b>APPEALS RECEIVED*</b>				<b>DIAGNOSTICS PER INMATE</b>			
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>PVSP</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>	
Total Actual FTE		233	100%	100%	100%	100%	Hospital Admissions*		1.0	5.5	
Civil Service FTE		225	96%	90%	90%	90%	Emergency Department Visits*		11	20	
Overtime FTE		5	2.2%	5.0%	5.0%	5.0%	Specialty Care Referrals*		32	38	
Registry FTE		4	1.5%	4.6%	4.6%	4.6%	Prescriptions Per Inmate		2.1	3.3	
				<b>APPEALS RECEIVED*</b>				<b>DIAGNOSTICS PER INMATE</b>			
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>PVSP</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>	
Total Actual FTE		233	100%	100%	100%	100%	Hospital Admissions*		1.0	5.5	
Civil Service FTE		225	96%	90%	90%	90%	Emergency Department Visits*		11	20	
Overtime FTE		5	2.2%	5.0%	5.0%	5.0%	Specialty Care Referrals*		32	38	
Registry FTE		4	1.5%	4.6%	4.6%	4.6%	Prescriptions Per Inmate		2.1	3.3	
				<b>APPEALS RECEIVED*</b>				<b>DIAGNOSTICS PER INMATE</b>			
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>PVSP</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>	
Total Actual FTE		233	100%	100%	100%	100%	Hospital Admissions*		1.0	5.5	
Civil Service FTE		225	96%	90%	90%	90%	Emergency Department Visits*		11	20	
Overtime FTE		5	2.2%	5.0%	5.0%	5.0%	Specialty Care Referrals*		32	38	
Registry FTE		4	1.5%	4.6%	4.6%	4.6%	Prescriptions Per Inmate		2.1	3.3	
				<b>APPEALS RECEIVED*</b>				<b>DIAGNOSTICS PER INMATE</b>			
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>PVSP</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>	
Total Actual FTE		233	100%	100%	100%	100%	Hospital Admissions*		1.0	5.5	
Civil Service FTE		225	96%	90%	90%	90%	Emergency Department Visits*		11	20	
Overtime FTE		5	2.2%	5.0%	5.0%	5.0%	Specialty Care Referrals*		32	38	
Registry FTE		4	1.5%	4.6%	4.6%	4.6%	Prescriptions Per Inmate		2.1	3.3	
				<b>APPEALS RECEIVED*</b>				<b>DIAGNOSTICS PER INMATE</b>			
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>PVSP</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>	
Total Actual FTE		233	100%	100%	100%	100%	Hospital Admissions*		1.0	5.5	
Civil Service FTE		225	96%	90%	90%	90%	Emergency Department Visits*		11	20	
Overtime FTE		5	2.2%	5.0%	5.0%	5.0%	Specialty Care Referrals*		32	38	
Registry FTE		4	1.5%	4.6%	4.6%	4.6%	Prescriptions Per Inmate		2.1	3.3	
				<b>APPEALS RECEIVED*</b>				<b>DIAGNOSTICS PER INMATE</b>			
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>PVSP</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>	
Total Actual FTE		233	100%	100%	100%	100%	Hospital Admissions*		1.0	5.5	
Civil Service FTE		225	96%	90%	90%	90%	Emergency Department Visits*		11	20	
Overtime FTE		5	2.2%	5.0%	5.0%	5.0%	Specialty Care Referrals*		32	38	
Registry FTE		4	1.5%	4.6%	4.6%	4.6%	Prescriptions Per Inmate		2.1	3.3	
				<b>APPEALS RECEIVED*</b>				<b>DIAGNOSTICS PER INMATE</b>			
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>PVSP</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>	
Total Actual FTE		233	100%	100%	100%	100%	Hospital Admissions*		1.0	5.5	
Civil Service FTE		225	96%	90%	90%	90%	Emergency Department Visits*		11	20	
Overtime FTE		5	2.2%	5.0%	5.0%	5.0%	Specialty Care Referrals*		32	38	
Registry FTE		4	1.5%	4.6%	4.6%	4.6%	Prescriptions Per Inmate		2.1	3.3	
				<b>APPEALS RECEIVED*</b>				<b>DIAGNOSTICS PER INMATE</b>			
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>PVSP</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>	
Total Actual FTE		233	100%	100%	100%	100%	Hospital Admissions*		1.0	5.5	
Civil Service FTE		225	96%	90%	90%	90%	Emergency Department Visits*		11	20	
Overtime FTE		5	2.2%	5.0%	5.0%	5.0%	Specialty Care Referrals*		32	38	
Registry FTE		4	1.5%	4.6%	4.6%	4.6%	Prescriptions Per Inmate		2.1	3.3	
				<b>APPEALS RECEIVED*</b>				<b>DIAGNOSTICS PER INMATE</b>			
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>PVSP</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>	
Total Actual FTE		233	100%	100%	100%	100%	Hospital Admissions*		1.0	5.5	
Civil Service FTE		225	96%	90%	90%	90%	Emergency Department Visits*		11	20	
Overtime FTE		5	2.2%	5.0%	5.0%	5.0%	Specialty Care Referrals*		32	38	
Registry FTE		4	1.5%	4.6%	4.6%	4.6%	Prescriptions Per Inmate		2.1	3.3	
				<b>APPEALS RECEIVED*</b>				<b>DIAGNOSTICS PER INMATE</b>			
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>PVSP</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>	
Total Actual FTE		233	100%	100%	100%	100%	Hospital Admissions*		1.0	5.5	
Civil Service FTE		225	96%	90%	90%	90%	Emergency Department Visits*		11	20	
Overtime FTE		5	2.2%	5.0%	5.0%	5.0%	Specialty Care Referrals*		32	38	
Registry FTE		4	1.5%	4.6%	4.6%	4.6%	Prescriptions Per Inmate		2.1	3.3	
				<b>APPEALS RECEIVED*</b>				<b>DIAGNOSTICS PER INMATE</b>			
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>PVSP</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PVSP</b>	<b>Statewide</b>	

# HEALTHCARE SERVICES DASHBOARD

## Pelican Bay State Prison (PBSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>PBSP</b>	<b>Statewide</b>		<b>Prior Qtr</b>	<b>Statewide</b>		<b>PBSP</b>	<b>Statewide</b>			
Medical Services		-	86%	Asthma Care	93%	81%	Appropriate Placement High Risk Patients	N/A	74%			
Dental Services		99%	96%	Therapeutic Anticoagulation	100%	79%	High Risk Patient Care Plan					
Mental Health Services		88%	86%	Diabetes Care	78%	77%	Follow-Up After MHCB/DSH Admission	94%	89%			
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>		<b>PBSP</b>	<b>Statewide</b>			
Cancelled Due to Custody		0.2%	1.7%	HCV Treatment	63%	90%	30-Day Community Hospital Readmission	5.3%	9.1%			
Seen as Scheduled		94%	85%	Utilization Specialty Services	95%	92%	30-Day MHCB or DSH Readmission	17%	28%			
<b>EFFECTIVE COMMUNICATION</b>				<b>Flu Vaccination</b>				<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>				
Effective Communication Provided		93%	93%	Flu Vaccination	100%	90%	Primary Care Provider (PCP)	100%	88%			
<b>MEDICATION MANAGEMENT</b>				<b>AVAILABILITY OF HEALTH INFORMATION</b>				<b>RESOURCE MANAGEMENT</b>				
<b>MAPIP</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
	<b>PBSP</b>	<b>Statewide</b>			<b>PBSP</b>	<b>Statewide</b>		<b>PBSP</b>	<b>Statewide</b>			
Medication Continuity-Transfer	83%	79%	Documents Scanned		10%	43%	Claims Processed	N/A	100%			
Medication Non-Adherence Counseling	85%	75%	Specialty Notes		-	42%	Specialty Teleservices	63%	63%			
Medication Administration	100%	85%	Community Hospital Records		-	66%	Health Care Staff Training					
<b>FORMULARY MANAGEMENT</b>				<b>APPEAL PROCESSING</b>				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				
					<b>6 Mth Trend</b>	<b>PBSP</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>PBSP</b>	<b>Statewide</b>	
Non-Formulary by Psychiatrists	1.6%	3.8%	Timely Appeals		100%	92%	QM & Patient Safety Program					
Non-Formulary by Medical Providers	2.6%	5.4%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>WORKLOAD PER DAY</b>					
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>LABOR</b>				<b>6 Mth Trend</b>				
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>PBSP</b>	<b>Statewide</b>	
Total Staffing FTE	245	257	95%	98%	Medical Staff	\$68	\$64	\$88	Appointments per PCP	5.5	12.6	
Medical FTE	8	8	103%	97%	Nursing Staff	\$402	\$399	\$404	Appointments per PCRN	-	6.4	
Nursing FTE	116	120	97%	107%	Pharmacy Staff	\$21	\$21	\$32	Encounters per Primary MH Clinician	5.5	9.6	
Pharmacy FTE	8	7	114%	110%	Dental Clinical Staff	\$86	\$85	\$79	Encounters per Psychiatrist	5.6	9.6	
Dental Clinical FTE	23	23	102%	96%	Mental Health Clinical Staff	\$155	\$179	\$169	<b>OTHER TRENDS</b>			
Mental Health Clinical FTE	23	23	101%	89%	Clinical Support Staff	\$21	\$15	\$22		<b>6 Mth Trend</b>	<b>PBSP</b>	<b>Statewide</b>
Clinical Support FTE	7	7	100%	85%	Administrative Support Staff	\$119	\$117	\$102	Hospital Admissions*		0.0	5.5
Administrative Support FTE	60	70	86%	88%	<b>NON LABOR</b>				Emergency Department Visits*		7	20
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>PBSP</b>	<b>Statewide</b>		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	Specialty Care Referrals*		9	38
Total Actual FTE		245	100%	100%	Hospital	\$31	\$14	\$102	Prescriptions Per Inmate		1.4	3.3
Civil Service FTE		229	94%	90%	Emergency Department	\$3	\$4	\$6	Diagnostics Per Inmate		0.5	0.9
Overtime FTE		7	2.7%	5.0%	Specialty	\$5	\$4	\$26	Appeals Received*		24	35
Registry FTE		9	3.8%	4.6%	Medications	\$41	\$35	\$89	Prison Population Capacity		119%	138%
					Diagnostics	\$7	\$9	\$17				

\* Rate Per 1,000 Inmates

\*\* Statewide figures exclude HQ positions

# HEALTHCARE SERVICES DASHBOARD

## North Kern State Prison (NKSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>NKSP</b>	<b>Statewide</b>		<b>Prior Qtr</b>	<b>Statewide</b>		<b>NKSP</b>	<b>Statewide</b>			
Medical Services		82%	86%	Asthma Care	93%	81%	Appropriate Placement High Risk Patients	N/A	74%			
Dental Services		84%	96%	Therapeutic Anticoagulation	100%	79%	High Risk Patient Care Plan					
Mental Health Services		88%	86%	Diabetes Care	77%	77%	Follow-Up After MHCB/DSH Admission		93%	89%		
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>Continuity of Clinicians &amp; Services</b>				
	<b>6 Mth Trend</b>	<b>NKSP</b>	<b>Statewide</b>		<b>Prior Yr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>NKSP</b>	<b>Statewide</b>		
Cancelled Due to Custody		0.5%	1.7%	HCV Treatment	100%	90%	30-Day Community Hospital Readmission		3.2%	9.1%		
Seen as Scheduled		89%	85%	Utilization Specialty Services	94%	92%	30-Day MHCB or DSH Readmission		11%	28%		
<b>EFFECTIVE COMMUNICATION</b>				<b>Current Yr</b>				<b>Continuity of Clinicians &amp; Services</b>				
	<b>6 Mth Trend</b>	<b>NKSP</b>	<b>Statewide</b>		<b>Prior Yr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>NKSP</b>	<b>Statewide</b>		
Effective Communication Provided		95%	93%	Colon Cancer Screening	98%	93%	Potentially Avoidable Hospitalizations*		7.2	10.1		
<b>MEDICATION MANAGEMENT</b>				<b>Current Yr</b>				<b>Continuity of Clinicians &amp; Services</b>				
	<b>6 Mth Trend</b>	<b>NKSP</b>	<b>Statewide</b>		<b>Prior Yr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>NKSP</b>	<b>Statewide</b>		
Medication Continuity-Transfer		97%	79%	Breast Cancer Screening	N/A	89%	Primary Care Provider (PCP)		89%	88%		
Medication Non-Adherence Counseling		95%	75%	Diagnostic Monitoring	48%	70%	Mental Health Primary Clinician		90%	84%		
Medication Administration		98%	85%	Polypharmacy Medication Review			Psychiatrist		100%	84%		
<b>FORMULARY MANAGEMENT</b>				<b>Current Yr</b>				<b>Resource Management</b>				
	<b>6 Mth Trend</b>	<b>NKSP</b>	<b>Statewide</b>		<b>Prior Yr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>NKSP</b>	<b>Statewide</b>		
Non-Formulary by Psychiatrists		1.5%	3.8%	Flu Vaccination	93%	90%	Claims Processed		N/A	100%		
Non-Formulary by Medical Providers		1.3%	5.4%				Specialty Teleservices		86%	63%		
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>Current Yr</b>				<b>Resource Management</b>				
	<b>6 Mth Trend</b>	<b>NKSP</b>	<b>Statewide</b>		<b>Prior Yr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>NKSP</b>	<b>Statewide</b>		
Total Staffing FTE		346	98%	Documents Scanned		43%	Health Care Staff Training					
Medical FTE		12	91%	Specialty Notes		42%						
Nursing FTE		155	115%	Community Hospital Records		66%						
Pharmacy FTE		15	115%	<b>APPEAL PROCESSING</b>				<b>Continuous Evaluation &amp; Improvement</b>				
Dental Clinical FTE		25	91%		<b>6 Mth Trend</b>	<b>NKSP</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>NKSP</b>	<b>Statewide</b>	
Mental Health Clinical FTE		50	89%	Timely Appeals		100%	92%	QM & Patient Safety Program				
Clinical Support FTE		12	84%					Health Care Index				
Administrative Support FTE		78	95%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>Workload Per Day</b>				
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>NKSP</b>	<b>Statewide</b>		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>NKSP</b>	<b>Statewide</b>
Total Actual FTE		346	100%	100%	<b>LABOR</b>				Appointments per PCP		15.6	12.6
Civil Service FTE		295	86%	90%	Medical Staff	\$77	\$75	\$88	Appointments per PCRN		7.9	6.4
Overtime FTE		24	6.9%	5.0%	Nursing Staff	\$312	\$298	\$404	Encounters per Primary MH Clinician		12.1	9.6
Registry FTE		27	7.8%	4.6%	Pharmacy Staff	\$22	\$20	\$32	Encounters per Psychiatrist		10.3	9.6
								<b>Other Trends</b>				
									<b>6 Mth Trend</b>	<b>NKSP</b>	<b>Statewide</b>	
										3.2	5.5	
										11	20	
										38	38	
										2.9	3.3	
										1.3	0.9	
										39	35	
										172%	138%	

\* 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				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>MCSP</b>	<b>Statewide</b>		<b>Prior Qtr</b>	<b>Statewide</b>		<b>MCSP</b>	<b>Statewide</b>			
Medical Services		85%	86%	Asthma Care	85%	81%	Appropriate Placement High Risk Patients	N/A	74%			
Dental Services		98%	96%	Therapeutic Anticoagulation	50%	79%	High Risk Patient Care Plan					
Mental Health Services		88%	86%	Diabetes Care	72%	77%	Follow-Up After MHCB/DSH Admission		91%	89%		
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>		<b>MCSP</b>	<b>Statewide</b>			
Cancelled Due to Custody		2.5%	1.7%	HCV Treatment	90%	90%	30-Day Community Hospital Readmission		7.6%	9.1%		
Seen as Scheduled		86%	85%	Utilization Specialty Services	91%	92%	30-Day MHCB or DSH Readmission		0%	28%		
<b>EFFECTIVE COMMUNICATION</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>		<b>MCSP</b>	<b>Statewide</b>			
Effective Communication Provided		96%	93%	Colon Cancer Screening	99%	93%	Potentially Avoidable Hospitalizations*		7.1	10.1		
<b>MEDICATION MANAGEMENT</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>					
<b>MAPIP</b>	<b>6 Mth Trend</b>	<b>MCSP</b>	<b>Statewide</b>	Flu Vaccination	96%	90%	Primary Care Provider (PCP)		87%	88%		
Medication Continuity-Transfer		68%	79%	<b>AVAILABILITY OF HEALTH INFORMATION</b>				Mental Health Primary Clinician		82%	84%	
Medication Non-Adherence Counseling		80%	75%		<b>6 Mth Trend</b>	<b>MCSP</b>	<b>Statewide</b>	Psychiatrist		81%	84%	
Medication Administration		89%	85%	Documents Scanned		36%	43%	<b>RESOURCE MANAGEMENT</b>				
<b>FORMULARY MANAGEMENT</b>				Specialty Notes		17%	42%	Claims Processed		N/A	100%	
				Community Hospital Records		88%	66%	Specialty Teleservices		57%	63%	
Non-Formulary by Psychiatrists		5.8%	3.8%	<b>APPEAL PROCESSING</b>				Health Care Staff Training				
Non-Formulary by Medical Providers		9.1%	5.4%		<b>6 Mth Trend</b>	<b>MCSP</b>	<b>Statewide</b>	<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				Timely Appeals		100%	92%	QM & Patient Safety Program				
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				Health Care Index			
Total Staffing FTE	346	360	96%	98%	<b>LABOR</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	<b>WORKLOAD PER DAY</b>			
Medical FTE	11	11	103%	97%	Medical Staff	\$94	\$89	\$88	Appointments per PCP		8.9	12.6
Nursing FTE	145	139	104%	107%	Nursing Staff	\$443	\$381	\$404	Appointments per PCRN		6.3	6.4
Pharmacy FTE	14	12	119%	110%	Pharmacy Staff	\$33	\$31	\$32	Encounters per Primary MH Clinician		10.8	9.6
Dental Clinical FTE	19	20	97%	96%	Dental Clinical Staff	\$89	\$77	\$79	Encounters per Psychiatrist		9.8	9.6
Mental Health Clinical FTE	68	76	89%	89%	Mental Health Clinical Staff	\$283	\$269	\$169	<b>OTHER TRENDS</b>			
Clinical Support FTE	14	19	74%	85%	Clinical Support Staff	\$36	\$31	\$22	Hospital Admissions*		10.2	5.5
Administrative Support FTE	75	84	90%	88%	Administrative Support Staff	\$134	\$129	\$102	Emergency Department Visits*		24	20
					<b>NON LABOR</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	Specialty Care Referrals*		74	38
Total Actual FTE		346	100%	100%	Hospital	\$132	\$130	\$102	Prescriptions Per Inmate		5.6	3.3
Civil Service FTE		321	93%	90%	Emergency Department	\$7	\$5	\$6	Diagnostics Per Inmate		1.0	0.9
Overtime FTE		14	3.9%	5.0%	Specialty	\$31	\$27	\$26	Appeals Received*		63	35
Registry FTE		12	3.4%	4.6%	Medications	\$256	\$180	\$89	Prison Population Capacity		173%	138%
					Diagnostics	\$24	\$24	\$17				

\* 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					
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>					
Medical Services		ISP: 84%	Statewide: 86%	Asthma Care	93%	Prior Qtr: 97%	Statewide: 81%	Appropriate Placement High Risk Patients		ISP: N/A	Statewide: 74%		
Dental Services		96%	96%	Therapeutic Anticoagulation	-	100%	79%	High Risk Patient Care Plan		-	-		
Mental Health Services		88%	86%	Diabetes Care	79%	75%	77%	Follow-Up After MHCB/DSH Admission		-	89%		
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Prior Qtr</b>				<b>ISP</b>					
Cancelled Due to Custody		0.1%	1.7%	HCV Treatment	95%	57%	90%	30-Day Community Hospital Readmission		1.3%	9.1%		
Seen as Scheduled		88%	85%	Utilization Specialty Services	100%	100%	92%	30-Day MHCB or DSH Readmission		-	28%		
<b>EFFECTIVE COMMUNICATION</b>				<b>Statewide</b>				<b>Statewide</b>					
Effective Communication Provided		97%	93%	Colon Cancer Screening	94%	91%	93%	Potentially Avoidable Hospitalizations*		5.1	10.1		
<b>MEDICATION MANAGEMENT</b>				<b>Current Yr</b>				<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>					
<b>MAPIP</b>				<b>Prior Yr</b>				<b>6 Mth Trend</b>					
Medication Continuity-Transfer		92%	79%	Flu Vaccination	100%	100%	90%	Primary Care Provider (PCP)		96%	88%		
Medication Non-Adherence Counseling		25%	75%	<b>AVAILABILITY OF HEALTH INFORMATION</b>				<b>Resource Management</b>					
Medication Administration		97%	85%	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>					
<b>FORMULARY MANAGEMENT</b>				<b>ISP</b>				<b>Statewide</b>					
Non-Formulary by Psychiatrists		6.5%	3.8%	Documents Scanned		35%	43%	Claims Processed		N/A	100%		
Non-Formulary by Medical Providers		1.6%	5.4%	Specialty Notes		64%	42%	Specialty Teleservices		98%	63%		
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>APPEAL PROCESSING</b>				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>					
<b>Actual</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>					
<b>Authority</b>				<b>ISP</b>				<b>Statewide</b>					
<b>% of Auth</b>				<b>Statewide</b>				<b>QM &amp; Patient Safety Program</b>					
Total Staffing FTE	156	179	87%	95%	92%	Timely Appeals		95%	92%	Health Care Index		-	-
Medical FTE	7	7	97%	97%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>WORKLOAD PER DAY</b>				
Nursing FTE	73	74	99%	107%	<b>LABOR</b>				<b>6 Mth Trend</b>				
Pharmacy FTE	6	6	102%	110%	Medical Staff	YTD 13/14: \$69	FY 12/13: \$63	Statewide: \$88	Appointments per PCP		12.4	12.6	
Dental Clinical FTE	21	23	91%	96%	Nursing Staff	\$257	\$250	\$404	Appointments per PCRN		5.2	6.4	
Mental Health Clinical FTE	5	6	83%	89%	Pharmacy Staff	\$18	\$14	\$32	Encounters per Primary MH Clinician		2.9	9.6	
Clinical Support FTE	4	4	100%	85%	Dental Clinical Staff	\$83	\$71	\$79	Encounters per Psychiatrist		4.5	9.6	
Administrative Support FTE	39	58	67%	88%	Mental Health Clinical Staff	\$24	\$22	\$169	<b>OTHER TRENDS</b>				
<b>6 Mth Trend</b>				<b>Actual</b>				<b>6 Mth Trend</b>					
<b>ISP</b>				<b>Statewide</b>				<b>6 Mth Trend</b>					
Total Actual FTE		156	100%	100%	Non Labor	YTD 13/14: \$24	FY 12/13: \$40	\$102	Hospital Admissions*		1.7	5.5	
Civil Service FTE		145	93%	90%	Hospital	\$5	\$2	\$6	Emergency Department Visits*		30	20	
Overtime FTE		6	4.1%	5.0%	Emergency Department	\$20	\$24	\$26	Specialty Care Referrals*		37	38	
Registry FTE		5	3.1%	4.6%	Specialty	\$21	\$31	\$89	Prescriptions Per Inmate		1.4	3.3	
<b>Actual</b>				<b>ISP</b>				<b>Statewide</b>					
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# HEALTHCARE SERVICES DASHBOARD

## High Desert State Prison (HDSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT							
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>							
Medical Services		HDSP	Statewide	Asthma Care	89%	Prior Qtr	Statewide	Appropriate Placement High Risk Patients		HDSP	Statewide				
Dental Services		72%	86%	Therapeutic Anticoagulation	100%	100%	81%	High Risk Patient Care Plan		N/A	74%				
Mental Health Services		97%	96%	Diabetes Care	77%	73%	77%	Follow-Up After MHCB/DSH Admission		90%	89%				
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>							
Cancelled Due to Custody		0.5%	1.7%	HCV Treatment	100%	100%	90%	30-Day Community Hospital Readmission		12.5%	9.1%				
Seen as Scheduled		86%	85%	Utilization Specialty Services	92%	92%	92%	30-Day MHCB or DSH Readmission		23%	28%				
<b>EFFECTIVE COMMUNICATION</b>				<b>Prior Yr</b>				<b>6 Mth Trend</b>							
Effective Communication Provided		99%	93%	Colon Cancer Screening	85%	85%	93%	Potentially Avoidable Hospitalizations*		3.0	10.1				
<b>MEDICATION MANAGEMENT</b>				<b>Statewide</b>				<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>							
<b>MAPIP</b>				<b>Availability of Health Information</b>				<b>6 Mth Trend</b>							
Medication Continuity-Transfer		60%	79%	Documents Scanned		HDSP	Statewide	Primary Care Provider (PCP)		95%	88%				
Medication Non-Adherence Counseling		77%	75%	Specialty Notes		21%	43%	Mental Health Primary Clinician		N/A	84%				
Medication Administration		84%	85%	Community Hospital Records		36%	42%	Psychiatrist		N/A	84%				
<b>FORMULARY MANAGEMENT</b>				<b>APPEAL PROCESSING</b>				<b>RESOURCE MANAGEMENT</b>							
Non-Formulary by Psychiatrists		2.6%	3.8%	Timely Appeals		0%	66%	Claims Processed		N/A	100%				
Non-Formulary by Medical Providers		4.0%	5.4%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>6 Mth Trend</b>							
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>LABOR</b>				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>							
	Actual	Authority	% of Auth	Statewide		YTD 13/14	FY 12/13	Statewide	<b>6 Mth Trend</b>						
Total Staffing FTE	240	256	94%	98%	Hospital	\$81	\$67	\$88	QM & Patient Safety Program		HDSP	Statewide			
Medical FTE	10	11	91%	97%	Emergency Department	\$359	\$327	\$404	Health Care Index						
Nursing FTE	116	109	106%	107%	Specialty	\$18	\$18	\$32	<b>WORKLOAD PER DAY</b>						
Pharmacy FTE	8	8	100%	110%	Medications	\$82	\$73	\$79	Appointments per PCP		11.9	12.6			
Dental Clinical FTE	24	23	104%	96%	Diagnosics	\$62	\$74	\$169	Appointments per PCRN		6.1	6.4			
Mental Health Clinical FTE	19	28	68%	89%	<b>NON LABOR</b>				Encounters per Primary MH Clinician		6.8	9.6			
Clinical Support FTE	6	6	92%	85%	Hospital	\$21	\$26	\$102	Encounters per Psychiatrist		7.2	9.6			
Administrative Support FTE	58	71	82%	88%	Emergency Department	\$6	\$10	\$6	<b>OTHER TRENDS</b>						
<b>6 Mth Trend</b>				<b>Actual</b>				<b>HDSP</b>				<b>Statewide</b>			
Total Actual FTE		240	100%	100%	Specialty	\$19	\$13	\$26	Hospital Admissions*		1.2	5.5			
Civil Service FTE		218	90%	90%	Medications	\$37	\$37	\$89	Emergency Department Visits*		10	20			
Overtime FTE		18	7.7%	5.0%	Diagnosics	\$9	\$12	\$17	Specialty Care Referrals*		37	38			
Registry FTE		5	1.9%	4.6%	<b>OTHER TRENDS</b>				Prescriptions Per Inmate		1.8	3.3			
												Diagnosics Per Inmate		0.6	0.9
												Appeals Received*		33	35
												Prison Population Capacity		145%	138%

\* 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				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>FSP</b>	<b>Statewide</b>		<b>Prior Qtr</b>	<b>Statewide</b>		<b>FSP</b>	<b>Statewide</b>			
Medical Services		95%	86%	Asthma Care	93%	81%	Appropriate Placement High Risk Patients	N/A	74%			
Dental Services		97%	96%	Therapeutic Anticoagulation	86%	79%	High Risk Patient Care Plan					
Mental Health Services		97%	86%	Diabetes Care	84%	77%	Follow-Up After MHCB/DSH Admission	75%	89%			
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>Continuity of Clinicians &amp; Services</b>				
					<b>Prior Yr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>FSP</b>	<b>Statewide</b>		
Cancelled Due to Custody		1.3%	1.7%	Utilization Specialty Services	83%	92%	30-Day Community Hospital Readmission		4.4%	9.1%		
Seen as Scheduled		93%	85%	Colon Cancer Screening	95%	93%	30-Day MHCB or DSH Readmission		-	28%		
<b>EFFECTIVE COMMUNICATION</b>				<b>Flu Vaccination</b>				<b>Primary Care Provider (PCP)</b>				
								<b>6 Mth Trend</b>	<b>FSP</b>	<b>Statewide</b>		
Effective Communication Provided		99%	93%	Breast Cancer Screening	-	89%	Mental Health Primary Clinician		N/A	84%		
<b>MEDICATION MANAGEMENT</b>				<b>Current Yr</b>				<b>Psychiatrist</b>				
					<b>Prior Yr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>FSP</b>	<b>Statewide</b>		
<b>MAPIP</b>				<b>Availability of Health Information</b>				<b>Resource Management</b>				
	<b>6 Mth Trend</b>	<b>FSP</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>FSP</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>FSP</b>	<b>Statewide</b>	
Medication Continuity-Transfer		91%	79%	Documents Scanned		87%	43%	Claims Processed		N/A	100%	
Medication Non-Adherence Counseling		96%	75%	Specialty Notes		36%	42%	Specialty Teleservices		56%	63%	
Medication Administration		96%	85%	Community Hospital Records		100%	66%	Health Care Staff Training				
<b>FORMULARY MANAGEMENT</b>				<b>APPEAL PROCESSING</b>				<b>Continuous Evaluation &amp; Improvement</b>				
					<b>6 Mth Trend</b>	<b>FSP</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>FSP</b>	<b>Statewide</b>	
Non-Formulary by Psychiatrists		3.4%	3.8%	Timely Appeals		100%	92%	QM & Patient Safety Program				
Non-Formulary by Medical Providers		3.3%	5.4%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>Workload Per Day</b>				
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>LABOR</b>				<b>Other Trends</b>				
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>FSP</b>	<b>Statewide</b>
Total Staffing FTE	191	212	90%	98%	Medical Staff	\$79	\$89	\$88	Hospital Admissions*		3.0	5.5
Medical FTE	11	10	108%	97%	Nursing Staff	\$250	\$235	\$404	Emergency Department Visits*		12	20
Nursing FTE	85	84	102%	107%	Pharmacy Staff	\$25	\$22	\$32	Specialty Care Referrals*		32	38
Pharmacy FTE	9	10	99%	110%	Dental Clinical Staff	\$79	\$85	\$79	Prescriptions Per Inmate		2.6	3.3
Dental Clinical FTE	21	21	103%	96%	Mental Health Clinical Staff	\$59	\$66	\$169	Diagnostics Per Inmate		0.6	0.9
Mental Health Clinical FTE	13	21	62%	89%	Clinical Support Staff	\$5	\$7	\$22	Appeals Received*		20	35
Clinical Support FTE	3	4	70%	85%	Administrative Support Staff	\$76	\$81	\$102	Prison Population Capacity		121%	138%
Administrative Support FTE	48	63	77%	88%	<b>NON LABOR</b>							
					<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>					
Total Actual FTE		191	100%	100%	Hospital	\$73	\$49	\$102				
Civil Service FTE		178	93%	90%	Emergency Department	\$3	\$2	\$6				
Overtime FTE		9	4.8%	5.0%	Specialty	\$12	\$12	\$26				
Registry FTE		4	2.1%	4.6%	Medications	\$45	\$35	\$89				
					Diagnostics	\$12	\$10	\$17				

\* 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				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>CVSP</b>	<b>Statewide</b>		<b>Prior Qtr</b>	<b>Statewide</b>		<b>CVSP</b>	<b>Statewide</b>			
Medical Services		89%	86%	Asthma Care	88%	81%	Appropriate Placement High Risk Patients	N/A	74%			
Dental Services		88%	96%	Therapeutic Anticoagulation	100%	79%	High Risk Patient Care Plan					
Mental Health Services		98%	86%	Diabetes Care	80%	77%	Follow-Up After MHCB/DSH Admission	-	89%			
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>		<b>CVSP</b>	<b>Statewide</b>			
Cancelled Due to Custody		0.2%	1.7%	HCV Treatment	88%	90%	30-Day Community Hospital Readmission	4.0%	9.1%			
Seen as Scheduled		87%	85%	Utilization Specialty Services	99%	92%	30-Day MHCB or DSH Readmission	-	28%			
<b>EFFECTIVE COMMUNICATION</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>		<b>CVSP</b>	<b>Statewide</b>			
Effective Communication Provided		98%	93%	Colon Cancer Screening	83%	93%	Potentially Avoidable Hospitalizations*	5.8	10.1			
<b>MEDICATION MANAGEMENT</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>					
<b>MAPIP</b>	<b>6 Mth Trend</b>	<b>CVSP</b>	<b>Statewide</b>	Flu Vaccination	99%	90%	Primary Care Provider (PCP)		95%	88%		
Medication Continuity-Transfer		92%	79%	<b>AVAILABILITY OF HEALTH INFORMATION</b>				Mental Health Primary Clinician		N/A	84%	
Medication Non-Adherence Counseling		97%	75%		<b>6 Mth Trend</b>	<b>CVSP</b>	<b>Statewide</b>	Psychiatrist		N/A	84%	
Medication Administration		98%	85%	Documents Scanned		21%	43%	<b>RESOURCE MANAGEMENT</b>				
<b>FORMULARY MANAGEMENT</b>				Specialty Notes		28%	42%	Claims Processed		N/A	100%	
Non-Formulary by Psychiatrists		0.0%	3.8%	Community Hospital Records		78%	66%	Specialty Teleservices		92%	63%	
Non-Formulary by Medical Providers		2.0%	5.4%	<b>APPEAL PROCESSING</b>				Health Care Staff Training				
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				Timely Appeals		100%	92%	<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				QM & Patient Safety Program			
Total Staffing FTE	130	156	84%	98%	<b>LABOR</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	Health Care Index			
Medical FTE	5	7	78%	97%	Medical Staff	\$59	\$59	\$88	<b>WORKLOAD PER DAY</b>			
Nursing FTE	56	62	90%	107%	Nursing Staff	\$240	\$234	\$404	Appointments per PCP		16.4	12.6
Pharmacy FTE	5	5	96%	110%	Pharmacy Staff	\$13	\$12	\$32	Appointments per PCRN		5.0	6.4
Dental Clinical FTE	18	19	94%	96%	Dental Clinical Staff	\$87	\$78	\$79	Encounters per Primary MH Clinician		3.9	9.6
Mental Health Clinical FTE	4	6	67%	89%	Mental Health Clinical Staff	\$27	\$21	\$169	Encounters per Psychiatrist		4.9	9.6
Clinical Support FTE	4	4	100%	85%	Clinical Support Staff	\$8	\$7	\$22	<b>OTHER TRENDS</b>			
Administrative Support FTE	39	53	73%	88%	Administrative Support Staff	\$82	\$72	\$102	Hospital Admissions*		3.5	5.5
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>CVSP</b>	<b>Statewide</b>	<b>NON LABOR</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	Emergency Department Visits*		37	20
Total Actual FTE		130	100%	100%	Hospital	\$57	\$46	\$102	Specialty Care Referrals*		55	38
Civil Service FTE		122	94%	90%	Emergency Department	\$5	\$5	\$6	Prescriptions Per Inmate		2.1	3.3
Overtime FTE		3	2.2%	5.0%	Specialty	\$24	\$19	\$26	Diagnostics Per Inmate		0.6	0.9
Registry FTE		5	3.8%	4.6%	Medications	\$27	\$19	\$89	Appeals Received*		11	35
					Diagnostics	\$10	\$10	\$17	Prison Population Capacity		132%	138%

\* Rate Per 1,000 Inmates

\*\* Statewide figures exclude HQ positions

# HEALTHCARE SERVICES DASHBOARD

## Correctional Training Facility (CTF)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>CTF</b>	<b>Statewide</b>		<b>Prior Qtr</b>	<b>Statewide</b>		<b>CTF</b>	<b>Statewide</b>			
Medical Services		89%	86%	Asthma Care	93%	81%	Appropriate Placement High Risk Patients	N/A	74%			
Dental Services		97%	96%	Therapeutic Anticoagulation	100%	79%	High Risk Patient Care Plan					
Mental Health Services		96%	86%	Diabetes Care	77%	77%	Follow-Up After MHCB/DSH Admission	100%	89%			
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>		<b>CTF</b>	<b>Statewide</b>			
Cancelled Due to Custody		0.1%	1.7%	HCV Treatment	98%	90%	30-Day Community Hospital Readmission	3.4%	9.1%			
Seen as Scheduled		87%	85%	Utilization Specialty Services	96%	92%	30-Day MHCB or DSH Readmission	-	28%			
<b>EFFECTIVE COMMUNICATION</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>		<b>CTF</b>	<b>Statewide</b>			
Effective Communication Provided		99%	93%	Colon Cancer Screening	78%	93%	Potentially Avoidable Hospitalizations*	7.0	10.1			
<b>MEDICATION MANAGEMENT</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>					
<b>MAPIP</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>		<b>CTF</b>	<b>Statewide</b>			
Medication Continuity-Transfer		99%	79%	Flu Vaccination	76%	90%	Primary Care Provider (PCP)	97%	88%			
Medication Non-Adherence Counseling		85%	75%	<b>AVAILABILITY OF HEALTH INFORMATION</b>				<b>6 Mth Trend</b>				
Medication Administration		94%	85%					<b>CTF</b>	<b>Statewide</b>			
<b>FORMULARY MANAGEMENT</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
								<b>CTF</b>	<b>Statewide</b>			
Non-Formulary by Psychiatrists		1.1%	3.8%	Documents Scanned		53%	43%	Claims Processed	N/A	100%		
Non-Formulary by Medical Providers		1.7%	5.4%	Specialty Notes		42%	42%	Specialty Teleservices	54%	63%		
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
									<b>CTF</b>	<b>Statewide</b>		
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>	<b>APPEAL PROCESSING</b>				<b>6 Mth Trend</b>			
Total Staffing FTE	306	312	98%	98%					<b>CTF</b>	<b>Statewide</b>		
Medical FTE	14	16	88%	97%	Timely Appeals		99%	92%	QM & Patient Safety Program			
Nursing FTE	145	134	108%	107%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>6 Mth Trend</b>			
Pharmacy FTE	20	17	116%	110%						<b>CTF</b>	<b>Statewide</b>	
Dental Clinical FTE	30	31	97%	96%	<b>LABOR</b>				<b>6 Mth Trend</b>			
Mental Health Clinical FTE	26	29	89%	89%		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>CTF</b>	<b>Statewide</b>	
Clinical Support FTE	7	8	82%	85%	Medical Staff	\$65	\$66	\$88	Appointments per PCP	16.6	12.6	
Administrative Support FTE	65	77	85%	88%	Nursing Staff	\$275	\$239	\$404	Appointments per PCRN	7.0	6.4	
<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
										<b>CTF</b>	<b>Statewide</b>	
Total Actual FTE		306	100%	100%	Pharmacy Staff	\$26	\$19	\$32	Encounters per Primary MH Clinician	7.6	9.6	
Civil Service FTE		269	88%	90%	Dental Clinical Staff	\$80	\$67	\$79	Encounters per Psychiatrist	12.6	9.6	
Overtime FTE		16	5.4%	5.0%	Mental Health Clinical Staff	\$67	\$59	\$169	<b>OTHER TRENDS</b>			
Registry FTE		20	6.7%	4.6%	Clinical Support Staff	\$6	\$7	\$22		<b>6 Mth Trend</b>	<b>CTF</b>	<b>Statewide</b>
<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
										<b>CTF</b>	<b>Statewide</b>	
Total Actual FTE		306	100%	100%	Administrative Support Staff	\$65	\$58	\$102	Hospital Admissions*	2.8	5.5	
Civil Service FTE		269	88%	90%	<b>NON LABOR</b>				<b>6 Mth Trend</b>			
Overtime FTE		16	5.4%	5.0%		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>CTF</b>	<b>Statewide</b>	
Registry FTE		20	6.7%	4.6%	Hospital	\$77	\$96	\$102	Emergency Department Visits*	17	20	
<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
										<b>CTF</b>	<b>Statewide</b>	
Total Actual FTE		306	100%	100%	Emergency Department	\$4	\$4	\$6	Specialty Care Referrals*	30	38	
Civil Service FTE		269	88%	90%	Specialty	\$21	\$23	\$26	Prescriptions Per Inmate	3.5	3.3	
Overtime FTE		16	5.4%	5.0%	Medications	\$50	\$49	\$89	Diagnostics Per Inmate	0.6	0.9	
Registry FTE		20	6.7%	4.6%	Diagnostics	\$10	\$13	\$17	Appeals Received*	33	35	
<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
										<b>CTF</b>	<b>Statewide</b>	
Total Actual FTE		306	100%	100%	<b>OTHER TRENDS</b>				<b>6 Mth Trend</b>			
Civil Service FTE		269	88%	90%		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>CTF</b>	<b>Statewide</b>	
Overtime FTE		16	5.4%	5.0%	Hospital	\$77	\$96	\$102	Hospital Admissions*	2.8	5.5	
Registry FTE		20	6.7%	4.6%	Emergency Department	\$4	\$4	\$6	Emergency Department Visits*	17	20	
<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
										<b>CTF</b>	<b>Statewide</b>	
Total Actual FTE		306	100%	100%	Specialty	\$21	\$23	\$26	Specialty Care Referrals*	30	38	
Civil Service FTE		269	88%	90%	Medications	\$50	\$49	\$89	Prescriptions Per Inmate	3.5	3.3	
Overtime FTE		16	5.4%	5.0%	Diagnostics	\$10	\$13	\$17	Diagnostics Per Inmate	0.6	0.9	
Registry FTE		20	6.7%	4.6%	<b>OTHER TRENDS</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
										<b>CTF</b>	<b>Statewide</b>	
Total Actual FTE		306	100%	100%	Hospital	\$77	\$96	\$102	Appeals Received*	33	35	
Civil Service FTE		269	88%	90%	Emergency Department	\$4	\$4	\$6	Prison Population Capacity	153%	138%	
Overtime FTE		16	5.4%	5.0%	Specialty	\$21	\$23	\$26	<b>OTHER TRENDS</b>			
Registry FTE		20	6.7%	4.6%	Medications	\$50	\$49	\$89		<b>6 Mth Trend</b>	<b>CTF</b>	<b>Statewide</b>
<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
										<b>CTF</b>	<b>Statewide</b>	
Total Actual FTE		306	100%	100%	Diagnostics	\$10	\$13	\$17	Hospital Admissions*	2.8	5.5	
Civil Service FTE		269	88%	90%	<b>OTHER TRENDS</b>				<b>6 Mth Trend</b>			
Overtime FTE		16	5.4%	5.0%		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>CTF</b>	<b>Statewide</b>	
Registry FTE		20	6.7%	4.6%	Hospital	\$77	\$96	\$102	Emergency Department Visits*	17	20	
<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
										<b>CTF</b>	<b>Statewide</b>	
Total Actual FTE		306	100%	100%	Emergency Department	\$4	\$4	\$6	Specialty Care Referrals*	30	38	
Civil Service FTE		269	88%	90%	Specialty	\$21	\$23	\$26	Prescriptions Per Inmate	3.5	3.3	
Overtime FTE		16	5.4%	5.0%	Medications	\$50	\$49	\$89	Diagnostics Per Inmate	0.6	0.9	
Registry FTE		20	6.7%	4.6%	Diagnostics	\$10	\$13	\$17	Appeals Received*	33	35	
<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
										<b>CTF</b>	<b>Statewide</b>	
Total Actual FTE		306	100%	100%	<b>OTHER TRENDS</b>				<b>6 Mth Trend</b>			
Civil Service FTE		269	88%	90%		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>CTF</b>	<b>Statewide</b>	
Overtime FTE		16	5.4%	5.0%	Hospital	\$77	\$96	\$102	Hospital Admissions*	2.8	5.5	
Registry FTE		20	6.7%	4.6%	Emergency Department	\$4	\$4	\$6	Emergency Department Visits*	17	20	
<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
										<b>CTF</b>	<b>Statewide</b>	
Total Actual FTE		306	100%	100%	Specialty	\$21	\$23	\$26	Specialty Care Referrals*	30	38	
Civil Service FTE		269	88%	90%	Medications	\$50	\$49	\$89	Prescriptions Per Inmate	3.5	3.3	
Overtime FTE		16	5.4%	5.0%	Diagnostics	\$10	\$13	\$17	Diagnostics Per Inmate	0.6	0.9	
Registry FTE		20	6.7%	4.6%	<b>OTHER TRENDS</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
										<b>CTF</b>	<b>Statewide</b>	
Total Actual FTE		306	100%	100%	Hospital	\$77	\$96	\$102	Appeals Received*	33	35	
Civil Service FTE		269	88%	90%	Emergency Department	\$4	\$4	\$6	Prison Population Capacity	153%	138%	
Overtime FTE		16	5.4%	5.0%	Specialty	\$21	\$23	\$26	<b>OTHER TRENDS</b>			
Registry FTE		20	6.7%	4.6%	Medications	\$50	\$49	\$89		<b>6 Mth Trend</b>	<b>CTF</b>	<b>Statewide</b>
<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
										<b>CTF</b>	<b>Statewide</b>	
Total Actual FTE		306	100%	100%	Diagnostics	\$10	\$13	\$17	Hospital Admissions*	2.8	5.5	
Civil Service FTE		269	88%	90%	<b>OTHER TRENDS</b>				<b>6 Mth Trend</b>			
Overtime FTE		16	5.4%	5.0%		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>CTF</b>	<b>Statewide</b>	
Registry FTE		20	6.7%	4.6%	Hospital	\$77	\$96	\$102	Emergency Department Visits*	17	20	
<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
										<b>CTF</b>	<b>Statewide</b>	
Total Actual FTE		306	100%	100%	Emergency Department	\$4	\$4	\$6	Specialty Care Referrals*	30	38	
Civil Service FTE		269	88%	90%	Specialty	\$21	\$23	\$26	Prescriptions Per Inmate	3.5	3.3	
Overtime FTE		16	5.4%	5.0%	Medications	\$50	\$49	\$89	Diagnostics Per Inmate	0.6	0.9	
Registry FTE		20	6.7%	4.6%	Diagnostics	\$10	\$13	\$17	Appeals Received*	33	35	
<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
										<b>CTF</b>	<b>Statewide</b>	
Total Actual FTE		306	100%	100%	<b>OTHER TRENDS</b>				<b>6 Mth Trend</b>			
Civil Service FTE		269	88%	90%		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>CTF</b>	<b>Statewide</b>	
Overtime FTE		16	5.4%	5.0%	Hospital	\$77	\$96	\$102	Hospital Admissions*	2.8	5.5	
Registry FTE		20	6.7%	4.6%	Emergency Department	\$4	\$4	\$6	Emergency Department Visits*	17	20	
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# HEALTHCARE SERVICES DASHBOARD

## California Rehabilitation Center (CRC)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT																																																																																																								
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\* 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				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>COR</b>	<b>Statewide</b>		<b>Prior Qtr</b>	<b>Statewide</b>		<b>COR</b>	<b>Statewide</b>			
Medical Services		86%	86%	Asthma Care	90%	81%	Appropriate Placement High Risk Patients	N/A	74%			
Dental Services		93%	96%	Therapeutic Anticoagulation	89%	79%	High Risk Patient Care Plan					
Mental Health Services		69%	86%	Diabetes Care	74%	77%	Follow-Up After MHCB/DSH Admission		82%	89%		
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>		<b>COR</b>	<b>Statewide</b>			
Cancelled Due to Custody		8.0%	1.7%	HCV Treatment	80%	90%	30-Day Community Hospital Readmission		18.2%	9.1%		
Seen as Scheduled		71%	85%	Utilization Specialty Services	97%	92%	30-Day MHCB or DSH Readmission		39%	28%		
<b>EFFECTIVE COMMUNICATION</b>				<b>Flu Vaccination</b>				<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>				
Effective Communication Provided		97%	93%	Flu Vaccination	98%	90%	Primary Care Provider (PCP)		90%	88%		
<b>MEDICATION MANAGEMENT</b>				<b>AVAILABILITY OF HEALTH INFORMATION</b>				<b>RESOURCE MANAGEMENT</b>				
<b>MAPIP</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
	<b>COR</b>	<b>Statewide</b>		<b>COR</b>	<b>Statewide</b>		<b>COR</b>	<b>Statewide</b>				
Medication Continuity-Transfer	75%	79%	Documents Scanned	18%	43%	Claims Processed	N/A	100%				
Medication Non-Adherence Counseling	52%	75%	Specialty Notes	36%	42%	Specialty Teleservices		85%	63%			
Medication Administration	72%	85%	Community Hospital Records	64%	66%	Health Care Staff Training						
<b>FORMULARY MANAGEMENT</b>				<b>APPEAL PROCESSING</b>				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				
					<b>6 Mth Trend</b>	<b>COR</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>COR</b>	<b>Statewide</b>	
Non-Formulary by Psychiatrists	3.3%	3.8%	Timely Appeals		100%	92%	QM & Patient Safety Program					
Non-Formulary by Medical Providers	6.0%	5.4%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>WORKLOAD PER DAY</b>					
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>LABOR</b>				<b>6 Mth Trend</b>				
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>COR</b>	<b>Statewide</b>	
Total Staffing FTE	526	531	99%	98%	Medical Staff	\$105	\$106	\$88	Appointments per PCP		12.6	12.6
Medical FTE	13	16	81%	97%	Nursing Staff	\$652	\$625	\$404	Appointments per PCRN		5.5	6.4
Nursing FTE	295	274	108%	107%	Pharmacy Staff	\$37	\$35	\$32	Encounters per Primary MH Clinician		10.5	9.6
Pharmacy FTE	18	14	127%	110%	Dental Clinical Staff	\$73	\$76	\$79	Encounters per Psychiatrist		11.4	9.6
Dental Clinical FTE	26	29	90%	96%	Mental Health Clinical Staff	\$209	\$197	\$169	<b>OTHER TRENDS</b>			
Mental Health Clinical FTE	64	74	86%	89%	Clinical Support Staff	\$33	\$37	\$22		<b>6 Mth Trend</b>	<b>COR</b>	<b>Statewide</b>
Clinical Support FTE	17	23	77%	85%	Administrative Support Staff	\$108	\$106	\$102	Hospital Admissions*		9.5	5.5
Administrative Support FTE	94	102	92%	88%	<b>NON LABOR</b>				Emergency Department Visits*		7	20
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>COR</b>	<b>Statewide</b>		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	Specialty Care Referrals*		39	38
Total Actual FTE		526	100%	100%	Hospital	\$114	\$101	\$102	Prescriptions Per Inmate		3.1	3.3
Civil Service FTE		455	87%	90%	Emergency Department	\$3	\$3	\$6	Diagnostics Per Inmate		0.3	0.9
Overtime FTE		37	7.0%	5.0%	Specialty	\$27	\$25	\$26	Appeals Received*		61	35
Registry FTE		34	6.5%	4.6%	Medications	\$79	\$91	\$89	Prison Population Capacity		139%	138%
					Diagnostics	\$9	\$11	\$17				

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



# HEALTHCARE SERVICES DASHBOARD

## California Men's Colony (CMC)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
Medical Services		CMC: 74%	Statewide: 86%	Asthma Care	87%	91%	81%	Appropriate Placement High Risk Patients		N/A	74%	
Dental Services		97%	96%	Therapeutic Anticoagulation	84%	72%	79%	High Risk Patient Care Plan				
Mental Health Services		95%	86%	Diabetes Care	79%	76%	77%	Follow-Up After MHCB/DSH Admission		96%	89%	
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Prior Qtr</b>				<b>CMC</b>				
Cancelled Due to Custody		1.0%	1.7%	HCV Treatment	97%	98%	90%	30-Day Community Hospital Readmission		6.0%	9.1%	
Seen as Scheduled		87%	85%	Utilization Specialty Services	89%	89%	92%	30-Day MHCB or DSH Readmission		26%	28%	
<b>EFFECTIVE COMMUNICATION</b>				<b>Statewide</b>				<b>Statewide</b>				
Effective Communication Provided		91%	93%	Colon Cancer Screening	99%	100%	93%	Potentially Avoidable Hospitalizations*		7.4	10.1	
<b>MEDICATION MANAGEMENT</b>				<b>Current Yr</b>				<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>				
<b>MAPIP</b>				<b>Prior Yr</b>				<b>Primary Care Provider (PCP)</b>				
Medication Continuity-Transfer		68%	79%	Flu Vaccination	98%	100%	90%	Mental Health Primary Clinician		82%	84%	
Medication Non-Adherence Counseling		87%	75%	<b>AVAILABILITY OF HEALTH INFORMATION</b>				<b>Psychiatrist</b>				
Medication Administration		86%	85%	<b>6 Mth Trend</b>				<b>CMC</b>				
<b>FORMULARY MANAGEMENT</b>				<b>Statewide</b>				<b>Statewide</b>				
Non-Formulary by Psychiatrists		10.8%	3.8%	Documents Scanned		57%	43%	Claims Processed		N/A	100%	
Non-Formulary by Medical Providers		6.2%	5.4%	Specialty Notes		67%	42%	Specialty Teleservices		20%	63%	
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>APPEAL PROCESSING</b>				<b>RESOURCE MANAGEMENT</b>				
<b>Actual</b>				<b>6 Mth Trend</b>				<b>Health Care Staff Training</b>				
<b>Authority</b>				<b>CMC</b>				<b>Statewide</b>				
<b>% of Auth</b>				<b>Statewide</b>				<b>Continuity of Care</b>				
Total Staffing FTE	581	635	91%	98%	Timely Appeals		92%	92%	QM & Patient Safety Program			
Medical FTE	18	19	98%	97%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>WORKLOAD PER DAY</b>			
Nursing FTE	273	310	88%	107%	<b>LABOR</b>				<b>6 Mth Trend</b>			
Pharmacy FTE	24	21	118%	110%	Medical Staff	YTD 13/14: \$129	FY 12/13: \$104	\$88	Appointments per PCP		11.4	12.6
Dental Clinical FTE	27	28	96%	96%	Nursing Staff	\$543	\$507	\$404	Appointments per PCRN		6.5	6.4
Mental Health Clinical FTE	98	102	96%	89%	Pharmacy Staff	\$42	\$33	\$32	Encounters per Primary MH Clinician		13.7	9.6
Clinical Support FTE	26	34	75%	85%	Dental Clinical Staff	\$80	\$71	\$79	Encounters per Psychiatrist		11.3	9.6
Administrative Support FTE	115	121	94%	88%	Mental Health Clinical Staff	\$318	\$258	\$169	<b>OTHER TRENDS</b>			
<b>6 Mth Trend</b>				<b>CMC</b>				<b>Statewide</b>				
Total Actual FTE		581	100%	100%	Clinical Support Staff	\$41	\$38	\$22	Hospital Admissions*		4.4	5.5
Civil Service FTE		552	95%	90%	Administrative Support Staff	\$125	\$103	\$102	Emergency Department Visits*		20	20
Overtime FTE		21	3.7%	5.0%	<b>NON LABOR</b>				<b>CMC</b>			
Registry FTE		7	1.2%	4.6%	Hospital	YTD 13/14: \$75	FY 12/13: \$77	\$102	Specialty Care Referrals*		71	38
				<b>Statewide</b>				<b>Statewide</b>				
				<b>LABOR</b>				<b>CMC</b>				
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				<b>FY 12/13</b>				<b>Statewide</b>				
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				<b>LABOR</b>				<b>Statewide</b>				
				<b>YTD 13/14</b>				<b>Statewide</b>				

# HEALTHCARE SERVICES DASHBOARD

## California Institution for Women (CIW)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>CIW</b>	<b>Statewide</b>		<b>Prior Qtr</b>	<b>Statewide</b>		<b>CIW</b>	<b>Statewide</b>			
Medical Services		90%	86%	Asthma Care	85%	81%	Appropriate Placement High Risk Patients	N/A	74%			
Dental Services		97%	96%	Therapeutic Anticoagulation	100%	79%	High Risk Patient Care Plan					
Mental Health Services		95%	86%	Diabetes Care	83%	77%	Follow-Up After MHCB/DSH Admission		93%	89%		
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>						
Cancelled Due to Custody		0.9%	1.7%	HCV Treatment	100%	90%	30-Day Community Hospital Readmission		7.0%	9.1%		
Seen as Scheduled		89%	85%	Utilization Specialty Services	86%	92%	30-Day MHCB or DSH Readmission		33%	28%		
<b>EFFECTIVE COMMUNICATION</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>						
Effective Communication Provided		88%	93%	Colon Cancer Screening	92%	93%	Potentially Avoidable Hospitalizations*		9.3	10.1		
<b>MEDICATION MANAGEMENT</b>				<b>Current Yr</b>				<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>				
					<b>Prior Yr</b>	<b>Statewide</b>						
<b>MAPIP</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
					<b>CIW</b>	<b>Statewide</b>						
Medication Continuity-Transfer		69%	79%	Flu Vaccination	100%	90%	Primary Care Provider (PCP)		89%	88%		
Medication Non-Adherence Counseling		92%	75%	<b>AVAILABILITY OF HEALTH INFORMATION</b>				<b>6 Mth Trend</b>				
Medication Administration		86%	85%									
<b>FORMULARY MANAGEMENT</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
					<b>CIW</b>	<b>Statewide</b>						
Non-Formulary by Psychiatrists		8.0%	3.8%	Documents Scanned		53%	43%	Claims Processed		N/A	100%	
Non-Formulary by Medical Providers		5.6%	5.4%	Specialty Notes		28%	42%	Specialty Teleservices		78%	63%	
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
					<b>CIW</b>	<b>Statewide</b>						
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>	<b>APPEAL PROCESSING</b>				<b>6 Mth Trend</b>			
Total Staffing FTE	390	366	106%	98%	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>			
Medical FTE	10	10	100%	97%								
Nursing FTE	197	169	117%	107%	<b>CIW</b>				<b>6 Mth Trend</b>			
Pharmacy FTE	16	13	125%	110%								
Dental Clinical FTE	14	15	93%	96%	Timely Appeals		100%	92%	<b>6 Mth Trend</b>			
Mental Health Clinical FTE	48	50	96%	89%								
Clinical Support FTE	13	14	91%	85%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>6 Mth Trend</b>			
Administrative Support FTE	93	96	97%	88%								
	<b>Actual</b>	<b>CIW</b>	<b>Statewide</b>	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Total Actual FTE		390	100%	100%	<b>LABOR</b>				<b>6 Mth Trend</b>			
Civil Service FTE		347	89%	90%		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>				
Overtime FTE		23	5.8%	5.0%	Medical Staff	\$136	\$149	\$88	<b>6 Mth Trend</b>			
Registry FTE		21	5.3%	4.6%	Nursing Staff	\$843	\$867	\$404				
					Pharmacy Staff	\$64	\$57	\$32	<b>6 Mth Trend</b>			
					Dental Clinical Staff	\$91	\$88	\$79				
					Mental Health Clinical Staff	\$346	\$304	\$169	<b>6 Mth Trend</b>			
					Clinical Support Staff	\$47	\$47	\$22				
					Administrative Support Staff	\$238	\$246	\$102	<b>6 Mth Trend</b>			
					<b>NON LABOR</b>				<b>6 Mth Trend</b>			
						<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>				
					Hospital	\$129	\$91	\$102	<b>6 Mth Trend</b>			
					Emergency Department	\$4	\$3	\$6				
					Specialty	\$22	\$25	\$26	<b>6 Mth Trend</b>			
					Medications	\$132	\$114	\$89				
					Diagnostics	\$21	\$21	\$17	<b>6 Mth Trend</b>			
					<b>OTHER TRENDS</b>				<b>6 Mth Trend</b>			
					Hospital Admissions*		9.3	5.5	<b>6 Mth Trend</b>			
					Emergency Department Visits*		24	20				
					Specialty Care Referrals*		31	38	<b>6 Mth Trend</b>			
					Prescriptions Per Inmate		4.7	3.3				
					Diagnostics Per Inmate		1.2	0.9	<b>6 Mth Trend</b>			
					Appeals Received*		16	35				
					Prison Population Capacity		148%	138%	<b>6 Mth Trend</b>			

\* Rate Per 1,000 Inmates

\*\* Statewide figures exclude HQ positions

# HEALTHCARE SERVICES DASHBOARD

## California Institution for Men (CIM)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>CIM</b>	<b>Statewide</b>		<b>Prior Qtr</b>	<b>Statewide</b>		<b>CIM</b>	<b>Statewide</b>			
Medical Services		95%	86%	Asthma Care	87%	89%	81%	Appropriate Placement High Risk Patients	N/A	74%		
Dental Services		97%	96%	Therapeutic Anticoagulation	94%	89%	79%	High Risk Patient Care Plan				
Mental Health Services		96%	86%	Diabetes Care	81%	76%	77%	Follow-Up After MHCB/DSH Admission		97%	89%	
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>Continuity of Clinicians &amp; Services</b>				
	<b>6 Mth Trend</b>	<b>CIM</b>	<b>Statewide</b>		<b>Prior Yr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>CIM</b>	<b>Statewide</b>		
Cancelled Due to Custody		0.4%	1.7%	HCV Treatment	87%	92%	90%	30-Day Community Hospital Readmission		11.5%	9.1%	
Seen as Scheduled		95%	85%	Utilization Specialty Services	91%	91%	92%	30-Day MHCB or DSH Readmission		31%	28%	
<b>EFFECTIVE COMMUNICATION</b>				<b>Current Yr</b>				<b>Continuity of Clinicians &amp; Services</b>				
	<b>6 Mth Trend</b>	<b>CIM</b>	<b>Statewide</b>		<b>Prior Yr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>CIM</b>	<b>Statewide</b>		
Effective Communication Provided		98%	93%	Colon Cancer Screening	97%	94%	93%	Potentially Avoidable Hospitalizations*		22.3	10.1	
<b>MEDICATION MANAGEMENT</b>				<b>Current Yr</b>				<b>Continuity of Clinicians &amp; Services</b>				
	<b>6 Mth Trend</b>	<b>CIM</b>	<b>Statewide</b>		<b>Prior Yr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>CIM</b>	<b>Statewide</b>		
Medication Continuity-Transfer		75%	79%	Breast Cancer Screening	N/A	N/A	89%	Primary Care Provider (PCP)		96%	88%	
Medication Non-Adherence Counseling		96%	75%	Diagnostic Monitoring	73%	71%	70%	Mental Health Primary Clinician		-	84%	
Medication Administration		83%	85%	Polypharmacy Medication Review				Psychiatrist		-	84%	
<b>FORMULARY MANAGEMENT</b>				<b>Current Yr</b>				<b>Continuity of Clinicians &amp; Services</b>				
	<b>6 Mth Trend</b>	<b>CIM</b>	<b>Statewide</b>		<b>Prior Yr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>CIM</b>	<b>Statewide</b>		
Non-Formulary by Psychiatrists		1.4%	3.8%	Flu Vaccination	99%	89%	90%	<b>RESOURCE MANAGEMENT</b>				
Non-Formulary by Medical Providers		7.9%	5.4%	<b>AVAILABILITY OF HEALTH INFORMATION</b>				<b>6 Mth Trend</b>				
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>		<b>CIM</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>CIM</b>	<b>Statewide</b>	
Total Staffing FTE	493	476	104%	98%	Documents Scanned	55%	43%	Claims Processed		N/A	100%	
Medical FTE	19	18	105%	97%	Specialty Notes	48%	42%	Specialty Teleservices		77%	63%	
Nursing FTE	237	220	108%	107%	Community Hospital Records	44%	66%	Health Care Staff Training				
Pharmacy FTE	25	18	142%	110%	<b>APPEAL PROCESSING</b>				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>			
Dental Clinical FTE	27	28	97%	96%		<b>6 Mth Trend</b>	<b>CIM</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>CIM</b>	<b>Statewide</b>
Mental Health Clinical FTE	68	69	99%	89%	Timely Appeals		100%	92%	QM & Patient Safety Program			
Clinical Support FTE	18	17	107%	85%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>WORKLOAD PER DAY</b>			
Administrative Support FTE	99	106	93%	88%		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>CIM</b>	<b>Statewide</b>
<b>LABOR</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>CIM</b>	<b>Statewide</b>
Total Actual FTE	493	476	104%	98%	Medical Staff	\$107	\$106	\$88	Appointments per PCP		10.6	12.6
Civil Service FTE	456	476	93%	90%	Nursing Staff	\$481	\$461	\$404	Appointments per PCRN		6.9	6.4
Overtime FTE	19	18	142%	110%	Pharmacy Staff	\$46	\$41	\$32	Encounters per Primary MH Clinician		6.5	9.6
Registry FTE	18	18	3.6%	4.6%	Dental Clinical Staff	\$79	\$75	\$79	Encounters per Psychiatrist		9.2	9.6
<b>NON LABOR</b>				<b>6 Mth Trend</b>				<b>OTHER TRENDS</b>				
	<b>Actual</b>	<b>CIM</b>	<b>Statewide</b>		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>CIM</b>	<b>Statewide</b>	
Hospital	\$213	\$165	\$102	Hospital Admissions*		7.1	5.5	Hospital Admissions*		7.1	5.5	
Emergency Department	\$4	\$2	\$6	Emergency Department Visits*		21	20	Emergency Department Visits*		21	20	
Specialty	\$43	\$34	\$26	Specialty Care Referrals*		34	38	Specialty Care Referrals*		34	38	
Medications	\$256	\$190	\$89	Prescriptions Per Inmate		4.6	3.3	Prescriptions Per Inmate		4.6	3.3	
Diagnostics	\$36	\$35	\$17	Diagnostics Per Inmate		1.6	0.9	Diagnostics Per Inmate		1.6	0.9	
<b>OTHER TRENDS</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
	<b>Actual</b>	<b>CIM</b>	<b>Statewide</b>		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>CIM</b>	<b>Statewide</b>	
Appeals Received*	37	35	37	Appeals Received*		37	35	Appeals Received*		37	35	
Prison Population Capacity	159%	138%	159%	Prison Population Capacity		159%	138%	Prison Population Capacity		159%	138%	

\* Rate Per 1,000 Inmates

\*\* Statewide figures exclude HQ positions

# HEALTHCARE SERVICES DASHBOARD

## California Health Care Facility (CHCF)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT																																																																																																								
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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				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
Medical Services		<b>CEN</b>	<b>Statewide</b>	Asthma Care	<b>92%</b>	<b>92%</b>	<b>81%</b>	Appropriate Placement High Risk Patients		<b>N/A</b>	<b>74%</b>	
Dental Services		<b>90%</b>	<b>86%</b>	Therapeutic Anticoagulation	<b>100%</b>	<b>0%</b>	<b>79%</b>	High Risk Patient Care Plan				
Mental Health Services		<b>99%</b>	<b>96%</b>	Diabetes Care	<b>74%</b>	<b>68%</b>	<b>77%</b>	Follow-Up After MHCB/DSH Admission		<b>-</b>	<b>89%</b>	
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Prior Qtr</b>				<b>CEN</b>				
Cancelled Due to Custody		<b>0.0%</b>	<b>1.7%</b>	HCV Treatment	<b>94%</b>	<b>98%</b>	<b>90%</b>	30-Day Community Hospital Readmission		<b>3.9%</b>	<b>9.1%</b>	
Seen as Scheduled		<b>82%</b>	<b>85%</b>	Utilization Specialty Services	<b>90%</b>	<b>90%</b>	<b>92%</b>	30-Day MHCB or DSH Readmission		<b>-</b>	<b>28%</b>	
<b>EFFECTIVE COMMUNICATION</b>				<b>Statewide</b>				<b>Statewide</b>				
Effective Communication Provided		<b>98%</b>	<b>93%</b>	Colon Cancer Screening	<b>98%</b>	<b>98%</b>	<b>93%</b>	Potentially Avoidable Hospitalizations*		<b>4.0</b>	<b>10.1</b>	
<b>MEDICATION MANAGEMENT</b>				<b>Current Yr</b>				<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>				
<b>MAPIP</b>				<b>Prior Yr</b>				<b>6 Mth Trend</b>				
Medication Continuity-Transfer		<b>98%</b>	<b>79%</b>	Flu Vaccination	<b>98%</b>	<b>96%</b>	<b>90%</b>	Primary Care Provider (PCP)		<b>83%</b>	<b>88%</b>	
Medication Non-Adherence Counseling		<b>43%</b>	<b>75%</b>	<b>AVAILABILITY OF HEALTH INFORMATION</b>				<b>CEN</b>				
Medication Administration		<b>91%</b>	<b>85%</b>	<b>6 Mth Trend</b>				<b>Statewide</b>				
<b>FORMULARY MANAGEMENT</b>				<b>Documents Scanned</b>				<b>6 Mth Trend</b>				
Non-Formulary by Psychiatrists		<b>0.0%</b>	<b>3.8%</b>	Specialty Notes		<b>82%</b>	<b>43%</b>	Claims Processed		<b>N/A</b>	<b>100%</b>	
Non-Formulary by Medical Providers		<b>5.8%</b>	<b>5.4%</b>	Community Hospital Records		<b>77%</b>	<b>42%</b>	Specialty Teleservices		<b>83%</b>	<b>63%</b>	
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>APPEAL PROCESSING</b>				<b>RESOURCE MANAGEMENT</b>				
<b>Actual</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
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<b>% of Auth</b>				<b>Statewide</b>				<b>Statewide</b>				
Total Staffing FTE	191	187	102%	98%	Timely Appeals		<b>100%</b>	<b>92%</b>	Health Care Staff Training			
Medical FTE	8	8	101%	97%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>			
Nursing FTE	82	73	113%	107%	<b>LABOR</b>				<b>6 Mth Trend</b>			
Pharmacy FTE	8	8	108%	110%	Medical Staff	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	QM & Patient Safety Program			
Dental Clinical FTE	21	22	95%	96%	Nursing Staff	\$74	\$62	\$88	Health Care Index			
Mental Health Clinical FTE	8	8	100%	89%	Pharmacy Staff	\$283	\$267	\$404	<b>WORKLOAD PER DAY</b>			
Clinical Support FTE	4	5	80%	85%	Pharmacy Clinical Staff	\$25	\$18	\$32	Appointments per PCP		14.1	12.6
Administrative Support FTE	60	64	94%	88%	Dental Clinical Staff	\$91	\$86	\$79	Appointments per PCRN		6.8	6.4
<b>6 Mth Trend</b>				<b>Actual</b>				<b>CEN</b>				
<b>Actual</b>				<b>Statewide</b>				<b>Statewide</b>				
Total Actual FTE		191	100%	100%	Mental Health Clinical Staff	\$38	\$30	\$169	Encounters per Primary MH Clinician		3.7	9.6
Civil Service FTE		176	92%	90%	Clinical Support Staff	\$8	\$9	\$22	Encounters per Psychiatrist		4.6	9.6
Overtime FTE		5	2.8%	5.0%	Administrative Support Staff	\$104	\$90	\$102	<b>OTHER TRENDS</b>			
Registry FTE		10	5.2%	4.6%	<b>NON LABOR</b>				<b>6 Mth Trend</b>			
<b>6 Mth Trend</b>				<b>YTD 13/14</b>				<b>CEN</b>				
<b>Actual</b>				<b>FY 12/13</b>				<b>Statewide</b>				
Total Actual FTE		191	100%	100%	Hospital	\$52	\$54	\$102	Hospital Admissions*		1.1	5.5
Civil Service FTE		176	92%	90%	Emergency Department	\$5	\$3	\$6	Emergency Department Visits*		20	20
Overtime FTE		5	2.8%	5.0%	Specialty	\$19	\$15	\$26	Specialty Care Referrals*		39	38
Registry FTE		10	5.2%	4.6%	Medications	\$26	\$28	\$89	Prescriptions Per Inmate		1.6	3.3
<b>6 Mth Trend</b>				<b>YTD 13/14</b>				<b>FY 12/13</b>				
<b>Actual</b>				<b>Statewide</b>				<b>Statewide</b>				
Total Actual FTE		191	100%	100%	Diagnostics	\$9	\$9	\$17	Diagnosics Per Inmate		0.4	0.9
Civil Service FTE		176	92%	90%	<b>LABOR</b>				Appeals Received*		16	35
Overtime FTE		5	2.8%	5.0%	Medical Staff	\$74	\$62	\$88	Prison Population Capacity		120%	138%
Registry FTE		10	5.2%	4.6%	Nursing Staff	\$283	\$267	\$404				
<b>6 Mth Trend</b>				<b>YTD 13/14</b>				<b>FY 12/13</b>				
<b>Actual</b>				<b>Statewide</b>				<b>Statewide</b>				
Total Actual FTE		191	100%	100%	Pharmacy Staff	\$25	\$18	\$32				
Civil Service FTE		176	92%	90%	Dental Clinical Staff	\$91	\$86	\$79				
Overtime FTE		5	2.8%	5.0%	Mental Health Clinical Staff	\$38	\$30	\$169				
Registry FTE		10	5.2%	4.6%	Clinical Support Staff	\$8	\$9	\$22				
<b>6 Mth Trend</b>				<b>YTD 13/14</b>				<b>FY 12/13</b>				
<b>Actual</b>				<b>Statewide</b>				<b>Statewide</b>				
Total Actual FTE		191	100%	100%	Administrative Support Staff	\$104	\$90	\$102				
Civil Service FTE		176	92%	90%	<b>LABOR</b>							
Overtime FTE		5	2.8%	5.0%	Hospital	\$52	\$54	\$102				
Registry FTE		10	5.2%	4.6%	Emergency Department	\$5	\$3	\$6				
<b>6 Mth Trend</b>				<b>YTD 13/14</b>				<b>FY 12/13</b>				
<b>Actual</b>				<b>Statewide</b>				<b>Statewide</b>				
Total Actual FTE		191	100%	100%	Specialty	\$19	\$15	\$26				
Civil Service FTE		176	92%	90%	Medications	\$26	\$28	\$89				
Overtime FTE		5	2.8%	5.0%	Diagnostics	\$9	\$9	\$17				
Registry FTE		10	5.2%	4.6%	<b>NON LABOR</b>							
<b>6 Mth Trend</b>				<b>YTD 13/14</b>				<b>FY 12/13</b>				
<b>Actual</b>				<b>Statewide</b>				<b>Statewide</b>				
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Registry FTE		10	5.2%	4.6%	<b>NON LABOR</b>							

\* 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				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>CCI</b>	<b>Statewide</b>		<b>Prior Qtr</b>	<b>Statewide</b>		<b>CCI</b>	<b>Statewide</b>		<b>CCI</b>	<b>Statewide</b>
Medical Services		96%	86%	Asthma Care	89%	81%	Appropriate Placement High Risk Patients	N/A	74%			
Dental Services		98%	96%	Therapeutic Anticoagulation	100%	79%	High Risk Patient Care Plan					
Mental Health Services		99%	86%	Diabetes Care	74%	77%	Follow-Up After MHCB/DSH Admission	50%	89%			
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Prior Qtr</b>				<b>6 Mth Trend</b>				
					<b>Statewide</b>			<b>CCI</b>	<b>Statewide</b>			
Cancelled Due to Custody		0.3%	1.7%	HCV Treatment	99%	90%	30-Day Community Hospital Readmission	4.8%	9.1%			
Seen as Scheduled		88%	85%	Utilization Specialty Services	79%	92%	30-Day MHCB or DSH Readmission	-	28%			
<b>EFFECTIVE COMMUNICATION</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>		<b>CCI</b>	<b>Statewide</b>			
Effective Communication Provided		88%	93%	Colon Cancer Screening	100%	93%	Potentially Avoidable Hospitalizations*	5.4	10.1			
<b>MEDICATION MANAGEMENT</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>		<b>CCI</b>	<b>Statewide</b>			
<b>MAPIP</b>				<b>Current Yr</b>				<b>6 Mth Trend</b>				
					<b>Prior Yr</b>	<b>Statewide</b>		<b>CCI</b>	<b>Statewide</b>			
Medication Continuity-Transfer		91%	79%	Flu Vaccination	100%	90%	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>					
Medication Non-Adherence Counseling		81%	75%	<b>AVAILABILITY OF HEALTH INFORMATION</b>								
Medication Administration		92%	85%					<b>6 Mth Trend</b>	<b>CCI</b>	<b>Statewide</b>		
<b>FORMULARY MANAGEMENT</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
					<b>CCI</b>	<b>Statewide</b>						
Non-Formulary by Psychiatrists		1.1%	3.8%	Documents Scanned	77%	43%	Primary Care Provider (PCP)		97%	88%		
Non-Formulary by Medical Providers		5.4%	5.4%	Specialty Notes	55%	42%	Mental Health Primary Clinician		N/A	84%		
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
					<b>CCI</b>	<b>Statewide</b>						
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>	<b>APPEAL PROCESSING</b>				<b>6 Mth Trend</b>			
Total Staffing FTE	292	296	99%	98%					<b>CCI</b>	<b>Statewide</b>		
Medical FTE	12	12	101%	97%	<b>6 Mth Trend</b>							
Nursing FTE	126	119	106%	107%					100%	92%		
Pharmacy FTE	19	15	126%	110%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>6 Mth Trend</b>			
Dental Clinical FTE	28	28	100%	96%								
Mental Health Clinical FTE	35	39	89%	89%	<b>LABOR</b>							
Clinical Support FTE	10	13	77%	85%		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>				
Administrative Support FTE	62	70	89%	88%	Medical Staff	\$58	\$69	\$88	<b>6 Mth Trend</b>			
										<b>CCI</b>	<b>Statewide</b>	
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>CCI</b>	<b>Statewide</b>	Nursing Staff	\$269	\$251	\$404				
Total Actual FTE		292	100%	100%	Pharmacy Staff	\$28	\$25	\$32	Claims Processed		N/A	100%
Civil Service FTE		268	92%	90%	Dental Clinical Staff	\$76	\$70	\$79	Specialty Teleservices		55%	63%
Overtime FTE		13	4.6%	5.0%	Mental Health Clinical Staff	\$99	\$94	\$169	Health Care Staff Training			
Registry FTE		11	3.6%	4.6%	Clinical Support Staff	\$12	\$11	\$22	<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>			
					Administrative Support Staff	\$66	\$67	\$102				
					<b>NON LABOR</b>				<b>6 Mth Trend</b>			
						<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>CCI</b>	<b>Statewide</b>	
					Hospital	\$40	\$47	\$102	QM & Patient Safety Program			
					Emergency Department	\$2	\$3	\$6	Health Care Index			
					Specialty	\$15	\$18	\$26	<b>WORKLOAD PER DAY</b>			
					Medications	\$39	\$33	\$89				
					Diagnostics	\$10	\$11	\$17		<b>6 Mth Trend</b>	<b>CCI</b>	<b>Statewide</b>
					<b>OTHER TRENDS</b>							
											3.6	5.5
											4	20
											17	38
											2.3	3.3
											0.6	0.9
											27	35
											159%	138%

\* Rate Per 1,000 Inmates

\*\* Statewide figures exclude HQ positions

# HEALTHCARE SERVICES DASHBOARD

## California Correctional Center (CCC)

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# HEALTHCARE SERVICES DASHBOARD

## Calipatria State Prison (CAL)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>CAL</b>	<b>Statewide</b>		<b>Prior Qtr</b>	<b>Statewide</b>		<b>CAL</b>	<b>Statewide</b>			
Medical Services		93%	86%	Asthma Care	93%	81%	Appropriate Placement High Risk Patients	N/A	74%			
Dental Services		85%	96%	Therapeutic Anticoagulation	0%	79%	High Risk Patient Care Plan					
Mental Health Services		97%	86%	Diabetes Care	78%	77%	Follow-Up After MHCB/DSH Admission	100%	89%			
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>Continuity of Clinicians &amp; Services</b>				
	<b>6 Mth Trend</b>	<b>CAL</b>	<b>Statewide</b>		<b>Prior Yr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>CAL</b>	<b>Statewide</b>		
Cancelled Due to Custody		0.3%	1.7%	HCV Treatment	92%	90%	30-Day Community Hospital Readmission	3.3%	9.1%			
Seen as Scheduled		83%	85%	Utilization Specialty Services	100%	92%	30-Day MHCB or DSH Readmission	-	28%			
<b>EFFECTIVE COMMUNICATION</b>				<b>Flu Vaccination</b>				<b>Primary Care Provider (PCP)</b>				
	<b>6 Mth Trend</b>	<b>CAL</b>	<b>Statewide</b>		<b>Current Yr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>CAL</b>	<b>Statewide</b>		
Effective Communication Provided		97%	93%	Flu Vaccination	89%	90%	Mental Health Primary Clinician	N/A	84%			
<b>MEDICATION MANAGEMENT</b>				<b>Availability of Health Information</b>				<b>Resource Management</b>				
	<b>6 Mth Trend</b>	<b>CAL</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>CAL</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>CAL</b>	<b>Statewide</b>	
<b>MAPIP</b>				Documents Scanned		69%	43%	Claims Processed		N/A	100%	
Medication Continuity-Transfer		99%	79%	Specialty Notes		73%	42%	Specialty Teleservices		89%	63%	
Medication Non-Adherence Counseling		98%	75%	Community Hospital Records		100%	66%	Health Care Staff Training				
Medication Administration		100%	85%	<b>APPEAL PROCESSING</b>				<b>Continuous Evaluation &amp; Improvement</b>				
<b>FORMULARY MANAGEMENT</b>				<b>Timely Appeals</b>				<b>QM &amp; Patient Safety Program</b>				
	<b>6 Mth Trend</b>	<b>CAL</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>CAL</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>CAL</b>	<b>Statewide</b>	
Non-Formulary by Psychiatrists		0.0%	3.8%	Timely Appeals		92%	92%	Health Care Index				
Non-Formulary by Medical Providers		1.8%	5.4%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>Workload Per Day</b>				
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>LABOR</b>				<b>6 Mth Trend</b>				
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>CAL</b>	<b>Statewide</b>	
Total Staffing FTE	197	197	100%	98%	Medical Staff	\$58	\$61	\$88	Appointments per PCP		12.4	12.6
Medical FTE	9	9	103%	97%	Nursing Staff	\$230	\$247	\$404	Appointments per PCRN		8.1	6.4
Nursing FTE	89	82	109%	107%	Pharmacy Staff	\$14	\$17	\$32	Encounters per Primary MH Clinician		4.0	9.6
Pharmacy FTE	8	9	88%	110%	Dental Clinical Staff	\$72	\$77	\$79	Encounters per Psychiatrist		6.0	9.6
Dental Clinical FTE	22	24	92%	96%	Mental Health Clinical Staff	\$30	\$19	\$169	<b>OTHER TRENDS</b>			
Mental Health Clinical FTE	9	9	100%	89%	Clinical Support Staff	\$6	\$7	\$22		<b>6 Mth Trend</b>	<b>CAL</b>	<b>Statewide</b>
Clinical Support FTE	5	5	97%	85%	Administrative Support Staff	\$79	\$78	\$102	Hospital Admissions*		1.3	5.5
Administrative Support FTE	56	60	93%	88%	<b>NON LABOR</b>				Emergency Department Visits*		29	20
	<b>6 Mth Trend</b>	<b>Actual</b>	<b>CAL</b>	<b>Statewide</b>		<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>	Specialty Care Referrals*		31	38
Total Actual FTE		197	100%	100%	Hospital	\$39	\$40	\$102	Prescriptions Per Inmate		1.2	3.3
Civil Service FTE		186	94%	90%	Emergency Department	\$9	\$7	\$6	Diagnostics Per Inmate		0.5	0.9
Overtime FTE		4	1.9%	5.0%	Specialty	\$16	\$19	\$26	Appeals Received*		9	35
Registry FTE		8	3.9%	4.6%	Medications	\$19	\$20	\$89	Prison Population Capacity		167%	138%
					Diagnostics	\$10	\$10	\$17				

\* Rate Per 1,000 Inmates

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# HEALTHCARE SERVICES DASHBOARD

## Avenal State Prison (ASP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
<b>ACCESS</b>				<b>Recent Qtr</b>				<b>6 Mth Trend</b>				
	<b>6 Mth Trend</b>	<b>ASP</b>	<b>Statewide</b>	<b>Recent Qtr</b>	<b>Prior Qtr</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>ASP</b>	<b>Statewide</b>		
Medical Services		87%	86%	92%	95%	81%	Appropriate Placement High Risk Patients		N/A	74%		
Dental Services		96%	96%	-	-	79%	High Risk Patient Care Plan					
Mental Health Services		92%	86%	82%	78%	77%	Follow-Up After MHCB/DSH Admission		80%	89%		
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>Current Yr</b>				<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>				
Cancelled Due to Custody		0.1%	1.7%	98%	100%	90%	Primary Care Provider (PCP)		89%	88%		
Seen as Scheduled		88%	85%	<b>Prior Yr</b>				Mental Health Primary Clinician		N/A	84%	
<b>EFFECTIVE COMMUNICATION</b>				<b>Statewide</b>				<b>Psychiatrist</b>				
Effective Communication Provided		84%	93%	59%	65%	70%			N/A	84%		
<b>MEDICATION MANAGEMENT</b>				<b>AVAILABILITY OF HEALTH INFORMATION</b>				<b>RESOURCE MANAGEMENT</b>				
<b>MAPIP</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Medication Continuity-Transfer		68%	79%	Documents Scanned		52%	43%	Claims Processed		N/A	100%	
Medication Non-Adherence Counseling		73%	75%	Specialty Notes		53%	42%	Specialty Teleservices		61%	63%	
Medication Administration		71%	85%	Community Hospital Records		31%	66%	Health Care Staff Training				
<b>FORMULARY MANAGEMENT</b>				<b>APPEAL PROCESSING</b>				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				
Non-Formulary by Psychiatrists		0.6%	3.8%	Timely Appeals		94%	92%	QM & Patient Safety Program				
Non-Formulary by Medical Providers		5.4%	5.4%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>WORKLOAD PER DAY</b>				
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>LABOR</b>				<b>6 Mth Trend</b>				
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>	<b>YTD 13/14</b>	<b>FY 12/13</b>	<b>Statewide</b>		<b>6 Mth Trend</b>	<b>ASP</b>	<b>Statewide</b>	
Total Staffing FTE	260	292	89%	98%	Medical Staff	\$69	\$67	\$88	Appointments per PCP		13.0	12.6
Medical FTE	11	15	76%	97%	Nursing Staff	\$242	\$232	\$404	Appointments per PCRN		6.8	6.4
Nursing FTE	118	122	97%	107%	Pharmacy Staff	\$21	\$17	\$32	Encounters per Primary MH Clinician		8.1	9.6
Pharmacy FTE	13	16	83%	110%	Dental Clinical Staff	\$94	\$73	\$79	Encounters per Psychiatrist		8.8	9.6
Dental Clinical FTE	26	28	93%	96%	Mental Health Clinical Staff	\$90	\$77	\$169	<b>OTHER TRENDS</b>			
Mental Health Clinical FTE	25	30	84%	89%	Clinical Support Staff	\$10	\$12	\$22	Hospital Admissions*		3.8	5.5
Clinical Support FTE	6	9	70%	85%	Administrative Support Staff	\$92	\$80	\$102	Emergency Department Visits*		15	20
Administrative Support FTE	61	73	83%	88%	<b>NON LABOR</b>				Specialty Care Referrals*		24	38
				<b>6 Mth Trend</b>	<b>Actual</b>	<b>ASP</b>	<b>Statewide</b>	Hospital		2.1	3.3	
					260	100%	100%	Emergency Department		0.7	0.9	
					245	94%	90%	Specialty		40	35	
					4	1.4%	5.0%	Medications		125%	138%	
					12	4.5%	4.6%	Diagnosics				

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