

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



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

HEALTHCARE SERVICES DASHBOARD

Statewide

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT																																																																																				
ACCESS Medical Services 89% Dental Services 93% Mental Health Services 89%				6 Mth Trend Statewide Asthma Care 81% Therapeutic Anticoagulation 79% Diabetes Care 81% End Stage Liver Disease Care 74% Utilization Specialty Services 91% Colon Cancer Screening 94% Breast Cancer Screening 84% Diagnostic Monitoring 80% Polypharmacy Medication Review 80%				6 Mth Trend Statewide Appropriate Placement High Risk Patients 75% High Risk Patient Care Plan 75% Follow-Up After MHCB/DSH Admission 87% 30-Day Community Hospital Readmission 7.8% 30-Day MHCB or DSH Readmission 29% Potentially Avoidable Hospitalizations* 11.3																																																																																				
APPTS COMPLETED AS SCHEDULED Cancelled Due to Custody 2.8% Seen as Scheduled 85%				6 Mth Trend Statewide Primary Care Provider (PCP) 86% Mental Health Primary Clinician 84% Psychiatrist 84%				CONTINUITY OF CLINICIANS & SERVICES																																																																																				
EFFECTIVE COMMUNICATION Effective Communication Provided 95%				6 Mth Trend Statewide Non-Dictated Documents 59% Dictated Documents 29% Specialty Notes 66% Community Hospital Records 65% Scanning Accuracy 97%				RESOURCE MANAGEMENT Claims Processed 100% Specialty Teleservices 66% Health Care Staff Training 66%																																																																																				
MEDICATION MANAGEMENT MAPIP Medication Continuity-Transfer 82% Medication Non-Adherence Counseling 81% Medication Administration 89%				6 Mth Trend Statewide Non-Formulary by Psychiatrists 3.3% Non-Formulary by Medical Providers 3.8%				CONTINUOUS EVALUATION & IMPROVEMENT QM & Patient Safety Program 89% Health Care Index 89%																																																																																				
FORMULARY MANAGEMENT Non-Formulary by Psychiatrists 3.3% Non-Formulary by Medical Providers 3.8%				APPEAL PROCESSING Timely Appeals 89%				WORKLOAD PER DAY Appointments per PCP 12.3 Appointments per PCRN 6.4 Encounters per Primary MH Clinician 9.0 Encounters per Psychiatrist 8.9																																																																																				
STAFFING IN FULL TIME EQUIVALENTS (FTE) <table border="1"> <thead> <tr> <th></th> <th>Actual</th> <th>Authority</th> <th>% of Auth</th> </tr> </thead> <tbody> <tr><td>Total Staffing FTE</td><td>14,569</td><td>15,507</td><td>94%</td></tr> <tr><td>Medical FTE</td><td>434</td><td>463</td><td>94%</td></tr> <tr><td>Nursing FTE</td><td>5,742</td><td>5,354</td><td>107%</td></tr> <tr><td>Pharmacy FTE</td><td>531</td><td>488</td><td>109%</td></tr> <tr><td>Dental Clinical FTE</td><td>798</td><td>825</td><td>97%</td></tr> <tr><td>Mental Health Clinical FTE</td><td>2,767</td><td>3,275</td><td>84%</td></tr> <tr><td>Clinical Support FTE</td><td>562</td><td>650</td><td>87%</td></tr> <tr><td>Administrative Support FTE</td><td>3,736</td><td>4,454</td><td>84%</td></tr> </tbody> </table>					Actual	Authority	% of Auth	Total Staffing FTE	14,569	15,507	94%	Medical FTE	434	463	94%	Nursing FTE	5,742	5,354	107%	Pharmacy FTE	531	488	109%	Dental Clinical FTE	798	825	97%	Mental Health Clinical FTE	2,767	3,275	84%	Clinical Support FTE	562	650	87%	Administrative Support FTE	3,736	4,454	84%	MAJOR COSTS PER INMATE PER MONTH <table border="1"> <thead> <tr> <th></th> <th>YTD 13/14</th> <th>YTD 12/13</th> </tr> </thead> <tbody> <tr><td>LABOR</td><td></td><td></td></tr> <tr><td>Medical Staff</td><td>\$98</td><td>\$93</td></tr> <tr><td>Nursing Staff</td><td>\$415</td><td>\$363</td></tr> <tr><td>Pharmacy Staff</td><td>\$35</td><td>\$31</td></tr> <tr><td>Dental Clinical Staff</td><td>\$86</td><td>\$81</td></tr> <tr><td>Mental Health Clinical Staff</td><td>\$175</td><td>\$155</td></tr> <tr><td>Clinical Support Staff</td><td>\$22</td><td>\$20</td></tr> <tr><td>Administrative Support Staff</td><td>\$167</td><td>\$153</td></tr> <tr><td>NON LABOR</td><td></td><td></td></tr> <tr><td>Hospital</td><td>\$110</td><td>\$89</td></tr> <tr><td>Emergency Department</td><td>\$6</td><td>\$5</td></tr> <tr><td>Specialty</td><td>\$29</td><td>\$25</td></tr> <tr><td>Medications</td><td>\$90</td><td>\$84</td></tr> <tr><td>Diagnostics</td><td>\$18</td><td>\$18</td></tr> </tbody> </table>					YTD 13/14	YTD 12/13	LABOR			Medical Staff	\$98	\$93	Nursing Staff	\$415	\$363	Pharmacy Staff	\$35	\$31	Dental Clinical Staff	\$86	\$81	Mental Health Clinical Staff	\$175	\$155	Clinical Support Staff	\$22	\$20	Administrative Support Staff	\$167	\$153	NON LABOR			Hospital	\$110	\$89	Emergency Department	\$6	\$5	Specialty	\$29	\$25	Medications	\$90	\$84	Diagnostics	\$18	\$18	OTHER TRENDS Hospital Admissions* 5.6 Emergency Department Visits* 27 Specialty Care Referrals* 42 Prescriptions Per Inmate 3.3 Diagnostics Per Inmate 0.9 Appeals Received* 35 Prison Population Capacity 138%			
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* Rate Per 1,000 Inmates

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November 2014

All Institutions

Scheduling & Access to Care	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Medical Services	89%	96%	81%	94%	84%	95%	83%	82%	85%	96%	89%	79%	95%	87%	98%	93%	91%	67%	92%	82%	87%	98%	76%
RN FTF Triage 1 Day	95%	97%	99%	95%	98%	99%	97%	96%	98%	98%	98%	96%	100%	97%	99%	99%	96%	90%	98%	97%	95%	99%	96%
PCP Urgent Referrals 1 Day	91%	100%	0%	100%	100%	100%	50%	0%	-	100%	100%	0%	-	97%	100%	100%	83%	0%	90%	92%	83%	100%	0%
PCP Routine Referrals 14 Days	82%	97%	98%	91%	91%	99%	73%	78%	99%	99%	100%	86%	94%	69%	99%	85%	87%	57%	97%	53%	73%	97%	66%
Chronic Care as Ordered	83%	93%	90%	78%	20%	98%	63%	64%	82%	99%	86%	87%	94%	70%	97%	88%	79%	74%	90%	73%	67%	98%	63%
High Priority Specialty 14 Days	76%	100%	65%	94%	75%	72%	91%	100%	64%	100%	70%	76%	85%	77%	100%	84%	94%	82%	100%	77%	100%	96%	95%
Routine Specialty 90 Days	94%	98%	94%	96%	97%	94%	86%	98%	95%	90%	97%	83%	95%	94%	95%	99%	96%	90%	90%	96%	95%	99%	95%
Return from HLOC 5 Days	90%	90%	-	100%	95%	92%	90%	100%	87%	98%	96%	100%	97%	94%	97%	89%	91%	24%	88%	80%	93%	100%	94%
Laboratory Services as Ordered	91%	91%	100%	96%	85%	99%	100%	100%	69%	95%	82%	94%	98%	80%	98%	95%	93%	93%	76%	88%	93%	98%	72%
Radiology Services as Ordered	97%	100%	100%	97%	99%	100%	100%	99%	86%	81%	75%	92%	100%	100%	100%	100%	100%	97%	98%	-	-	97%	100%
Dental Services	93%	92%	72%	98%	100%	99%	82%	100%	92%	96%	98%	96%	97%	93%	99%	95%	98%	98%	99%	98%	96%	98%	97%
7362 Triage 3 or 10 Days	97%	96%	94%	95%	100%	99%	92%	100%	97%	97%	97%	99%	96%	98%	99%	95%	96%	96%	100%	100%	96%	100%	93%
Treatment within Timeframes	97%	94%	68%	99%	100%	99%	79%	100%	99%	98%	98%	99%	96%	99%	98%	99%	95%	98%	98%	94%	99%	100%	98%
RC Screening 60 Days	88%	-	-	-	-	-	95%	-	-	88%	-	-	-	-	-	-	-	99%	-	-	-	-	-
Patient Requested Exam 90 Days	95%	94%	30%	99%	100%	99%	60%	100%	100%	99%	95%	100%	97%	96%	100%	100%	100%	100%	99%	100%	98%	100%	98%
Notice of Exam 50 Y.O. or Chronic Care	90%	85%	97%	100%	100%	97%	85%	100%	73%	99%	100%	85%	98%	80%	100%	86%	98%	95%	100%	98%	92%	93%	99%
Mental Health Services	89%	94%	-	99%	98%	99%	79%	100%	87%	97%	92%	88%	90%	78%	94%	96%	98%	92%	98%	92%	86%	89%	97%
Referral Timeframes	84%	88%	-	99%	95%	98%	49%	100%	89%	93%	84%	90%	97%	76%	89%	94%	97%	96%	96%	88%	75%	71%	93%
EOP Structured Treatment	87%	N/A	N/A	N/A	N/A	N/A	99%	N/A	82%	98%	95%	75%	78%	70%	N/A	N/A	N/A	87%	N/A	N/A	N/A	99%	98%
Contact Timeframes	96%	100%	-	100%	100%	100%	88%	99%	91%	100%	97%	98%	96%	88%	99%	98%	100%	94%	99%	95%	98%	97%	99%
Primary Clinician Contact Timeframes	95%	100%	-	100%	100%	100%	84%	97%	88%	100%	97%	98%	98%	78%	99%	98%	100%	94%	100%	93%	94%	99%	99%
Psychiatrist Contact Timeframes	94%	100%	-	100%	100%	100%	88%	100%	95%	100%	98%	98%	91%	94%	99%	99%	100%	100%	99%	96%	100%	93%	100%
IDTT Contact Timeframes	98%	100%	-	100%	100%	100%	92%	100%	92%	100%	98%	98%	99%	92%	97%	97%	100%	89%	99%	97%	99%	100%	100%
Cancelled Due to Custody	2.8%	0.4%	0.8%	0.2%	0.2%	0.2%	0.8%	0.0%	0.4%	0.8%	1.3%	4.5%	3.5%	10.7%	0.4%	0.3%	0.2%	0.8%	0.2%	0.2%	0.0%	0.9%	1.7%
Medical Services	1.6%	0.8%	0.3%	0.4%	0.5%	0.1%	0.5%	0.1%	0.4%	1.0%	0.6%	1.2%	1.7%	3.0%	0.0%	0.4%	0.5%	1.3%	0.4%	0.7%	0.0%	1.3%	1.7%
Mental Health Services	6.6%	0.4%	-	0.0%	0.0%	0.4%	0.8%	0.0%	0.3%	0.5%	2.9%	12.1%	8.3%	28.9%	1.1%	0.2%	0.0%	1.1%	0.0%	0.1%	0.0%	0.8%	3.6%
Dental Services	0.3%	0.0%	1.3%	0.2%	0.0%	0.1%	1.0%	0.0%	0.5%	1.0%	0.5%	0.1%	0.6%	0.3%	0.0%	0.2%	0.0%	0.1%	0.0%	0.0%	0.0%	0.7%	0.0%

* Rate Per 1,000 Inmates

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All Institutions

Scheduling & Access to Care	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Services	76%	80%	-	92%	88%	92%	93%	90%	85%	90%	80%	80%	84%
RN FTF Triage 1 Day	98%	64%	-	93%	98%	96%	99%	99%	99%	95%	93%	95%	95%
PCP Urgent Referrals 1 Day	-	29%	-	-	-	-	100%	-	50%	75%	33%	100%	78%
PCP Routine Referrals 14 Days	64%	83%	-	100%	76%	90%	85%	99%	94%	90%	88%	30%	89%
Chronic Care as Ordered	53%	88%	-	88%	78%	85%	86%	96%	84%	83%	86%	67%	81%
High Priority Specialty 14 Days	89%	83%	-	100%	77%	82%	91%	50%	58%	80%	50%	75%	65%
Routine Specialty 90 Days	95%	97%	-	97%	94%	97%	96%	94%	91%	93%	86%	84%	96%
Return from HLOC 5 Days	77%	89%	-	67%	93%	90%	90%	90%	100%	96%	94%	92%	79%
Laboratory Services as Ordered	77%	96%	-	97%	88%	96%	91%	92%	95%	97%	96%	97%	78%
Radiology Services as Ordered	50%	91%	-	-	100%	100%	98%	98%	92%	98%	96%	77%	98%
Dental Services	94%	90%	93%	99%	98%	96%	93%	89%	99%	96%	98%	88%	83%
7362 Triage 3 or 10 Days	93%	93%	97%	99%	97%	97%	96%	98%	100%	96%	99%	99%	98%
Treatment within Timeframes	98%	96%	100%	100%	99%	100%	99%	99%	98%	98%	99%	99%	97%
RC Screening 60 Days	-	88%	-	-	-	-	-	-	-	87%	-	-	86%
Patient Requested Exam 90 Days	87%	96%	98%	100%	100%	93%	96%	98%	98%	100%	97%	97%	98%
Notice of Exam 50 Y.O. or Chronic Care	100%	75%	79%	98%	98%	94%	82%	63%	100%	99%	96%	56%	33%
Mental Health Services	83%	96%	91%	90%	96%	87%	87%	96%	95%	98%	91%	95%	82%
Referral Timeframes	81%	90%	94%	81%	95%	80%	87%	94%	92%	97%	91%	91%	58%
EOP Structured Treatment	82%	99%	83%	N/A	97%	92%	83%	N/A	N/A	98%	87%	97%	94%
Contact Timeframes	88%	98%	94%	98%	97%	90%	92%	99%	97%	98%	96%	98%	94%
Primary Clinician Contact Timeframes	89%	96%	99%	99%	97%	87%	95%	99%	94%	98%	96%	98%	93%
Psychiatrist Contact Timeframes	79%	99%	85%	98%	95%	87%	83%	100%	100%	99%	94%	97%	94%
IDTT Contact Timeframes	97%	99%	99%	98%	99%	96%	97%	98%	97%	98%	98%	99%	97%
Cancelled Due to Custody	7.2%	4.6%	0.7%	0.1%	2.9%	1.9%	2.3%	0.1%	0.3%	0.5%	1.7%	1.1%	0.6%
Medical Services	4.5%	10.2%	0.0%	0.1%	1.5%	2.9%	0.0%	0.2%	0.2%	0.3%	1.4%	1.2%	0.5%
Mental Health Services	13.6%	2.8%	1.7%	0.2%	7.1%	2.4%	6.7%	0.0%	0.6%	1.0%	3.5%	2.0%	1.4%
Dental Services	3.4%	0.7%	0.5%	0.0%	0.2%	0.4%	0.3%	0.2%	0.1%	0.2%	0.2%	0.1%	0.0%

* Rate Per 1,000 Inmates

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All Institutions

Scheduling & Access to Care	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Seen as Scheduled	85%	88%	71%	88%	92%	88%	79%	85%	88%	95%	84%	82%	87%	67%	91%	89%	90%	91%	93%	85%	90%	87%	77%
Medical Services	76%	72%	53%	78%	87%	70%	59%	67%	79%	97%	65%	79%	84%	44%	80%	80%	79%	79%	86%	68%	93%	76%	60%
Mental Health Services	88%	98%	-	100%	100%	99%	85%	99%	97%	98%	95%	76%	84%	65%	98%	97%	97%	96%	98%	100%	95%	96%	91%
Dental Services	90%	95%	89%	88%	88%	94%	93%	88%	88%	89%	91%	92%	94%	91%	95%	89%	93%	98%	95%	88%	82%	89%	81%
Effective Communication Provided	95%	89%	87%	99%	97%	99%	86%	95%	94%	97%	100%	95%	98%	95%	97%	98%	99%	98%	98%	100%	96%	88%	89%
Medical Services	99%	100%	99%	100%	100%	100%	95%	100%	98%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mental Health Services	95%	100%	-	100%	100%	98%	99%	100%	85%	97%	99%	88%	96%	93%	100%	99%	98%	99%	99%	100%	91%	97%	96%
Dental Services	90%	66%	74%	98%	92%	99%	66%	86%	99%	94%	100%	98%	99%	92%	92%	95%	100%	95%	93%	99%	95%	66%	72%
Population Health Management	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Asthma Care	81%	93%	97%	93%	91%	89%	89%	88%	70%	91%	82%	87%	76%	92%	94%	90%	94%	88%	95%	92%	95%	90%	95%
Asthma SABA Utilization	80%	93%	97%	95%	93%	90%	91%	90%	73%	86%	84%	84%	71%	91%	93%	86%	92%	88%	92%	86%	94%	91%	95%
Persistent Asthma ICS Treatment	81%	93%	-	91%	89%	88%	88%	85%	67%	95%	79%	89%	81%	93%	96%	94%	96%	88%	98%	97%	97%	88%	95%
Therapeutic Anticoagulation	79%	-	-	100%	-	100%	75%	-	68%	89%	75%	79%	88%	78%	100%	100%	100%	-	100%	67%	-	100%	71%
Diabetes Care	81%	84%	-	78%	84%	79%	85%	83%	84%	89%	90%	75%	83%	80%	83%	81%	84%	83%	89%	77%	84%	85%	83%
A1C <8%	78%	94%	-	71%	97%	77%	79%	80%	82%	78%	92%	79%	70%	73%	83%	78%	77%	90%	82%	70%	82%	82%	74%
LDL-Cholesterol <100 mg/dl	74%	79%	-	75%	61%	68%	73%	66%	91%	85%	73%	75%	83%	80%	76%	66%	79%	71%	83%	77%	73%	71%	73%
Blood Pressure <140/90 mm Hg	84%	73%	-	73%	83%	77%	100%	87%	77%	93%	100%	57%	90%	77%	80%	83%	80%	93%	97%	73%	83%	90%	93%
Screened or Treated Nephropathy	91%	91%	-	93%	97%	95%	90%	100%	85%	99%	95%	89%	90%	91%	93%	96%	99%	78%	93%	86%	100%	97%	92%
Colon Cancer Screening	94%	93%	-	96%	84%	100%	97%	100%	85%	99%	96%	97%	99%	97%	98%	94%	100%	95%	96%	92%	100%	100%	69%
Breast Cancer Screening	84%	-	-	-	-	-	75%	-	-	-	97%	-	-	-	-	-	-	-	-	-	-	-	-
Utilization Specialty Services	91%	98%	66%	100%	81%	95%	90%	90%	94%	97%	86%	89%	74%	95%	95%	95%	98%	96%	83%	89%	99%	98%	90%
End Stage Liver Disease Care	74%	25%	50%	50%	100%	60%	72%	83%	74%	81%	91%	75%	67%	60%	83%	73%	78%	61%	81%	75%	60%	39%	78%
EGD for Esophageal Varices	62%	0%	0%	0%	-	57%	75%	50%	72%	73%	83%	48%	56%	71%	50%	52%	33%	33%	60%	50%	29%	29%	68%
HCC Screening	68%	-	-	50%	-	43%	40%	100%	50%	74%	91%	86%	53%	20%	100%	72%	100%	50%	88%	100%	50%	17%	64%
NSAID	92%	50%	100%	100%	100%	80%	100%	100%	99%	97%	100%	92%	91%	89%	100%	96%	100%	100%	95%	75%	100%	71%	100%
Diagnosis Medication Match	53%	0%	-	-	-	40%	92%	0%	40%	56%	100%	74%	53%	50%	100%	61%	100%	50%	100%	100%	67%	25%	32%
SBP or TIPS with Cipro. or Sulfa.	29%	-	-	-	-	-	-	-	14%	33%	-	100%	50%	-	-	0%	-	-	-	-	-	-	-

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Scheduling & Access to Care	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Seen as Scheduled	78%	87%	94%	89%	83%	90%	86%	92%	92%	92%	84%	82%	94%
Medical Services	73%	68%	93%	83%	74%	81%	90%	90%	91%	83%	83%	60%	87%
Mental Health Services	77%	95%	97%	98%	88%	96%	78%	98%	95%	97%	89%	95%	98%
Dental Services	83%	96%	93%	86%	86%	93%	88%	88%	90%	97%	81%	89%	96%
Effective Communication Provided	99%	97%	97%	100%	90%	92%	98%	95%	98%	96%	95%	99%	92%
Medical Services	100%	100%	100%	100%	100%	100%	100%	94%	100%	100%	100%	100%	100%
Mental Health Services	98%	99%	98%	100%	98%	85%	97%	100%	99%	92%	99%	100%	99%
Dental Services	99%	92%	93%	99%	71%	90%	98%	90%	95%	97%	87%	98%	78%
Population Health Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Asthma Care	85%	93%	93%	91%	88%	84%	87%	87%	92%	87%	88%	85%	81%
Asthma SABA Utilization	83%	96%	92%	94%	83%	85%	89%	94%	92%	87%	88%	84%	98%
Persistent Asthma ICS Treatment	88%	90%	93%	87%	92%	83%	85%	81%	92%	86%	89%	86%	64%
Therapeutic Anticoagulation	64%	100%	100%	-	85%	64%	90%	67%	69%	100%	50%	100%	50%
Diabetes Care	76%	82%	86%	87%	82%	83%	79%	80%	81%	76%	72%	79%	76%
A1C <8%	77%	76%	88%	77%	76%	84%	75%	80%	68%	71%	73%	82%	88%
LDL-Cholesterol <100 mg/dl	69%	67%	81%	81%	75%	77%	70%	69%	69%	75%	56%	75%	44%
Blood Pressure <140/90 mm Hg	77%	95%	78%	93%	87%	87%	80%	83%	93%	70%	83%	73%	88%
Screened or Treated Nephropathy	83%	90%	96%	96%	89%	84%	92%	86%	93%	89%	76%	85%	83%
Colon Cancer Screening	86%	98%	100%	91%	98%	94%	88%	99%	93%	96%	91%	85%	92%
Breast Cancer Screening	-	-	-	-	-	-	-	-	-	-	-	-	-
Utilization Specialty Services	89%	95%	95%	97%	96%	88%	96%	95%	89%	92%	86%	91%	95%
End Stage Liver Disease Care	80%	100%	59%	-	79%	70%	64%	51%	72%	76%	61%	81%	100%
EGD for Esophageal Varices	66%	100%	42%	-	75%	55%	35%	25%	62%	73%	33%	55%	100%
HCC Screening	81%	-	50%	-	70%	54%	67%	60%	72%	75%	62%	89%	-
NSAID	94%	100%	86%	-	92%	100%	91%	67%	82%	79%	89%	100%	100%
Diagnosis Medication Match	45%	50%	71%	-	47%	88%	43%	0%	52%	56%	21%	58%	25%
SBP or TIPS with Cipro. or Sulfa.	-	-	-	-	0%	100%	0%	-	0%	50%	0%	0%	0%

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Ascites with Spironolactone	64%	-	-	-	-	0%	-	-	67%	100%	-	-	0%	-	-	100%	-	-	-	-	-	-	-
Varices with Beta Blocker	67%	0%	-	-	-	80%	83%	0%	34%	58%	100%	79%	75%	0%	100%	92%	100%	50%	100%	100%	67%	50%	64%
Hepatic Enceph. w/ Lactulose and/or Rifaximin	54%	-	-	-	-	-	100%	-	44%	33%	100%	43%	86%	100%	-	50%	-	-	-	100%	-	0%	0%
Diagnostic Monitoring	80%	81%	-	-	-	90%	79%	-	79%	89%	87%	87%	80%	40%	85%	88%	-	77%	96%	59%	-	75%	73%
QT Prolongation EKG 12 Months	63%	75%	-	-	-	75%	57%	-	44%	90%	78%	68%	83%	13%	50%	75%	-	33%	100%	0%	-	50%	58%
Antipsychotics	84%	81%	-	-	-	91%	79%	-	84%	95%	89%	91%	84%	65%	97%	88%	-	84%	97%	71%	-	83%	74%
Lipid Monitoring 12 Months	89%	86%	-	-	-	91%	79%	-	97%	97%	88%	90%	95%	92%	96%	91%	-	70%	94%	74%	-	88%	80%
Blood Sugar 12 Months	94%	89%	-	-	-	96%	93%	-	100%	99%	100%	96%	98%	84%	99%	89%	-	90%	98%	94%	-	91%	80%
EKG 12 Months	49%	43%	-	-	-	57%	33%	-	23%	92%	42%	63%	36%	24%	100%	100%	-	100%	100%	22%	-	50%	30%
AIMS 12 Months	87%	81%	-	-	-	98%	74%	-	76%	97%	89%	100%	77%	97%	100%	84%	-	65%	100%	29%	-	89%	87%
Med Consent 12 Months	88%	89%	-	-	-	93%	87%	-	79%	90%	94%	97%	79%	80%	98%	98%	-	90%	93%	66%	-	80%	82%
CBC with Platelets 12 Months	87%	86%	-	-	-	95%	88%	-	98%	97%	97%	94%	97%	31%	94%	77%	-	90%	96%	94%	-	86%	73%
CMP 12 Months	86%	81%	-	-	-	96%	80%	-	99%	98%	100%	92%	95%	30%	88%	69%	-	80%	94%	94%	-	88%	74%
Thyroid Monitoring 5 Years	95%	92%	-	-	-	98%	98%	-	100%	92%	100%	97%	97%	79%	100%	92%	-	90%	98%	100%	-	95%	87%
Clozapine	87%	-	-	-	-	-	-	-	88%	-	82%	-	85%	0%	-	-	-	-	-	-	-	-	-
CMP 12 Months	96%	-	-	-	-	-	-	-	100%	-	88%	-	90%	-	-	-	-	-	-	-	-	-	-
Lipid Monitoring 12 Months	96%	-	-	-	-	-	-	-	100%	-	75%	-	100%	-	-	-	-	-	-	-	-	-	-
Blood Sugar 12 Months	100%	-	-	-	-	-	-	-	100%	-	100%	-	100%	-	-	-	-	-	-	-	-	-	-
CBC 30 Days	98%	-	-	-	-	-	-	-	100%	-	100%	-	94%	0%	-	-	-	-	-	-	-	-	-
EKG 12 Months	38%	-	-	-	-	-	-	-	43%	-	25%	-	20%	-	-	-	-	-	-	-	-	-	-
AIMS 12 Months	83%	-	-	-	-	-	-	-	71%	-	88%	-	90%	-	-	-	-	-	-	-	-	-	-
Thyroid Monitoring 5 Years	98%	-	-	-	-	-	-	-	86%	-	100%	-	100%	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	86%	-	-	-	-	-	-	-	100%	-	83%	-	88%	-	-	-	-	-	-	-	-	-	-
Mood Stabilizers	87%	81%	-	-	-	98%	91%	-	83%	92%	92%	93%	87%	45%	95%	93%	-	100%	93%	81%	-	80%	81%
Carbamazepine	89%	-	-	-	-	100%	100%	-	-	89%	100%	93%	83%	50%	-	100%	-	-	100%	83%	-	83%	83%
CMP 12 Months	90%	-	-	-	-	100%	100%	-	-	100%	100%	100%	50%	50%	-	100%	-	-	100%	100%	-	50%	100%
Carbamazepine Level 12 Months	83%	-	-	-	-	100%	100%	-	-	67%	100%	80%	100%	50%	-	100%	-	-	100%	50%	-	100%	50%

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Population Health Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Ascites with Spironolactone	0%	-	-	-	-	-	-	-	-	-	-	100%	-
Varices with Beta Blocker	72%	100%	71%	-	73%	83%	80%	0%	57%	61%	63%	80%	50%
Hepatic Enceph. w/ Lactulose and/or Rifaximin	63%	0%	-	-	67%	80%	50%	-	100%	-	0%	50%	-
Diagnostic Monitoring	82%	54%	95%	84%	86%	84%	68%	80%	89%	87%	77%	88%	68%
QT Prolongation EKG 12 Months	66%	60%	100%	-	57%	55%	42%	50%	71%	79%	46%	69%	75%
Antipsychotics	81%	83%	98%	73%	92%	85%	72%	87%	91%	90%	84%	90%	56%
Lipid Monitoring 12 Months	83%	94%	100%	81%	92%	87%	82%	93%	94%	91%	88%	93%	74%
Blood Sugar 12 Months	91%	88%	100%	78%	97%	93%	85%	98%	97%	99%	95%	98%	63%
EKG 12 Months	34%	100%	100%	57%	62%	39%	35%	43%	86%	57%	48%	46%	25%
AIMS 12 Months	79%	88%	100%	89%	97%	93%	76%	98%	95%	99%	74%	99%	95%
Med Consent 12 Months	86%	87%	89%	91%	96%	89%	84%	93%	97%	96%	86%	99%	68%
CBC with Platelets 12 Months	89%	69%	98%	53%	96%	91%	65%	88%	86%	89%	90%	92%	16%
CMP 12 Months	89%	69%	98%	58%	94%	90%	63%	95%	82%	93%	92%	94%	32%
Thyroid Monitoring 5 Years	98%	75%	100%	78%	98%	98%	85%	88%	94%	94%	97%	99%	74%
Clozapine	92%	-	-	-	-	96%	-	-	-	96%	74%	-	-
CMP 12 Months	100%	-	-	-	-	100%	-	-	-	100%	100%	-	-
Lipid Monitoring 12 Months	100%	-	-	-	-	100%	-	-	-	100%	100%	-	-
Blood Sugar 12 Months	100%	-	-	-	-	100%	-	-	-	100%	100%	-	-
CBC 30 Days	100%	-	-	-	-	100%	-	-	-	100%	100%	-	-
EKG 12 Months	64%	-	-	-	-	67%	-	-	-	67%	0%	-	-
AIMS 12 Months	91%	-	-	-	-	100%	-	-	-	100%	43%	-	-
Thyroid Monitoring 5 Years	100%	-	-	-	-	100%	-	-	-	100%	100%	-	-
Med Consent 12 Months	82%	-	-	-	-	100%	-	-	-	100%	50%	-	-
Mood Stabilizers	85%	0%	83%	93%	95%	93%	77%	93%	99%	93%	91%	95%	75%
Carbamazepine	75%	-	-	-	100%	100%	89%	-	100%	-	-	100%	-
CMP 12 Months	75%	-	-	-	100%	100%	100%	-	100%	-	-	100%	-
Carbamazepine Level 12 Months	75%	-	-	-	100%	100%	67%	-	100%	-	-	100%	-

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CBC 12 Months	95%	-	-	-	-	100%	100%	-	-	100%	100%	100%	100%	50%	-	100%	-	-	100%	100%	-	100%	100%
Med Consent 12 Months	83%	-	-	-	-	100%	50%	-	-	67%	100%	80%	50%	100%	-	100%	-	-	100%	100%	-	100%	-
Depakote	89%	73%	-	-	-	100%	100%	-	90%	97%	88%	95%	94%	42%	100%	84%	-	100%	88%	79%	-	88%	82%
CMP 12 Months	90%	82%	-	-	-	100%	100%	-	97%	100%	90%	97%	98%	29%	100%	73%	-	100%	88%	80%	-	100%	87%
Depakote Level 12 Months	90%	82%	-	-	-	100%	100%	-	97%	100%	100%	95%	100%	29%	100%	91%	-	100%	88%	80%	-	84%	77%
CBC with Platelets 12 Months	91%	73%	-	-	-	100%	100%	-	100%	100%	80%	97%	100%	29%	100%	73%	-	100%	88%	90%	-	100%	84%
Med Consent 12 Months	85%	55%	-	-	-	100%	100%	-	68%	89%	80%	92%	78%	80%	100%	100%	-	100%	88%	67%	-	67%	81%
Lithium	83%	90%	-	-	-	93%	74%	-	75%	90%	89%	90%	83%	44%	90%	96%	-	-	90%	80%	-	70%	77%
Creatinine & BUN 12 Months	95%	100%	-	-	-	100%	100%	-	100%	100%	100%	100%	100%	43%	100%	100%	-	-	100%	100%	-	100%	78%
Lithium Level 12 Months	94%	100%	-	-	-	100%	100%	-	100%	100%	100%	100%	94%	43%	100%	100%	-	-	100%	100%	-	100%	78%
Thyroid Monitoring 12 Months	91%	100%	-	-	-	100%	80%	-	100%	100%	94%	93%	88%	50%	100%	100%	-	-	100%	75%	-	100%	78%
EKG 12 Months	47%	50%	-	-	-	100%	29%	-	13%	67%	50%	61%	50%	22%	50%	80%	-	-	100%	50%	-	0%	75%
Med Consent 12 Months	87%	100%	-	-	-	67%	60%	-	63%	83%	100%	96%	85%	60%	100%	100%	-	-	50%	75%	-	50%	75%
Antidepressants	77%	88%	-	-	-	95%	88%	-	94%	77%	95%	97%	61%	78%	96%	95%	-	88%	95%	82%	-	86%	80%
EKG 12 Months (Tricyclics)	50%	-	-	-	-	-	-	-	-	50%	-	100%	0%	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	89%	81%	-	-	-	93%	81%	-	90%	88%	91%	96%	84%	87%	96%	97%	-	86%	94%	70%	-	81%	76%
Thyroid Monitoring 5 Years	92%	95%	-	-	-	98%	95%	-	98%	94%	100%	94%	97%	68%	97%	93%	-	91%	96%	94%	-	91%	83%
Polypharmacy Medication Review																							
Care Management	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Appropriate Placement High Risk Patients	75%	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	87%	91%	-	100%	-	90%	89%	-	60%	88%	93%	96%	97%	71%	-	80%	-	93%	100%	78%	-	94%	92%
30-Day Community Hospital Readmission	7.8%	8.4%	0.0%	4.9%	0.0%	7.6%	4.4%	3.6%	18.2%	8.6%	5.9%	9.2%	9.3%	17.2%	2.8%	2.7%	2.2%	4.0%	3.8%	4.4%	3.5%	5.6%	1.6%
30-Day MHCB or DSH Readmission	29%	-	-	-	-	-	17%	-	31%	20%	38%	29%	19%	21%	-	-	-	-	-	46%	-	26%	21%
Potentially Avoidable Hospitalizations*	11.3	2.5	1.6	5.7	0.8	6.8	10.3	4.8	112.9	22.9	15.1	6.6	34.9	12.0	7.4	6.4	5.9	11.7	4.4	1.2	5.3	11.1	14.9
Continuity of Clinicians & Services	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Primary Care Provider (PCP)	86%	87%	95%	82%	88%	97%	88%	86%	73%	94%	91%	84%	96%	90%	93%	98%	96%	98%	98%	95%	96%	89%	91%

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CBC 12 Months	75%	-	-	-	100%	100%	100%	-	100%	-	-	100%	-
Med Consent 12 Months	50%	-	-	-	100%	100%	100%	-	100%	-	-	100%	-
Depakote	92%	-	90%	94%	99%	95%	73%	100%	97%	100%	97%	96%	75%
CMP 12 Months	94%	-	80%	88%	100%	96%	67%	100%	88%	100%	98%	92%	100%
Depakote Level 12 Months	96%	-	100%	88%	96%	98%	67%	100%	100%	100%	100%	96%	100%
CBC with Platelets 12 Months	100%	-	80%	100%	100%	96%	71%	100%	100%	100%	98%	96%	33%
Med Consent 12 Months	77%	-	100%	100%	100%	90%	86%	100%	100%	100%	91%	100%	67%
Lithium	88%	0%	75%	93%	85%	84%	70%	87%	100%	85%	85%	89%	-
Creatinine & BUN 12 Months	100%	0%	100%	100%	95%	98%	81%	100%	100%	100%	100%	100%	-
Lithium Level 12 Months	100%	0%	100%	100%	100%	95%	81%	100%	100%	100%	100%	100%	-
Thyroid Monitoring 12 Months	100%	0%	100%	83%	95%	95%	77%	100%	100%	92%	96%	100%	-
EKG 12 Months	52%	0%	-	80%	42%	40%	50%	67%	100%	33%	26%	43%	-
Med Consent 12 Months	90%	0%	0%	100%	95%	91%	64%	67%	100%	100%	100%	100%	-
Antidepressants	86%	71%	98%	85%	99%	93%	81%	89%	93%	77%	92%	98%	67%
EKG 12 Months (Tricyclics)	-	-	-	-	-	-	-	-	-	50%	-	-	-
Med Consent 12 Months	81%	82%	97%	95%	99%	90%	81%	91%	97%	92%	94%	96%	53%
Thyroid Monitoring 5 Years	91%	61%	100%	74%	99%	97%	82%	88%	89%	90%	91%	99%	81%
Polypharmacy Medication Review													
Care Management	MCSP	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	N/A
High Risk Patient Care Plan													
Follow-Up After MHCB/DSH Admission	97%	96%	88%	100%	95%	91%	78%	75%	83%	90%	75%	96%	40%
30-Day Community Hospital Readmission	6.0%	6.4%	0.0%	5.1%	7.5%	12.6%	11.7%	5.9%	5.8%	4.0%	2.4%	5.0%	13.6%
30-Day MHCB or DSH Readmission	33%	40%	44%	30%	29%	36%	26%	-	14%	0%	20%	-	64%
Potentially Avoidable Hospitalizations*	15.9	8.2	0.0	4.5	23.2	8.1	16.1	1.3	18.2	7.6	13.1	8.0	17.6
Continuity of Clinicians & Services	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Primary Care Provider (PCP)	88%	88%	99%	89%	85%	92%	94%	86%	98%	94%	89%	90%	80%

* Rate Per 1,000 Inmates

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Continuity of Clinicians & Services	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Mental Health Primary Clinician	84%	N/A	N/A	N/A	N/A	N/A	91%	N/A	92%	N/A	99%	84%	89%	83%	N/A	N/A	N/A	86%	N/A	N/A	N/A	93%	84%
Psychiatrist	84%	N/A	N/A	N/A	N/A	N/A	62%	N/A	78%	N/A	46%	91%	99%	94%	N/A	N/A	N/A	83%	N/A	N/A	N/A	73%	66%
Medication Management	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Medication Continuity-Transfer	82%	77%	74%	100%	98%	90%	86%	99%	-	82%	81%	69%	83%	59%	99%	95%	98%	93%	83%	64%	95%	75%	96%
M4: Meds Upon Arrival at Reception Ctr	97%	-	-	-	-	-	98%	-	-	98%	-	-	-	-	-	-	-	100%	-	-	-	-	-
M5: KOP Meds Inter-Institutional	83%	70%	67%	100%	100%	100%	94%	95%	-	95%	70%	100%	100%	55%	95%	100%	90%	100%	100%	35%	100%	60%	100%
M6: NA/DOT Meds Intra-Institutional	77%	60%	-	100%	100%	-	100%	100%	-	48%	-	53%	100%	46%	100%	75%	100%	100%	86%	50%	77%	75%	92%
M7: Mental Health Crisis Bed Transfers	71%	-	-	-	-	-	26%	-	-	71%	83%	55%	100%	56%	-	-	-	-	-	93%	-	67%	100%
M8: ASU/SHU/PSU Inter-Institutional	76%	63%	100%	100%	100%	100%	82%	100%	-	71%	100%	56%	100%	60%	-	100%	100%	56%	67%	40%	100%	73%	88%
M9: Discharge from Community Hosp/DSH	77%	100%	100%	-	88%	62%	100%	-	-	90%	85%	50%	0%	36%	100%	100%	100%	100%	67%	67%	100%	73%	100%
M10: Transfer/Parole	96%	90%	29%	100%	100%	100%	100%	100%	-	100%	67%	100%	100%	100%	100%	100%	100%	100%	95%	100%	100%	100%	95%
Medication Non-Adherence Counseling	81%	79%	93%	96%	0%	92%	78%	0%	-	96%	89%	91%	73%	62%	76%	87%	98%	96%	73%	80%	61%	88%	95%
M11: Non-Adherence MH Prescribed	82%	63%	-	-	-	97%	53%	0%	-	90%	77%	95%	90%	38%	94%	97%	100%	100%	93%	92%	-	97%	95%
M12: Non-Adherence PC2602 Meds	95%	100%	-	-	-	100%	78%	-	-	100%	100%	95%	98%	100%	-	-	-	100%	-	42%	-	94%	100%
M13: Non-Adherence Medical Prescribed	75%	72%	85%	92%	0%	87%	82%	-	-	94%	79%	97%	50%	47%	94%	69%	93%	83%	60%	88%	56%	84%	83%
M14: Non-Adherence Insulin/HIV/Clozaril	72%	-	100%	100%	-	85%	100%	0%	-	100%	100%	78%	53%	63%	40%	95%	100%	100%	67%	100%	67%	78%	100%
Medication Administration	89%	81%	89%	98%	90%	93%	92%	74%	-	91%	92%	82%	87%	85%	95%	98%	100%	100%	100%	87%	95%	87%	94%
M20: Chronic Care Meds-Psychiatrist	75%	45%	-	-	-	90%	100%	0%	-	75%	60%	35%	100%	60%	80%	100%	-	100%	100%	100%	100%	65%	100%
M21: Chronic Care Meds-Medical	93%	95%	95%	95%	85%	100%	90%	100%	-	95%	100%	85%	100%	90%	100%	100%	100%	100%	100%	95%	90%	80%	100%
M22: New Outpatient Orders-Psychiatrist	92%	68%	-	-	-	88%	100%	100%	-	97%	100%	91%	100%	96%	95%	95%	100%	100%	100%	100%	88%	91%	100%
M23: New Outpatient Orders-Medical	97%	98%	88%	100%	85%	100%	100%	100%	-	95%	100%	100%	95%	98%	100%	95%	100%	100%	100%	98%	98%	100%	100%
M24: Administration – TB Medications	89%	100%	84%	100%	100%	86%	70%	71%	-	95%	100%	100%	40%	81%	100%	100%	100%	100%	100%	43%	100%	100%	70%
Non-Formulary by Psychiatrists	3.3%	0.8%	-	0.0%	0.0%	0.6%	5.1%	7.1%	7.0%	1.2%	7.1%	3.2%	6.5%	4.2%	0.7%	1.4%	0.0%	3.8%	0.5%	3.0%	5.2%	1.0%	1.9%
Non-Formulary by Medical Providers	3.8%	3.1%	2.5%	1.7%	3.9%	3.0%	5.0%	3.6%	6.5%	4.4%	4.9%	4.2%	5.5%	5.7%	2.0%	0.9%	1.4%	3.5%	2.5%	3.5%	1.4%	3.5%	2.8%
Availability of Health Information	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Non-Dictated Documents	59%	73%	84%	88%	76%	91%	39%	93%	62%	71%	63%	68%	70%	51%	75%	68%	64%	50%	92%	33%	61%	79%	34%
Medical Documents 3 Days	63%	71%	81%	95%	83%	86%	14%	90%	75%	76%	63%	78%	66%	45%	62%	88%	74%	54%	90%	36%	62%	72%	22%

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Continuity of Clinicians & Services	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Mental Health Primary Clinician	82%	100%	83%	N/A	86%	82%	82%	N/A	N/A	64%	87%	77%	96%
Psychiatrist	70%	100%	64%	N/A	78%	94%	85%	N/A	N/A	92%	85%	84%	100%
Medication Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medication Continuity-Transfer	85%	95%	97%	96%	69%	69%	76%	85%	95%	94%	64%	75%	51%
M4: Meds Upon Arrival at Reception Ctr	-	98%	-	-	-	-	-	-	-	95%	-	-	95%
M5: KOP Meds Inter-Institutional	100%	80%	100%	90%	55%	60%	80%	50%	100%	89%	40%	85%	25%
M6: NA/DOT Meds Intra-Institutional	100%	100%	-	86%	75%	67%	44%	100%	100%	94%	74%	91%	27%
M7: Mental Health Crisis Bed Transfers	67%	100%	86%	100%	91%	56%	100%	-	100%	83%	21%	-	0%
M8: ASU/SHU/PSU Inter-Institutional	95%	93%	100%	100%	47%	65%	59%	77%	82%	100%	74%	26%	67%
M9: Discharge from Community Hosp/DSH	46%	95%	100%	100%	63%	67%	86%	100%	88%	100%	73%	72%	68%
M10: Transfer/Parole	100%	100%	100%	100%	85%	100%	85%	100%	100%	95%	100%	100%	75%
Medication Non-Adherence Counseling	54%	89%	89%	95%	60%	90%	73%	95%	63%	79%	70%	98%	64%
M11: Non-Adherence MH Prescribed	42%	92%	80%	89%	94%	77%	67%	98%	70%	97%	83%	100%	33%
M12: Non-Adherence PC2602 Meds	100%	90%	97%	100%	97%	97%	87%	-	-	80%	93%	96%	88%
M13: Non-Adherence Medical Prescribed	50%	80%	89%	90%	29%	98%	60%	87%	75%	52%	77%	97%	36%
M14: Non-Adherence Insulin/HIV/Clozaril	25%	95%	-	100%	20%	89%	80%	100%	45%	88%	25%	100%	100%
Medication Administration	70%	95%	95%	99%	53%	93%	80%	80%	99%	97%	73%	94%	78%
M20: Chronic Care Meds-Psychiatrist	25%	85%	75%	100%	10%	100%	15%	80%	95%	95%	20%	80%	32%
M21: Chronic Care Meds-Medical	95%	100%	100%	100%	25%	100%	100%	80%	100%	100%	90%	95%	90%
M22: New Outpatient Orders-Psychiatrist	91%	95%	100%	100%	63%	67%	90%	69%	100%	100%	90%	98%	94%
M23: New Outpatient Orders-Medical	98%	98%	100%	100%	100%	100%	95%	100%	100%	98%	85%	98%	98%
M24: Administration – TB Medications	40%	95%	100%	95%	67%	100%	100%	70%	100%	92%	82%	100%	75%
Non-Formulary by Psychiatrists	3.2%	2.8%	2.6%	1.4%	2.2%	5.7%	2.9%	2.6%	1.4%	9.0%	3.7%	2.1%	2.1%
Non-Formulary by Medical Providers	6.0%	1.2%	2.7%	1.9%	4.9%	4.8%	2.8%	2.7%	4.0%	5.9%	3.1%	3.2%	4.4%
Availability of Health Information	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Non-Dictated Documents	56%	49%	25%	51%	74%	55%	60%	55%	66%	63%	61%	60%	42%
Medical Documents 3 Days	46%	40%	7%	42%	74%	79%	66%	51%	73%	77%	61%	63%	49%

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Availability of Health Information	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Dental Documents 3 Days	75%	75%	86%	98%	99%	99%	68%	99%	94%	93%	98%	97%	87%	55%	96%	82%	65%	54%	99%	48%	63%	94%	38%
Mental Health Documents 3 Days	42%	74%	86%	97%	45%	92%	12%	98%	51%	81%	34%	29%	58%	33%	75%	61%	54%	44%	86%	7%	59%	72%	11%
CDCR Inpatient Documents 3 Days	59%	-	-	-	-	-	72%	84%	41%	60%	56%	80%	78%	68%	-	-	-	-	-	50%	-	84%	75%
Other Documents 3 Days	54%	73%	84%	61%	79%	87%	30%	94%	51%	44%	65%	57%	61%	53%	66%	41%	63%	49%	92%	25%	59%	70%	25%
Dictated Documents	29%	8%	-	11%	-	6%	12%	63%	8%	41%	66%	46%	53%	31%	22%	8%	4%	0%	5%	10%	6%	52%	14%
Dictation Time in Days	0.2	0.2	-	0.0	-	0.0	0.2	0.0	0.0	0.0	0.1	0.0	15.5	0.3	0.0	0.0	0.0	0.0	0.1	0.5	0.1	0.2	0.0
Transcription Time in Days	4.7	5.2	-	4.4	-	5.2	3.3	4.2	5.5	5.0	4.6	3.6	0.7	3.3	5.2	5.0	5.3	4.8	5.1	4.8	5.2	3.1	3.5
Sign Time in Days	3.6	4.0	-	1.0	-	2.8	3.3	3.5	1.3	4.4	2.2	4.0	7.1	4.0	2.4	4.0	5.4	4.6	1.8	5.6	3.2	2.9	4.1
Scan Time in Days	1.5	1.0	-	0.9	-	1.2	7.0	0.7	1.1	1.1	1.7	1.2	33.8	0.9	0.3	1.8	1.8	3.6	0.9	1.8	1.3	1.1	4.0
Total Time in Days	9.9	10.4	-	6.3	-	9.2	13.9	8.5	7.9	10.6	8.6	8.8	57.1	8.6	8.0	10.7	12.6	13.0	7.9	12.8	9.8	7.3	11.7
Medical Dictated Documents 5 Days	14%	3%	-	22%	-	6%	0%	26%	8%	7%	32%	33%	53%	19%	6%	3%	4%	-	0%	16%	6%	52%	22%
Dictation Time in Days	0.1	0.2	-	0.0	-	0.0	0.0	0.0	0.0	0.0	0.1	0.0	15.5	0.4	0.0	0.0	0.0	-	0.0	0.2	0.1	0.2	0.0
Transcription Time in Days	4.9	5.2	-	4.4	-	5.2	5.0	4.6	5.5	5.5	4.7	3.8	0.7	3.7	5.5	5.5	5.3	-	6.1	4.9	5.2	3.0	4.2
Sign Time in Days	3.7	4.0	-	1.0	-	2.8	3.4	3.8	1.3	4.5	2.2	4.1	7.1	4.1	2.6	3.5	5.4	-	2.6	6.0	3.2	2.9	4.9
Scan Time in Days	1.3	1.1	-	0.9	-	1.2	8.2	0.7	1.1	1.1	1.6	1.2	33.8	1.1	0.3	1.7	1.8	-	0.9	1.1	1.3	1.1	1.7
Total Time in Days	10.0	10.4	-	6.4	-	9.2	16.6	9.1	7.9	11.1	8.7	9.1	57.1	9.3	8.5	10.8	12.6	-	9.6	12.2	9.8	7.3	10.8
Mental Health Dictated Documents 5 Days	35%	-	-	-	-	-	36%	100%	-	39%	70%	-	-	68%	59%	14%	-	0%	10%	0%	-	-	-
Dictation Time in Days	0.9	-	-	-	-	-	0.4	0.0	-	0.3	0.4	-	-	0.0	0.1	0.0	-	0.0	0.1	7.8	-	-	-
Transcription Time in Days	3.1	-	-	-	-	-	2.8	0.3	-	0.9	0.0	-	-	0.7	2.7	4.3	-	4.8	5.0	5.0	-	-	-
Sign Time in Days	2.3	-	-	-	-	-	3.6	0.2	-	3.3	1.5	-	-	3.3	1.0	4.7	-	4.6	1.8	1.3	-	-	-
Scan Time in Days	2.8	-	-	-	-	-	6.5	0.7	-	1.8	4.0	-	-	0.4	0.3	1.8	-	3.6	0.9	12.6	-	-	-
Total Time in Days	9.1	-	-	-	-	-	13.3	1.1	-	6.2	5.9	-	-	4.4	4.0	10.8	-	13.0	7.8	26.8	-	-	-
Specialty Dictated Documents 5 Days	38%	13%	-	0%	-	-	0%	-	-	77%	96%	60%	-	8%	0%	-	-	-	-	13%	-	-	6%
Dictation Time in Days	0.1	0.0	-	-	-	-	0.0	-	-	0.0	0.0	0.0	-	1.0	0.0	-	-	-	-	0.0	-	-	0.2
Transcription Time in Days	2.5	5.5	-	-	-	-	0.0	-	-	6.5	0.0	1.2	-	5.1	5.4	-	-	-	-	0.0	-	-	0.0
Sign Time in Days	2.6	2.2	-	-	-	-	0.0	-	-	1.0	0.0	3.1	-	4.1	1.9	-	-	-	-	0.0	-	-	0.0
Scan Time in Days	3.0	0.5	-	-	-	-	6.0	-	-	1.0	21.0	1.1	-	0.3	0.9	-	-	-	-	12.3	-	-	16.2

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Availability of Health Information	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Dental Documents 3 Days	90%	65%	37%	49%	92%	40%	68%	76%	86%	59%	78%	70%	57%
Mental Health Documents 3 Days	21%	39%	7%	46%	47%	15%	37%	48%	67%	58%	45%	51%	52%
CDCR Inpatient Documents 3 Days	77%	47%	54%	78%	84%	89%	84%	-	41%	63%	69%	-	9%
Other Documents 3 Days	45%	55%	19%	39%	74%	53%	44%	45%	64%	60%	54%	56%	42%
Dictated Documents	21%	54%	-	4%	39%	33%	1%	10%	6%	28%	19%	46%	3%
Dictation Time in Days	0.0	0.3	0.0	0.0	0.0	0.0	6.7	0.0	0.0	0.1	0.1	0.7	2.1
Transcription Time in Days	4.3	2.1	3.0	4.6	5.0	4.5	5.1	5.3	5.0	5.1	4.5	4.3	3.4
Sign Time in Days	3.7	1.9	1.7	6.7	1.6	4.0	1.7	3.2	3.2	4.7	1.8	1.7	15.2
Scan Time in Days	1.9	1.5	1.3	2.1	1.0	0.9	2.9	3.4	1.2	1.2	0.2	1.8	18.8
Total Time in Days	9.8	5.8	6.0	13.4	7.6	9.3	16.4	11.9	9.4	11.0	6.6	8.6	39.4
Medical Dictated Documents 5 Days	12%	-	-	4%	15%	15%	-	1%	6%	7%	19%	-	3%
Dictation Time in Days	0.0	-	-	0.0	0.0	0.0	-	0.0	0.0	0.1	0.1	-	0.1
Transcription Time in Days	4.9	-	-	4.6	5.1	5.0	-	5.4	5.0	5.2	4.5	-	4.3
Sign Time in Days	4.6	-	-	6.7	1.6	4.3	-	3.4	3.2	4.8	1.8	-	18.8
Scan Time in Days	1.8	-	-	2.2	1.0	0.9	-	3.5	1.2	1.2	0.2	-	4.2
Total Time in Days	11.3	-	-	13.6	7.6	10.2	-	12.3	9.4	11.2	6.6	-	27.4
Mental Health Dictated Documents 5 Days	30%	54%	-	-	-	84%	1%	2%	-	71%	-	7%	3%
Dictation Time in Days	0.0	0.3	-	-	-	0.0	6.7	0.0	-	0.0	-	0.6	6.2
Transcription Time in Days	2.8	2.1	-	-	-	0.9	5.1	4.6	-	0.6	-	4.9	1.7
Sign Time in Days	1.5	1.8	-	-	-	1.6	1.7	1.9	-	1.6	-	2.0	8.4
Scan Time in Days	2.2	1.5	-	-	-	0.9	2.9	3.0	-	1.1	-	1.2	54.2
Total Time in Days	6.4	5.7	-	-	-	3.4	16.4	9.5	-	3.4	-	8.6	70.4
Specialty Dictated Documents 5 Days	-	-	-	-	64%	0%	-	29%	-	6%	-	86%	-
Dictation Time in Days	-	-	-	-	0.0	0.2	-	0.1	-	0.0	-	1.7	-
Transcription Time in Days	-	-	-	-	1.9	6.5	-	6.3	-	6.0	-	0.0	-
Sign Time in Days	-	-	-	-	0.7	5.0	-	3.7	-	4.4	-	0.0	-
Scan Time in Days	-	-	-	-	0.9	1.4	-	2.0	-	1.1	-	7.0	-

* Rate Per 1,000 Inmates

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Availability of Health Information	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Total Time in Days	8.2	8.2	-	-	-	-	6.0	-	-	8.5	21.0	5.4	-	10.5	8.2	-	-	-	-	12.3	-	-	16.3
Specialty Notes	66%	70%	39%	94%	70%	61%	22%	97%	49%	76%	45%	87%	78%	72%	69%	64%	71%	79%	73%	59%	92%	85%	16%
Community Hospital Records	65%	86%	33%	75%	67%	81%	25%	100%	54%	57%	59%	77%	67%	83%	38%	73%	20%	60%	60%	20%	33%	77%	89%
Scanning Accuracy	97%	100%	-	99%	98%	95%	100%	99%	-	100%	99%	100%	98%	99%	93%	99%	100%	84%	98%	100%	100%	99%	100%
Appeal Processing	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Timely Appeals	89%	100%	100%	93%	100%	100%	97%	89%	29%	100%	100%	98%	100%	100%	97%	100%	100%	85%	100%	90%	100%	100%	86%
Resource Management	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Claims Processed	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Specialty Teleservices	66%	67%	49%	91%	58%	62%	60%	83%	60%	72%	70%	22%	34%	88%	53%	55%	96%	59%	74%	66%	88%	49%	74%
Health Care Staff Training																							
Continuous Evaluation & Improvement	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
QM & Patient Safety Program																							
Health Care Index																							
Staffing in Full Time Equivalents (FTE)	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Total Staffing FTE	98%	93%	22%	95%	103%	91%	92%	97%	130%	102%	106%	99%	97%	102%	91%	107%	83%	100%	80%	89%	87%	92%	96%
Medical FTE	94%	101%	5%	87%	96%	93%	105%	115%	109%	80%	89%	105%	97%	100%	105%	73%	70%	87%	76%	103%	106%	100%	92%
Nursing FTE	108%	102%	10%	99%	134%	91%	98%	100%	138%	108%	106%	116%	95%	117%	86%	146%	87%	106%	91%	94%	95%	92%	113%
Pharmacy FTE	111%	130%	5%	121%	89%	148%	114%	183%	101%	122%	149%	105%	129%	126%	121%	105%	107%	129%	85%	111%	120%	128%	102%
Dental Clinical FTE	97%	89%	60%	104%	91%	106%	100%	100%	117%	99%	100%	96%	83%	83%	87%	100%	92%	94%	95%	94%	91%	108%	105%
Mental Health Clinical FTE	88%	81%	50%	78%	83%	82%	82%	100%	80%	91%	86%	95%	92%	81%	83%	76%	67%	100%	62%	71%	83%	89%	86%
Clinical Support FTE	93%	128%	25%	101%	75%	107%	93%	80%	95%	117%	114%	72%	113%	88%	94%	83%	85%	126%	43%	90%	105%	87%	78%
Administrative Support FTE	85%	78%	25%	87%	77%	79%	80%	86%	147%	96%	115%	78%	98%	83%	95%	83%	75%	87%	69%	81%	69%	84%	77%
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%
Civil Service FTE	87%	92%	85%	94%	81%	90%	91%	90%	81%	89%	84%	92%	91%	81%	89%	86%	90%	92%	95%	89%	89%	87%	86%
Overtime FTE	7.1%	2.1%	7.5%	2.5%	17.3%	5.3%	5.7%	5.3%	11.3%	5.1%	8.1%	6.6%	6.5%	9.4%	5.3%	7.0%	3.8%	4.1%	4.6%	9.3%	4.8%	6.2%	8.9%
Registry FTE	6.2%	5.5%	7.4%	3.9%	1.8%	5.0%	3.2%	4.7%	7.3%	5.9%	7.9%	1.6%	2.6%	9.4%	5.5%	6.9%	5.8%	3.5%	0.8%	2.0%	5.8%	6.6%	5.3%
Major Costs per Inmate per Month	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC

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Availability of Health Information	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Total Time in Days	-	-	-	-	3.5	13.1	-	12.1	-	11.4	-	8.6	-
Specialty Notes	42%	43%	-	73%	57%	66%	81%	71%	85%	74%	74%	71%	67%
Community Hospital Records	77%	79%	0%	0%	36%	71%	64%	91%	92%	74%	43%	61%	82%
Scanning Accuracy	99%	91%	97%	96%	97%	99%	100%	100%	100%	98%	99%	-	100%
Appeal Processing	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Timely Appeals	100%	100%	100%	97%	87%	94%	94%	100%	100%	100%	97%	68%	100%
Resource Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Claims Processed	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
Specialty Teleservices	71%	71%	80%	65%	88%	47%	70%	47%	68%	32%	58%	72%	76%
Health Care Staff Training													
Continuous Evaluation & Improvement	MCSP	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)	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Total Staffing FTE	94%	107%	88%	84%	108%	106%	91%	75%	75%	105%	95%	105%	95%
Medical FTE	92%	77%	138%	78%	130%	100%	96%	78%	91%	102%	35%	123%	97%
Nursing FTE	112%	124%	81%	90%	124%	129%	108%	73%	61%	119%	109%	126%	100%
Pharmacy FTE	89%	100%	134%	126%	117%	136%	93%	144%	87%	82%	108%	111%	102%
Dental Clinical FTE	98%	91%	93%	100%	98%	94%	94%	100%	96%	119%	105%	95%	-
Mental Health Clinical FTE	86%	93%	91%	75%	101%	95%	84%	78%	91%	91%	94%	86%	-
Clinical Support FTE	73%	133%	102%	94%	101%	95%	70%	88%	95%	130%	76%	100%	92%
Administrative Support FTE	80%	99%	89%	69%	87%	76%	65%	59%	86%	86%	78%	85%	79%
Total Actual FTE	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Civil Service FTE	91%	82%	92%	95%	80%	85%	85%	94%	90%	83%	83%	91%	72%
Overtime FTE	5.7%	8.8%	4.2%	3.1%	6.0%	5.5%	6.1%	4.0%	3.7%	9.2%	12.1%	7.1%	8.2%
Registry FTE	3.4%	9.2%	3.8%	2.3%	14.1%	9.8%	9.1%	2.4%	5.9%	7.9%	5.0%	1.6%	19.6%
Major Costs per Inmate per Month	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP

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Major Costs per Inmate per Month	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Medical Staff	\$89	\$68	\$93	\$58	\$34	\$59	\$92	\$77	\$652	\$107	\$133	\$130	\$284	\$105	\$85	\$66	\$58	\$94	\$80	\$82	\$69	\$76	\$79
Nursing Staff	\$408	\$243	\$446	\$229	\$151	\$271	\$362	\$283	\$3,941	\$482	\$848	\$546	\$1,338	\$659	\$241	\$276	\$241	\$354	\$253	\$362	\$259	\$306	\$407
Pharmacy Staff	\$32	\$22	\$19	\$14	\$9	\$28	\$36	\$25	\$179	\$47	\$66	\$43	\$146	\$38	\$28	\$26	\$13	\$27	\$25	\$18	\$18	\$26	\$27
Dental Clinical Staff	\$79	\$95	\$83	\$72	\$65	\$76	\$76	\$90	\$116	\$79	\$92	\$81	\$95	\$72	\$91	\$80	\$87	\$74	\$79	\$82	\$83	\$80	\$76
Mental Health Clinical Staff	\$169	\$89	\$6	\$30	\$7	\$100	\$170	\$38	\$616	\$204	\$349	\$321	\$570	\$210	\$100	\$66	\$27	\$149	\$60	\$62	\$24	\$149	\$280
Clinical Support Staff	\$22	\$10	\$15	\$6	\$4	\$12	\$20	\$8	\$184	\$26	\$47	\$41	\$103	\$33	\$14	\$6	\$8	\$8	\$5	\$10	\$6	\$14	\$24
Administrative Support Staff	\$102	\$92	\$95	\$80	\$37	\$66	\$94	\$105	\$578	\$117	\$239	\$126	\$310	\$108	\$92	\$66	\$83	\$109	\$76	\$87	\$84	\$104	\$110
Hospital	\$106	\$48	\$19	\$42	\$17	\$37	\$70	\$62	\$1,548	\$210	\$127	\$83	\$455	\$115	\$65	\$88	\$62	\$127	\$75	\$22	\$31	\$105	\$63
Emergency Department	\$6	\$5	\$6	\$9	\$6	\$3	\$12	\$5	\$28	\$4	\$5	\$5	\$8	\$4	\$8	\$4	\$6	\$6	\$3	\$7	\$5	\$8	\$12
Specialty	\$29	\$23	\$12	\$19	\$13	\$17	\$24	\$22	\$129	\$46	\$24	\$38	\$111	\$29	\$15	\$22	\$28	\$20	\$14	\$21	\$22	\$19	\$32
Medications	\$90	\$34	\$3	\$19	\$14	\$39	\$100	\$27	\$129	\$258	\$133	\$179	\$362	\$78	\$76	\$52	\$28	\$95	\$47	\$38	\$22	\$36	\$126
Diagnostics	\$18	\$13	\$14	\$11	\$8	\$10	\$28	\$9	\$65	\$37	\$23	\$22	\$34	\$9	\$13	\$11	\$11	\$21	\$12	\$9	\$9	\$9	\$22
Workload Per Day	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Appointments per PCP	12.3	13.7	21.0	11.3	13.0	13.9	12.9	12.6	13.5	9.4	12.3	10.5	10.2	13.3	11.3	14.9	14.5	14.0	9.1	12.1	13.3	14.0	12.8
Appointments per PCRN	6.4	8.1	5.4	6.6	4.9	4.9	6.1	6.6	5.0	7.1	8.0	6.8	9.1	6.3	5.9	6.9	4.8	7.6	7.4	5.9	5.9	6.7	6.1
Encounters per Primary MH Clinician	9.0	8.9	3.0	2.7	2.4	7.7	9.3	3.0	6.8	6.0	7.1	12.6	11.2	10.0	5.7	6.6	3.6	8.3	9.8	6.7	4.2	11.9	12.3
Encounters per Psychiatrist	8.9	9.6	2.0	3.6	1.0	9.5	7.5	3.9	6.7	8.5	8.3	10.3	8.6	9.9	10.3	13.3	2.8	10.6	12.0	7.0	5.4	11.7	10.0
Other Trends	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Hospital Admissions*	5.6	2.8	1.3	2.3	0.8	3.9	2.2	0.7	43.7	9.6	8.8	4.2	12.2	10.5	4.9	1.8	2.1	6.3	1.6	1.7	2.0	6.2	4.2
Emergency Department Visits*	27	19	19	32	17	9	22	23	134	26	38	22	22	11	62	22	43	31	19	13	34	22	94
Specialty Care Referrals*	42	25	53	34	22	18	38	42	164	42	41	77	59	39	23	28	44	65	33	41	52	19	71
Prescriptions Per Inmate	3.3	1.7	2.1	1.2	0.6	2.3	3.9	1.6	12.2	4.7	4.7	6.3	7.2	3.2	2.9	3.5	2.0	2.7	2.6	1.8	1.5	1.7	4.3
Diagnostics Per Inmate	0.9	0.7	0.6	0.6	0.4	0.5	1.3	0.4	4.0	1.6	1.3	0.9	1.9	0.3	0.7	0.6	0.6	1.3	0.6	0.6	0.3	0.5	0.9
Appeals Received*	35	32	28	9	3	23	52	12	82	44	24	23	54	59	21	38	11	80	20	28	11	25	45
Prison Population Capacity	138%	149%	-	167%	124%	158%	183%	120%	65%	149%	129%	112%	90%	140%	107%	149%	134%	150%	125%	152%	138%	156%	154%

* Rate Per 1,000 Inmates

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Major Costs per Inmate per Month	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Staff	\$94	\$78	\$68	\$73	\$140	\$120	\$63	\$39	\$96	\$96	\$69	\$76	\$68
Nursing Staff	\$444	\$316	\$400	\$289	\$577	\$1,028	\$314	\$123	\$274	\$404	\$506	\$323	\$295
Pharmacy Staff	\$33	\$23	\$21	\$24	\$54	\$52	\$29	\$12	\$42	\$29	\$60	\$28	\$21
Dental Clinical Staff	\$89	\$67	\$86	\$83	\$95	\$106	\$65	\$72	\$79	\$72	\$84	\$70	\$65
Mental Health Clinical Staff	\$282	\$147	\$153	\$133	\$414	\$763	\$121	\$46	\$130	\$355	\$210	\$150	\$122
Clinical Support Staff	\$36	\$15	\$20	\$12	\$55	\$103	\$18	\$6	\$15	\$24	\$26	\$18	\$15
Administrative Support Staff	\$134	\$92	\$119	\$84	\$138	\$175	\$72	\$42	\$86	\$93	\$120	\$82	\$80
Hospital	\$157	\$54	\$28	\$38	\$220	\$152	\$118	\$30	\$187	\$105	\$108	\$85	\$133
Emergency Department	\$9	\$3	\$3	\$5	\$8	\$7	\$7	\$2	\$7	\$5	\$13	\$11	\$4
Specialty	\$36	\$23	\$5	\$21	\$59	\$19	\$38	\$13	\$46	\$35	\$23	\$32	\$32
Medications	\$265	\$53	\$40	\$28	\$244	\$159	\$89	\$18	\$113	\$156	\$80	\$76	\$58
Diagnostics	\$24	\$34	\$8	\$9	\$28	\$16	\$12	\$7	\$19	\$31	\$13	\$15	\$38
Workload Per Day	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Appointments per PCP	9.2	14.4	5.3	18.4	12.8	10.5	14.7	10.9	10.0	10.6	8.8	16.6	12.0
Appointments per PCRN	5.5	7.2	2.7	6.5	7.2	7.4	7.2	4.6	5.8	5.5	6.3	5.4	6.6
Encounters per Primary MH Clinician	9.7	10.3	5.1	7.1	9.0	8.0	10.6	6.2	6.8	6.1	9.7	12.0	11.8
Encounters per Psychiatrist	9.4	9.3	5.6	13.9	8.7	9.0	11.2	6.3	9.0	6.0	9.5	10.7	7.3
Other Trends	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Hospital Admissions*	8.0	4.0	0.7	1.9	18.5	3.2	6.8	2.0	8.8	4.5	4.0	4.9	11.9
Emergency Department Visits*	43	13	4	14	48	32	12	10	25	22	69	20	16
Specialty Care Referrals*	99	36	17	21	79	31	21	27	48	51	34	58	32
Prescriptions Per Inmate	5.6	3.1	1.4	2.5	6.5	6.0	3.9	1.0	4.1	4.5	3.6	4.4	2.2
Diagnostics Per Inmate	1.2	1.6	0.4	0.4	1.5	0.7	0.4	0.5	1.1	2.0	0.6	0.7	1.6
Appeals Received*	56	30	41	25	71	94	41	13	27	24	67	49	29
Prison Population Capacity	170%	167%	117%	136%	141%	119%	158%	123%	153%	128%	142%	164%	175%

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High Risk Priority 1	3.8%	0.0%	0.0%	0.2%	0.0%	0.6%	3.5%	0.5%	34.3%	13.3%	4.4%	8.1%	17.0%	1.6%	0.6%	1.5%	1.3%	3.5%	2.3%	0.7%	0.6%	0.5%	5.7%
High Risk Priority 2	7.5%	0.7%	0.5%	0.8%	0.6%	2.7%	5.8%	1.6%	24.4%	26.5%	10.3%	15.4%	20.0%	4.1%	3.6%	6.3%	3.7%	3.9%	8.6%	2.1%	2.7%	3.3%	12.5%
Medium Risk	41%	54%	30%	19%	8%	47%	49%	20%	31%	37%	45%	41%	50%	54%	54%	51%	27%	33%	43%	40%	23%	47%	50%
Low Risk	48%	45%	70%	80%	92%	50%	42%	78%	11%	24%	40%	36%	13%	41%	41%	41%	68%	59%	46%	58%	74%	49%	31%
Mental Health EOP	4.7%	N/A	N/A	N/A	N/A	N/A	1.8%	N/A	12.2%	0.9%	5.2%	14.6%	20.7%	7.8%	N/A	N/A	N/A	0.8%	N/A	N/A	N/A	3.1%	12.4%
Patients with Disability (ADA)	6.5%	3.8%	0.7%	1.5%	0.2%	1.7%	5.8%	2.5%	38.6%	13.0%	6.6%	6.6%	34.2%	4.4%	2.8%	5.1%	3.7%	5.0%	2.9%	4.5%	2.1%	3.3%	6.0%
Inmates 50 Years or Older	23%	22%	20%	6%	7%	17%	19%	13%	54%	44%	21%	35%	47%	15%	19%	38%	27%	20%	31%	9%	14%	9%	23%
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
Specialized Health Care Beds	3,010	28	-	18	19	16	38	13	2,011	78	25	87	169	87	10	21	-	24	-	27	14	22	16
Institution Population	123,102	4,345	2,224	3,865	4,806	4,397	3,662	2,772	1,921	4,460	1,808	4,305	2,127	4,371	2,680	4,944	2,341	2,533	3,096	3,527	3,046	3,841	3,539

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All Institutions

Institution & Population Characteristics	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
High Risk Priority 1	10.8%	0.8%	0.8%	0.0%	14.4%	5.8%	1.9%	0.3%	8.1%	6.7%	2.0%	2.4%	1.3%
High Risk Priority 2	21.6%	2.6%	1.9%	0.5%	22.3%	13.8%	5.4%	1.5%	16.7%	13.8%	6.1%	8.2%	3.3%
Medium Risk	49%	33%	22%	56%	49%	57%	57%	21%	46%	40%	55%	59%	37%
Low Risk	19%	64%	75%	44%	14%	23%	36%	77%	29%	40%	37%	31%	59%
Mental Health EOP	21.1%	2.3%	2.8%	N/A	17.8%	35.8%	7.2%	N/A	N/A	1.5%	12.6%	7.5%	2.7%
Patients with Disability (ADA)	8.6%	1.9%	1.5%	3.9%	22.6%	4.9%	15.1%	1.0%	8.5%	7.4%	6.3%	11.4%	2.5%
Inmates 50 Years or Older	34%	12%	9%	14%	37%	17%	25%	12%	39%	42%	14%	34%	12%
Men and Women Institutions	M	M	M	M	M	M	M	M	M	M	M	M	M
Specialized Health Care Beds	10	16	19	15	28	66	38	10	15	10	22	23	15
Institution Population	2,883	4,520	2,783	3,146	3,080	2,166	5,414	4,614	3,985	3,969	3,483	3,247	5,202

* Rate Per 1,000 Inmates

Please direct questions or feedback to QMstaff@cdcr.ca.gov

HEALTHCARE SERVICES DASHBOARD

Valley State Prison (VSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			VSP	Statewide	Asthma Care			VSP	Statewide	Appropriate Placement High Risk Patients			VSP	Statewide					
Dental Services		80%	89%		Therapeutic Anticoagulation		85%	81%		High Risk Patient Care Plan		N/A	75%						
Mental Health Services		88%	93%		Diabetes Care		100%	79%		Follow-Up After MHCB/DSH Admission									
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			VSP	Statewide	End Stage Liver Disease Care			VSP	Statewide	30-Day Community Hospital Readmission		96%	87%						
Seen as Scheduled		1.1%	2.8%		Utilization Specialty Services		81%	74%		30-Day MHCB or DSH Readmission		5.0%	7.8%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			VSP	Statewide	Colon Cancer Screening		91%	91%		Potentially Avoidable Hospitalizations*		-	29%						
		82%	85%		Breast Cancer Screening		85%	94%				8.0	11.3						
CONTINUITY OF CLINICIANS & SERVICES																			
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			VSP	Statewide	Non-Dictated Documents		75%	82%		Primary Care Provider (PCP)		90%	86%						
Medication Non-Adherence Counseling		98%	81%		Dictated Documents		60%	59%		Mental Health Primary Clinician		77%	84%						
Medication Administration		94%	89%		Specialty Notes		46%	29%		Psychiatrist		84%	84%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			VSP	Statewide	Community Hospital Records		94%	89%		Scanning Accuracy		61%	65%						
Non-Formulary by Medical Providers		2.1%	3.3%				-	97%				-	97%						
APPEAL PROCESSING																			
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	265	252	105%	98%	Timely Appeals		68%	89%		CONTINUOUS EVALUATION & IMPROVEMENT									
Medical FTE	12	10	123%	94%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Nursing FTE	124	99	126%	108%	LABOR					6 Mth Trend					6 Mth Trend				
Pharmacy FTE	14	13	111%	111%	Medical Staff	YTD 13/14	YTD 12/13	Statewide	Claims Processed		N/A	100%							
Dental Clinical FTE	18	19	95%	97%	Nursing Staff	\$76	\$104	\$89	Specialty Teleservices		72%	66%							
Mental Health Clinical FTE	34	39	86%	88%	Pharmacy Staff	\$323	\$409	\$408	Health Care Staff Training										
Clinical Support FTE	9	9	100%	93%	Pharmacy Staff	\$28	\$44	\$32	WORKLOAD PER DAY										
Administrative Support FTE	55	65	85%	85%	Dental Clinical Staff	\$70	\$99	\$79	Appointments per PCP		16.6	12.3							
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE		265	100%	100%	Mental Health Clinical Staff	\$150	\$195	\$169	Appointments per PCRN		5.4	6.4							
Civil Service FTE		242	91%	87%	Clinical Support Staff	\$18	\$26	\$22	Encounters per Primary MH Clinician		12.0	9.0							
Overtime FTE		19	7.1%	7.1%	Administrative Support Staff	\$82	\$115	\$102	Encounters per Psychiatrist		10.7	8.9							
Registry FTE		4	1.6%	6.2%	NON LABOR					OTHER TRENDS									
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			VSP	Statewide	Hospital	YTD 13/14	YTD 12/13	Statewide	Hospital Admissions*		4.9	5.6							
Civil Service FTE			VSP	Statewide	Emergency Department	\$85	\$53	\$106	Emergency Department Visits*		20	27							
Overtime FTE			VSP	Statewide	Emergency Department	\$11	\$4	\$6	Specialty Care Referrals*		58	42							
Registry FTE			VSP	Statewide	Specialty	\$32	\$33	\$29	Prescriptions Per Inmate		4.4	3.3							
			VSP	Statewide	Medications	\$76	\$62	\$90	Diagnosics Per Inmate		0.7	0.9							
			VSP	Statewide	Diagnosics	\$15	\$17	\$18	Appeals Received*		49	35							
			VSP	Statewide					Prison Population Capacity		164%	138%							

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

HEALTHCARE SERVICES DASHBOARD

California State Prison, Solano (SOL)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT																			
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend														
Medical Services					SOL	85%	89%	Asthma Care							SOL	92%	81%	Appropriate Placement High Risk Patients						SOL	N/A	75%			
Dental Services						99%	93%	Therapeutic Anticoagulation								69%	79%	High Risk Patient Care Plan											
Mental Health Services						95%	89%	Diabetes Care								81%	81%	Follow-Up After MHCB/DSH Admission								83%	87%		
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend														
Cancelled Due to Custody						0.3%	2.8%	End Stage Liver Disease Care								72%	74%	30-Day Community Hospital Readmission								5.8%	7.8%		
Seen as Scheduled						92%	85%	Utilization Specialty Services								89%	91%	30-Day MHCB or DSH Readmission								14%	29%		
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend														
Effective Communication Provided						98%	95%	Colon Cancer Screening								93%	94%	Potentially Avoidable Hospitalizations*								18.2	11.3		
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend														
Medication Continuity-Transfer						95%	82%	Breast Cancer Screening								N/A	84%	CONTINUITY OF CLINICIANS & SERVICES											
Medication Non-Adherence Counseling						63%	81%	Diagnostic Monitoring								89%	80%	Primary Care Provider (PCP)								98%	86%		
Medication Administration						99%	89%	Polypharmacy Medication Review								N/A		Mental Health Primary Clinician								N/A	84%		
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend														
Non-Formulary by Psychiatrists						1.4%	3.3%	AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend											
Non-Formulary by Medical Providers						4.0%	3.8%	Non-Dictated Documents								66%	59%	Psychiatrist								N/A	84%		
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend														
Total Staffing FTE	Actual	Authority	% of Auth	Statewide				Dictated Documents							6%	29%	Claims Processed									N/A	100%		
Medical FTE	14	15	91%	94%				Specialty Notes							85%	66%	Specialty Teleservices									68%	66%		
Nursing FTE	105	172	61%	108%				Community Hospital Records							92%	65%	Health Care Staff Training												
Pharmacy FTE	14	17	87%	111%				Scanning Accuracy							100%	97%	RESOURCE MANAGEMENT												
Dental Clinical FTE	22	23	96%	97%				APPEAL PROCESSING					6 Mth Trend					6 Mth Trend											
Mental Health Clinical FTE	36	40	91%	88%				Timely Appeals							100%	89%	QM & Patient Safety Program												
Clinical Support FTE	9	10	95%	93%				MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend											
Administrative Support FTE	64	75	86%	85%				LABOR	YTD 13/14	YTD 12/13	Statewide						Health Care Index												
Total Actual FTE	264	351	75%	98%				Medical Staff	\$96	\$104	\$89						WORKLOAD PER DAY												
Civil Service FTE	239	239	90%	87%				Nursing Staff	\$274	\$245	\$408						Appointments per PCP										10.0	12.3	
Overtime FTE	10	10	3.7%	7.1%				Pharmacy Staff	\$42	\$44	\$32						Appointments per PCRN										5.8	6.4	
Registry FTE	16	16	5.9%	6.2%				Dental Clinical Staff	\$79	\$73	\$79						Encounters per Primary MH Clinician										6.8	9.0	
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend														
Hospital	YTD 13/14	YTD 12/13	Statewide					Mental Health Clinical Staff	\$130	\$114	\$169						Encounters per Psychiatrist										9.0	8.9	
Emergency Department	\$7	\$5	\$6					Clinical Support Staff	\$15	\$17	\$22						OTHER TRENDS												
Specialty	\$46	\$47	\$29					Administrative Support Staff	\$86	\$84	\$102						Hospital Admissions*										8.8	5.6	
Medications	\$113	\$110	\$90					LABOR					6 Mth Trend					6 Mth Trend											
Diagnostics	\$19	\$21	\$18					Hospital	\$187	\$129	\$106						Emergency Department Visits*										25	27	
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend														
Hospital	YTD 13/14	YTD 12/13	Statewide					Emergency Department	\$7	\$5	\$6						Specialty Care Referrals*										48	42	
Emergency Department	\$7	\$5	\$6					Specialty	\$46	\$47	\$29						Prescriptions Per Inmate										4.1	3.3	
Specialty	\$46	\$47	\$29					Medications	\$113	\$110	\$90						Diagnostics Per Inmate											1.1	0.9
Medications	\$113	\$110	\$90					Diagnostics	\$19	\$21	\$18						Appeals Received*										27	35	
Diagnostics	\$19	\$21	\$18					LABOR					6 Mth Trend					6 Mth Trend											
Hospital	YTD 13/14	YTD 12/13	Statewide					Hospital	\$187	\$129	\$106						Prison Population Capacity											153%	138%
Emergency Department	\$7	\$5	\$6					Emergency Department	\$7	\$5	\$6						OTHER TRENDS												
Specialty	\$46	\$47	\$29					Specialty	\$46	\$47	\$29						Hospital Admissions*										8.8	5.6	
Medications	\$113	\$110	\$90					Medications	\$113	\$110	\$90						Emergency Department Visits*										25	27	
Diagnostics	\$19	\$21	\$18					Diagnostics	\$19	\$21	\$18						Specialty Care Referrals*										48	42	
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend														
Hospital	YTD 13/14	YTD 12/13	Statewide					Hospital	\$187	\$129	\$106						Prescriptions Per Inmate											4.1	3.3
Emergency Department	\$7	\$5	\$6					Emergency Department	\$7	\$5	\$6						Diagnostics Per Inmate											1.1	0.9
Specialty	\$46	\$47	\$29					Specialty	\$46	\$47	\$29						Appeals Received*										27	35	
Medications	\$113	\$110	\$90					Diagnostics	\$19	\$21	\$18						Prison Population Capacity										153%	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										
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical Services				90%	89%	Asthma Care				87%	81%	Appropriate Placement High Risk Patients				N/A	75%			
Dental Services				89%	93%	Therapeutic Anticoagulation				67%	79%	High Risk Patient Care Plan								
Mental Health Services				96%	89%	Diabetes Care				80%	81%	Follow-Up After MHCB/DSH Admission				75%	87%			
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Cancelled Due to Custody				0.1%	2.8%	End Stage Liver Disease Care				51%	74%	30-Day Community Hospital Readmission				5.9%	7.8%			
Seen as Scheduled				92%	85%	Utilization Specialty Services				95%	91%	30-Day MHCB or DSH Readmission				-	29%			
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Effective Communication Provided				95%	95%	Colon Cancer Screening				99%	94%	Potentially Avoidable Hospitalizations*				1.3	11.3			
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medication Continuity-Transfer				85%	82%	Breast Cancer Screening				N/A	84%	CONTINUITY OF CLINICIANS & SERVICES								
Medication Non-Adherence Counseling				95%	81%	Diagnostic Monitoring				80%	80%	Primary Care Provider (PCP)				86%	86%			
Medication Administration				80%	89%	Polypharmacy Medication Review						Mental Health Primary Clinician				N/A	84%			
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Non-Formulary by Psychiatrists				2.6%	3.3%	AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers				2.7%	3.8%	Non-Dictated Documents				55%	59%	Claims Processed				N/A	100%			
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical FTE	159	211	75%	98%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Nursing FTE	7	9	78%	94%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Pharmacy FTE	66	91	73%	108%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Dental Clinical FTE	8	6	144%	111%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Mental Health Clinical FTE	26	26	100%	97%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Clinical Support FTE	16	20	78%	88%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Administrative Support FTE	4	5	88%	93%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE	32	55	59%	85%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Civil Service FTE					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Overtime FTE					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Registry FTE					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical Staff	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Nursing Staff	\$39	\$46	\$89	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Pharmacy Staff	\$123	\$118	\$408	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Dental Clinical Staff	\$12	\$10	\$32	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Mental Health Clinical Staff	\$72	\$67	\$79	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Clinical Support Staff	\$46	\$44	\$169	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Administrative Support Staff	\$6	\$5	\$22	6 Mth Trend					6 Mth Trend					6 Mth Trend						
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Hospital	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Emergency Department	\$30	\$25	\$106	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Specialty	\$2	\$2	\$6	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Medications	\$13	\$7	\$29	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Diagonstics	\$18	\$21	\$90	6 Mth Trend					6 Mth Trend					6 Mth Trend						
WORKLOAD PER DAY					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical Staff	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Nursing Staff	\$42	\$43	\$102	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Pharmacy Staff	\$30	\$25	\$106	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Dental Clinical Staff	\$2	\$2	\$6	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Mental Health Clinical Staff	\$13	\$7	\$29	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Clinical Support Staff	\$18	\$21	\$90	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Administrative Support Staff	\$7	\$9	\$18	6 Mth Trend					6 Mth Trend					6 Mth Trend						
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical Staff	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Nursing Staff	\$39	\$46	\$89	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Pharmacy Staff	\$123	\$118	\$408	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Dental Clinical Staff	\$12	\$10	\$32	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Mental Health Clinical Staff	\$72	\$67	\$79	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Clinical Support Staff	\$46	\$44	\$169	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Administrative Support Staff	\$6	\$5	\$22	6 Mth Trend					6 Mth Trend					6 Mth Trend						
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Hospital	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Emergency Department	\$30	\$25	\$106	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Specialty	\$2	\$2	\$6	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Medications	\$13	\$7	\$29	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Diagonstics	\$18	\$21	\$90	6 Mth Trend					6 Mth Trend					6 Mth Trend						
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical Staff	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Nursing Staff	\$39	\$46	\$89	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Pharmacy Staff	\$123	\$118	\$408	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Dental Clinical Staff	\$12	\$10	\$32	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Mental Health Clinical Staff	\$72	\$67	\$79	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Clinical Support Staff	\$46	\$44	\$169	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Administrative Support Staff	\$6	\$5	\$22	6 Mth Trend					6 Mth Trend					6 Mth Trend						
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Hospital	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Emergency Department	\$30	\$25	\$106	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Specialty	\$2	\$2	\$6	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Medications	\$13	\$7	\$29	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Diagonstics	\$18	\$21	\$90	6 Mth Trend					6 Mth Trend					6 Mth Trend						
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical Staff	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Nursing Staff	\$39	\$46	\$89	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Pharmacy Staff	\$123	\$118	\$408	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Dental Clinical Staff	\$12	\$10	\$32	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Mental Health Clinical Staff	\$72	\$67	\$79	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Clinical Support Staff	\$46	\$44	\$169	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Administrative Support Staff	\$6	\$5	\$22	6 Mth Trend					6 Mth Trend					6 Mth Trend						
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Hospital	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Emergency Department	\$30	\$25	\$106	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Specialty	\$2	\$2	\$6	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Medications	\$13	\$7	\$29	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Diagonstics	\$18	\$21	\$90	6 Mth Trend					6 Mth Trend					6 Mth Trend						
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical Staff	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Nursing Staff	\$39	\$46	\$89	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Pharmacy Staff	\$123	\$118	\$408	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Dental Clinical Staff	\$12	\$10	\$32	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Mental Health Clinical Staff	\$72	\$67	\$79	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Clinical Support Staff	\$46	\$44	\$169	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Administrative Support Staff	\$6	\$5	\$22	6 Mth Trend					6 Mth Trend					6 Mth Trend						
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Hospital	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Emergency Department	\$30	\$25	\$106	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Specialty	\$2	\$2	\$6	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Medications	\$13	\$7	\$29	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Diagonstics	\$18	\$21	\$90	6 Mth Trend					6 Mth Trend					6 Mth Trend						
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical Staff	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Nursing Staff	\$39	\$46	\$89	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Pharmacy Staff	\$123	\$118	\$408	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Dental Clinical Staff	\$12	\$10	\$32	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Mental Health Clinical Staff	\$72	\$67	\$79	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Clinical Support Staff	\$46	\$44	\$169	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Administrative Support Staff	\$6	\$5	\$22	6 Mth Trend					6 Mth Trend					6 Mth Trend						
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Hospital	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Emergency Department	\$30	\$25	\$106	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Specialty	\$2	\$2	\$6	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Medications	\$13	\$7	\$29	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Diagonstics	\$18	\$21	\$90	6 Mth Trend					6 Mth Trend					6 Mth Trend						
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical Staff	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Nursing Staff	\$39	\$46																		

HEALTHCARE SERVICES DASHBOARD

Substance Abuse Treatment Facility (SATF)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT										
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical Services			SATF	Statewide	Asthma Care			SATF	Statewide	Appropriate Placement High Risk Patients			SATF	Statewide						
Dental Services			93%	89%	Therapeutic Anticoagulation			87%	81%	High Risk Patient Care Plan			N/A	75%						
Mental Health Services			93%	93%	Diabetes Care			90%	79%	Follow-Up After MHCB/DSH Admission			78%	87%						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Cancelled Due to Custody			2.3%	2.8%	End Stage Liver Disease Care			64%	74%	30-Day Community Hospital Readmission			11.7%	7.8%						
Seen as Scheduled			86%	85%	Utilization Specialty Services			96%	91%	30-Day MHCB or DSH Readmission			26%	29%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Effective Communication Provided			98%	95%	Colon Cancer Screening			88%	94%	Potentially Avoidable Hospitalizations*			16.1	11.3						
MEDICATION MANAGEMENT					AVAILABILITY OF HEALTH INFORMATION					CONTINUITY OF CLINICIANS & SERVICES										
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medication Continuity-Transfer			76%	82%	Non-Dictated Documents			60%	59%	Primary Care Provider (PCP)			94%	86%						
Medication Non-Adherence Counseling			73%	81%	Dictated Documents			1%	29%	Mental Health Primary Clinician			82%	84%						
Medication Administration			80%	89%	Specialty Notes			81%	66%	Psychiatrist			85%	84%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Non-Formulary by Psychiatrists			2.9%	3.3%	Community Hospital Records			64%	65%	RESOURCE MANAGEMENT										
Non-Formulary by Medical Providers			2.8%	3.8%	Scanning Accuracy			100%	97%	Claims Processed			N/A	100%						
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					
Actual Authority % of Auth Statewide					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Staffing FTE	417	459	91%	98%	Timely Appeals			94%	89%	Specialty Teleservices			70%	66%						
Medical FTE	15	16	96%	94%	MAJOR COSTS PER INMATE PER MONTH**					CONTINUOUS EVALUATION & IMPROVEMENT										
Nursing FTE	210	195	108%	108%	LABOR					6 Mth Trend					6 Mth Trend					
Pharmacy FTE	19	21	93%	111%	Medical Staff	YTD 13/14	YTD 12/13	Statewide	QM & Patient Safety Program											
Dental Clinical FTE	32	34	94%	97%	Nursing Staff	\$63	\$61	\$89	Health Care Index											
Mental Health Clinical FTE	61	72	84%	88%	Pharmacy Staff	\$314	\$289	\$408	WORKLOAD PER DAY											
Clinical Support FTE	14	21	70%	93%	Pharmacy Staff	\$29	\$25	\$32	Appointments per PCP			14.7	12.3							
Administrative Support FTE	65	101	65%	85%	Dental Clinical Staff	\$65	\$63	\$79	Appointments per PCRN			7.2	6.4							
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE			417	100%	100%	Mental Health Clinical Staff	\$121	\$130	\$169	Encounters per Primary MH Clinician			10.6	9.0						
Civil Service FTE			354	85%	87%	Clinical Support Staff	\$18	\$19	\$22	Encounters per Psychiatrist			11.2	8.9						
Overtime FTE			26	6.1%	7.1%	Administrative Support Staff	\$72	\$65	\$102	OTHER TRENDS										
Registry FTE			38	9.1%	6.2%	NON LABOR					6 Mth Trend					6 Mth Trend				
Actual SATF Statewide					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE			417	100%	100%	Hospital	YTD 13/14	YTD 12/13	Statewide	Hospital Admissions*			6.8	5.6						
Civil Service FTE			354	85%	87%	Hospital	\$118	\$143	\$106	Emergency Department Visits*			12	27						
Overtime FTE			26	6.1%	7.1%	Emergency Department	\$7	\$5	\$6	Specialty Care Referrals*			21	42						
Registry FTE			38	9.1%	6.2%	Specialty	\$38	\$40	\$29	Prescriptions Per Inmate			3.9	3.3						
Actual SATF Statewide					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE			417	100%	100%	Medications	\$89	\$94	\$90	Diagnostics Per Inmate			0.4	0.9						
Civil Service FTE			354	85%	87%	Diagnostics	\$12	\$14	\$18	Appeals Received*			41	35						
Overtime FTE			26	6.1%	7.1%	LABOR					6 Mth Trend					6 Mth Trend				
Registry FTE			38	9.1%	6.2%	Medical Staff	YTD 13/14	YTD 12/13	Statewide	Prison Population Capacity			158%	138%						
Actual SATF Statewide					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE			417	100%	100%	Nursing Staff	\$314	\$289	\$408	OTHER TRENDS										
Civil Service FTE			354	85%	87%	Pharmacy Staff	\$29	\$25	\$32	6 Mth Trend					6 Mth Trend					
Overtime FTE			26	6.1%	7.1%	Dental Clinical Staff	\$65	\$63	\$79	6 Mth Trend					6 Mth Trend					
Registry FTE			38	9.1%	6.2%	Mental Health Clinical Staff	\$121	\$130	\$169	6 Mth Trend					6 Mth Trend					
Actual SATF Statewide					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE			417	100%	100%	Clinical Support Staff	\$18	\$19	\$22	6 Mth Trend					6 Mth Trend					
Civil Service FTE			354	85%	87%	Administrative Support Staff	\$72	\$65	\$102	6 Mth Trend					6 Mth Trend					
Overtime FTE			26	6.1%	7.1%	NON LABOR					6 Mth Trend					6 Mth Trend				
Registry FTE			38	9.1%	6.2%	Hospital	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend					6 Mth Trend					
Actual SATF Statewide					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE			417	100%	100%	Hospital	\$118	\$143	\$106	6 Mth Trend					6 Mth Trend					
Civil Service FTE			354	85%	87%	Emergency Department	\$7	\$5	\$6	6 Mth Trend					6 Mth Trend					
Overtime FTE			26	6.1%	7.1%	Specialty	\$38	\$40	\$29	6 Mth Trend					6 Mth Trend					
Registry FTE			38	9.1%	6.2%	Medications	\$89	\$94	\$90	6 Mth Trend					6 Mth Trend					
Actual SATF Statewide					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE			417	100%	100%	Diagnostics	\$12	\$14	\$18	6 Mth Trend					6 Mth Trend					
Civil Service FTE			354	85%	87%	LABOR					6 Mth Trend					6 Mth Trend				
Overtime FTE			26	6.1%	7.1%	Medical Staff	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend					6 Mth Trend					
Registry FTE			38	9.1%	6.2%	Nursing Staff	\$314	\$289	\$408	6 Mth Trend					6 Mth Trend					
Actual SATF Statewide					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE			417	100%	100%	Pharmacy Staff	\$29	\$25	\$32	6 Mth Trend					6 Mth Trend					
Civil Service FTE			354	85%	87%	Dental Clinical Staff	\$65	\$63	\$79	6 Mth Trend					6 Mth Trend					
Overtime FTE			26	6.1%	7.1%	Mental Health Clinical Staff	\$121	\$130	\$169	6 Mth Trend					6 Mth Trend					
Registry FTE			38	9.1%	6.2%	Clinical Support Staff	\$18	\$19	\$22	6 Mth Trend					6 Mth Trend					
Actual SATF Statewide					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE			417	100%	100%	Administrative Support Staff	\$72	\$65	\$102	6 Mth Trend					6 Mth Trend					
Civil Service FTE			354	85%	87%	NON LABOR					6 Mth Trend					6 Mth Trend				
Overtime FTE			26	6.1%	7.1%	Hospital	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend					6 Mth Trend					
Registry FTE			38	9.1%	6.2%	Hospital	\$118	\$143	\$106	6 Mth Trend					6 Mth Trend					
Actual SATF Statewide					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE			417	100%	100%	Emergency Department	\$7	\$5	\$6	6 Mth Trend					6 Mth Trend					
Civil Service FTE			354	85%	87%	Specialty	\$38	\$40	\$29	6 Mth Trend					6 Mth Trend					
Overtime FTE			26	6.1%	7.1%	Medications	\$89	\$94	\$90	6 Mth Trend					6 Mth Trend					
Registry FTE			38	9.1%	6.2%	Diagnostics	\$12	\$14	\$18	6 Mth Trend					6 Mth Trend					
Actual SATF Statewide					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE			417	100%	100%	LABOR					6 Mth Trend					6 Mth Trend				
Civil Service FTE			354	85%	87%	Medical Staff	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend					6 Mth Trend					
Overtime FTE			26	6.1%	7.1%	Nursing Staff	\$314	\$289	\$408	6 Mth Trend					6 Mth Trend					
Registry FTE			38	9.1%	6.2%	Pharmacy Staff	\$29	\$25	\$32	6 Mth Trend					6 Mth Trend					
Actual SATF Statewide					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE			417	100%	100%	Dental Clinical Staff	\$65	\$63	\$79	6 Mth Trend					6 Mth Trend					
Civil Service FTE			354	85%	87%	Mental Health Clinical Staff	\$121	\$130	\$169	6 Mth Trend					6 Mth Trend					
Overtime FTE			26	6.1%	7.1%	Clinical Support Staff	\$18	\$19	\$22	6 Mth Trend					6 Mth Trend					
Registry FTE			38	9.1%	6.2%	Administrative Support Staff	\$72	\$65	\$102	6 Mth Trend					6 Mth Trend					
Actual SATF Statewide					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE			417	100%	100%	NON LABOR					6 Mth Trend					6 Mth Trend				
Civil Service FTE			354	85%	87%	Hospital	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend					6 Mth Trend					
Overtime FTE			26	6.1%	7.1%	Hospital	\$118	\$143	\$106	6 Mth Trend					6 Mth Trend					
Registry FTE			38	9.1%	6.2%	Emergency Department	\$7	\$5	\$6	6 Mth Trend					6 Mth Trend					
Actual SATF Statewide					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE			417	100%	100%	Specialty	\$38	\$40	\$29	6 Mth Trend					6 Mth Trend					
Civil Service FTE			354	85%	87%	Medications	\$89	\$94	\$90	6 Mth Trend					6 Mth Trend					
Overtime FTE			26	6.1%	7.1%	Diagnostics	\$12	\$14	\$18	6 Mth Trend					6 Mth Trend					
Registry FTE			38	9.1%	6.2%	LABOR					6 Mth Trend					6 Mth Trend				
Actual SATF Statewide					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE			417	100%	100%	Medical Staff	YTD 13/14	YTD 12/13												

HEALTHCARE SERVICES DASHBOARD

California State Prison, Sacramento (SAC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT										
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical Services			SAC	Statewide	Asthma Care			SAC	Statewide	Appropriate Placement High Risk Patients			SAC	Statewide						
Dental Services		92%	89%		Therapeutic Anticoagulation		84%	81%		High Risk Patient Care Plan		N/A	75%							
Mental Health Services		96%	93%		Diabetes Care		64%	79%		Follow-Up After MHCB/DSH Admission		91%	87%							
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Cancelled Due to Custody			1.9%	2.8%	End Stage Liver Disease Care			70%	74%	30-Day Community Hospital Readmission		12.6%	7.8%							
Seen as Scheduled		90%	85%		Utilization Specialty Services		88%	91%		30-Day MHCB or DSH Readmission		36%	29%							
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Effective Communication Provided			92%	95%	Colon Cancer Screening		94%	94%		Potentially Avoidable Hospitalizations*		8.1	11.3							
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medication Continuity-Transfer			69%	82%	Breast Cancer Screening			N/A	84%	CONTINUITY OF CLINICIANS & SERVICES										
Medication Non-Adherence Counseling		90%	81%		Diagnostic Monitoring		84%	80%		Primary Care Provider (PCP)		92%	86%							
Medication Administration		93%	89%		Polypharmacy Medication Review					Mental Health Primary Clinician		82%	84%							
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Non-Formulary by Psychiatrists			5.7%	3.3%	AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend					
Non-Formulary by Medical Providers		4.8%	3.8%	6 Mth Trend					6 Mth Trend					6 Mth Trend						
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Actual					Authority					% of Auth					Statewide					
Total Staffing FTE	505	476	106%	98%	Non-Dictated Documents		55%	59%		RESOURCE MANAGEMENT										
Medical FTE	10	10	100%	94%	Dictated Documents		33%	29%		6 Mth Trend					6 Mth Trend					
Nursing FTE	245	190	129%	108%	Specialty Notes		66%	66%		Claims Processed		N/A	100%							
Pharmacy FTE	16	12	136%	111%	Community Hospital Records		71%	65%		Specialty Teleservices		47%	66%							
Dental Clinical FTE	17	18	94%	97%	Scanning Accuracy		99%	97%		Health Care Staff Training										
Mental Health Clinical FTE	118	124	95%	88%	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					
Clinical Support FTE	29	31	95%	93%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Administrative Support FTE	70	91	76%	85%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE		505	100%	100%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Civil Service FTE		428	85%	87%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Overtime FTE		28	5.5%	7.1%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Registry FTE		49	9.8%	6.2%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					YTD 13/14					YTD 12/13					Statewide					
Medical Staff			\$120	\$116	\$89	CONTINUOUS EVALUATION & IMPROVEMENT														
Nursing Staff			\$1,028	\$837	\$408	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Pharmacy Staff			\$52	\$48	\$32	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Dental Clinical Staff			\$106	\$90	\$79	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Mental Health Clinical Staff			\$763	\$602	\$169	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Clinical Support Staff			\$103	\$64	\$22	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Administrative Support Staff			\$175	\$149	\$102	6 Mth Trend					6 Mth Trend					6 Mth Trend				
NON LABOR					YTD 13/14					YTD 12/13					Statewide					
Hospital			\$152	\$131	\$106	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department			\$7	\$7	\$6	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty			\$19	\$15	\$29	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications			\$159	\$207	\$90	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics			\$16	\$15	\$18	6 Mth Trend					6 Mth Trend					6 Mth Trend				
WORKLOAD PER DAY					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Appointments per PCP		10.5	12.3	OTHER TRENDS																
Appointments per PCRN		7.4	6.4	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Encounters per Primary MH Clinician		8.0	9.0	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Encounters per Psychiatrist		9.0	8.9	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Hospital Admissions*		3.2	5.6	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Emergency Department Visits*		32	27	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Specialty Care Referrals*		31	42	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Prescriptions Per Inmate		6.0	3.3	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Diagnostics Per Inmate		0.7	0.9	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Appeals Received*		94	35	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Prison Population Capacity		119%	138%	6 Mth Trend					6 Mth Trend					6 Mth Trend						

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

HEALTHCARE SERVICES DASHBOARD

California State Prison, Los Angeles County (LAC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			LAC	Statewide	Asthma Care			LAC	Statewide	Appropriate Placement High Risk Patients			LAC	Statewide					
Dental Services		76%	89%		Therapeutic Anticoagulation		95%	81%		High Risk Patient Care Plan		N/A	75%						
Mental Health Services		97%	93%		Diabetes Care		71%	79%		Follow-Up After MHCB/DSH Admission									
APPTS COMPLETED AS SCHEDULED					End Stage Liver Disease Care		83%	81%		30-Day Community Hospital Readmission		92%	87%						
Cancelled Due to Custody		1.7%	2.8%		Utilization Specialty Services		78%	74%		30-Day MHC or DSH Readmission		1.6%	7.8%						
Seen as Scheduled		77%	85%		Colon Cancer Screening		90%	91%		Potentially Avoidable Hospitalizations*		21%	29%						
EFFECTIVE COMMUNICATION					Breast Cancer Screening		69%	94%				14.9	11.3						
Effective Communication Provided		89%	95%		Diagnostic Monitoring		N/A	84%		CONTINUITY OF CLINICIANS & SERVICES									
MEDICATION MANAGEMENT					Polypharmacy Medication Review		73%	80%		6 Mth Trend									
MAPIP					6 Mth Trend					6 Mth Trend									
Medication Continuity-Transfer			LAC	Statewide	Non-Dictated Documents			LAC	Statewide	Primary Care Provider (PCP)		91%	86%						
Medication Non-Adherence Counseling		96%	82%		Dictated Documents		34%	59%		Mental Health Primary Clinician		84%	84%						
Medication Administration		95%	81%		Specialty Notes		14%	29%		Psychiatrist		66%	84%						
FORMULARY MANAGEMENT					Community Hospital Records		16%	66%		RESOURCE MANAGEMENT									
Non-Formulary by Psychiatrists		94%	89%		Scanning Accuracy		89%	65%		6 Mth Trend									
Non-Formulary by Medical Providers		1.9%	3.3%		APPEAL PROCESSING					6 Mth Trend									
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					Timely Appeals		100%	97%		6 Mth Trend									
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	6 Mth Trend					6 Mth Trend									
Medical FTE	357	372	96%	98%	6 Mth Trend					6 Mth Trend									
Nursing FTE	12	13	92%	94%	6 Mth Trend					6 Mth Trend									
Pharmacy FTE	158	139	113%	108%	6 Mth Trend					6 Mth Trend									
Dental Clinical FTE	14	14	102%	111%	6 Mth Trend					6 Mth Trend									
Mental Health Clinical FTE	27	26	105%	97%	6 Mth Trend					6 Mth Trend									
Clinical Support FTE	64	74	86%	88%	6 Mth Trend					6 Mth Trend									
Administrative Support FTE	14	18	78%	93%	6 Mth Trend					6 Mth Trend									
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend									
Total Actual FTE		357	100%	100%	6 Mth Trend					6 Mth Trend									
Civil Service FTE		307	86%	87%	6 Mth Trend					6 Mth Trend									
Overtime FTE		32	8.9%	7.1%	6 Mth Trend					6 Mth Trend									
Registry FTE		19	5.3%	6.2%	6 Mth Trend					6 Mth Trend									
LABOR					YTD 13/14					YTD 12/13					Statewide				
Medical Staff					\$79	\$71	\$89	6 Mth Trend					6 Mth Trend						
Nursing Staff					\$407	\$382	\$408	6 Mth Trend					6 Mth Trend						
Pharmacy Staff					\$27	\$26	\$32	6 Mth Trend					6 Mth Trend						
Dental Clinical Staff					\$76	\$71	\$79	6 Mth Trend					6 Mth Trend						
Mental Health Clinical Staff					\$280	\$222	\$169	6 Mth Trend					6 Mth Trend						
Clinical Support Staff					\$24	\$19	\$22	6 Mth Trend					6 Mth Trend						
Administrative Support Staff					\$110	\$94	\$102	6 Mth Trend					6 Mth Trend						
NON LABOR					YTD 13/14					YTD 12/13					Statewide				
Hospital					\$63	\$77	\$106	6 Mth Trend					6 Mth Trend						
Emergency Department					\$12	\$10	\$6	6 Mth Trend					6 Mth Trend						
Specialty					\$32	\$29	\$29	6 Mth Trend					6 Mth Trend						
Medications					\$126	\$107	\$90	6 Mth Trend					6 Mth Trend						
Diagnostics					\$22	\$21	\$18	6 Mth Trend					6 Mth Trend						
WORKLOAD PER DAY					6 Mth Trend					6 Mth Trend									
Appointments per PCP		12.8	12.3	6 Mth Trend					6 Mth Trend										
Appointments per PCRN		6.1	6.4	6 Mth Trend					6 Mth Trend										
Encounters per Primary MH Clinician		12.3	9.0	6 Mth Trend					6 Mth Trend										
Encounters per Psychiatrist		10.0	8.9	6 Mth Trend					6 Mth Trend										
OTHER TRENDS					6 Mth Trend					6 Mth Trend									
Hospital Admissions*		4.2	5.6	6 Mth Trend					6 Mth Trend										
Emergency Department Visits*		94	27	6 Mth Trend					6 Mth Trend										
Specialty Care Referrals*		71	42	6 Mth Trend					6 Mth Trend										
Prescriptions Per Inmate		4.3	3.3	6 Mth Trend					6 Mth Trend										
Diagnostics Per Inmate		0.9	0.9	6 Mth Trend					6 Mth Trend										
Appeals Received*		45	35	6 Mth Trend					6 Mth Trend										
Prison Population Capacity		154%	138%	6 Mth Trend					6 Mth Trend										

* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

HEALTHCARE SERVICES DASHBOARD

Ironwood State Prison (ISP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			ISP	Statewide	Asthma Care			ISP	Statewide	Appropriate Placement High Risk Patients			ISP	Statewide					
Dental Services			87%	89%	Therapeutic Anticoagulation			95%	81%	High Risk Patient Care Plan			N/A	75%					
Mental Health Services			96%	93%	Diabetes Care			84%	81%	Follow-Up After MHCB/DSH Admission			-	87%					
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			0.0%	2.8%	End Stage Liver Disease Care			60%	74%	30-Day Community Hospital Readmission			3.5%	7.8%					
Seen as Scheduled			90%	85%	Utilization Specialty Services			99%	91%	30-Day MHCB or DSH Readmission			-	29%					
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			96%	95%	Colon Cancer Screening			100%	94%	Potentially Avoidable Hospitalizations*			5.3	11.3					
MEDICATION MANAGEMENT					AVAILABILITY OF HEALTH INFORMATION					CONTINUITY OF CLINICIANS & SERVICES									
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			95%	82%	Non-Dictated Documents			61%	59%	Primary Care Provider (PCP)			96%	86%					
Medication Non-Adherence Counseling			61%	81%	Dictated Documents			6%	29%	Mental Health Primary Clinician			N/A	84%					
Medication Administration			95%	89%	Specialty Notes			92%	66%	Psychiatrist			N/A	84%					
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			5.2%	3.3%	Community Hospital Records			33%	65%	RESOURCE MANAGEMENT									
Non-Formulary by Medical Providers			1.4%	3.8%	Scanning Accuracy			100%	97%	Claims Processed			N/A	100%					
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					APPEAL PROCESSING					CONTINUOUS EVALUATION & IMPROVEMENT									
Actual Authority % of Auth Statewide					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	156	179	87%	98%	Timely Appeals			100%	89%	QM & Patient Safety Program									
Medical FTE	7	7	106%	94%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend									
Nursing FTE	72	76	95%	108%	LABOR					6 Mth Trend									
Pharmacy FTE	6	5	120%	111%	Medical Staff	YTD 13/14	YTD 12/13	Statewide	Appointments per PCP			13.3	12.3						
Dental Clinical FTE	21	23	91%	97%	Nursing Staff	\$259	\$250	\$408	Appointments per PCRN			5.9	6.4						
Mental Health Clinical FTE	5	6	83%	88%	Pharmacy Staff	\$18	\$14	\$32	Encounters per Primary MH Clinician			4.2	9.0						
Clinical Support FTE	4	4	105%	93%	Dental Clinical Staff	\$83	\$71	\$79	Encounters per Psychiatrist			5.4	8.9						
Administrative Support FTE	40	58	69%	85%	Mental Health Clinical Staff	\$24	\$22	\$169	OTHER TRENDS										
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			156	100%	Clinical Support Staff	\$6	\$7	\$22	Hospital Admissions*			2.0	5.6						
Civil Service FTE			140	89%	Administrative Support Staff	\$84	\$81	\$102	Emergency Department Visits*			34	27						
Overtime FTE			8	4.8%	NON LABOR					6 Mth Trend									
Registry FTE			9	5.8%	Hospital	YTD 13/14	YTD 12/13	Statewide	Specialty Care Referrals*			52	42						
					Hospital	\$31	\$42	\$106	Prescriptions Per Inmate			1.5	3.3						
					Emergency Department	\$5	\$2	\$6	Diagnostics Per Inmate			0.3	0.9						
					Specialty	\$22	\$25	\$29	Appeals Received*			11	35						
					Medications	\$22	\$32	\$90	Prison Population Capacity			138%	138%						
					Diagnostics	\$9	\$12	\$18											

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

HEALTHCARE SERVICES DASHBOARD

Chuckawalla Valley State Prison (CVSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services		CVSP	Statewide		Asthma Care		CVSP	Statewide		Appropriate Placement High Risk Patients		CVSP	Statewide			CVSP	Statewide		
Dental Services		91%	89%		Therapeutic Anticoagulation		94%	81%		High Risk Patient Care Plan		N/A	75%						
Mental Health Services		98%	93%		Diabetes Care		100%	79%		Follow-Up After MHCB/DSH Admission		-	87%						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody		0.2%	2.8%		End Stage Liver Disease Care		84%	81%		30-Day Community Hospital Readmission		2.2%	7.8%						
Seen as Scheduled		90%	85%		Utilization Specialty Services		78%	74%		30-Day MHCB or DSH Readmission		-	29%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided		99%	95%		Colon Cancer Screening		98%	91%		Potentially Avoidable Hospitalizations*		5.9	11.3						
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer		98%	82%		Non-Dictated Documents		98%	81%		Primary Care Provider (PCP)		96%	86%						
Medication Non-Adherence Counseling		98%	81%		Dictated Documents		98%	81%		Mental Health Primary Clinician		N/A	84%						
Medication Administration		100%	89%		Specialty Notes		100%	89%		Psychiatrist		N/A	84%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists		0.0%	3.3%		Community Hospital Records		0.0%	3.3%		RESOURCE MANAGEMENT									
Non-Formulary by Medical Providers		1.4%	3.8%		Scanning Accuracy		1.4%	3.8%		Claims Processed		N/A	100%						
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical FTE	126	153	83%	98%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Nursing FTE	4	6	70%	94%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Pharmacy FTE	53	62	87%	108%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Dental Clinical FTE	5	5	107%	111%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Mental Health Clinical FTE	18	19	92%	97%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Clinical Support FTE	4	6	67%	88%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Administrative Support FTE	3	4	85%	93%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE	39	52	75%	85%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Civil Service FTE		126	100%	100%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Overtime FTE		114	90%	87%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Registry FTE		5	3.8%	7.1%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
		7	5.8%	6.2%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend				
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Timely Appeals		100%	89%		6 Mth Trend					6 Mth Trend					6 Mth Trend				
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Staff	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Nursing Staff	\$58	\$59	\$89	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Pharmacy Staff	\$241	\$234	\$408	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Dental Clinical Staff	\$13	\$12	\$32	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Mental Health Clinical Staff	\$87	\$78	\$79	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Clinical Support Staff	\$27	\$21	\$169	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Administrative Support Staff	\$8	\$7	\$22	6 Mth Trend					6 Mth Trend					6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Emergency Department	\$62	\$48	\$106	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Specialty	\$6	\$5	\$6	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medications	\$28	\$19	\$29	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Diagnostics	\$28	\$20	\$90	6 Mth Trend					6 Mth Trend					6 Mth Trend					
	\$11	\$10	\$18	6 Mth Trend					6 Mth Trend					6 Mth Trend					
CONTINUITY OF CLINICIANS & SERVICES					6 Mth Trend					6 Mth Trend					6 Mth Trend				
CONTINUOUS EVALUATION & IMPROVEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
WORKLOAD PER DAY					6 Mth Trend					6 Mth Trend					6 Mth Trend				
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Primary Care Provider (PCP)		96%	86%		QM & Patient Safety Program		N/A	100%		Appointments per PCP		14.5	12.3						
Mental Health Primary Clinician		N/A	84%		Health Care Index		N/A	84%		Appointments per PCRN		4.8	6.4						
Psychiatrist		N/A	84%		6 Mth Trend					6 Mth Trend					6 Mth Trend				
RESOURCE MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Claims Processed		N/A	100%		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty Teleservices		96%	66%		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Health Care Staff Training					6 Mth Trend					6 Mth Trend					6 Mth Trend				
CONTINUOUS EVALUATION & IMPROVEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
WORKLOAD PER DAY					6 Mth Trend					6 Mth Trend					6 Mth Trend				
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
QM & Patient Safety Program		N/A	100%		Hospital Admissions*		2.1	5.6		Encounters per Primary MH Clinician		3.6	9.0						
Health Care Index		N/A	84%		Emergency Department Visits*		43	27		Encounters per Psychiatrist		2.8	8.9						
WORKLOAD PER DAY					6 Mth Trend					6 Mth Trend					6 Mth Trend				
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Appointments per PCP		14.5	12.3		Specialty Care Referrals*		44	42		Prescriptions Per Inmate		2.0	3.3						
Appointments per PCRN		4.8	6.4		Diagnosics Per Inmate		0.6	0.9		Appeals Received*		11	35						
Encounters per Primary MH Clinician		3.6	9.0		Prison Population Capacity		134%	138%											
Encounters per Psychiatrist		2.8	8.9																

* 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																
ACCESS				6 Mth Trend				6 Mth Trend				6 Mth Trend												
Medical Services		93%	89%	Asthma Care		90%	81%	Appropriate Placement High Risk Patients		N/A	75%	Dental Services		95%	93%	Therapeutic Anticoagulation		100%	79%	High Risk Patient Care Plan				
Mental Health Services		96%	89%	Diabetes Care		81%	81%	Follow-Up After MHCB/DSH Admission		80%	87%	Cancelled Due to Custody		0.3%	2.8%	End Stage Liver Disease Care		73%	74%	30-Day Community Hospital Readmission		2.7%	7.8%	
APPTS COMPLETED AS SCHEDULED				6 Mth Trend				6 Mth Trend				6 Mth Trend												
Seen as Scheduled		89%	85%	Utilization Specialty Services		95%	91%	30-Day MHC or DSH Readmission		-	29%	Effective Communication Provided		98%	95%	Colon Cancer Screening		94%	94%	Potentially Avoidable Hospitalizations*		6.4	11.3	
EFFECTIVE COMMUNICATION				6 Mth Trend				6 Mth Trend				6 Mth Trend												
Effective Communication Provided		98%	95%	Breast Cancer Screening		N/A	84%	CONTINUITY OF CLINICIANS & SERVICES				6 Mth Trend												
MEDICATION MANAGEMENT				6 Mth Trend				6 Mth Trend				6 Mth Trend												
Medication Continuity-Transfer		95%	82%	Diagnostic Monitoring		N/A	88%	80%	Primary Care Provider (PCP)		98%	86%	Medication Non-Adherence Counseling		87%	81%	Mental Health Primary Clinician		N/A	84%	Psychiatrist		N/A	84%
Medication Administration		98%	89%	Polypharmacy Medication Review				RESOURCE MANAGEMENT				6 Mth Trend												
FORMULARY MANAGEMENT				6 Mth Trend				6 Mth Trend				6 Mth Trend												
Non-Formulary by Psychiatrists		1.4%	3.3%	AVAILABILITY OF HEALTH INFORMATION				6 Mth Trend				6 Mth Trend												
Non-Formulary by Medical Providers		0.9%	3.8%	Non-Dictated Documents		68%	59%	Claims Processed		N/A	100%	Specialty Teleservices		55%	66%	Dictated Documents		8%	29%	Specialty Staff Training				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				6 Mth Trend				6 Mth Trend				6 Mth Trend												
Total Staffing FTE		287	268	107%	98%	APPEAL PROCESSING				6 Mth Trend														
Medical FTE		10	14	73%	94%	Timely Appeals		100%	89%	CONTINUOUS EVALUATION & IMPROVEMENT				6 Mth Trend										
Nursing FTE		137	93	146%	108%	MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend														
Pharmacy FTE		18	17	105%	111%	LABOR				6 Mth Trend														
Dental Clinical FTE		31	31	100%	97%	Medical Staff		\$66	\$66	\$89	QM & Patient Safety Program								Health Care Index					
Mental Health Clinical FTE		22	29	76%	88%	Nursing Staff		\$276	\$239	\$408	WORKLOAD PER DAY				6 Mth Trend									
Clinical Support FTE		6	8	83%	93%	Pharmacy Staff		\$26	\$19	\$32	Appointments per PCP		14.9	12.3	Appointments per PCRN		6.9	6.4	Encounters per Primary MH Clinician		6.6	9.0		
Administrative Support FTE		63	76	83%	85%	Dental Clinical Staff		\$80	\$67	\$79	Encounters per Psychiatrist		13.3	8.9	OTHER TRENDS				6 Mth Trend					
Total Actual FTE		287	100%	100%	NON LABOR				6 Mth Trend															
Civil Service FTE		247	86%	87%	Hospital		\$88	\$94	\$106	Hospital Admissions*		1.8	5.6											
Overtime FTE		20	7.0%	7.1%	Emergency Department		\$4	\$5	\$6	Emergency Department Visits*		22	27											
Registry FTE		20	6.9%	6.2%	Specialty		\$22	\$22	\$29	Specialty Care Referrals*		28	42											
								Medications		\$52	\$48	\$90	Prescriptions Per Inmate		3.5	3.3								
								Diagnostics		\$11	\$13	\$18	Diagnostics Per Inmate		0.6	0.9								
												Appeals Received*		38	35									
												Prison Population Capacity		149%	138%									

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

HEALTHCARE SERVICES DASHBOARD

California Rehabilitation Center (CRC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT															
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend										
		CRC	Statewide			CRC	Statewide		CRC	Statewide		CRC	Statewide		CRC	Statewide									
Medical Services		98%	89%	Asthma Care		94%	81%	Appropriate Placement High Risk Patients		N/A	75%	High Risk Patient Care Plan													
Dental Services		99%	93%	Therapeutic Anticoagulation		100%	79%	Follow-Up After MHCB/DSH Admission		-	87%	30-Day Community Hospital Readmission		2.8%	7.8%	30-Day MHCB or DSH Readmission		-	29%						
Mental Health Services		94%	89%	Diabetes Care		83%	81%	Potentially Avoidable Hospitalizations*		7.4	11.3														
APPTS COMPLETED AS SCHEDULED										CONTINUITY OF CLINICIANS & SERVICES															
Cancelled Due to Custody		0.4%	2.8%	End Stage Liver Disease Care		83%	74%	Primary Care Provider (PCP)		93%	86%	Mental Health Primary Clinician		N/A	84%	Psychiatrist		N/A	84%						
Seen as Scheduled		91%	85%	Utilization Specialty Services		95%	91%																		
EFFECTIVE COMMUNICATION										RESOURCE MANAGEMENT															
Effective Communication Provided		97%	95%	Colon Cancer Screening		98%	94%	Claims Processed		N/A	100%	Specialty Teleservices		53%	66%	Health Care Staff Training									
MEDICATION MANAGEMENT					AVAILABILITY OF HEALTH INFORMATION					CONTINUOUS EVALUATION & IMPROVEMENT															
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend										
		CRC	Statewide			CRC	Statewide			CRC	Statewide			CRC	Statewide			CRC	Statewide						
Medication Continuity-Transfer		99%	82%	Non-Dictated Documents		75%	59%	QM & Patient Safety Program				Health Care Index													
Medication Non-Adherence Counseling		76%	81%	Dictated Documents		22%	29%																		
Medication Administration		95%	89%	Specialty Notes		69%	66%																		
FORMULARY MANAGEMENT										WORKLOAD PER DAY															
Non-Formulary by Psychiatrists		0.7%	3.3%	Community Hospital Records		38%	65%	Appointments per PCP		11.3	12.3	Appointments per PCRN		5.9	6.4	Encounters per Primary MH Clinician		5.7	9.0	Encounters per Psychiatrist		10.3	8.9		
Non-Formulary by Medical Providers		2.0%	3.8%	Scanning Accuracy		93%	97%																		
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					APPEAL PROCESSING					OTHER TRENDS															
	Actual	Authority	% of Auth	Statewide		6 Mth Trend	CRC	Statewide			6 Mth Trend	CRC	Statewide			6 Mth Trend	CRC	Statewide			CRC	Statewide			
Total Staffing FTE	197	217	91%	98%	Timely Appeals		97%	89%	LABOR	YTD 13/14	YTD 12/13	Statewide	Hospital Admissions*		4.9	5.6	Emergency Department Visits*		62	27	Specialty Care Referrals*		23	42	
Medical FTE	10	10	105%	94%	MAJOR COSTS PER INMATE PER MONTH**					Prescriptions Per Inmate		2.9	3.3	Diagnosics Per Inmate		0.7	0.9	Appeals Received*		21	35	Prison Population Capacity		107%	138%
Nursing FTE	74	86	86%	108%	Medical Staff	\$85	\$83	\$89	Hospital	\$65	\$60	\$106													
Pharmacy FTE	12	10	121%	111%	Nursing Staff	\$241	\$243	\$408	Emergency Department	\$8	\$4	\$6													
Dental Clinical FTE	20	23	87%	97%	Pharmacy Staff	\$28	\$25	\$32	Specialty	\$15	\$17	\$29													
Mental Health Clinical FTE	20	24	83%	88%	Dental Clinical Staff	\$91	\$79	\$79	Medications	\$76	\$83	\$90													
Clinical Support FTE	5	6	94%	93%	Mental Health Clinical Staff	\$100	\$80	\$169	Diagnosics	\$13	\$15	\$18													
Administrative Support FTE	56	59	95%	85%	Clinical Support Staff	\$14	\$14	\$22																	
	6 Mth Trend	Actual	CRC	Statewide	Administrative Support Staff	\$92	\$78	\$102																	
Total Actual FTE		197	100%	100%	NON LABOR					YTD 13/14	YTD 12/13	Statewide													
Civil Service FTE		176	89%	87%	Hospital	\$65	\$60	\$106																	
Overtime FTE		10	5.3%	7.1%	Emergency Department	\$8	\$4	\$6																	
Registry FTE		11	5.5%	6.2%	Specialty	\$15	\$17	\$29																	

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

HEALTHCARE SERVICES DASHBOARD

California Institution for Women (CIW)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT										
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical Services				89%	89%	Asthma Care				82%	81%	Appropriate Placement High Risk Patients				N/A	75%			
Dental Services				98%	93%	Therapeutic Anticoagulation				75%	79%	High Risk Patient Care Plan								
Mental Health Services				92%	89%	Diabetes Care				90%	81%	Follow-Up After MHCB/DSH Admission				93%	87%			
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Cancelled Due to Custody				1.3%	2.8%	End Stage Liver Disease Care				91%	74%	30-Day Community Hospital Readmission				5.9%	7.8%			
Seen as Scheduled				84%	85%	Utilization Specialty Services				86%	91%	30-Day MHCB or DSH Readmission				38%	29%			
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Effective Communication Provided				100%	95%	Colon Cancer Screening				96%	94%	Potentially Avoidable Hospitalizations*				15.1	11.3			
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medication Continuity-Transfer				81%	82%	Breast Cancer Screening				97%	84%	CONTINUITY OF CLINICIANS & SERVICES								
Medication Non-Adherence Counseling				89%	81%	Diagnostic Monitoring				87%	80%	Primary Care Provider (PCP)				91%	86%			
Medication Administration				92%	89%	Polypharmacy Medication Review						Mental Health Primary Clinician				99%	84%			
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Non-Formulary by Psychiatrists				7.1%	3.3%	AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers				4.9%	3.8%	Non-Dictated Documents				63%	59%	Claims Processed				N/A	100%			
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical FTE	399	376	106%	98%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Nursing FTE	8	9	89%	94%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Pharmacy FTE	212	199	106%	108%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Dental Clinical FTE	15	10	149%	111%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Mental Health Clinical FTE	15	15	100%	97%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Clinical Support FTE	43	50	86%	88%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Administrative Support FTE	14	13	114%	93%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE	92	80	115%	85%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Civil Service FTE					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Overtime FTE					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Registry FTE					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical Staff	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Nursing Staff	\$133	\$149	\$89	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Pharmacy Staff	\$848	\$867	\$408	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Dental Clinical Staff	\$66	\$57	\$32	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Mental Health Clinical Staff	\$92	\$88	\$79	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Clinical Support Staff	\$349	\$304	\$169	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Administrative Support Staff	\$47	\$47	\$22	6 Mth Trend					6 Mth Trend					6 Mth Trend						
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Hospital	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Emergency Department	\$239	\$246	\$102	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Specialty	\$127	\$96	\$106	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Medications	\$5	\$3	\$6	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Diagnostics	\$24	\$25	\$29	6 Mth Trend					6 Mth Trend					6 Mth Trend						
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Timely Appeals																				
WORKLOAD PER DAY					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Appointments per PCP																				
Appointments per PCRN																				
Encounters per Primary MH Clinician																				
Encounters per Psychiatrist																				
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Hospital Admissions*																				
Emergency Department Visits*																				
Specialty Care Referrals*																				
Prescriptions Per Inmate																				
Diagnostics Per Inmate																				
Appeals Received*																				
Prison Population Capacity																				

* 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												
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend							
Medical Services					CIM	Statewide	Asthma Care					Appropriate Placement High Risk Patients					CIM	Statewide				
Dental Services					96%	89%	Therapeutic Anticoagulation					High Risk Patient Care Plan					N/A	75%				
Mental Health Services					96%	93%	Diabetes Care					Follow-Up After MHCB/DSH Admission					88%	87%				
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend							
Cancelled Due to Custody					0.8%	2.8%	End Stage Liver Disease Care					30-Day Community Hospital Readmission					8.6%	7.8%				
Seen as Scheduled					95%	85%	Utilization Specialty Services					30-Day MHCB or DSH Readmission					20%	29%				
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend							
Effective Communication Provided					97%	95%	Colon Cancer Screening					Potentially Avoidable Hospitalizations*					22.9	11.3				
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend							
Medication Continuity-Transfer					82%	82%	Breast Cancer Screening					CONTINUITY OF CLINICIANS & SERVICES										
Medication Non-Adherence Counseling					96%	81%	Diagnostic Monitoring					Primary Care Provider (PCP)					94%	86%				
Medication Administration					91%	89%	Polypharmacy Medication Review					Mental Health Primary Clinician					-	84%				
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend							
Non-Formulary by Psychiatrists					1.2%	3.3%	AVAILABILITY OF HEALTH INFORMATION							Psychiatrist					-	84%		
Non-Formulary by Medical Providers					4.4%	3.8%	Non-Dictated Documents					Claims Processed					N/A	100%				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend							
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	APPEAL PROCESSING							Specialty Teleservices					72%	66%				
Medical FTE	486	475	102%	98%	6 Mth Trend					6 Mth Trend					Health Care Staff Training							
Nursing FTE	18	23	80%	94%	6 Mth Trend					6 Mth Trend					CONTINUOUS EVALUATION & IMPROVEMENT							
Pharmacy FTE	235	217	108%	108%	6 Mth Trend					6 Mth Trend					QM & Patient Safety Program							
Dental Clinical FTE	25	21	122%	111%	6 Mth Trend					6 Mth Trend					Health Care Index							
Mental Health Clinical FTE	28	28	99%	97%	6 Mth Trend					6 Mth Trend					WORKLOAD PER DAY							
Clinical Support FTE	63	69	91%	88%	6 Mth Trend					6 Mth Trend					Appointments per PCP							
Administrative Support FTE	19	17	117%	93%	6 Mth Trend					6 Mth Trend					Appointments per PCRN							
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					Encounters per Primary MH Clinician							
LABOR					6 Mth Trend					6 Mth Trend					Encounters per Psychiatrist							
Medical Staff	YTD 13/14	YTD 12/13	Statewide	APPEAL PROCESSING							6 Mth Trend					OTHER TRENDS						
Nursing Staff	\$107	\$106	\$89	6 Mth Trend					6 Mth Trend					Hospital Admissions*								
Pharmacy Staff	\$482	\$461	\$408	6 Mth Trend					6 Mth Trend					Emergency Department Visits*								
Dental Clinical Staff	\$47	\$41	\$32	6 Mth Trend					6 Mth Trend					Specialty Care Referrals*								
Mental Health Clinical Staff	\$79	\$75	\$79	6 Mth Trend					6 Mth Trend					Prescriptions Per Inmate								
Clinical Support Staff	\$204	\$180	\$169	6 Mth Trend					6 Mth Trend					Diagnostics Per Inmate								
Administrative Support Staff	\$26	\$25	\$22	6 Mth Trend					6 Mth Trend					Appeals Received*								
NON LABOR					6 Mth Trend					6 Mth Trend					Prison Population Capacity							
Hospital	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend					6 Mth Trend					OTHER TRENDS								
Emergency Department	\$4	\$2	\$6	6 Mth Trend					6 Mth Trend					Hospital Admissions*								
Specialty	\$46	\$35	\$29	6 Mth Trend					6 Mth Trend					Emergency Department Visits*								
Medications	\$258	\$197	\$90	6 Mth Trend					6 Mth Trend					Specialty Care Referrals*								
Diagnostics	\$37	\$35	\$18	6 Mth Trend					6 Mth Trend					Prescriptions Per Inmate								

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

HEALTHCARE SERVICES DASHBOARD

Central California Women's Facility (CCWF)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT											
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend						
Medical Services				83%	89%	Asthma Care				89%	81%	Appropriate Placement High Risk Patients				N/A	75%				
Dental Services				82%	93%	Therapeutic Anticoagulation				75%	79%	High Risk Patient Care Plan									
Mental Health Services				79%	89%	Diabetes Care				85%	81%	Follow-Up After MHCB/DSH Admission				89%	87%				
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend						
Cancelled Due to Custody				0.8%	2.8%	End Stage Liver Disease Care				72%	74%	30-Day Community Hospital Readmission				4.4%	7.8%				
Seen as Scheduled				79%	85%	Utilization Specialty Services				90%	91%	30-Day MHCB or DSH Readmission				17%	29%				
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend						
Effective Communication Provided				86%	95%	Colon Cancer Screening				97%	94%	Potentially Avoidable Hospitalizations*				10.3	11.3				
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend						
Medication Continuity-Transfer				86%	82%	Breast Cancer Screening				75%	84%	CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling				78%	81%	Diagnostic Monitoring				79%	80%	Primary Care Provider (PCP)				88%	86%				
Medication Administration				92%	89%	Polypharmacy Medication Review						Mental Health Primary Clinician				91%	84%				
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend						
Non-Formulary by Psychiatrists				5.1%	3.3%	AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend					
Non-Formulary by Medical Providers				5.0%	3.8%	Non-Dictated Documents				39%	59%	Claims Processed				N/A	100%				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend						
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Medical FTE	308	333	92%	98%	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Nursing FTE	13	13	105%	94%	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Pharmacy FTE	141	144	98%	108%	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Dental Clinical FTE	16	14	114%	111%	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Mental Health Clinical FTE	23	23	100%	97%	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Clinical Support FTE	43	52	82%	88%	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Administrative Support FTE	9	10	93%	93%	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Total Actual FTE	63	78	80%	85%	6 Mth Trend					6 Mth Trend					6 Mth Trend						
Civil Service FTE					6 Mth Trend					6 Mth Trend					6 Mth Trend						
Overtime FTE					6 Mth Trend					6 Mth Trend					6 Mth Trend						
Registry FTE					6 Mth Trend					6 Mth Trend					6 Mth Trend						
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend						
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend						
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend						
Medical Staff					97%	89%	Timely Appeals				97%	89%	QM & Patient Safety Program								
Nursing Staff							6 Mth Trend					6 Mth Trend					6 Mth Trend				
Pharmacy Staff							6 Mth Trend					6 Mth Trend					6 Mth Trend				
Dental Clinical Staff							6 Mth Trend					6 Mth Trend					6 Mth Trend				
Mental Health Clinical Staff							6 Mth Trend					6 Mth Trend					6 Mth Trend				
Clinical Support Staff							6 Mth Trend					6 Mth Trend					6 Mth Trend				
Administrative Support Staff							6 Mth Trend					6 Mth Trend					6 Mth Trend				
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend						
Hospital							6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department							6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty							6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications							6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics							6 Mth Trend					6 Mth Trend					6 Mth Trend				
WORKLOAD PER DAY					6 Mth Trend					6 Mth Trend					6 Mth Trend						
Appointments per PCP							6 Mth Trend					6 Mth Trend					6 Mth Trend				
Appointments per PCRN							6 Mth Trend					6 Mth Trend					6 Mth Trend				
Encounters per Primary MH Clinician							6 Mth Trend					6 Mth Trend					6 Mth Trend				
Encounters per Psychiatrist							6 Mth Trend					6 Mth Trend					6 Mth Trend				
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend						
Hospital Admissions*							6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department Visits*							6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty Care Referrals*							6 Mth Trend					6 Mth Trend					6 Mth Trend				
Prescriptions Per Inmate							6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics Per Inmate							6 Mth Trend					6 Mth Trend					6 Mth Trend				
Appeals Received*							6 Mth Trend					6 Mth Trend					6 Mth Trend				
Prison Population Capacity							6 Mth Trend					6 Mth Trend					6 Mth Trend				

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

HEALTHCARE SERVICES DASHBOARD

Calipatria State Prison (CAL)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			CAL	Statewide	Asthma Care			CAL	Statewide	Appropriate Placement High Risk Patients			CAL	Statewide					
Dental Services		94%	94%	89%	Therapeutic Anticoagulation		93%	81%	81%	High Risk Patient Care Plan		N/A	75%	75%					
Mental Health Services		98%	98%	93%	Diabetes Care		100%	79%	79%	Follow-Up After MHCB/DSH Admission		100%	87%	87%					
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			CAL	Statewide	End Stage Liver Disease Care			CAL	Statewide	30-Day Community Hospital Readmission		4.9%	7.8%	7.8%					
Seen as Scheduled		0.2%	0.2%	2.8%	Utilization Specialty Services		50%	74%	74%	30-Day MHCB or DSH Readmission		-	29%	29%					
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			CAL	Statewide	Colon Cancer Screening			CAL	Statewide	Potentially Avoidable Hospitalizations*		5.7	11.3	11.3					
		99%	99%	95%	Breast Cancer Screening		96%	94%	94%	CONTINUITY OF CLINICIANS & SERVICES									
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			CAL	Statewide	Non-Dictated Documents			CAL	Statewide	Primary Care Provider (PCP)		82%	86%	86%					
Medication Non-Adherence Counseling		100%	100%	82%	Dictated Documents		88%	59%	59%	Mental Health Primary Clinician		N/A	84%	84%					
Medication Administration		96%	96%	81%	Specialty Notes		11%	29%	29%	Psychiatrist		N/A	84%	84%					
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			CAL	Statewide	Community Hospital Records			CAL	Statewide	RESOURCE MANAGEMENT									
Non-Formulary by Medical Providers		0.0%	0.0%	3.3%	Scanning Accuracy		99%	97%	97%	Claims Processed		N/A	100%	100%					
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Authority					6 Mth Trend					6 Mth Trend					6 Mth Trend				
% of Auth					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Statewide					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	186	195	95%	98%	Timely Appeals		93%	89%	89%	CONTINUOUS EVALUATION & IMPROVEMENT									
Medical FTE	7	8	87%	94%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Nursing FTE	83	84	99%	108%	LABOR					6 Mth Trend					6 Mth Trend				
Pharmacy FTE	7	6	121%	111%	YTD 13/14					6 Mth Trend					6 Mth Trend				
Dental Clinical FTE	25	24	104%	97%	YTD 12/13					6 Mth Trend					6 Mth Trend				
Mental Health Clinical FTE	7	9	78%	88%	Statewide					6 Mth Trend					6 Mth Trend				
Clinical Support FTE	5	5	101%	93%	Medical Staff	\$58	\$61	\$89	Appointments per PCP		11.3	12.3	12.3						
Administrative Support FTE	53	61	87%	85%	Nursing Staff	\$229	\$247	\$408	Appointments per PCRN		6.6	6.4	6.4						
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE		186	100%	100%	Pharmacy Staff	\$14	\$17	\$32	Encounters per Primary MH Clinician		2.7	9.0	9.0						
Civil Service FTE		174	94%	87%	Dental Clinical Staff	\$72	\$77	\$79	Encounters per Psychiatrist		3.6	8.9	8.9						
Overtime FTE		5	2.5%	7.1%	Mental Health Clinical Staff	\$30	\$19	\$169	OTHER TRENDS										
Registry FTE		7	3.9%	6.2%	Clinical Support Staff	\$6	\$7	\$22	6 Mth Trend					6 Mth Trend					
Actual					6 Mth Trend					6 Mth Trend					6 Mth Trend				
CAL					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Statewide					6 Mth Trend					6 Mth Trend					6 Mth Trend				
YTD 13/14					6 Mth Trend					6 Mth Trend					6 Mth Trend				
YTD 12/13					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Statewide					6 Mth Trend					6 Mth Trend					6 Mth Trend				
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend				
YTD 13/14					6 Mth Trend					6 Mth Trend					6 Mth Trend				
YTD 12/13					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Statewide					6 Mth Trend					6 Mth Trend					6 Mth Trend				
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend				
YTD 13/14					6 Mth Trend					6 Mth Trend					6 Mth Trend				
YTD 12/13					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Statewide					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department					6 Mth Trend					6 Mth Trend					6 Mth Trend				

HEALTHCARE SERVICES DASHBOARD

California City Correctional Facility (CAC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			CAC	Statewide	Asthma Care			CAC	Statewide	Appropriate Placement High Risk Patients			CAC	Statewide					
Dental Services			81%	89%	Therapeutic Anticoagulation			97%	81%	High Risk Patient Care Plan			N/A	75%					
Mental Health Services			72%	93%	Diabetes Care			-	81%	Follow-Up After MHCB/DSH Admission			-	87%					
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			0.8%	2.8%	End Stage Liver Disease Care			50%	74%	30-Day Community Hospital Readmission			0.0%	7.8%					
Seen as Scheduled			71%	85%	Utilization Specialty Services			66%	91%	30-Day MHCB or DSH Readmission			-	29%					
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			87%	95%	Colon Cancer Screening			-	94%	Potentially Avoidable Hospitalizations*			1.6	11.3					
MEDICATION MANAGEMENT					AVAILABILITY OF HEALTH INFORMATION					CONTINUITY OF CLINICIANS & SERVICES									
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			74%	82%	Non-Dictated Documents			84%	59%	Primary Care Provider (PCP)			95%	86%					
Medication Non-Adherence Counseling			93%	81%	Dictated Documents			-	29%	Mental Health Primary Clinician			N/A	84%					
Medication Administration			89%	89%	Specialty Notes			39%	66%	Psychiatrist			N/A	84%					
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			-	3.3%	Community Hospital Records			33%	65%	RESOURCE MANAGEMENT									
Non-Formulary by Medical Providers			2.5%	3.8%	Scanning Accuracy			-	97%	6 Mth Trend									
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
Actual					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	27	127	22%	98%	Timely Appeals			100%	89%	Claims Processed			N/A	100%					
Medical FTE	0	6	5%	94%	MAJOR COSTS PER INMATE PER MONTH**					Specialty Teleservices			49%	66%					
Nursing FTE	6	54	10%	108%	LABOR					Health Care Staff Training			-	-					
Pharmacy FTE	0	6	5%	111%	Medical Staff	YTD 13/14	YTD 12/13	Statewide	CONTINUOUS EVALUATION & IMPROVEMENT										
Dental Clinical FTE	9	15	60%	97%	Nursing Staff	\$93	-	\$89	QM & Patient Safety Program			-	-						
Mental Health Clinical FTE	1	2	50%	88%	Pharmacy Staff	\$446	-	\$408	Health Care Index			-	-						
Clinical Support FTE	1	4	25%	93%	Dental Clinical Staff	\$19	-	\$32	WORKLOAD PER DAY										
Administrative Support FTE	10	40	25%	85%	Mental Health Clinical Staff	\$83	-	\$79	Appointments per PCP			21.0	12.3						
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			27	100%	Clinical Support Staff			\$6	-	\$169	Appointments per PCRN			5.4	6.4				
Civil Service FTE			23	85%	Administrative Support Staff			\$15	-	\$22	Encounters per Primary MH Clinician			3.0	9.0				
Overtime FTE			2	7.5%	NON LABOR					Encounters per Psychiatrist			2.0	8.9					
Registry FTE			2	7.4%	Hospital	YTD 13/14	YTD 12/13	Statewide	OTHER TRENDS										
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			27	100%	Hospital	\$19	-	\$106	Hospital Admissions*			1.3	5.6						
Civil Service FTE			23	85%	Emergency Department	\$6	-	\$6	Emergency Department Visits*			19	27						
Overtime FTE			2	7.5%	Specialty	\$12	-	\$29	Specialty Care Referrals*			53	42						
Registry FTE			2	7.4%	Medications	\$3	-	\$90	Prescriptions Per Inmate			2.1	3.3						
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			27	100%	Diagnosics	\$14	-	\$18	Diagnosics Per Inmate			0.6	0.9						
Civil Service FTE			23	85%	APPEAL PROCESSING					Appeals Received*			28	35					
Overtime FTE			2	7.5%	Timely Appeals			100%	89%	Prison Population Capacity			-	138%					
Registry FTE			2	7.4%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend									
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			27	100%	Medical Staff	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend										
Civil Service FTE			23	85%	Nursing Staff	\$93	-	\$89	6 Mth Trend										
Overtime FTE			2	7.5%	Pharmacy Staff	\$446	-	\$408	6 Mth Trend										
Registry FTE			2	7.4%	Dental Clinical Staff	\$19	-	\$32	6 Mth Trend										
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			27	100%	Mental Health Clinical Staff	\$83	-	\$79	6 Mth Trend										
Civil Service FTE			23	85%	Clinical Support Staff	\$6	-	\$169	6 Mth Trend										
Overtime FTE			2	7.5%	Administrative Support Staff	\$15	-	\$22	6 Mth Trend										
Registry FTE			2	7.4%	NON LABOR					6 Mth Trend									
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			27	100%	Hospital	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend										
Civil Service FTE			23	85%	Emergency Department	\$19	-	\$106	6 Mth Trend										
Overtime FTE			2	7.5%	Specialty	\$6	-	\$29	6 Mth Trend										
Registry FTE			2	7.4%	Medications	\$12	-	\$90	6 Mth Trend										
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			27	100%	Diagnosics	\$3	-	\$90	6 Mth Trend										
Civil Service FTE			23	85%	APPEAL PROCESSING					6 Mth Trend									
Overtime FTE			2	7.5%	Timely Appeals			100%	89%	6 Mth Trend									
Registry FTE			2	7.4%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend									
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			27	100%	Medical Staff	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend										
Civil Service FTE			23	85%	Nursing Staff	\$93	-	\$89	6 Mth Trend										
Overtime FTE			2	7.5%	Pharmacy Staff	\$446	-	\$408	6 Mth Trend										
Registry FTE			2	7.4%	Dental Clinical Staff	\$19	-	\$32	6 Mth Trend										
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			27	100%	Mental Health Clinical Staff	\$83	-	\$79	6 Mth Trend										
Civil Service FTE			23	85%	Clinical Support Staff	\$6	-	\$169	6 Mth Trend										
Overtime FTE			2	7.5%	Administrative Support Staff	\$15	-	\$22	6 Mth Trend										
Registry FTE			2	7.4%	NON LABOR					6 Mth Trend									
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			27	100%	Hospital	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend										
Civil Service FTE			23	85%	Emergency Department	\$19	-	\$106	6 Mth Trend										
Overtime FTE			2	7.5%	Specialty	\$6	-	\$29	6 Mth Trend										
Registry FTE			2	7.4%	Medications	\$12	-	\$90	6 Mth Trend										
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			27	100%	Diagnosics	\$3	-	\$90	6 Mth Trend										
Civil Service FTE			23	85%	APPEAL PROCESSING					6 Mth Trend									
Overtime FTE			2	7.5%	Timely Appeals			100%	89%	6 Mth Trend									
Registry FTE			2	7.4%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend									
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			27	100%	Medical Staff	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend										
Civil Service FTE			23	85%	Nursing Staff	\$93	-	\$89	6 Mth Trend										
Overtime FTE			2	7.5%	Pharmacy Staff	\$446	-	\$408	6 Mth Trend										
Registry FTE			2	7.4%	Dental Clinical Staff	\$19	-	\$32	6 Mth Trend										
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			27	100%	Mental Health Clinical Staff	\$83	-	\$79	6 Mth Trend										
Civil Service FTE			23	85%	Clinical Support Staff	\$6	-	\$169	6 Mth Trend										
Overtime FTE			2	7.5%	Administrative Support Staff	\$15	-	\$22	6 Mth Trend										
Registry FTE			2	7.4%	NON LABOR					6 Mth Trend									
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			27	100%	Hospital	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend										
Civil Service FTE			23	85%	Emergency Department	\$19	-	\$106	6 Mth Trend										
Overtime FTE			2	7.5%	Specialty	\$6	-	\$29	6 Mth Trend										
Registry FTE			2	7.4%	Medications	\$12	-	\$90	6 Mth Trend										
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			27	100%	Diagnosics	\$3	-	\$90	6 Mth Trend										
Civil Service FTE			23	85%	APPEAL PROCESSING					6 Mth Trend									
Overtime FTE			2	7.5%	Timely Appeals			100%	89%	6 Mth Trend									
Registry FTE			2	7.4%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend									
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			27	100%	Medical Staff	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend										
Civil Service FTE			23	85%	Nursing Staff	\$93	-	\$89	6 Mth Trend										
Overtime FTE			2	7.5%	Pharmacy Staff	\$446	-	\$408	6 Mth Trend										
Registry FTE			2	7.4%	Dental Clinical Staff	\$19	-	\$32	6 Mth Trend										
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			27	100%	Mental Health Clinical Staff	\$83	-	\$79	6 Mth Trend										
Civil Service FTE			23	85%	Clinical Support Staff	\$6	-	\$169	6 Mth Trend										
Overtime FTE			2	7.5%	Administrative Support Staff	\$15	-	\$22	6 Mth Trend										
Registry FTE			2	7.4%	NON LABOR					6 Mth Trend									
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			27	100%	Hospital	YTD 13/14	YTD 12/13	Statewide	6 Mth Trend										
Civil Service FTE			23	85%	Emergency Department	\$19	-	\$106	6 Mth Trend										
Overtime FTE			2	7.5%	Specialty	\$6	-	\$29	6 Mth Trend										

HEALTHCARE SERVICES DASHBOARD

Avenal State Prison (ASP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT										
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical Services				ASP	Statewide	Asthma Care				ASP	Statewide	Appropriate Placement High Risk Patients				ASP	Statewide			
Dental Services				96%	89%	Therapeutic Anticoagulation				-	79%	High Risk Patient Care Plan				N/A	75%			
Mental Health Services				92%	93%	Diabetes Care				84%	81%	Follow-Up After MHCB/DSH Admission				91%	87%			
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Cancelled Due to Custody				0.4%	2.8%	End Stage Liver Disease Care				25%	74%	30-Day Community Hospital Readmission				8.4%	7.8%			
Seen as Scheduled				88%	85%	Utilization Specialty Services				98%	91%	30-Day MHCB or DSH Readmission				-	29%			
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Effective Communication Provided				89%	95%	Colon Cancer Screening				93%	94%	Potentially Avoidable Hospitalizations*				2.5	11.3			
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medication Continuity-Transfer				77%	82%	Breast Cancer Screening				N/A	84%	CONTINUITY OF CLINICIANS & SERVICES								
Medication Non-Adherence Counseling				79%	81%	Diagnostic Monitoring				81%	80%	Primary Care Provider (PCP)				6 Mth Trend	ASP	Statewide		
Medication Administration				81%	89%	Polypharmacy Medication Review						Mental Health Primary Clinician					N/A	84%		
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Non-Formulary by Psychiatrists				0.8%	3.3%	AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers				3.1%	3.8%	Non-Dictated Documents				73%	59%	Claims Processed				6 Mth Trend	ASP	Statewide		
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Timely Appeals					100%	89%	Specialty Teleservices				6 Mth Trend	ASP	Statewide		
Medical FTE	236	254	93%	98%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					
Nursing FTE	10	10	101%	94%	LABOR	YTD 13/14	YTD 12/13	Statewide	Appointments per PCP			Health Care Staff Training				6 Mth Trend	ASP	Statewide		
Pharmacy FTE	100	99	102%	108%	Medical Staff	\$68	\$67	\$89	Specialty Notes							6 Mth Trend	ASP	Statewide		
Dental Clinical FTE	13	10	130%	111%	Nursing Staff	\$243	\$232	\$408	Community Hospital Records							6 Mth Trend	ASP	Statewide		
Mental Health Clinical FTE	25	28	89%	97%	Pharmacy Staff	\$22	\$17	\$32	Scanning Accuracy							6 Mth Trend	ASP	Statewide		
Clinical Support FTE	24	30	81%	88%	Dental Clinical Staff	\$95	\$73	\$79	APPEAL PROCESSING					6 Mth Trend						
Administrative Support FTE	8	6	128%	93%	Mental Health Clinical Staff	\$89	\$77	\$169	Timely Appeals							6 Mth Trend	ASP	Statewide		
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE	56	72	78%	85%	Clinical Support Staff	\$10	\$12	\$22	CONTINUOUS EVALUATION & IMPROVEMENT					6 Mth Trend						
Civil Service FTE					Administrative Support Staff	\$92	\$80	\$102	QM & Patient Safety Program							6 Mth Trend	ASP	Statewide		
Overtime FTE					NON LABOR					6 Mth Trend					6 Mth Trend					
Registry FTE					Hospital	\$48	\$88	\$106	Health Care Index							6 Mth Trend	ASP	Statewide		
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE					Hospital	\$48	\$88	\$106	WORKLOAD PER DAY					6 Mth Trend						
Civil Service FTE					Emergency Department	\$5	\$8	\$6	Appointments per PCP							6 Mth Trend	ASP	Statewide		
Overtime FTE					Emergency Department	\$5	\$8	\$6	Appointments per PCRN							6 Mth Trend	ASP	Statewide		
Registry FTE					Specialty	\$23	\$27	\$29	Encounters per Primary MH Clinician							6 Mth Trend	ASP	Statewide		
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE					Medications	\$34	\$45	\$90	Encounters per Psychiatrist							6 Mth Trend	ASP	Statewide		
Civil Service FTE					Diagnostics	\$13	\$15	\$18	OTHER TRENDS					6 Mth Trend						
Overtime FTE					LABOR					6 Mth Trend					6 Mth Trend					
Registry FTE					Hospital	\$48	\$88	\$106	Hospital Admissions*							6 Mth Trend	ASP	Statewide		
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE					Emergency Department	\$5	\$8	\$6	Emergency Department Visits*							6 Mth Trend	ASP	Statewide		
Civil Service FTE					Specialty	\$23	\$27	\$29	Specialty Care Referrals*							6 Mth Trend	ASP	Statewide		
Overtime FTE					Medications	\$34	\$45	\$90	Prescriptions Per Inmate							6 Mth Trend	ASP	Statewide		
Registry FTE					Diagnostics	\$13	\$15	\$18	Diagnostics Per Inmate							6 Mth Trend	ASP	Statewide		
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE					NON LABOR					6 Mth Trend					6 Mth Trend					
Civil Service FTE					Hospital	\$48	\$88	\$106	Appeals Received*							6 Mth Trend	ASP	Statewide		
Overtime FTE					Emergency Department	\$5	\$8	\$6	Prison Population Capacity							6 Mth Trend	ASP	Statewide		
Registry FTE					Specialty	\$23	\$27	\$29	OTHER TRENDS					6 Mth Trend						
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE					Medications	\$34	\$45	\$90	Hospital Admissions*							6 Mth Trend	ASP	Statewide		
Civil Service FTE					Diagnostics	\$13	\$15	\$18	Emergency Department Visits*							6 Mth Trend	ASP	Statewide		
Overtime FTE					LABOR					6 Mth Trend					6 Mth Trend					
Registry FTE					Hospital	\$48	\$88	\$106	Specialty Care Referrals*							6 Mth Trend	ASP	Statewide		
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE					Emergency Department	\$5	\$8	\$6	Prescriptions Per Inmate							6 Mth Trend	ASP	Statewide		
Civil Service FTE					Specialty	\$23	\$27	\$29	Diagnostics Per Inmate							6 Mth Trend	ASP	Statewide		
Overtime FTE					Medications	\$34	\$45	\$90	Appeals Received*							6 Mth Trend	ASP	Statewide		
Registry FTE					Diagnostics	\$13	\$15	\$18	Prison Population Capacity							6 Mth Trend	ASP	Statewide		
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE					NON LABOR					6 Mth Trend					6 Mth Trend					
Civil Service FTE					Hospital	\$48	\$88	\$106	Hospital Admissions*							6 Mth Trend	ASP	Statewide		
Overtime FTE					Emergency Department	\$5	\$8	\$6	Emergency Department Visits*							6 Mth Trend	ASP	Statewide		
Registry FTE					Specialty	\$23	\$27	\$29	Specialty Care Referrals*							6 Mth Trend	ASP	Statewide		
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE					Medications	\$34	\$45	\$90	Prescriptions Per Inmate							6 Mth Trend	ASP	Statewide		
Civil Service FTE					Diagnostics	\$13	\$15	\$18	Diagnostics Per Inmate							6 Mth Trend	ASP	Statewide		
Overtime FTE					LABOR					6 Mth Trend					6 Mth Trend					
Registry FTE					Hospital	\$48	\$88	\$106	Appeals Received*							6 Mth Trend	ASP	Statewide		
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE					Emergency Department	\$5	\$8	\$6	Prison Population Capacity							6 Mth Trend	ASP	Statewide		
Civil Service FTE					Specialty	\$23	\$27	\$29	OTHER TRENDS					6 Mth Trend						
Overtime FTE					Medications	\$34	\$45	\$90	Hospital Admissions*							6 Mth Trend	ASP	Statewide		
Registry FTE					Diagnostics	\$13	\$15	\$18	Emergency Department Visits*							6 Mth Trend	ASP	Statewide		
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE					LABOR					6 Mth Trend					6 Mth Trend					
Civil Service FTE					Hospital	\$48	\$88	\$106	Specialty Care Referrals*							6 Mth Trend	ASP	Statewide		
Overtime FTE					Emergency Department	\$5	\$8	\$6	Prescriptions Per Inmate							6 Mth Trend	ASP	Statewide		
Registry FTE					Specialty	\$23	\$27	\$29	Diagnostics Per Inmate							6 Mth Trend	ASP	Statewide		
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE					Medications	\$34	\$45	\$90	Appeals Received*							6 Mth Trend	ASP	Statewide		
Civil Service FTE					Diagnostics	\$13	\$15	\$18	Prison Population Capacity							6 Mth Trend	ASP	Statewide		
Overtime FTE					LABOR					6 Mth Trend					6 Mth Trend					
Registry FTE					Hospital	\$48	\$88	\$106	Hospital Admissions*							6 Mth Trend	ASP	Statewide		
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE					Emergency Department	\$5	\$8	\$6	Emergency Department Visits*							6 Mth Trend	ASP	Statewide		
Civil Service FTE					Specialty	\$23	\$27	\$29	Specialty Care Referrals*							6 Mth Trend	ASP	Statewide		
Overtime FTE					Medications	\$34	\$45	\$90	Prescriptions Per Inmate							6 Mth Trend	ASP	Statewide		
Registry FTE					Diagnostics	\$13	\$15	\$18	Diagnostics Per Inmate							6 Mth Trend	ASP	Statewide		
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE					LABOR					6 Mth Trend					6 Mth Trend					
Civil Service FTE					Hospital	\$48	\$88	\$106	Appeals Received*							6 Mth Trend	ASP	Statewide		
Overtime FTE					Emergency Department	\$5	\$8	\$6	Prison Population Capacity							6 Mth Trend	ASP	Statewide		
Registry FTE					Specialty	\$23	\$27	\$29	OTHER TRENDS					6 Mth Trend						
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE					Medications	\$34	\$45	\$90	Hospital Admissions*							6 Mth Trend	ASP	Statewide		
Civil Service FTE					Diagnostics	\$13	\$15	\$18	Emergency Department Visits*							6 Mth Trend	ASP	Statewide		
Overtime FTE					LABOR					6 Mth Trend					6 Mth Trend					
Registry FTE					Hospital	\$48	\$88	\$106	Specialty Care Referrals*							6 Mth Trend	ASP	Statewide		
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE					Emergency Department	\$5	\$8	\$6	Prescriptions Per Inmate							6 Mth Trend	ASP	Statewide		
Civil Service FTE					Specialty	\$23	\$27	\$29	Diagnostics Per Inmate							6 Mth Trend	ASP	Statewide		
Overtime FTE					Medications	\$34	\$45	\$90	Appeals Received*							6 Mth Trend	ASP	Statewide		
Registry FTE					Diagnostics	\$13	\$15	\$18	Prison Population Capacity							6 Mth Trend	ASP	Statewide		
6 Mth Trend					6 Mth Trend															