

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				6 Mth Trend				Statewide				
Medical Services				88%						82%		
Dental Services				95%						76%		
Mental Health Services				88%						81%		
APPTS COMPLETED AS SCHEDULED				6 Mth Trend				Statewide				
Cancelled Due to Custody				2.9%						65%		
Seen as Scheduled				85%						94%		
EFFECTIVE COMMUNICATION				6 Mth Trend				Statewide				
Effective Communication Provided				97%						85%		
MEDICATION MANAGEMENT				6 Mth Trend				Statewide				
Medication Continuity-Transfer				84%						65%		
Medication Non-Adherence Counseling				80%						58%		
Medication Administration				86%						83%		
FORMULARY MANAGEMENT				6 Mth Trend				Statewide				
Non-Formulary by Psychiatrists				3.2%						74%		
Non-Formulary by Medical Providers				3.9%						97%		
STAFFING IN FULL TIME EQUIVALENTS (FTE)				6 Mth Trend				Statewide				
Total Staffing FTE	Actual	Authority	% of Auth	86%			LABOR			YTD 14/15		
Medical FTE	13,045	13,437	97%				Medical Staff			\$81		
Nursing FTE	465	465	100%				Nursing Staff			\$358		
Pharmacy FTE	5,718	5,354	107%				Pharmacy Staff			\$31		
Dental Clinical FTE	547	488	112%				Dental Clinical Staff			\$67		
Mental Health Clinical FTE	813	849	96%				Mental Health Clinical Staff			\$147		
Clinical Support FTE	1,619	1,815	89%				Clinical Support Staff			\$21		
Administrative Support FTE	400	453	88%				Administrative Support Staff			\$180		
	3,482	4,013	87%				NON LABOR			YTD 14/15		
Total Actual FTE				13,045			Hospital			\$115		
Civil Service FTE				11,585			Emergency Department			\$7		
Overtime FTE				648			Specialty			\$28		
Registry FTE				812			Medications			\$121		
							Diagnostics			\$19		

* Rate Per 1,000 Inmates

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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	88%	89%	89%	91%	83%	96%	76%	88%	77%	95%	87%	83%	95%	92%	96%	93%	85%	68%	85%	73%	81%	97%	84%
RN FTF Triage 1 Day	96%	98%	100%	97%	99%	99%	97%	99%	84%	100%	93%	96%	100%	97%	98%	99%	98%	93%	99%	98%	86%	100%	99%
PCP Urgent Referrals 1 Day	96%	100%	100%	-	77%	100%	50%	100%	100%	98%	100%	80%	100%	100%	100%	93%	100%	100%	100%	83%	100%	100%	-
PCP Routine Referrals 14 Days	79%	80%	97%	85%	63%	99%	75%	48%	73%	100%	100%	93%	97%	83%	98%	98%	91%	44%	69%	47%	71%	100%	71%
Chronic Care as Ordered	79%	73%	92%	87%	68%	94%	55%	61%	70%	96%	86%	86%	95%	77%	97%	97%	83%	21%	73%	49%	57%	95%	78%
High Priority Specialty 14 Days	73%	100%	55%	85%	81%	81%	87%	100%	46%	71%	70%	69%	88%	82%	90%	74%	80%	86%	50%	71%	78%	89%	93%
Routine Specialty 90 Days	88%	98%	88%	86%	78%	91%	79%	100%	81%	91%	88%	90%	95%	94%	98%	75%	95%	70%	86%	97%	85%	96%	80%
Return from HLOC 5 Days	85%	65%	100%	96%	92%	100%	68%	85%	67%	98%	92%	50%	100%	100%	100%	100%	64%	17%	100%	73%	77%	100%	87%
Laboratory Services as Ordered	93%	97%	99%	94%	87%	100%	100%	99%	75%	96%	63%	97%	97%	100%	88%	97%	50%	96%	87%	69%	73%	100%	68%
Radiology Services as Ordered	98%	-	67%	99%	100%	100%	-	100%	93%	100%	96%	85%	86%	99%	-	100%	100%	89%	96%	-	100%	97%	100%
Dental Services	95%	90%	80%	97%	100%	99%	88%	99%	94%	98%	97%	89%	95%	95%	99%	98%	98%	99%	99%	95%	96%	99%	97%
7362 Triage 3 or 10 Days	98%	95%	100%	94%	100%	100%	95%	99%	97%	96%	94%	98%	99%	98%	100%	97%	99%	99%	100%	99%	98%	100%	96%
Treatment within Timeframes	98%	96%	83%	98%	99%	100%	82%	99%	98%	98%	98%	99%	97%	99%	98%	100%	97%	100%	100%	99%	96%	100%	98%
RC Screening 60 Days	92%	-	-	-	-	-	95%	-	-	98%	-	-	-	-	-	-	-	100%	-	-	-	-	-
Patient Requested Exam 90 Days	94%	69%	40%	97%	100%	98%	74%	98%	97%	100%	96%	99%	91%	98%	99%	100%	99%	98%	98%	86%	96%	100%	99%
Notice of Exam 50 Y.O. or Chronic Care	93%	100%	98%	100%	100%	100%	95%	100%	82%	98%	100%	58%	91%	86%	100%	96%	98%	100%	100%	96%	93%	97%	97%
Mental Health Services	88%	99%	100%	99%	100%	97%	86%	100%	93%	96%	84%	96%	90%	69%	95%	98%	100%	94%	100%	93%	99%	92%	90%
Referral Timeframes	87%	98%	100%	100%	100%	95%	87%	100%	91%	94%	69%	98%	90%	76%	91%	98%	100%	97%	100%	91%	98%	84%	95%
EOP Structured Treatment	80%	N/A	N/A	N/A	N/A	N/A	85%	N/A	94%	95%	88%	93%	84%	45%	N/A	N/A	N/A	88%	N/A	N/A	N/A	92%	77%
Contact Timeframes	96%	99%	-	99%	100%	98%	87%	100%	95%	100%	96%	98%	97%	86%	98%	99%	100%	98%	100%	96%	100%	99%	99%
Primary Clinician Contact Timeframes	95%	99%	-	97%	100%	100%	87%	99%	95%	100%	95%	99%	97%	73%	95%	98%	100%	96%	100%	95%	100%	98%	99%
Psychiatrist Contact Timeframes	94%	100%	-	100%	-	96%	86%	100%	90%	99%	95%	99%	95%	93%	100%	100%	100%	100%	100%	94%	100%	99%	99%
IDTT Contact Timeframes	98%	99%	-	100%	100%	100%	87%	100%	99%	100%	99%	98%	100%	93%	99%	99%	100%	97%	100%	98%	100%	100%	100%
Cancelled Due to Custody	2.9%	0.4%	0.1%	0.7%	0.7%	0.2%	2.1%	0.0%	1.0%	0.7%	4.9%	1.9%	0.9%	10.1%	1.4%	0.6%	0.5%	2.4%	0.7%	1.2%	1.6%	1.2%	3.3%
Medical Services	0.9%	0.3%	0.0%	0.2%	0.1%	0.1%	0.5%	0.1%	0.3%	0.5%	3.2%	1.3%	0.4%	1.3%	0.3%	0.1%	0.4%	2.4%	0.7%	2.0%	1.0%	0.9%	1.2%
Mental Health Services	6.4%	0.2%	0.0%	0.0%	0.0%	0.3%	3.3%	0.0%	1.8%	0.3%	0.7%	2.8%	0.9%	28.6%	1.3%	0.2%	0.0%	2.3%	0.9%	0.5%	0.0%	1.9%	7.3%

* Rate Per 1,000 Inmates

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Scheduling & Access to Care	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Services	79%	90%	-	94%	90%	91%	92%	98%	90%	88%	85%	73%	95%
RN FTF Triage 1 Day	95%	74%	-	99%	99%	97%	97%	100%	99%	98%	90%	97%	100%
PCP Urgent Referrals 1 Day	100%	100%	-	-	-	-	97%	-	88%	90%	100%	100%	90%
PCP Routine Referrals 14 Days	60%	94%	-	88%	76%	90%	89%	99%	95%	75%	78%	23%	98%
Chronic Care as Ordered	43%	87%	-	87%	82%	87%	93%	97%	85%	78%	74%	26%	93%
High Priority Specialty 14 Days	85%	77%	-	100%	85%	79%	95%	100%	64%	76%	49%	76%	90%
Routine Specialty 90 Days	88%	80%	-	98%	93%	87%	85%	95%	85%	92%	87%	72%	86%
Return from HLOC 5 Days	53%	100%	-	100%	87%	-	85%	100%	100%	92%	89%	78%	95%
Laboratory Services as Ordered	87%	97%	-	87%	98%	98%	92%	94%	93%	97%	97%	92%	99%
Radiology Services as Ordered	99%	97%	-	-	100%	97%	95%	100%	99%	97%	100%	92%	100%
Dental Services	99%	91%	99%	100%	97%	98%	95%	97%	99%	99%	89%	96%	98%
7362 Triage 3 or 10 Days	99%	99%	100%	100%	98%	98%	92%	97%	100%	99%	99%	99%	100%
Treatment within Timeframes	99%	98%	100%	100%	98%	99%	95%	95%	98%	99%	100%	98%	100%
RC Screening 60 Days	-	88%	-	-	-	-	-	-	-	99%	-	-	88%
Patient Requested Exam 90 Days	100%	100%	97%	99%	95%	98%	98%	95%	99%	100%	79%	95%	100%
Notice of Exam 50 Y.O. or Chronic Care	100%	70%	100%	100%	98%	97%	97%	100%	100%	100%	80%	95%	100%
Mental Health Services	87%	96%	88%	93%	94%	86%	82%	100%	98%	97%	76%	86%	84%
Referral Timeframes	82%	88%	99%	89%	93%	84%	84%	99%	98%	97%	93%	89%	59%
EOP Structured Treatment	88%	100%	69%	N/A	91%	86%	68%	N/A	N/A	94%	43%	80%	96%
Contact Timeframes	91%	99%	95%	97%	97%	88%	96%	100%	98%	100%	92%	91%	98%
Primary Clinician Contact Timeframes	93%	99%	97%	95%	96%	93%	94%	100%	97%	100%	93%	96%	96%
Psychiatrist Contact Timeframes	80%	99%	91%	98%	94%	74%	95%	100%	97%	100%	83%	82%	98%
IDTT Contact Timeframes	100%	99%	98%	98%	99%	97%	98%	100%	99%	100%	98%	97%	98%
Cancelled Due to Custody	4.5%	0.3%	1.3%	0.2%	6.3%	2.8%	3.3%	1.2%	0.6%	1.0%	6.4%	2.6%	0.2%
Medical Services	2.8%	0.1%	0.0%	0.1%	2.2%	2.5%	0.1%	0.2%	0.4%	0.5%	1.8%	4.1%	0.2%
Mental Health Services	9.1%	0.3%	3.1%	0.2%	15.7%	3.6%	9.7%	0.1%	0.6%	1.7%	15.3%	0.9%	0.2%

* Rate Per 1,000 Inmates

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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
Dental Services	1.4%	0.7%	0.4%	1.9%	2.1%	-	2.4%	-	1.0%	1.3%	10.8%	1.8%	1.3%	0.6%	2.6%	1.4%	1.0%	2.6%	0.5%	-	4.0%	0.7%	1.4%
Seen as Scheduled	85%	90%	89%	92%	92%	95%	80%	89%	85%	97%	82%	90%	93%	82%	88%	90%	88%	89%	89%	82%	92%	85%	76%
Medical Services	76%	78%	70%	89%	90%	92%	69%	79%	68%	98%	67%	85%	92%	92%	73%	88%	76%	80%	75%	62%	91%	73%	61%
Mental Health Services	89%	96%	100%	100%	100%	98%	79%	99%	97%	100%	97%	91%	92%	65%	96%	97%	96%	95%	97%	96%	100%	90%	87%
Dental Services	90%	96%	95%	86%	88%	94%	91%	89%	91%	94%	83%	93%	94%	88%	96%	86%	92%	92%	95%	87%	84%	91%	78%
Effective Communication Provided	97%	98%	99%	99%	98%	99%	98%	98%	95%	96%	99%	93%	99%	99%	99%	97%	99%	99%	99%	98%	99%	98%	96%
Medical Services	100%	100%	100%	100%	100%	100%	97%	100%	99%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mental Health Services	96%	98%	100%	100%	100%	99%	100%	100%	87%	99%	99%	97%	97%	98%	99%	99%	97%	99%	99%	99%	100%	98%	97%
Dental Services	95%	96%	96%	99%	95%	97%	97%	94%	99%	88%	98%	84%	100%	98%	97%	93%	100%	97%	97%	96%	96%	96%	91%
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	82%	96%	91%	91%	89%	90%	88%	95%	91%	94%	81%	86%	75%	91%	94%	93%	92%	93%	96%	91%	93%	90%	92%
Asthma SABA Utilization	83%	96%	94%	94%	94%	94%	90%	95%	82%	90%	86%	85%	70%	89%	91%	92%	94%	94%	93%	88%	95%	93%	92%
Persistent Asthma ICS Treatment	81%	96%	88%	88%	84%	86%	86%	96%	100%	98%	75%	88%	79%	92%	97%	93%	89%	91%	100%	93%	92%	88%	92%
Therapeutic Anticoagulation	76%	-	-	-	-	86%	63%	100%	68%	84%	100%	72%	74%	25%	100%	100%	100%	67%	100%	50%	-	100%	56%
Diabetes Care	81%	87%	77%	76%	82%	86%	78%	80%	80%	85%	86%	83%	79%	77%	79%	84%	85%	84%	89%	70%	82%	82%	81%
A1C <8%	77%	92%	88%	71%	97%	80%	77%	81%	82%	76%	94%	81%	68%	68%	73%	79%	81%	80%	83%	67%	73%	72%	67%
LDL-Cholesterol <100 mg/dl	73%	79%	60%	62%	50%	73%	68%	54%	85%	79%	73%	80%	82%	84%	69%	68%	83%	83%	85%	71%	68%	70%	74%
Blood Pressure <140/90 mm Hg	82%	87%	63%	86%	87%	93%	77%	86%	63%	83%	87%	80%	70%	72%	90%	90%	83%	97%	93%	60%	87%	90%	90%
Screened or Treated Nephropathy	91%	89%	98%	85%	93%	98%	91%	100%	91%	99%	90%	91%	94%	85%	81%	97%	94%	75%	94%	82%	98%	97%	92%
End Stage Liver Disease Care	65%	67%	50%	50%	100%	83%	76%	100%	64%	72%	97%	68%	42%	60%	75%	73%	100%	53%	62%	71%	41%	-	78%
EGD for Esophageal Varices	43%	100%	0%	0%	-	100%	67%	100%	67%	52%	-	27%	13%	50%	0%	25%	100%	25%	25%	0%	0%	-	60%
HCC Screening	68%	100%	-	50%	-	50%	42%	100%	56%	71%	100%	81%	41%	40%	100%	87%	100%	33%	64%	100%	40%	-	56%
NSAID	90%	0%	100%	100%	100%	100%	94%	100%	90%	97%	91%	88%	88%	100%	100%	96%	100%	100%	95%	83%	83%	-	97%
Diagnosis Medication Match	61%	-	-	-	-	-	100%	-	45%	69%	100%	76%	24%	50%	100%	83%	-	-	-	100%	-	-	100%
SBP or TIPS with Cipro. or Sulfa.	37%	-	-	-	-	-	-	-	14%	25%	100%	80%	0%	-	-	50%	-	-	-	-	-	-	-
Ascites with Spironolactone	69%	-	-	-	-	-	-	-	50%	100%	-	-	0%	-	-	100%	-	-	-	-	-	-	-

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Scheduling & Access to Care	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Dental Services	1.7%	0.6%	0.8%	0.4%	1.0%	2.2%	0.1%	3.1%	0.7%	0.8%	2.2%	2.8%	-
Seen as Scheduled	68%	92%	93%	93%	80%	92%	88%	92%	94%	91%	76%	75%	96%
Medical Services	35%	82%	89%	95%	71%	81%	96%	95%	89%	79%	76%	47%	95%
Mental Health Services	87%	96%	96%	97%	79%	98%	82%	98%	98%	95%	74%	95%	97%
Dental Services	83%	97%	95%	87%	90%	97%	86%	84%	95%	98%	78%	83%	95%
Effective Communication Provided	99%	95%	97%	100%	100%	94%	97%	98%	98%	98%	98%	99%	93%
Medical Services	100%	100%	100%	100%	100%	100%	100%	96%	100%	100%	100%	100%	100%
Mental Health Services	97%	99%	96%	99%	99%	88%	97%	99%	97%	98%	98%	99%	99%
Dental Services	100%	85%	94%	100%	100%	94%	95%	99%	98%	97%	97%	99%	81%
Population Health Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Asthma Care	86%	95%	91%	89%	88%	84%	92%	94%	91%	91%	89%	86%	93%
Asthma SABA Utilization	83%	100%	93%	96%	84%	84%	90%	96%	93%	88%	91%	86%	93%
Persistent Asthma ICS Treatment	89%	90%	89%	83%	91%	83%	94%	92%	89%	94%	88%	86%	93%
Therapeutic Anticoagulation	58%	100%	100%	-	94%	80%	91%	-	83%	78%	38%	78%	25%
Diabetes Care	80%	74%	84%	82%	81%	82%	77%	83%	77%	76%	80%	82%	74%
A1C <8%	79%	77%	81%	77%	76%	83%	74%	81%	68%	76%	79%	79%	79%
LDL-Cholesterol <100 mg/dl	70%	50%	81%	73%	77%	78%	68%	79%	71%	74%	71%	75%	50%
Blood Pressure <140/90 mm Hg	87%	81%	75%	89%	83%	80%	73%	80%	77%	67%	87%	87%	80%
Screened or Treated Nephropathy	83%	86%	100%	88%	85%	87%	93%	91%	93%	88%	83%	88%	88%
End Stage Liver Disease Care	63%	67%	69%	-	68%	71%	58%	62%	73%	59%	55%	68%	50%
EGD for Esophageal Varices	40%	0%	25%	-	51%	40%	0%	38%	46%	46%	22%	50%	0%
HCC Screening	79%	-	90%	-	74%	60%	50%	83%	71%	64%	62%	50%	-
NSAID	95%	100%	91%	-	88%	96%	82%	79%	75%	78%	85%	89%	100%
Diagnosis Medication Match	38%	100%	-	-	61%	88%	100%	50%	100%	50%	50%	83%	-
SBP or TIPS with Cipro. or Sulfa.	0%	-	-	-	0%	100%	-	-	-	0%	0%	100%	-
Ascites with Spironolactone	-	-	-	-	100%	-	-	-	-	-	-	100%	-

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Hepatic Enceph. w/ Lactulose and/or Rifaximin	77%	-	-	-	-	-	100%	-	70%	83%	-	71%	71%	50%	100%	100%	-	-	-	100%	-	-	100%
Colon Cancer Screening	94%	97%	100%	90%	89%	99%	88%	100%	99%	96%	95%	95%	99%	93%	96%	99%	98%	81%	99%	84%	98%	100%	84%
Breast Cancer Screening	85%	-	-	-	-	-	78%	-	-	-	96%	-	-	-	-	-	-	-	50%	-	-	-	-
Diagnostic Monitoring	85%	94%	-	-	-	100%	80%	-	89%	84%	93%	92%	88%	58%	97%	96%	-	66%	90%	80%	-	85%	80%
QT Prolongation EKG 12 Months	69%	88%	-	-	-	100%	43%	-	62%	86%	81%	83%	75%	8%	100%	100%	-	50%	67%	80%	-	75%	67%
Antipsychotics	88%	93%	-	-	-	100%	79%	-	95%	95%	95%	93%	92%	75%	94%	92%	-	72%	98%	82%	-	86%	78%
Lipid Monitoring 12 Months	91%	89%	-	-	-	100%	83%	-	97%	93%	87%	93%	97%	93%	92%	89%	-	79%	96%	81%	-	88%	78%
Blood Sugar 12 Months	94%	92%	-	-	-	100%	90%	-	100%	97%	99%	97%	98%	88%	98%	93%	-	84%	98%	95%	-	91%	82%
EKG 12 Months	64%	100%	-	-	-	100%	42%	-	81%	100%	90%	76%	79%	36%	83%	90%	-	50%	100%	78%	-	41%	47%
AIMS 12 Months	90%	100%	-	-	-	100%	69%	-	92%	98%	97%	99%	83%	95%	100%	91%	-	68%	100%	44%	-	95%	92%
Med Consent 12 Months	91%	100%	-	-	-	100%	86%	-	94%	84%	98%	98%	85%	90%	98%	92%	-	42%	100%	71%	-	94%	85%
CBC with Platelets 12 Months	89%	84%	-	-	-	100%	91%	-	98%	93%	92%	94%	96%	57%	94%	92%	-	84%	98%	93%	-	91%	72%
CMP 12 Months	90%	87%	-	-	-	100%	79%	-	99%	96%	96%	94%	97%	56%	92%	88%	-	68%	94%	93%	-	90%	78%
Thyroid Monitoring 5 Years	96%	95%	-	-	-	100%	96%	-	100%	97%	99%	97%	99%	87%	97%	99%	-	100%	100%	98%	-	95%	90%
Clozapine	90%	-	-	-	-	-	100%	-	95%	-	96%	-	88%	-	-	-	-	-	-	-	-	-	-
CMP 12 Months	98%	-	-	-	-	-	100%	-	100%	-	100%	-	90%	-	-	-	-	-	-	-	-	-	-
Lipid Monitoring 12 Months	93%	-	-	-	-	-	100%	-	100%	-	67%	-	90%	-	-	-	-	-	-	-	-	-	-
Blood Sugar 12 Months	100%	-	-	-	-	-	100%	-	100%	-	100%	-	100%	-	-	-	-	-	-	-	-	-	-
CBC 30 Days	98%	-	-	-	-	-	100%	-	88%	-	100%	-	100%	-	-	-	-	-	-	-	-	-	-
EKG 12 Months	72%	-	-	-	-	-	100%	-	86%	-	100%	-	80%	-	-	-	-	-	-	-	-	-	-
AIMS 12 Months	83%	-	-	-	-	-	100%	-	100%	-	100%	-	80%	-	-	-	-	-	-	-	-	-	-
Thyroid Monitoring 5 Years	98%	-	-	-	-	-	100%	-	86%	-	100%	-	100%	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	76%	-	-	-	-	-	-	-	100%	-	100%	-	67%	-	-	-	-	-	-	-	-	-	-
Mood Stabilizers	92%	100%	-	-	-	100%	92%	-	97%	97%	95%	96%	88%	64%	98%	95%	-	69%	100%	79%	-	84%	87%
Carbamazepine	94%	-	-	-	-	100%	100%	-	100%	100%	100%	-	83%	67%	100%	-	-	-	-	67%	-	100%	83%
CMP 12 Months	97%	-	-	-	-	100%	100%	-	100%	100%	100%	-	100%	100%	100%	-	-	-	-	100%	-	100%	100%

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Hepatic Enceph. w/ Lactulose and/or Rifaximin	75%	100%	-	-	83%	75%	100%	50%	100%	100%	100%	50%	-
Colon Cancer Screening	82%	92%	97%	99%	97%	93%	91%	92%	89%	97%	92%	92%	90%
Breast Cancer Screening	-	-	-	-	-	-	-	-	-	-	-	-	-
Diagnostic Monitoring	85%	80%	96%	88%	86%	87%	86%	90%	92%	93%	74%	96%	69%
QT Prolongation EKG 12 Months	65%	83%	100%	-	57%	64%	75%	80%	75%	88%	47%	100%	67%
Antipsychotics	84%	71%	93%	79%	93%	89%	88%	86%	97%	95%	82%	94%	64%
Lipid Monitoring 12 Months	81%	93%	100%	91%	94%	90%	92%	97%	99%	94%	86%	95%	71%
Blood Sugar 12 Months	91%	93%	100%	89%	96%	95%	93%	94%	100%	98%	94%	95%	67%
EKG 12 Months	60%	50%	50%	38%	72%	57%	77%	33%	100%	94%	33%	87%	25%
AIMS 12 Months	80%	79%	100%	91%	96%	90%	86%	97%	92%	99%	77%	99%	100%
Med Consent 12 Months	87%	64%	95%	94%	96%	92%	92%	97%	100%	95%	89%	91%	65%
CBC with Platelets 12 Months	85%	64%	100%	77%	95%	93%	86%	85%	98%	92%	87%	92%	52%
CMP 12 Months	87%	57%	100%	66%	95%	93%	86%	94%	93%	94%	90%	94%	62%
Thyroid Monitoring 5 Years	98%	71%	100%	83%	99%	99%	92%	94%	98%	95%	97%	96%	71%
Clozapine	95%	-	-	-	-	96%	-	-	-	91%	66%	-	-
CMP 12 Months	100%	-	-	-	-	100%	-	-	-	100%	100%	-	-
Lipid Monitoring 12 Months	100%	-	-	-	-	100%	-	-	-	80%	100%	-	-
Blood Sugar 12 Months	100%	-	-	-	-	100%	-	-	-	100%	100%	-	-
CBC 30 Days	100%	-	-	-	-	100%	-	-	-	100%	100%	-	-
EKG 12 Months	70%	-	-	-	-	67%	-	-	-	100%	0%	-	-
AIMS 12 Months	100%	-	-	-	-	100%	-	-	-	80%	25%	-	-
Thyroid Monitoring 5 Years	100%	-	-	-	-	100%	-	-	-	100%	100%	-	-
Med Consent 12 Months	90%	-	-	-	-	100%	-	-	-	67%	0%	-	-
Mood Stabilizers	93%	100%	98%	96%	95%	93%	91%	100%	100%	99%	86%	96%	75%
Carbamazepine	100%	-	-	-	100%	100%	83%	-	100%	100%	-	-	-
CMP 12 Months	100%	-	-	-	100%	100%	50%	-	100%	100%	-	-	-

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Carbamazepine Level 12 Months	88%	-	-	-	-	100%	100%	-	100%	100%	100%	-	50%	50%	100%	-	-	-	-	0%	-	100%	50%
CBC 12 Months	97%	-	-	-	-	100%	100%	-	100%	100%	100%	-	100%	50%	100%	-	-	-	-	100%	-	100%	100%
Med Consent 12 Months	86%	-	-	-	-	100%	50%	-	50%	100%	100%	-	0%	100%	100%	-	-	-	-	100%	-	100%	-
Depakote	92%	100%	-	-	-	100%	89%	-	97%	97%	90%	98%	95%	66%	97%	94%	-	69%	100%	85%	-	81%	87%
CMP 12 Months	94%	100%	-	-	-	100%	86%	-	100%	100%	80%	98%	100%	61%	100%	100%	-	75%	100%	86%	-	88%	91%
Depakote Level 12 Months	93%	100%	-	-	-	100%	86%	-	97%	100%	100%	95%	100%	55%	100%	100%	-	75%	100%	86%	-	71%	88%
CBC with Platelets 12 Months	94%	100%	-	-	-	100%	100%	-	100%	100%	100%	100%	100%	61%	88%	100%	-	75%	100%	86%	-	88%	82%
Med Consent 12 Months	89%	100%	-	-	-	100%	83%	-	91%	89%	80%	97%	81%	89%	100%	78%	-	50%	100%	83%	-	77%	86%
Lithium	89%	100%	-	-	-	100%	88%	-	94%	94%	96%	94%	85%	60%	97%	96%	-	-	100%	85%	-	72%	92%
Creatinine & BUN 12 Months	97%	100%	-	-	-	100%	90%	-	100%	100%	100%	100%	100%	68%	100%	100%	-	-	100%	100%	-	80%	100%
Lithium Level 12 Months	98%	100%	-	-	-	100%	100%	-	100%	100%	100%	100%	100%	68%	100%	100%	-	-	100%	100%	-	100%	100%
Thyroid Monitoring 12 Months	94%	100%	-	-	-	100%	100%	-	100%	100%	100%	100%	100%	63%	100%	100%	-	-	100%	100%	-	80%	83%
EKG 12 Months	66%	100%	-	-	-	100%	71%	-	70%	83%	88%	70%	56%	22%	83%	100%	-	-	100%	50%	-	0%	100%
Med Consent 12 Months	90%	100%	-	-	-	100%	80%	-	100%	86%	92%	100%	69%	79%	100%	80%	-	-	100%	75%	-	100%	75%
Antidepressants	86%	93%	-	-	-	99%	87%	-	96%	59%	96%	95%	96%	83%	98%	96%	-	73%	97%	79%	-	95%	86%
EKG 12 Months (Tricyclics)	75%	-	-	-	-	-	-	-	-	0%	-	-	100%	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	90%	91%	-	-	-	98%	81%	-	93%	82%	95%	96%	88%	91%	99%	94%	-	53%	97%	63%	-	96%	85%
Thyroid Monitoring 5 Years	93%	96%	-	-	-	99%	94%	-	99%	96%	98%	95%	100%	75%	96%	97%	-	94%	96%	96%	-	95%	87%
Utilization Specialty Services	89%	95%	98%	98%	97%	96%	87%	91%	91%	94%	96%	91%	60%	93%	90%	95%	98%	80%	77%	84%	100%	96%	82%
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	94%	100%	-	-	100%	100%	100%	-	76%	100%	93%	92%	95%	92%	0%	100%	-	88%	-	100%	-	91%	98%
30-Day Community Hospital Readmission	8.4%	3.0%	0.0%	5.8%	0.0%	4.9%	3.5%	3.5%	25.8%	8.2%	7.1%	7.4%	18.8%	15.3%	4.3%	4.7%	1.3%	8.7%	2.1%	2.0%	4.6%	4.2%	3.3%
30-Day MHCB or DSH Readmission	29%	-	-	-	-	-	18%	-	30%	20%	33%	37%	43%	27%	-	-	-	-	-	22%	-	34%	40%

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Carbamazepine Level 12 Months	100%	-	-	-	100%	100%	100%	-	100%	100%	-	-	-
CBC 12 Months	100%	-	-	-	100%	100%	100%	-	100%	100%	-	-	-
Med Consent 12 Months	75%	-	-	-	100%	100%	100%	-	100%	100%	-	-	-
Depakote	91%	100%	96%	93%	97%	94%	94%	100%	99%	96%	91%	98%	75%
CMP 12 Months	94%	100%	83%	86%	97%	98%	94%	100%	94%	100%	91%	96%	100%
Depakote Level 12 Months	92%	100%	100%	86%	100%	94%	94%	100%	100%	100%	91%	100%	100%
CBC with Platelets 12 Months	94%	100%	100%	100%	97%	95%	97%	100%	100%	100%	91%	100%	100%
Med Consent 12 Months	83%	100%	100%	100%	93%	88%	94%	100%	100%	86%	90%	96%	0%
Lithium	87%	100%	100%	100%	87%	84%	95%	100%	100%	100%	81%	94%	-
Creatinine & BUN 12 Months	97%	100%	100%	100%	91%	98%	100%	100%	100%	100%	97%	100%	-
Lithium Level 12 Months	100%	100%	100%	100%	95%	98%	100%	100%	100%	100%	100%	100%	-
Thyroid Monitoring 12 Months	94%	100%	100%	100%	91%	91%	100%	100%	100%	100%	86%	100%	-
EKG 12 Months	60%	100%	100%	100%	63%	34%	88%	100%	100%	100%	42%	71%	-
Med Consent 12 Months	84%	100%	100%	100%	95%	100%	86%	100%	100%	100%	81%	100%	-
Antidepressants	87%	67%	93%	90%	98%	93%	91%	93%	96%	93%	92%	94%	70%
EKG 12 Months (Tricyclics)	-	-	-	-	-	-	-	-	-	100%	-	-	-
Med Consent 12 Months	83%	63%	88%	96%	97%	89%	94%	94%	97%	90%	92%	90%	61%
Thyroid Monitoring 5 Years	91%	71%	97%	85%	99%	97%	88%	92%	96%	88%	93%	98%	78%
Utilization Specialty Services	88%	95%	89%	96%	93%	95%	89%	85%	83%	94%	72%	91%	83%
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						
High Risk Patient Care Plan													
Follow-Up After MHCB/DSH Admission	98%	95%	100%	89%	98%	97%	92%	100%	100%	100%	90%	100%	88%
30-Day Community Hospital Readmission	7.1%	7.9%	0.0%	5.1%	8.0%	9.1%	12.0%	5.9%	7.8%	3.2%	4.2%	2.7%	10.1%
30-Day MHCB or DSH Readmission	10%	25%	13%	13%	21%	27%	26%	-	21%	0%	10%	-	29%

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Potentially Avoidable Hospitalizations*	10.6	3.0	2.8	5.7	0.4	5.0	7.5	2.8	105.3	20.6	16.0	5.2	18.3	20.3	7.9	4.8	2.6	9.2	2.6	3.5	4.0	11.5	16.8
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)	87%	84%	96%	87%	87%	95%	92%	76%	76%	94%	91%	87%	96%	88%	91%	99%	97%	97%	96%	92%	98%	92%	88%
Mental Health Primary Clinician	83%	N/A	N/A	N/A	N/A	N/A	89%	N/A	81%	N/A	82%	82%	86%	83%	N/A	79%	86%						
Psychiatrist	84%	N/A	N/A	N/A	N/A	N/A	95%	N/A	60%	N/A	49%	92%	99%	79%	N/A	56%	62%						
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	84%	88%	93%	95%	98%	88%	76%	77%	-	85%	82%	69%	90%	74%	100%	68%	93%	91%	94%	90%	92%	72%	84%
M4: Meds Upon Arrival at Reception Ctr	96%	-	-	-	-	-	100%	-	-	95%	100%	-	-	-	-	-	-	75%	-	-	-	-	-
M5: NA/DOT/KOP Meds Inter-Institutional	86%	70%	91%	100%	100%	100%	83%	100%	-	95%	65%	95%	85%	75%	100%	90%	90%	95%	95%	95%	100%	50%	100%
M6: NA/DOT Meds Intra-Institutional	79%	73%	75%	100%	100%	83%	63%	0%	-	90%	-	57%	100%	55%	100%	77%	100%	83%	86%	100%	100%	50%	100%
M7: Mental Health Crisis Bed Transfers	71%	-	-	-	-	-	33%	-	-	62%	63%	63%	100%	58%	-	-	-	-	-	100%	-	88%	48%
M8: ASU/SHU/PSU Inter-Institutional	81%	100%	100%	75%	100%	83%	77%	91%	-	82%	67%	38%	100%	75%	-	0%	100%	95%	93%	44%	67%	80%	73%
M9: Discharge from Community Hosp/DSH	80%	100%	100%	100%	100%	75%	73%	92%	-	74%	100%	67%	57%	83%	100%	75%	75%	100%	100%	100%	100%	63%	83%
M10: Transfer/Parole	95%	95%	100%	100%	90%	100%	100%	100%	-	100%	100%	95%	100%	100%	100%	100%	100%	100%	95%	100%	92%	100%	100%
Medication Non-Adherence Counseling	80%	89%	100%	98%	-	97%	60%	44%	-	94%	86%	99%	79%	60%	97%	79%	78%	78%	95%	96%	100%	70%	90%
M11: Non-Adherence MH Prescribed	80%	67%	-	-	-	95%	42%	-	-	85%	98%	97%	93%	57%	93%	100%	78%	57%	98%	100%	-	77%	77%
Referral on MAR	87%	100%	-	-	-	100%	55%	-	-	90%	100%	100%	90%	55%	95%	100%	67%	100%	100%	100%	-	75%	80%
128 MH5 or 128 C	88%	100%	-	-	-	100%	60%	-	-	90%	100%	100%	100%	75%	100%	100%	100%	35%	100%	100%	-	80%	75%
Progress Note	64%	0%	-	-	-	85%	10%	-	-	75%	95%	90%	90%	40%	85%	100%	67%	35%	95%	100%	-	75%	75%
M12: Non-Adherence PC2602 Meds	89%	100%	-	-	-	100%	72%	-	-	100%	68%	100%	89%	100%	-	-	-	100%	-	100%	-	33%	100%
M13: Non-Adherence Medical Prescribed	79%	89%	100%	95%	-	92%	51%	89%	-	92%	79%	100%	73%	55%	100%	58%	-	56%	87%	83%	100%	82%	92%
Referral on MAR	92%	100%	100%	100%	-	100%	74%	100%	-	100%	93%	100%	95%	55%	100%	50%	-	100%	100%	100%	100%	90%	100%
128 C	89%	100%	100%	100%	-	100%	68%	100%	-	82%	100%	100%	100%	55%	100%	75%	-	50%	100%	100%	100%	95%	100%
Progress Note	55%	67%	100%	86%	-	75%	11%	67%	-	94%	43%	100%	25%	55%	100%	50%	-	17%	60%	50%	100%	60%	75%
M14: Non-Adherence Insulin/HIV/Clozaril	72%	100%	100%	100%	-	100%	75%	0%	-	100%	100%	100%	60%	26%	-	-	-	100%	100%	100%	100%	89%	90%
Medication Administration	86%	90%	100%	100%	100%	97%	96%	99%	-	80%	86%	80%	84%	73%	94%	84%	95%	86%	91%	93%	95%	82%	92%

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Care Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Potentially Avoidable Hospitalizations*	19.8	10.0	0.7	2.0	24.9	6.3	10.0	2.2	21.6	7.2	7.0	8.6	13.1
Continuity of Clinicians & Services	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Primary Care Provider (PCP)	86%	86%	100%	88%	89%	91%	95%	88%	99%	97%	87%	92%	96%
Mental Health Primary Clinician	86%	N/A	78%	N/A	85%	74%	83%	N/A	N/A	77%	77%	83%	76%
Psychiatrist	83%	N/A	76%	N/A	73%	91%	90%	N/A	N/A	94%	82%	96%	100%
Medication Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medication Continuity-Transfer	100%	91%	86%	99%	65%	78%	71%	88%	97%	94%	62%	74%	91%
M4: Meds Upon Arrival at Reception Ctr	-	100%	-	-	-	-	-	-	-	90%	-	-	100%
M5: NA/DOT/KOP Meds Inter-Institutional	100%	75%	100%	95%	25%	75%	95%	75%	100%	100%	50%	85%	100%
M6: NA/DOT Meds Intra-Institutional	100%	100%	-	100%	45%	74%	60%	-	93%	100%	41%	62%	100%
M7: Mental Health Crisis Bed Transfers	100%	100%	64%	100%	100%	63%	100%	-	100%	100%	46%	-	44%
M8: ASU/SHU/PSU Inter-Institutional	100%	75%	100%	100%	71%	100%	56%	79%	89%	100%	82%	100%	92%
M9: Discharge from Community Hosp/DSH	100%	88%	67%	100%	60%	53%	85%	100%	100%	75%	54%	41%	100%
M10: Transfer/Parole	100%	100%	100%	100%	90%	100%	30%	100%	100%	90%	100%	80%	100%
Medication Non-Adherence Counseling	85%	100%	80%	87%	72%	55%	79%	60%	73%	91%	61%	98%	87%
M11: Non-Adherence MH Prescribed	82%	100%	67%	71%	87%	42%	75%	91%	72%	86%	65%	100%	90%
Referral on MAR	100%	100%	71%	75%	89%	63%	95%	87%	100%	92%	50%	100%	100%
128 MH5 or 128 C	100%	100%	57%	88%	89%	37%	95%	100%	100%	100%	90%	100%	100%
Progress Note	45%	100%	71%	50%	83%	26%	35%	87%	15%	67%	55%	100%	70%
M12: Non-Adherence PC2602 Meds	96%	100%	97%	100%	95%	89%	98%	-	-	98%	92%	100%	88%
M13: Non-Adherence Medical Prescribed	63%	100%	76%	78%	47%	65%	80%	89%	58%	79%	83%	93%	92%
Referral on MAR	100%	100%	100%	100%	85%	75%	95%	100%	53%	92%	100%	100%	100%
128 C	90%	100%	71%	100%	55%	70%	90%	100%	100%	77%	100%	100%	95%
Progress Note	0%	100%	57%	33%	0%	50%	55%	67%	21%	69%	50%	80%	80%
M14: Non-Adherence Insulin/HIV/Clozaril	100%	100%	-	100%	60%	24%	64%	0%	90%	100%	5%	100%	80%
Medication Administration	71%	80%	90%	100%	63%	99%	84%	82%	91%	97%	67%	73%	85%

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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
M20: Chronic Care Meds-Psychiatrist	66%	100%	-	-	-	95%	95%	100%	-	55%	30%	35%	70%	15%	70%	85%	-	100%	100%	100%	100%	50%	100%
M21: Chronic Care Meds-Medical	94%	100%	100%	100%	100%	100%	100%	100%	-	80%	100%	90%	100%	90%	100%	90%	100%	100%	100%	100%	90%	85%	100%
M22: New Outpatient Orders-Psychiatrist	88%	52%	-	100%	-	95%	93%	94%	-	83%	100%	75%	100%	61%	100%	90%	100%	83%	95%	100%	100%	74%	100%
M23: New Outpatient Orders-Medical	98%	100%	100%	100%	100%	95%	90%	100%	-	98%	100%	100%	98%	100%	100%	88%	100%	92%	90%	100%	100%	100%	100%
M24: Administration – TB Medications	83%	100%	100%	100%	100%	100%	100%	100%	-	84%	100%	100%	50%	100%	100%	69%	80%	57%	71%	67%	83%	100%	59%
Non-Formulary by Psychiatrists	3.2%	0.5%	-	40.0%	-	1.4%	4.8%	6.7%	4.9%	1.0%	6.3%	3.6%	7.4%	3.8%	1.5%	1.1%	0.0%	4.5%	0.4%	3.5%	1.7%	0.9%	2.1%
Non-Formulary by Medical Providers	3.9%	2.6%	3.4%	1.8%	3.7%	3.1%	5.8%	3.4%	6.0%	3.9%	4.9%	4.7%	6.0%	5.8%	1.8%	1.0%	1.9%	3.0%	2.1%	3.8%	1.3%	3.2%	3.1%
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	65%	65%	90%	85%	89%	89%	42%	85%	79%	74%	54%	69%	76%	58%	84%	59%	68%	62%	91%	31%	63%	85%	50%
Medical Documents 3 Days	65%	64%	78%	77%	94%	78%	40%	70%	-	77%	49%	85%	81%	56%	74%	54%	87%	64%	80%	33%	56%	74%	38%
Dental Documents 3 Days	80%	81%	96%	98%	99%	97%	59%	100%	-	84%	91%	86%	82%	78%	92%	87%	73%	82%	95%	56%	69%	94%	49%
Mental Health Documents 3 Days	45%	67%	91%	95%	72%	92%	21%	89%	-	67%	38%	28%	78%	33%	81%	64%	39%	34%	96%	0%	61%	78%	24%
CDCR Inpatient Documents 3 Days	73%	-	-	-	-	-	68%	89%	79%	73%	41%	77%	75%	71%	-	-	-	-	-	30%	-	90%	88%
Other Documents 3 Days	64%	47%	94%	67%	92%	91%	24%	76%	-	66%	50%	70%	65%	53%	89%	31%	72%	69%	93%	34%	67%	87%	52%
Dictated Documents	58%	69%	-	71%	-	35%	44%	81%	-	63%	58%	67%	55%	52%	58%	24%	50%	-	83%	78%	42%	74%	32%
Dictation Time in Days	0.2	0.1	-	0.0	-	0.0	0.7	0.0	-	0.0	0.2	0.1	7.3	0.1	0.2	0.0	0.0	-	0.0	0.0	0.0	0.1	0.0
Transcription Time in Days	2.0	1.7	-	0.3	-	2.8	0.2	1.8	-	2.4	2.1	1.5	0.6	1.9	2.3	2.4	2.3	-	2.1	2.3	2.2	0.8	2.5
Sign Time in Days	2.6	1.4	-	0.8	-	1.3	1.1	1.5	-	4.4	1.2	2.1	3.0	5.0	3.3	1.9	2.2	-	1.3	0.6	2.1	1.1	3.0
Scan Time in Days	1.2	1.4	-	0.6	-	1.4	6.7	0.7	-	1.4	2.0	1.5	1.5	1.9	0.3	2.1	1.4	-	0.2	0.3	1.5	0.2	2.5
Total Time in Days	6.1	4.6	-	1.7	-	5.4	8.7	4.0	-	8.3	5.5	5.2	12.3	8.9	6.1	6.3	5.8	-	3.6	3.3	5.9	2.2	8.0
Medical Dictated Documents 5 Days	52%	59%	-	-	-	35%	-	62%	-	46%	57%	61%	55%	43%	60%	0%	46%	-	-	78%	42%	74%	32%
Dictation Time in Days	0.1	0.1	-	-	-	0.0	-	0.0	-	0.0	0.1	0.1	8.1	0.1	0.2	0.0	0.0	-	-	0.0	0.0	0.0	0.0
Transcription Time in Days	2.1	1.7	-	-	-	2.8	-	1.9	-	2.6	2.2	1.5	0.6	2.1	2.3	2.7	2.3	-	-	2.3	2.2	0.9	2.5
Sign Time in Days	2.7	1.4	-	-	-	1.3	-	1.5	-	4.6	1.1	2.1	3.3	5.2	3.6	2.4	2.1	-	-	0.6	2.1	1.0	3.1
Scan Time in Days	1.2	1.4	-	-	-	1.4	-	0.7	-	1.3	2.0	1.6	1.7	1.9	0.2	1.8	1.4	-	-	0.3	1.5	0.1	2.5
Total Time in Days	6.2	4.6	-	-	-	5.4	-	4.1	-	8.6	5.4	5.2	13.7	9.3	6.4	6.8	5.9	-	-	3.3	5.9	2.1	8.1

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Medication Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
M20: Chronic Care Meds-Psychiatrist	45%	0%	50%	100%	20%	100%	90%	85%	60%	100%	10%	45%	33%
M21: Chronic Care Meds-Medical	100%	100%	100%	100%	35%	100%	90%	100%	100%	100%	70%	90%	100%
M22: New Outpatient Orders-Psychiatrist	85%	100%	100%	100%	61%	96%	58%	86%	100%	100%	100%	83%	100%
M23: New Outpatient Orders-Medical	100%	100%	100%	100%	98%	100%	100%	100%	100%	100%	100%	93%	100%
M24: Administration – TB Medications	23%	100%	100%	100%	100%	100%	83%	40%	96%	86%	57%	57%	93%
Non-Formulary by Psychiatrists	3.3%	2.8%	2.2%	0.9%	2.4%	5.3%	2.1%	3.7%	1.4%	9.6%	3.0%	1.9%	2.0%
Non-Formulary by Medical Providers	6.5%	1.3%	2.8%	1.8%	5.8%	4.8%	2.6%	2.7%	4.4%	6.5%	3.0%	3.1%	4.0%
Availability of Health Information	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Non-Dictated Documents	63%	72%	17%	70%	63%	64%	61%	72%	77%	74%	62%	40%	75%
Medical Documents 3 Days	53%	64%	5%	61%	63%	70%	57%	61%	82%	72%	65%	56%	69%
Dental Documents 3 Days	92%	89%	14%	82%	88%	100%	70%	84%	88%	80%	73%	49%	76%
Mental Health Documents 3 Days	33%	62%	10%	70%	42%	10%	45%	78%	59%	68%	44%	22%	71%
CDCR Inpatient Documents 3 Days	80%	65%	45%	75%	76%	85%	73%	-	77%	74%	79%	-	88%
Other Documents 3 Days	55%	83%	11%	60%	47%	54%	61%	64%	77%	75%	48%	33%	73%
Dictated Documents	39%	59%	-	56%	85%	57%	24%	49%	41%	53%	80%	51%	5%
Dictation Time in Days	0.0	0.4	-	0.0	0.0	0.0	7.2	0.0	0.0	0.1	0.1	0.3	0.0
Transcription Time in Days	2.3	0.6	-	2.2	2.0	2.0	1.9	2.6	2.5	2.3	1.8	2.2	2.9
Sign Time in Days	2.8	4.4	-	1.7	1.9	3.9	2.7	2.2	5.0	3.9	1.4	1.5	4.0
Scan Time in Days	2.0	0.8	-	1.3	0.6	1.5	0.8	1.1	0.8	1.3	0.4	1.5	0.1
Total Time in Days	7.0	6.2	-	5.2	4.6	7.5	12.7	6.0	8.3	7.5	3.7	5.5	7.0
Medical Dictated Documents 5 Days	39%	50%	-	56%	66%	30%	-	44%	29%	37%	80%	54%	5%
Dictation Time in Days	0.0	2.3	-	0.0	0.0	0.0	-	0.0	0.0	0.1	0.1	0.0	0.0
Transcription Time in Days	2.4	1.0	-	2.2	2.1	2.6	-	2.7	2.5	2.3	1.8	3.2	3.1
Sign Time in Days	2.0	3.8	-	1.7	2.0	4.5	-	2.1	5.1	4.1	1.4	2.4	4.5
Scan Time in Days	2.9	2.1	-	1.3	0.6	1.2	-	1.2	0.8	1.2	0.4	2.0	0.0
Total Time in Days	7.3	9.1	-	5.2	4.6	8.4	-	6.0	8.4	7.7	3.7	7.6	7.6

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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
Mental Health Dictated Documents 5 Days	64%	-	-	-	-	-	58%	100%	-	51%	50%	-	-	62%	92%	48%	-	-	83%	-	-	-	-
Dictation Time in Days	0.8	-	-	-	-	-	1.2	0.0	-	0.0	1.1	-	-	0.0	0.0	0.0	-	-	0.0	-	-	-	-
Transcription Time in Days	1.5	-	-	-	-	-	0.4	0.0	-	0.5	0.1	-	-	0.2	2.0	2.1	-	-	2.1	-	-	-	-
Sign Time in Days	2.2	-	-	-	-	-	1.8	0.4	-	2.7	1.8	-	-	2.8	1.5	1.3	-	-	1.3	-	-	-	-
Scan Time in Days	1.4	-	-	-	-	-	7.1	0.8	-	2.3	3.5	-	-	2.0	0.5	2.5	-	-	0.2	-	-	-	-
Total Time in Days	5.8	-	-	-	-	-	10.5	1.3	-	5.6	6.5	-	-	5.0	4.1	5.9	-	-	3.6	-	-	-	-
Specialty Dictated Documents 5 Days	59%	80%	-	71%	-	-	30%	-	-	93%	68%	73%	-	-	22%	-	55%	-	-	-	-	-	-
Dictation Time in Days	0.1	0.5	-	0.0	-	-	0.0	-	-	0.0	-	0.0	-	-	0.0	-	0.0	-	-	-	-	-	-
Transcription Time in Days	1.1	0.5	-	0.0	-	-	0.0	-	-	0.6	-	0.7	-	-	2.1	-	0.7	-	-	-	-	-	-
Sign Time in Days	1.8	0.2	-	0.0	-	-	0.0	-	-	0.8	-	2.6	-	-	3.0	-	3.3	-	-	-	-	-	-
Scan Time in Days	2.0	2.2	-	0.6	-	-	6.2	-	-	2.1	-	1.6	-	-	0.2	-	0.5	-	-	-	-	-	-
Total Time in Days	5.1	3.4	-	0.6	-	-	6.2	-	-	3.4	-	4.9	-	-	5.4	-	4.5	-	-	-	-	-	-
Specialty Notes	83%	98%	75%	97%	91%	72%	34%	99%	61%	86%	79%	88%	95%	89%	88%	74%	86%	52%	95%	82%	91%	97%	86%
Community Hospital Records	74%	75%	0%	88%	100%	95%	10%	100%	65%	66%	46%	83%	63%	80%	64%	70%	80%	67%	100%	58%	60%	89%	88%
Scanning Accuracy	97%	100%	-	-	97%	-	92%	100%	-	100%	97%	97%	-	100%	91%	99%	-	100%	87%	99%	98%	100%	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	86%	97%	100%	100%	100%	100%	97%	94%	43%	99%	100%	100%	100%	100%	100%	98%	100%	49%	100%	99%	100%	100%	98%
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													
Specialty Teleservices	65%	73%	67%	84%	50%	58%	66%	91%	56%	71%	57%	15%	45%	80%	46%	52%	87%	58%	67%	62%	93%	56%	86%
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%	85%	99%	88%	91%	92%	99%	127%	103%	99%	96%	92%	100%	89%	96%	82%	95%	84%	87%	90%	95%	98%

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Availability of Health Information	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Mental Health Dictated Documents 5 Days	40%	67%	-	-	90%	84%	24%	19%	-	97%	-	78%	-
Dictation Time in Days	0.0	0.0	-	-	0.0	0.0	7.5	0.0	-	0.1	-	0.2	-
Transcription Time in Days	2.2	0.5	-	-	1.7	0.1	2.0	2.1	-	0.0	-	2.1	-
Sign Time in Days	3.3	4.5	-	-	1.9	1.8	2.3	3.0	-	0.4	-	1.4	-
Scan Time in Days	1.3	0.6	-	-	0.3	2.5	0.8	1.0	-	1.8	-	1.1	-
Total Time in Days	6.8	5.6	-	-	3.9	4.4	12.5	6.1	-	2.3	-	4.9	-
Specialty Dictated Documents 5 Days	-	-	-	-	100%	-	-	83%	54%	24%	-	20%	-
Dictation Time in Days	-	-	-	-	0.0	-	-	0.2	0.0	0.0	-	3.0	-
Transcription Time in Days	-	-	-	-	0.1	-	-	2.2	3.2	3.9	-	0.0	-
Sign Time in Days	-	-	-	-	1.0	-	-	2.0	2.5	2.5	-	0.0	-
Scan Time in Days	-	-	-	-	0.8	-	-	1.0	0.2	1.0	-	7.7	-
Total Time in Days	-	-	-	-	1.8	-	-	5.4	5.8	7.4	-	10.7	-
Specialty Notes	78%	82%	81%	91%	61%	92%	88%	87%	95%	89%	78%	55%	94%
Community Hospital Records	80%	80%	67%	100%	67%	92%	88%	60%	82%	50%	38%	64%	90%
Scanning Accuracy	96%	99%	100%	-	100%	93%	100%	99%	97%	-	100%	-	96%
Appeal Processing	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Timely Appeals	100%	100%	100%	99%	99%	87%	97%	100%	100%	100%	93%	43%	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	69%	55%	73%	38%	82%	59%	78%	35%	60%	39%	53%	69%	75%
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	96%	108%	85%	83%	109%	110%	92%	76%	81%	102%	100%	98%	101%

* Rate Per 1,000 Inmates

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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
Medical FTE	101%	106%	102%	111%	80%	111%	116%	87%	110%	101%	89%	106%	96%	100%	95%	80%	107%	107%	96%	125%	107%	85%	103%
Nursing FTE	107%	98%	95%	106%	97%	89%	109%	99%	138%	110%	103%	99%	88%	117%	83%	110%	89%	94%	89%	86%	97%	99%	114%
Pharmacy FTE	115%	100%	106%	92%	81%	144%	95%	163%	105%	143%	130%	124%	121%	130%	129%	111%	98%	145%	95%	112%	128%	116%	117%
Dental Clinical FTE	96%	96%	77%	100%	93%	104%	91%	100%	95%	93%	100%	100%	83%	86%	91%	90%	95%	100%	104%	100%	91%	100%	100%
Mental Health Clinical FTE	89%	84%	100%	100%	100%	83%	77%	105%	84%	92%	86%	96%	95%	75%	74%	83%	50%	97%	68%	79%	104%	89%	86%
Clinical Support FTE	88%	139%	73%	98%	83%	76%	63%	66%	94%	99%	107%	72%	110%	67%	79%	74%	82%	113%	47%	86%	92%	95%	75%
Administrative Support FTE	85%	80%	68%	88%	75%	83%	73%	97%	136%	94%	93%	87%	91%	82%	98%	90%	67%	84%	75%	79%	72%	89%	84%
Total Actual FTE	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Civil Service FTE	88%	92%	96%	93%	93%	87%	90%	89%	83%	89%	85%	93%	92%	83%	92%	89%	95%	91%	94%	87%	95%	89%	88%
Overtime FTE	5.5%	2.6%	1.6%	2.6%	5.6%	6.3%	3.8%	6.3%	9.2%	4.0%	5.9%	5.4%	5.1%	8.1%	1.9%	5.1%	3.6%	4.0%	4.2%	9.1%	4.7%	4.3%	6.3%
Registry FTE	7.0%	5.5%	2.7%	3.9%	1.8%	6.8%	6.5%	5.2%	7.7%	6.8%	9.0%	2.1%	3.0%	9.6%	5.9%	6.4%	1.6%	4.6%	1.7%	3.6%	0.5%	7.0%	6.1%
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	\$74	\$63	\$58	\$56	\$49	\$76	\$72	\$76	\$417	\$119	\$127	\$127	\$296	\$81	\$107	\$54	\$58	\$83	\$90	\$68	\$68	\$76	\$84
Nursing Staff	\$353	\$248	\$201	\$168	\$211	\$212	\$284	\$222	\$3,073	\$397	\$844	\$485	\$1,044	\$539	\$234	\$221	\$194	\$291	\$221	\$275	\$201	\$239	\$350
Pharmacy Staff	\$29	\$23	\$14	\$14	\$7	\$25	\$33	\$21	\$121	\$53	\$72	\$38	\$129	\$34	\$31	\$25	\$15	\$26	\$19	\$15	\$18	\$19	\$25
Dental Clinical Staff	\$62	\$80	\$70	\$76	\$44	\$66	\$76	\$90	\$60	\$80	\$136	\$90	\$102	\$68	\$107	\$65	\$72	\$84	\$91	\$63	\$84	\$83	\$61
Mental Health Clinical Staff	\$143	\$79	\$3	\$28	\$11	\$82	\$124	\$41	\$486	\$212	\$330	\$281	\$415	\$182	\$117	\$50	\$28	\$134	\$80	\$72	\$33	\$122	\$236
Clinical Support Staff	\$21	\$9	\$7	\$6	\$4	\$10	\$16	\$11	\$139	\$23	\$42	\$43	\$106	\$30	\$14	\$5	\$7	\$13	\$4	\$11	\$7	\$13	\$27
Administrative Support Staff	\$109	\$91	\$86	\$89	\$41	\$72	\$88	\$120	\$441	\$124	\$281	\$140	\$315	\$107	\$113	\$72	\$89	\$115	\$87	\$90	\$94	\$107	\$121
Hospital	\$111	\$26	\$21	\$21	\$13	\$43	\$50	\$42	\$1,592	\$183	\$167	\$78	\$414	\$111	\$105	\$69	\$76	\$173	\$77	\$38	\$31	\$69	\$53
Emergency Department	\$7	\$5	\$6	\$7	\$5	\$11	\$7	\$5	\$21	\$4	\$13	\$3	\$5	\$14	\$7	\$4	\$5	\$7	\$3	\$9	\$8	\$7	\$13
Specialty	\$28	\$16	\$16	\$17	\$12	\$19	\$24	\$22	\$128	\$37	\$31	\$44	\$77	\$28	\$16	\$21	\$29	\$22	\$15	\$19	\$20	\$18	\$32
Medications	\$121	\$43	\$4	\$28	\$22	\$45	\$110	\$33	\$92	\$376	\$180	\$238	\$395	\$76	\$70	\$93	\$41	\$136	\$68	\$41	\$30	\$48	\$136
Diagnostics	\$19	\$12	\$13	\$12	\$7	\$11	\$26	\$10	\$63	\$41	\$30	\$24	\$38	\$9	\$15	\$12	\$12	\$27	\$11	\$11	\$8	\$10	\$23

* Rate Per 1,000 Inmates

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Staffing in Full Time Equivalents (FTE)	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical FTE	92%	107%	121%	89%	121%	102%	95%	89%	91%	105%	72%	99%	113%
Nursing FTE	110%	128%	82%	87%	125%	133%	107%	70%	70%	122%	114%	116%	114%
Pharmacy FTE	89%	110%	141%	105%	125%	130%	110%	146%	122%	84%	110%	97%	103%
Dental Clinical FTE	100%	91%	89%	100%	100%	94%	88%	96%	100%	110%	103%	95%	95%
Mental Health Clinical FTE	94%	95%	93%	73%	106%	97%	84%	83%	87%	93%	91%	88%	85%
Clinical Support FTE	75%	101%	102%	83%	98%	108%	61%	97%	110%	95%	77%	84%	89%
Administrative Support FTE	83%	94%	76%	73%	81%	82%	71%	64%	81%	78%	87%	82%	88%
Total Actual FTE	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Civil Service FTE	92%	81%	91%	95%	81%	83%	84%	94%	93%	87%	85%	91%	78%
Overtime FTE	3.3%	7.6%	3.0%	1.8%	5.8%	5.1%	5.3%	1.5%	1.9%	6.0%	7.7%	6.6%	4.9%
Registry FTE	5.1%	12.2%	6.4%	3.7%	13.2%	12.1%	10.5%	4.9%	4.7%	6.8%	7.9%	2.6%	16.9%
Major Costs per Inmate per Month	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Staff	\$71	\$66	\$73	\$63	\$119	\$123	\$58	\$46	\$94	\$86	\$54	\$68	\$58
Nursing Staff	\$355	\$268	\$299	\$225	\$523	\$816	\$279	\$110	\$216	\$382	\$431	\$281	\$249
Pharmacy Staff	\$24	\$19	\$16	\$21	\$49	\$48	\$27	\$11	\$33	\$21	\$51	\$31	\$17
Dental Clinical Staff	\$63	\$54	\$83	\$82	\$72	\$98	\$75	\$77	\$93	\$59	\$67	\$76	\$69
Mental Health Clinical Staff	\$235	\$128	\$94	\$99	\$347	\$605	\$99	\$40	\$107	\$372	\$189	\$124	\$115
Clinical Support Staff	\$31	\$14	\$15	\$16	\$53	\$82	\$17	\$6	\$18	\$30	\$27	\$16	\$13
Administrative Support Staff	\$136	\$94	\$126	\$100	\$136	\$184	\$73	\$39	\$96	\$116	\$127	\$87	\$78
Hospital	\$262	\$64	\$23	\$17	\$256	\$104	\$82	\$38	\$227	\$76	\$68	\$88	\$98
Emergency Department	\$12	\$4	\$1	\$3	\$15	\$12	\$9	\$3	\$6	\$6	\$11	\$8	\$11
Specialty	\$48	\$22	\$6	\$12	\$77	\$23	\$32	\$10	\$48	\$42	\$19	\$31	\$26
Medications	\$432	\$52	\$118	\$49	\$411	\$234	\$101	\$27	\$205	\$178	\$90	\$183	\$71
Diagnostics	\$28	\$39	\$8	\$7	\$37	\$16	\$13	\$7	\$19	\$36	\$14	\$17	\$38

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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	12.1	12.5	18.8	13.3	13.5	12.7	12.4	15.9	12.1	8.6	13.2	10.4	10.6	11.5	11.7	13.4	13.3	14.3	11.4	10.4	13.3	13.8	14.7
Appointments per PCRN	6.2	7.6	4.3	7.2	5.0	6.1	5.9	7.9	4.2	6.3	8.6	6.3	8.9	6.8	5.5	7.0	5.6	6.5	7.0	4.4	5.6	8.3	6.7
Encounters per Primary MH Clinician	8.8	7.4	2.8	2.6	2.0	7.3	9.3	2.9	7.3	5.4	6.9	12.5	11.3	8.4	6.0	6.0	4.4	9.1	8.3	6.0	4.3	12.5	12.0
Encounters per Psychiatrist	8.9	10.1	-	3.8	-	9.0	8.8	4.8	7.4	8.9	9.0	10.5	9.4	10.2	9.8	11.8	1.8	11.4	8.1	5.7	5.7	11.9	10.4
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*	4.7	3.7	1.0	2.1	0.9	4.9	3.0	1.8	24.0	7.9	6.0	2.8	8.0	14.1	3.6	1.5	4.7	1.2	0.3	2.9	4.7	5.6	5.1
Emergency Department Visits*	29	14	29	30	17	14	28	25	88	24	70	17	18	24	50	22	36	38	15	17	39	25	81
Specialty Care Referrals*	35	21	32	26	19	17	29	28	86	24	28	62	64	38	23	30	48	27	41	34	34	14	59
Prescriptions Per Inmate	3.0	1.5	1.9	1.0	0.5	2.0	3.3	1.2	18.6	4.0	4.3	5.7	5.4	2.9	2.6	3.1	1.9	2.3	2.3	1.6	1.4	1.6	3.8
Diagnostics Per Inmate	1.0	0.6	0.7	0.6	0.4	0.6	1.4	0.4	4.3	2.0	1.2	1.1	2.1	0.3	0.6	0.6	0.5	1.7	0.6	0.6	0.4	0.5	1.0
Appeals Received*	34	40	23	9	3	26	45	12	91	42	25	28	48	61	20	40	9	63	19	27	11	29	56
Prison Population Capacity	134%	137%	-	161%	112%	153%	164%	141%	66%	139%	130%	103%	90%	128%	100%	140%	123%	143%	119%	150%	145%	151%	151%
Institution & Population Characteristics	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
High Risk Priority 1	4.3%	0.1%	0.1%	0.2%	0.1%	0.7%	3.8%	0.6%	34.1%	15.9%	5.0%	8.0%	18.5%	1.9%	0.8%	1.9%	1.5%	2.7%	2.7%	0.9%	0.8%	0.4%	6.8%
High Risk Priority 2	7.4%	0.4%	0.3%	0.9%	0.7%	2.6%	6.3%	1.6%	22.9%	25.6%	10.6%	14.8%	20.3%	4.2%	3.6%	5.5%	4.6%	4.4%	7.7%	2.1%	2.9%	3.9%	12.7%
Medium Risk	41%	53%	30%	18%	7%	44%	47%	19%	34%	33%	44%	42%	51%	55%	56%	52%	27%	32%	45%	40%	22%	48%	51%
Low Risk	48%	47%	70%	81%	93%	52%	42%	78%	9%	26%	41%	35%	10%	39%	40%	41%	67%	61%	45%	57%	75%	48%	30%
Mental Health EOP	5.0%	N/A	N/A	N/A	N/A	N/A	2.0%	N/A	15.2%	0.5%	4.9%	14.7%	22.8%	7.7%	N/A	N/A	N/A	1.0%	N/A	N/A	N/A	3.4%	13.1%
Patients with Disability (ADA)	6.6%	3.2%	1.1%	1.6%	0.3%	1.6%	5.7%	2.2%	37.7%	12.5%	6.5%	6.8%	35.6%	4.9%	2.7%	5.5%	3.7%	5.5%	2.7%	4.7%	2.1%	3.4%	6.3%
Inmates 50 Years or Older	23%	23%	21%	6%	7%	17%	19%	11%	54%	44%	21%	36%	49%	15%	19%	39%	29%	19%	31%	10%	14%	10%	24%
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	3,013	28	-	18	19	16	38	13	2,011	78	25	87	169	87	10	21	-	24	-	30	14	22	16
Institution Population	119,748	4,030	1,931	3,755	4,406	4,291	3,333	3,280	1,959	4,320	1,847	3,978	2,131	4,033	2,516	4,658	2,140	2,487	2,985	3,495	3,203	3,727	3,519

* Rate Per 1,000 Inmates

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Workload Per Day	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Appointments per PCP	7.7	15.3	5.5	15.8	12.3	9.6	14.9	11.9	9.8	11.3	8.9	17.5	11.8
Appointments per PCRN	5.1	8.6	2.7	6.6	5.9	6.3	7.0	5.2	5.8	5.7	5.5	6.7	6.4
Encounters per Primary MH Clinician	10.2	10.3	4.5	7.3	8.8	8.1	11.3	6.1	7.2	5.7	7.8	12.9	10.2
Encounters per Psychiatrist	9.9	9.1	4.7	12.1	8.3	8.2	11.0	7.4	8.8	5.4	8.8	13.7	7.6
Other Trends	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Hospital Admissions*	8.1	2.2	1.1	1.8	14.4	4.6	5.0	0.7	6.7	3.2	4.4	3.3	7.7
Emergency Department Visits*	61	17	4	14	58	44	18	13	26	19	61	28	22
Specialty Care Referrals*	111	45	18	20	66	26	16	23	44	39	35	43	26
Prescriptions Per Inmate	4.5	2.8	1.2	2.1	5.7	5.0	3.4	0.9	3.5	3.8	3.3	3.7	1.9
Diagnostics Per Inmate	1.1	2.4	0.4	0.4	1.6	0.8	0.7	0.4	1.1	2.3	0.7	0.7	2.4
Appeals Received*	70	16	22	21	75	86	33	9	25	19	58	54	24
Prison Population Capacity	167%	150%	111%	139%	137%	119%	158%	117%	149%	128%	146%	153%	166%
Institution & Population Characteristics	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
High Risk Priority 1	13.7%	1.0%	0.9%	0.0%	16.9%	6.5%	2.2%	0.6%	8.8%	7.1%	2.4%	2.9%	1.3%
High Risk Priority 2	21.7%	2.4%	1.9%	0.4%	22.2%	12.0%	5.4%	1.6%	16.8%	13.4%	5.5%	8.1%	2.9%
Medium Risk	47%	32%	23%	54%	49%	60%	56%	20%	46%	39%	56%	58%	36%
Low Risk	18%	64%	74%	46%	12%	22%	37%	78%	29%	40%	36%	31%	60%
Mental Health EOP	21.0%	2.6%	3.6%	N/A	18.3%	38.2%	6.7%	N/A	N/A	1.4%	14.6%	9.4%	2.2%
Patients with Disability (ADA)	9.3%	1.8%	1.6%	3.6%	23.1%	5.1%	14.5%	1.0%	8.5%	7.2%	5.8%	11.5%	2.7%
Inmates 50 Years or Older	36%	10%	9%	15%	38%	17%	25%	12%	39%	41%	14%	36%	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	14	28	66	38	10	15	10	22	23	16
Institution Population	2,857	4,164	2,635	3,244	3,065	2,192	5,435	4,435	3,906	4,035	3,613	3,053	5,090

* Rate Per 1,000 Inmates

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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	73%	Statewide	88%	Asthma Care					VSP	86%	Statewide	82%	Appropriate Placement High Risk Patients					VSP	N/A	Statewide	75%
Dental Services					96%		95%	Therapeutic Anticoagulation									High Risk Patient Care Plan								
Mental Health Services					86%		88%	Diabetes Care									Follow-Up After MHCB/DSH Admission								
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Cancelled Due to Custody					2.6%		2.9%	End Stage Liver Disease Care									30-Day Community Hospital Readmission								
Seen as Scheduled					75%		85%	Colon Cancer Screening									30-Day MHCB or DSH Readmission								
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Effective Communication Provided					99%		97%	Breast Cancer Screening									Potentially Avoidable Hospitalizations*								
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Medication Continuity-Transfer					74%		84%	Diagnostic Monitoring									CONTINUITY OF CLINICIANS & SERVICES								
Medication Non-Adherence Counseling					98%		80%	Utilization Specialty Services									Primary Care Provider (PCP)								
Medication Administration					73%		86%	Polypharmacy Medication Review									Mental Health Primary Clinician								
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Non-Formulary by Psychiatrists					1.9%		3.2%	AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend												
Non-Formulary by Medical Providers					3.1%		3.9%	Non-Dictated Documents									Dictated Documents								
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend										
Total Staffing FTE	Actual	Authority	% of Auth	Statewide				Specialty Notes									Community Hospital Records								
Medical FTE	253	257	98%	98%				Scanning Accuracy									Psychiatrist								
Nursing FTE	9	10	99%	101%				APPEAL PROCESSING					6 Mth Trend												
Pharmacy FTE	114	99	116%	107%				Timely Appeals									Claims Processed								
Dental Clinical FTE	12	13	97%	115%				MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend												
Mental Health Clinical FTE	19	20	95%	96%				LABOR	YTD 14/15	YTD 13/14	Statewide						Specialty Teleservices								
Clinical Support FTE	36	41	88%	89%				Medical Staff	\$68	\$76	\$74						Health Care Staff Training								
Administrative Support FTE	8	10	84%	88%				Nursing Staff	\$281	\$323	\$353						QM & Patient Safety Program								
Total Actual FTE	54	66	82%	85%				Pharmacy Staff	\$31	\$28	\$29						Health Care Index								
Civil Service FTE								Dental Clinical Staff	\$76	\$70	\$62						CONTINUOUS EVALUATION & IMPROVEMENT								
Overtime FTE								Mental Health Clinical Staff	\$124	\$150	\$143														
Registry FTE								Clinical Support Staff	\$16	\$18	\$21														
								Administrative Support Staff	\$87	\$82	\$109														
								NON LABOR	YTD 14/15	YTD 13/14	Statewide														
								Hospital	\$88	\$85	\$111														
								Emergency Department	\$8	\$11	\$7														
								Specialty	\$31	\$32	\$28														
								Medications	\$183	\$76	\$121														
								Diagnostics	\$17	\$15	\$19														

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

HEALTHCARE SERVICES DASHBOARD

Salinas Valley State Prison (SVSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT												
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend							
Medical Services					85%	88%	Asthma Care					89%	82%	Appropriate Placement High Risk Patients					N/A	75%		
Dental Services					89%	95%	Therapeutic Anticoagulation					38%	76%	High Risk Patient Care Plan								
Mental Health Services					76%	88%	Diabetes Care					80%	81%	Follow-Up After MHCB/DSH Admission					90%	94%		
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend							
Cancelled Due to Custody					6.4%	2.9%	End Stage Liver Disease Care					55%	65%	30-Day Community Hospital Readmission					4.2%	8.4%		
Seen as Scheduled					76%	85%	Colon Cancer Screening					92%	94%	30-Day MHCB or DSH Readmission					10%	29%		
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend							
Effective Communication Provided					98%	97%	Breast Cancer Screening					N/A	85%	Potentially Avoidable Hospitalizations*					7.0	10.6		
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend							
Medication Continuity-Transfer					62%	84%	Diagnostic Monitoring					74%	85%	CONTINUITY OF CLINICIANS & SERVICES								
Medication Non-Adherence Counseling					61%	80%	Utilization Specialty Services					72%	89%	Primary Care Provider (PCP)					87%	87%		
Medication Administration					67%	86%	Polypharmacy Medication Review							Mental Health Primary Clinician					77%	83%		
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend							
Non-Formulary by Psychiatrists					3.0%	3.2%	AVAILABILITY OF HEALTH INFORMATION						Psychiatrist					82%	84%			
Non-Formulary by Medical Providers					3.0%	3.9%	Non-Dictated Documents					62%	65%	RESOURCE MANAGEMENT								
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	396	396	100%	98%	6 Mth Trend						6 Mth Trend						6 Mth Trend					
Nursing FTE	10	14	72%	101%	6 Mth Trend						6 Mth Trend						6 Mth Trend					
Pharmacy FTE	184	161	114%	107%	6 Mth Trend						6 Mth Trend						6 Mth Trend					
Dental Clinical FTE	26	24	110%	115%	6 Mth Trend						6 Mth Trend						6 Mth Trend					
Mental Health Clinical FTE	25	24	103%	96%	6 Mth Trend						6 Mth Trend						6 Mth Trend					
Clinical Support FTE	62	68	91%	89%	6 Mth Trend						6 Mth Trend						6 Mth Trend					
Administrative Support FTE	13	18	77%	88%	6 Mth Trend						6 Mth Trend						6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend							
Total Actual FTE	76	88	87%	85%	6 Mth Trend						6 Mth Trend						6 Mth Trend					
Civil Service FTE	396	396	100%	100%	6 Mth Trend						6 Mth Trend						6 Mth Trend					
Overtime FTE	334	334	85%	88%	6 Mth Trend						6 Mth Trend						6 Mth Trend					
Registry FTE	30	30	7.7%	5.5%	6 Mth Trend						6 Mth Trend						6 Mth Trend					
	31	31	7.9%	7.0%	6 Mth Trend						6 Mth Trend						6 Mth Trend					
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend							
Hospital	YTD 14/15	YTD 13/14	Statewide	6 Mth Trend						6 Mth Trend						6 Mth Trend						
Emergency Department	\$68	\$108	\$111	6 Mth Trend						6 Mth Trend						6 Mth Trend						
Specialty	\$11	\$13	\$7	6 Mth Trend						6 Mth Trend						6 Mth Trend						
Medications	\$19	\$23	\$28	6 Mth Trend						6 Mth Trend						6 Mth Trend						
Diagonstics	\$90	\$80	\$121	6 Mth Trend						6 Mth Trend						6 Mth Trend						
	\$14	\$13	\$19	6 Mth Trend						6 Mth Trend						6 Mth Trend						
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend							
Timely Appeals					93%	86%	APPEAL PROCESSING						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							
NON LABOR					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							
NON LABOR					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							
NON LABOR					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							
NON LABOR					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							
NON LABOR					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							
NON LABOR					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							
NON LABOR					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							
NON LABOR					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							
NON LABOR					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							
NON LABOR					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							
NON LABOR					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							
NON LABOR					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							
NON LABOR					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							
NON LABOR					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							
NON LABOR					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							
NON LABOR					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							
NON LABOR					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							
NON LABOR					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							
NON LABOR					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							
NON LABOR					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							
NON LABOR					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							
NON LABOR					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							
NON LABOR					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							
NON LABOR					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							
NON LABOR					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							
NON LABOR					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**																						

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	91%	Statewide	88%	Asthma Care					SAC	84%	Statewide	82%	Appropriate Placement High Risk Patients					SAC	N/A	Statewide	75%
Dental Services						98%		95%	Therapeutic Anticoagulation						80%		76%	High Risk Patient Care Plan								
Mental Health Services						86%		88%	Diabetes Care						82%		81%	Follow-Up After MHCB/DSH Admission						97%	94%	
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend											
Cancelled Due to Custody						2.8%		2.9%	End Stage Liver Disease Care						71%		65%	30-Day Community Hospital Readmission						9.1%	8.4%	
Seen as Scheduled						92%		85%	Colon Cancer Screening						93%		94%	30-Day MHCB or DSH Readmission						27%	29%	
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend											
Effective Communication Provided						94%		97%	Breast Cancer Screening						N/A		85%	Potentially Avoidable Hospitalizations*						6.3	10.6	
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend											
Medication Continuity-Transfer						78%		84%	Diagnostic Monitoring						87%		85%	CONTINUITY OF CLINICIANS & SERVICES								
Medication Non-Adherence Counseling						55%		80%	Utilization Specialty Services						95%		89%	Primary Care Provider (PCP)						91%	87%	
Medication Administration						99%		86%	Polypharmacy Medication Review									Mental Health Primary Clinician						74%	83%	
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend											
Non-Formulary by Psychiatrists						5.3%		3.2%	AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend												
Non-Formulary by Medical Providers						4.8%		3.9%	Non-Dictated Documents						64%		65%	Psychiatrist						91%	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						57%		58%	RESOURCE MANAGEMENT								
Medical FTE	10	10	102%	101%					Specialty Notes						92%		83%	Claims Processed						N/A	100%	
Nursing FTE	252	190	133%	107%					Community Hospital Records						92%		74%	Specialty Teleservices						59%	65%	
Pharmacy FTE	15	12	130%	115%					Scanning Accuracy						93%		97%	Health Care Staff Training								
Dental Clinical FTE	17	18	94%	96%					APPEAL PROCESSING					6 Mth Trend												
Mental Health Clinical FTE	128	132	97%	89%					Timely Appeals						87%		86%	CONTINUOUS EVALUATION & IMPROVEMENT								
Clinical Support FTE	33	31	108%	88%					MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend												
Administrative Support FTE	77	93	82%	85%					LABOR	YTD 14/15	YTD 13/14	Statewide	6 Mth Trend													
Total Actual FTE	532	486	110%	98%					Medical Staff	\$123	\$120	\$74	6 Mth Trend													
Civil Service FTE	441	441	83%	88%					Nursing Staff	\$816	\$1,028	\$353	6 Mth Trend													
Overtime FTE	27	27	5.1%	5.5%					Pharmacy Staff	\$48	\$52	\$29	6 Mth Trend													
Registry FTE	64	64	12.1%	7.0%					Dental Clinical Staff	\$98	\$106	\$62	6 Mth Trend													
									Mental Health Clinical Staff	\$605	\$763	\$143	6 Mth Trend													
									Clinical Support Staff	\$82	\$103	\$21	6 Mth Trend													
									Administrative Support Staff	\$184	\$175	\$109	6 Mth Trend													
									NON LABOR					6 Mth Trend												
									Hospital	\$104	\$152	\$111	6 Mth Trend													
									Emergency Department	\$12	\$7	\$7	6 Mth Trend													
									Specialty	\$23	\$19	\$28	6 Mth Trend													
									Medications	\$234	\$159	\$121	6 Mth Trend													
									Diagnostics	\$16	\$16	\$19	6 Mth Trend													
									OTHER TRENDS					6 Mth Trend												
									Hospital Admissions*	4.6	4.7		6 Mth Trend													
									Emergency Department Visits*	44	29		6 Mth Trend													
									Specialty Care Referrals*	26	35		6 Mth Trend													
									Prescriptions Per Inmate	5.0	3.0		6 Mth Trend													
									Diagnostics Per Inmate	0.8	1.0		6 Mth Trend													
									Appeals Received*	86	34		6 Mth Trend													
									Prison Population Capacity	119%	134%		6 Mth Trend													

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

HEALTHCARE SERVICES DASHBOARD

Richard J. Donovan Correctional Facility (RJD)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT																							
ACCESS				6 Mth Trend				6 Mth Trend				6 Mth Trend																			
Medical Services		RJD: 90%	Statewide: 88%	Asthma Care		RJD: 88%	Statewide: 82%	Appropriate Placement High Risk Patients		RJD: N/A	Statewide: 75%	Dental Services		RJD: 97%	Statewide: 95%	High Risk Patient Care Plan		RJD: N/A	Statewide: N/A	Mental Health Services		RJD: 94%	Statewide: 88%	Diabetes Care		RJD: 81%	Statewide: 81%	Follow-Up After MHCB/DSH Admission		RJD: 98%	Statewide: 94%
APPTS COMPLETED AS SCHEDULED				6 Mth Trend				6 Mth Trend				6 Mth Trend																			
Cancelled Due to Custody		RJD: 6.3%	Statewide: 2.9%	End Stage Liver Disease Care		RJD: 68%	Statewide: 65%	30-Day Community Hospital Readmission		RJD: 8.0%	Statewide: 8.4%	Seen as Scheduled		RJD: 80%	Statewide: 85%	30-Day MHCB or DSH Readmission		RJD: 21%	Statewide: 29%	Effective Communication Provided		RJD: 100%	Statewide: 97%	Diagnostic Monitoring		RJD: N/A	Statewide: 85%	Potentially Avoidable Hospitalizations*		RJD: 24.9	Statewide: 10.6
EFFECTIVE COMMUNICATION				6 Mth Trend				6 Mth Trend				6 Mth Trend																			
MEDICATION MANAGEMENT				6 Mth Trend				6 Mth Trend				6 Mth Trend																			
MAPIP		RJD: 65%	Statewide: 84%	Non-Dictated Documents		RJD: 63%	Statewide: 65%	CONTINUITY OF CLINICIANS & SERVICES				6 Mth Trend																			
Medication Continuity-Transfer		RJD: 72%	Statewide: 80%	Dictated Documents		RJD: 85%	Statewide: 58%	Primary Care Provider (PCP)		RJD: 89%	Statewide: 87%	Mental Health Primary Clinician		RJD: 85%	Statewide: 83%	Psychiatrist		RJD: 73%	Statewide: 84%												
Medication Non-Adherence Counseling		RJD: 63%	Statewide: 86%	Specialty Notes		RJD: 61%	Statewide: 83%	RESOURCE MANAGEMENT				6 Mth Trend																			
Medication Administration		RJD: 63%	Statewide: 86%	Community Hospital Records		RJD: 67%	Statewide: 74%	Claims Processed		RJD: N/A	Statewide: 100%	Specialty Teleservices		RJD: 82%	Statewide: 65%	Health Care Staff Training		RJD: N/A	Statewide: N/A												
FORMULARY MANAGEMENT				6 Mth Trend				6 Mth Trend				6 Mth Trend																			
Non-Formulary by Psychiatrists		RJD: 2.4%	Statewide: 3.2%	Scanning Accuracy		RJD: 100%	Statewide: 97%	CONTINUOUS EVALUATION & IMPROVEMENT				6 Mth Trend																			
Non-Formulary by Medical Providers		RJD: 5.8%	Statewide: 3.9%	APPEAL PROCESSING				6 Mth Trend				6 Mth Trend																			
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				6 Mth Trend				6 Mth Trend				6 Mth Trend																			
Timely Appeals		RJD: 99%	Statewide: 86%	MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend				6 Mth Trend																			
Total Staffing FTE	Actual: 489	Authority: 450	% of Auth: 109%	Statewide: 98%	LABOR				6 Mth Trend				6 Mth Trend																		
Medical FTE	17	14	121%	101%	YTD 14/15				6 Mth Trend				6 Mth Trend																		
Nursing FTE	222	177	125%	107%	YTD 13/14				6 Mth Trend				6 Mth Trend																		
Pharmacy FTE	22	18	125%	115%	Statewide				6 Mth Trend				6 Mth Trend																		
Dental Clinical FTE	25	25	100%	96%	Medical Staff	\$119	\$140	\$74	6 Mth Trend				6 Mth Trend																		
Mental Health Clinical FTE	99	93	106%	89%	Nursing Staff	\$523	\$577	\$353	6 Mth Trend				6 Mth Trend																		
Clinical Support FTE	26	26	98%	88%	Pharmacy Staff	\$49	\$54	\$29	6 Mth Trend				6 Mth Trend																		
Administrative Support FTE	79	97	81%	85%	Dental Clinical Staff	\$72	\$95	\$62	6 Mth Trend				6 Mth Trend																		
Total Actual FTE		489	100%	100%	Mental Health Clinical Staff	\$347	\$414	\$143	6 Mth Trend				6 Mth Trend																		
Civil Service FTE		397	81%	88%	Clinical Support Staff	\$53	\$55	\$21	6 Mth Trend				6 Mth Trend																		
Overtime FTE		28	5.8%	5.5%	Administrative Support Staff	\$136	\$138	\$109	6 Mth Trend				6 Mth Trend																		
Registry FTE		64	13.2%	7.0%	NON LABOR				6 Mth Trend				6 Mth Trend																		
				YTD 14/15				YTD 13/14				6 Mth Trend				6 Mth Trend															
				Statewide				6 Mth Trend				6 Mth Trend																			
				LABOR				6 Mth Trend				6 Mth Trend																			
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				Statewide				6 Mth Trend				6 Mth Trend																			
				LABOR																											

HEALTHCARE SERVICES DASHBOARD

North Kern State Prison (NKSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services		NKSP	Statewide		Asthma Care		NKSP	Statewide		Appropriate Placement High Risk Patients		NKSP	Statewide						
Dental Services		90%	88%		Therapeutic Anticoagulation		95%	82%		High Risk Patient Care Plan		N/A	75%						
Mental Health Services		91%	95%		Diabetes Care		74%	81%		Follow-Up After MHCB/DSH Admission		95%	94%						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody		0.3%	2.9%		End Stage Liver Disease Care		67%	65%		30-Day Community Hospital Readmission		7.9%	8.4%						
Seen as Scheduled		92%	85%		Colon Cancer Screening		92%	94%		30-Day MHCB or DSH Readmission		25%	29%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided		95%	97%		Breast Cancer Screening		N/A	85%		Potentially Avoidable Hospitalizations*		10.0	10.6						
MEDICATION MANAGEMENT					AVAILABILITY OF HEALTH INFORMATION					CONTINUITY OF CLINICIANS & SERVICES									
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer		91%	84%		Non-Dictated Documents		72%	65%		Primary Care Provider (PCP)		86%	87%						
Medication Non-Adherence Counseling		100%	80%		Dictated Documents		59%	58%		Mental Health Primary Clinician		-	83%						
Medication Administration		80%	86%		Specialty Notes		82%	83%		Psychiatrist		-	84%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists		2.8%	3.2%		Community Hospital Records		80%	74%		RESOURCE MANAGEMENT									
Non-Formulary by Medical Providers		1.3%	3.9%		Scanning Accuracy		99%	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	349	Authority	% of Auth	Statewide	Timely Appeals		100%	86%		CONTINUOUS EVALUATION & IMPROVEMENT									
Medical FTE	14	323	108%	98%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend									
Nursing FTE	162	14	107%	101%	LABOR					6 Mth Trend									
Pharmacy FTE	14	126	128%	107%	YTD 14/15					6 Mth Trend									
Dental Clinical FTE	25	13	110%	115%	YTD 13/14					6 Mth Trend									
Mental Health Clinical FTE	55	28	91%	96%	Statewide					6 Mth Trend									
Clinical Support FTE	9	14	101%	88%	Medical Staff	\$66	\$78	\$74	6 Mth Trend										
Administrative Support FTE	71	162	94%	85%	Nursing Staff	\$268	\$316	\$353	6 Mth Trend										
6 Mth Trend					Pharmacy Staff	\$19	\$23	\$29	6 Mth Trend										
Total Actual FTE		349	100%	100%	Dental Clinical Staff	\$54	\$67	\$62	6 Mth Trend										
Civil Service FTE		281	81%	88%	Mental Health Clinical Staff	\$128	\$147	\$143	6 Mth Trend										
Overtime FTE		26	7.6%	5.5%	Clinical Support Staff	\$14	\$15	\$21	6 Mth Trend										
Registry FTE		42	12.2%	7.0%	Administrative Support Staff	\$94	\$92	\$109	6 Mth Trend										
6 Mth Trend					NON LABOR					6 Mth Trend									
6 Mth Trend					YTD 14/15					6 Mth Trend									
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6 Mth Trend					LABOR					6 Mth Trend									

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			81%	88%	Therapeutic Anticoagulation			93%	82%	High Risk Patient Care Plan			N/A	75%					
Mental Health Services			96%	95%	Diabetes Care			82%	81%	Follow-Up After MHCB/DSH Admission			-	94%					
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			1.6%	2.9%	End Stage Liver Disease Care			41%	65%	30-Day Community Hospital Readmission			4.6%	8.4%					
Seen as Scheduled			92%	85%	Colon Cancer Screening			98%	94%	30-Day MHCB or DSH Readmission			-	29%					
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			99%	97%	Breast Cancer Screening			N/A	85%	Potentially Avoidable Hospitalizations*			4.0	10.6					
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			92%	84%	Diagnostic Monitoring			-	85%	CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling			100%	80%	Utilization Specialty Services			100%	89%	Primary Care Provider (PCP)			98%	87%					
Medication Administration			95%	86%	Polypharmacy Medication Review					Mental Health Primary Clinician			N/A	83%					
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			1.7%	3.2%	AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers			1.3%	3.9%	Non-Dictated Documents			63%	65%	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	Dictated Documents			42%	58%	Specialty Teleservices			93%	65%					
Medical FTE	7	7	107%	101%	Specialty Notes			91%	83%	Health Care Staff Training									
Nursing FTE	74	76	97%	107%	Community Hospital Records			60%	74%	CONTINUOUS EVALUATION & IMPROVEMENT									
Pharmacy FTE	6	5	128%	115%	Scanning Accuracy			98%	97%	QM & Patient Safety Program									
Dental Clinical FTE	21	23	91%	96%	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
Mental Health Clinical FTE	6	6	104%	89%	Timely Appeals			100%	86%	Health Care Index									
Clinical Support FTE	4	4	92%	88%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Administrative Support FTE	42	58	72%	85%	LABOR					6 Mth Trend					6 Mth Trend				
Total Actual FTE		160	100%	100%	Medical Staff	YTD 14/15	YTD 13/14	Statewide	Appointments per PCP			13.3	12.1						
Civil Service FTE		152	95%	88%	Nursing Staff	\$68	\$69	\$74	Appointments per PCRN			5.6	6.2						
Overtime FTE		8	4.7%	5.5%	Pharmacy Staff	\$201	\$259	\$353	Encounters per Primary MH Clinician			4.3	8.8						
Registry FTE		1	0.5%	7.0%	Dental Clinical Staff	\$18	\$18	\$29	Encounters per Psychiatrist			5.7	8.9						
					Mental Health Clinical Staff	\$84	\$83	\$62	OTHER TRENDS										
					Clinical Support Staff	\$33	\$24	\$143	Hospital Admissions*			4.7	4.7						
					Administrative Support Staff	\$7	\$6	\$21	Emergency Department Visits*			39	29						
					NON LABOR					6 Mth Trend					6 Mth Trend				
					Hospital	YTD 14/15	YTD 13/14	Statewide	Specialty Care Referrals*			34	35						
					Emergency Department	\$31	\$31	\$111	Prescriptions Per Inmate			1.4	3.0						
					Specialty	\$8	\$5	\$7	Diagnostics Per Inmate			0.4	1.0						
					Medications	\$20	\$22	\$28	Appeals Received*			11	34						
					Diagonstics	\$30	\$22	\$121	Prison Population Capacity			145%	134%						
						\$8	\$9	\$19											

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

HEALTHCARE SERVICES DASHBOARD

High Desert State Prison (HDSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			73%	88%	Asthma Care			91%	82%	Appropriate Placement High Risk Patients			N/A	75%					
Dental Services			95%	95%	Therapeutic Anticoagulation			50%	76%	High Risk Patient Care Plan									
Mental Health Services			93%	88%	Diabetes Care			70%	81%	Follow-Up After MHCB/DSH Admission			100%	94%					
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			1.2%	2.9%	End Stage Liver Disease Care			71%	65%	30-Day Community Hospital Readmission			2.0%	8.4%					
Seen as Scheduled			82%	85%	Colon Cancer Screening			84%	94%	30-Day MHCB or DSH Readmission			22%	29%					
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			98%	97%	Breast Cancer Screening			N/A	85%	Potentially Avoidable Hospitalizations*			3.5	10.6					
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			90%	84%	Diagnostic Monitoring			80%	85%	CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling			96%	80%	Utilization Specialty Services			84%	89%	Primary Care Provider (PCP)			92%	87%					
Medication Administration			93%	86%	Polypharmacy Medication Review					Mental Health Primary Clinician			N/A	83%					
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			3.5%	3.2%	AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers			3.8%	3.9%	Non-Dictated Documents			31%	65%	Dictated Documents			78%	58%					
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Specialty Notes			82%	83%	Community Hospital Records			58%	74%					
Medical FTE	231	266	87%	98%	Community Hospital Records			58%	74%	Scanning Accuracy			99%	97%					
Nursing FTE	12	10	125%	101%	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
Nursing FTE	108	125	86%	107%	Timely Appeals			99%	86%	6 Mth Trend					6 Mth Trend				
Pharmacy FTE	7	7	112%	115%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Dental Clinical FTE	23	23	100%	96%	LABOR	YTD 14/15	YTD 13/14	Statewide	Claims Processed			N/A	100%						
Mental Health Clinical FTE	22	28	79%	89%	Medical Staff	\$68	\$82	\$74	Specialty Teleservices			62%	65%						
Clinical Support FTE	5	6	86%	88%	Nursing Staff	\$275	\$362	\$353	Health Care Staff Training										
Administrative Support FTE	54	69	79%	85%	Pharmacy Staff	\$15	\$18	\$29	CONTINUOUS EVALUATION & IMPROVEMENT										
Total Actual FTE	6 Mth Trend	Actual	HDSP	Statewide	Dental Clinical Staff	\$63	\$82	\$62	QM & Patient Safety Program										
Civil Service FTE		231	100%	100%	Mental Health Clinical Staff	\$72	\$62	\$143	Health Care Index										
Overtime FTE		202	87%	88%	Clinical Support Staff	\$11	\$10	\$21	WORKLOAD PER DAY										
Registry FTE		8	3.6%	7.0%	Administrative Support Staff	\$90	\$87	\$109	Appointments per PCP			10.4	12.1						
NON LABOR					YTD 14/15	YTD 13/14	Statewide	Appointments per PCRN			4.4	6.2							
Hospital	\$38	\$22	\$111	Encounters per Primary MH Clinician			6.0	8.8											
Emergency Department	\$9	\$7	\$7	Encounters per Psychiatrist			5.7	8.9											
Specialty	\$19	\$21	\$28	OTHER TRENDS															
Medications	\$41	\$38	\$121	Hospital Admissions*			2.9	4.7											
Diagnostics	\$11	\$9	\$19	Emergency Department Visits*			17	29											
LABOR					YTD 14/15	YTD 13/14	Statewide	Specialty Care Referrals*			34	35							
Hospital	\$38	\$22	\$111	Prescriptions Per Inmate			1.6	3.0											
Emergency Department	\$9	\$7	\$7	Diagnostics Per Inmate			0.6	1.0											
Specialty	\$19	\$21	\$28	Appeals Received*			27	34											
Medications	\$41	\$38	\$121	Prison Population Capacity			150%	134%											
Diagnostics	\$11	\$9	\$19																

* 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	85%	Statewide	88%	Asthma Care					CVSP	92%	Statewide	82%	Appropriate Placement High Risk Patients					CVSP	N/A	Statewide	75%
Dental Services					CVSP	98%	Statewide	95%	Therapeutic Anticoagulation					CVSP	100%	Statewide	76%	High Risk Patient Care Plan					CVSP	-	Statewide	94%
Mental Health Services					CVSP	100%	Statewide	88%	Diabetes Care					CVSP	85%	Statewide	81%	Follow-Up After MHCB/DSH Admission					CVSP	-	Statewide	94%
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend											
Cancelled Due to Custody					CVSP	0.5%	Statewide	2.9%	End Stage Liver Disease Care					CVSP	100%	Statewide	65%	30-Day Community Hospital Readmission					CVSP	1.3%	Statewide	8.4%
Seen as Scheduled					CVSP	88%	Statewide	85%	Colon Cancer Screening					CVSP	98%	Statewide	94%	30-Day MHCB or DSH Readmission					CVSP	-	Statewide	29%
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend											
Effective Communication Provided					CVSP	99%	Statewide	97%	Breast Cancer Screening					CVSP	N/A	Statewide	85%	Potentially Avoidable Hospitalizations*					CVSP	2.6	Statewide	10.6
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend											
Medication Continuity-Transfer					CVSP	93%	Statewide	84%	Diagnostic Monitoring					CVSP	-	Statewide	85%	CONTINUITY OF CLINICIANS & SERVICES								
Medication Non-Adherence Counseling					CVSP	78%	Statewide	80%	Utilization Specialty Services					CVSP	98%	Statewide	89%	Primary Care Provider (PCP)					CVSP	97%	Statewide	87%
Medication Administration					CVSP	95%	Statewide	86%	Polypharmacy Medication Review					CVSP	-	Statewide	-	Mental Health Primary Clinician					CVSP	N/A	Statewide	83%
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend											
Non-Formulary by Psychiatrists					CVSP	0.0%	Statewide	3.2%	AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend												
Non-Formulary by Medical Providers					CVSP	1.9%	Statewide	3.9%	Non-Dictated Documents					CVSP	68%	Statewide	65%	Dictated Documents					CVSP	50%	Statewide	58%
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend											
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	CVSP	93%	Statewide	84%	Specialty Notes					CVSP	86%	Statewide	83%	Community Hospital Records					CVSP	80%	Statewide	74%
Medical FTE	125	153	82%	98%	CVSP	93%	Statewide	84%	Scanning Accuracy					CVSP	-	Statewide	97%	APPEAL PROCESSING								
Nursing FTE	6	6	107%	101%	CVSP	95%	Statewide	86%	Timely Appeals					CVSP	100%	Statewide	86%	6 Mth Trend								
Pharmacy FTE	55	62	89%	107%	CVSP	95%	Statewide	86%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend												
Dental Clinical FTE	4	5	98%	115%	CVSP	95%	Statewide	86%	LABOR	YTD 14/15	YTD 13/14	Statewide	CVSP	87%	Statewide	65%	Medical Staff	\$58	\$58	\$74	6 Mth Trend					
Mental Health Clinical FTE	18	19	95%	96%	CVSP	95%	Statewide	86%	Medical Staff	\$58	\$58	\$74	CVSP	87%	Statewide	65%	Nursing Staff	\$194	\$241	\$353	6 Mth Trend					
Clinical Support FTE	3	6	50%	89%	CVSP	95%	Statewide	86%	Nursing Staff	\$194	\$241	\$353	CVSP	87%	Statewide	65%	Pharmacy Staff	\$15	\$13	\$29	6 Mth Trend					
Administrative Support FTE	3	4	82%	88%	CVSP	95%	Statewide	86%	Pharmacy Staff	\$15	\$13	\$29	CVSP	87%	Statewide	65%	Dental Clinical Staff	\$72	\$87	\$62	6 Mth Trend					
	6 Mth Trend	Actual	CVSP	Statewide	CVSP	95%	Statewide	86%	Dental Clinical Staff	\$72	\$87	\$62	CVSP	87%	Statewide	65%	Mental Health Clinical Staff	\$28	\$27	\$143	6 Mth Trend					
Total Actual FTE		125	100%	100%	CVSP	95%	Statewide	86%	Mental Health Clinical Staff	\$28	\$27	\$143	CVSP	87%	Statewide	65%	Clinical Support Staff	\$7	\$8	\$21	6 Mth Trend					
Civil Service FTE		119	95%	88%	CVSP	95%	Statewide	86%	Clinical Support Staff	\$7	\$8	\$21	CVSP	87%	Statewide	65%	Administrative Support Staff	\$89	\$83	\$109	6 Mth Trend					
Overtime FTE		5	3.6%	5.5%	CVSP	95%	Statewide	86%	Administrative Support Staff	\$89	\$83	\$109	CVSP	87%	Statewide	65%	CONTINUOUS EVALUATION & IMPROVEMENT									
Registry FTE		2	1.6%	7.0%	CVSP	95%	Statewide	86%	LABOR					6 Mth Trend												
					CVSP	95%	Statewide	86%	Hospital	\$76	\$62	\$111	CVSP	87%	Statewide	65%	QM & Patient Safety Program				6 Mth Trend					
					CVSP	95%	Statewide	86%	Hospital	\$76	\$62	\$111	CVSP	87%	Statewide	65%	Health Care Index				6 Mth Trend					
					CVSP	95%	Statewide	86%	Emergency Department	\$5	\$6	\$7	CVSP	87%	Statewide	65%	WORKLOAD PER DAY									
					CVSP	95%	Statewide	86%	Emergency Department	\$5	\$6	\$7	CVSP	87%	Statewide	65%	Appointments per PCP				6 Mth Trend					
					CVSP	95%	Statewide	86%	Specialty	\$29	\$28	\$28	CVSP	87%	Statewide	65%	Appointments per PCRN				6 Mth Trend					
					CVSP	95%	Statewide	86%	Specialty	\$29	\$28	\$28	CVSP	87%	Statewide	65%	Encounters per PCRN				6 Mth Trend					
					CVSP	95%	Statewide	86%	Medications	\$41	\$28	\$121	CVSP	87%	Statewide	65%	Encounters per Primary MH Clinician				6 Mth Trend					
					CVSP	95%	Statewide	86%	Medications	\$41	\$28	\$121	CVSP	87%	Statewide	65%	Encounters per Psychiatrist				6 Mth Trend					
					CVSP	95%	Statewide	86%	Diagnostics	\$12	\$11	\$19	CVSP	87%	Statewide	65%	OTHER TRENDS									
					CVSP	95%	Statewide	86%	Diagnostics	\$12	\$11	\$19	CVSP	87%	Statewide	65%	Hospital Admissions*				6 Mth Trend					
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	Emergency Department Visits*				6 Mth Trend					
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	Specialty Care Referrals*				6 Mth Trend					
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	Prescriptions Per Inmate				6 Mth Trend					
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	Diagnosics Per Inmate				6 Mth Trend					
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	Appeals Received*				6 Mth Trend					
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	Prison Population Capacity				6 Mth Trend					
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP	87%	Statewide	65%	6 Mth Trend									
					CVSP	95%	Statewide	86%					CVSP													

HEALTHCARE SERVICES DASHBOARD

California Medical Facility (CMF)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			CMF	Statewide	Asthma Care			CMF	Statewide	Appropriate Placement High Risk Patients			CMF	Statewide					
Dental Services			95%	88%	Therapeutic Anticoagulation			75%	82%	High Risk Patient Care Plan			N/A	75%					
Mental Health Services			95%	95%	Diabetes Care			74%	76%	Follow-Up After MHCB/DSH Admission			95%	94%					
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			0.9%	2.9%	End Stage Liver Disease Care			42%	65%	30-Day Community Hospital Readmission			18.8%	8.4%					
Seen as Scheduled			93%	85%	Colon Cancer Screening			99%	94%	30-Day MHCB or DSH Readmission			43%	29%					
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			99%	97%	Breast Cancer Screening			N/A	85%	Potentially Avoidable Hospitalizations*			18.3	10.6					
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			90%	84%	Diagnostic Monitoring			88%	85%	CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling			79%	80%	Utilization Specialty Services			60%	89%	Primary Care Provider (PCP)			96%	87%					
Medication Administration			84%	86%	Polypharmacy Medication Review			-	97%	Mental Health Primary Clinician			86%	83%					
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			7.4%	3.2%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers			6.0%	3.9%	Non-Dictated Documents			76%	65%	Psychiatrist			99%	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			55%	58%	RESOURCE MANAGEMENT									
Medical FTE	16	17	96%	101%	Specialty Notes			95%	83%	Claims Processed			N/A	100%					
Nursing FTE	292	330	88%	107%	Community Hospital Records			63%	74%	Specialty Teleservices			45%	65%					
Pharmacy FTE	32	26	121%	115%	Scanning Accuracy			-	97%	Health Care Staff Training			-	-					
Dental Clinical FTE	15	18	83%	96%	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
Mental Health Clinical FTE	78	82	95%	89%	Timely Appeals			100%	86%	CONTINUOUS EVALUATION & IMPROVEMENT									
Clinical Support FTE	34	31	110%	88%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Administrative Support FTE	102	113	91%	85%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE		569	100%	100%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Civil Service FTE		523	92%	88%	LABOR	YTD 14/15	YTD 13/14	Statewide	QM & Patient Safety Program			-	-						
Overtime FTE		29	5.1%	5.5%	Medical Staff	\$296	\$284	\$74	Health Care Index			-	-						
Registry FTE		17	3.0%	7.0%	Nursing Staff	\$1,044	\$1,338	\$353	WORKLOAD PER DAY										
					Pharmacy Staff	\$129	\$146	\$29	Appointments per PCP			10.6	12.1						
					Dental Clinical Staff	\$102	\$95	\$62	Appointments per PCRN			8.9	6.2						
					Mental Health Clinical Staff	\$415	\$570	\$143	Encounters per Primary MH Clinician			11.3	8.8						
					Clinical Support Staff	\$106	\$103	\$21	Encounters per Psychiatrist			9.4	8.9						
					Administrative Support Staff	\$315	\$310	\$109	OTHER TRENDS										
					NON LABOR	YTD 14/15	YTD 13/14	Statewide	Hospital Admissions*			8.0	4.7						
					Hospital	\$414	\$455	\$111	Emergency Department Visits*			18	29						
					Emergency Department	\$5	\$8	\$7	Specialty Care Referrals*			64	35						
					Specialty	\$77	\$111	\$28	Prescriptions Per Inmate			5.4	3.0						
					Medications	\$395	\$362	\$121	Diagnostics Per Inmate			2.1	1.0						
					Diagnostics	\$38	\$34	\$19	Appeals Received*			48	34						
										Prison Population Capacity			90%	134%					

* 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		95%	88%		Asthma Care		94%	82%		Appropriate Placement High Risk Patients		N/A	75%						
Dental Services		98%	95%		Therapeutic Anticoagulation		84%	76%		High Risk Patient Care Plan									
Mental Health Services		96%	88%		Diabetes Care		85%	81%		Follow-Up After MHCB/DSH Admission		100%	94%						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody		0.7%	2.9%		End Stage Liver Disease Care		72%	65%		30-Day Community Hospital Readmission		8.2%	8.4%						
Seen as Scheduled		97%	85%		Colon Cancer Screening		96%	94%		30-Day MHCB or DSH Readmission		20%	29%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided		96%	97%		Breast Cancer Screening		N/A	85%		Potentially Avoidable Hospitalizations*		20.6	10.6						
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer		85%	84%		Diagnosis Monitoring		84%	85%		CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling		94%	80%		Utilization Specialty Services		94%	89%		Primary Care Provider (PCP)		94%	87%						
Medication Administration		80%	86%		Polypharmacy Medication Review					Mental Health Primary Clinician		-	83%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists		1.0%	3.2%		AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers		3.9%	3.9%		Non-Dictated Documents		74%	65%		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	Dictated Documents		63%	58%		Specialty Teleservices		71%	65%						
Medical FTE	499	482	103%	98%	Specialty Notes		86%	83%		Health Care Staff Training									
Nursing FTE	23	23	101%	101%	Community Hospital Records		66%	74%		CONTINUOUS EVALUATION & IMPROVEMENT									
Pharmacy FTE	239	217	110%	107%	Scanning Accuracy		100%	97%		QM & Patient Safety Program									
Dental Clinical FTE	29	21	143%	115%	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
Mental Health Clinical FTE	26	28	93%	96%	Timely Appeals		99%	86%		Health Care Index									
Mental Health Clinical FTE	68	74	92%	89%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Clinical Support FTE	16	17	99%	88%	LABOR	YTD 14/15	YTD 13/14	Statewide	Appointments per PCP		8.6	12.1							
Administrative Support FTE	97	103	94%	85%	Medical Staff	\$119	\$107	\$74	Appointments per PCRN		6.3	6.2							
Total Actual FTE		499	100%	100%	Nursing Staff	\$397	\$482	\$353	Encounters per Primary MH Clinician		5.4	8.8							
Civil Service FTE		445	89%	88%	Pharmacy Staff	\$53	\$47	\$29	Encounters per Psychiatrist		8.9	8.9							
Overtime FTE		20	4.0%	5.5%	Dental Clinical Staff	\$80	\$79	\$62	OTHER TRENDS										
Registry FTE		34	6.8%	7.0%	Mental Health Clinical Staff	\$212	\$204	\$143	Hospital Admissions*		7.9	4.7							
					Clinical Support Staff	\$23	\$26	\$21	Emergency Department Visits*		24	29							
					Administrative Support Staff	\$124	\$117	\$109	Specialty Care Referrals*		24	35							
					NON LABOR					YTD 14/15	YTD 13/14	Statewide	Prescriptions Per Inmate		4.0	3.0			
					Hospital	\$183	\$210	\$111	Diagnosics Per Inmate		2.0	1.0							
					Emergency Department	\$4	\$4	\$7	Appeals Received*		42	34							
					Specialty	\$37	\$46	\$28	Prison Population Capacity		139%	134%							
					Medications	\$376	\$258	\$121											
					Diagnosics	\$41	\$37	\$19											

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

HEALTHCARE SERVICES DASHBOARD

California State Prison, Centinela (CEN)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			CEN	Statewide	Asthma Care			CEN	Statewide	Appropriate Placement High Risk Patients			CEN	Statewide					
Dental Services		88%	88%		Therapeutic Anticoagulation		95%	82%		High Risk Patient Care Plan		N/A	75%						
Mental Health Services		99%	95%		Diabetes Care		80%	81%		Follow-Up After MHCB/DSH Admission		-	94%						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			CEN	Statewide	End Stage Liver Disease Care			CEN	Statewide	30-Day Community Hospital Readmission		3.5%	8.4%						
Seen as Scheduled		0.0%	2.9%		Colon Cancer Screening		100%	94%		30-Day MHCB or DSH Readmission		-	29%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			CEN	Statewide	Breast Cancer Screening			CEN	Statewide	Potentially Avoidable Hospitalizations*		2.8	10.6						
		98%	97%		Diagnostic Monitoring		-	85%		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			CEN	Statewide	Non-Dictated Documents			CEN	Statewide	Primary Care Provider (PCP)		76%	87%						
Medication Non-Adherence Counseling		77%	84%		Dictated Documents		85%	65%		Mental Health Primary Clinician		N/A	83%						
Medication Administration		44%	80%		Specialty Notes		99%	83%		Psychiatrist		N/A	84%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			CEN	Statewide	Community Hospital Records			CEN	Statewide	RESOURCE MANAGEMENT									
Non-Formulary by Medical Providers		6.7%	3.2%		Scanning Accuracy		100%	97%		Claims Processed		N/A	100%						
		3.4%	3.9%		APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
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	189	191	99%	98%	Timely Appeals			CEN	Statewide	QM & Patient Safety Program									
Medical FTE	6	7	87%	101%			94%	86%		Health Care Index									
Nursing FTE	81	82	99%	107%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Pharmacy FTE	7	4	163%	115%	LABOR					6 Mth Trend					6 Mth Trend				
Dental Clinical FTE	22	22	100%	96%	Medical Staff	YTD 14/15	YTD 13/14	Statewide	Appointments per PCP		15.9	12.1							
Mental Health Clinical FTE	8	8	105%	89%	Nursing Staff	\$76	\$77	\$74	Appointments per PCRN		7.9	6.2							
Clinical Support FTE	4	6	66%	88%	Pharmacy Staff	\$222	\$283	\$353	Encounters per Primary MH Clinician		2.9	8.8							
Administrative Support FTE	61	63	97%	85%	Dental Clinical Staff	\$21	\$25	\$29	Encounters per Psychiatrist		4.8	8.9							
					Mental Health Clinical Staff	\$90	\$90	\$62	OTHER TRENDS										
					Clinical Support Staff	\$41	\$38	\$143	6 Mth Trend					6 Mth Trend					
					Administrative Support Staff	\$11	\$8	\$21	Hospital Admissions*		1.8	4.7							
									Emergency Department Visits*		25	29							
									Specialty Care Referrals*		28	35							
									Prescriptions Per Inmate		1.2	3.0							
									Diagnostics Per Inmate		0.4	1.0							
									Appeals Received*		12	34							
									Prison Population Capacity		141%	134%							

* 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			CCWF	Statewide	Asthma Care			CCWF	Statewide	Appropriate Placement High Risk Patients			CCWF	Statewide					
Dental Services			76%	88%	Therapeutic Anticoagulation			88%	82%	High Risk Patient Care Plan			N/A	75%					
Mental Health Services			88%	95%	Diabetes Care			63%	76%	Follow-Up After MHCB/DSH Admission			100%	94%					
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			2.1%	2.9%	End Stage Liver Disease Care			78%	81%	30-Day Community Hospital Readmission			3.5%	8.4%					
Seen as Scheduled			80%	85%	Colon Cancer Screening			76%	65%	30-Day MHCB or DSH Readmission			18%	29%					
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			98%	97%	Breast Cancer Screening			80%	85%	Potentially Avoidable Hospitalizations*			7.5	10.6					
MEDICATION MANAGEMENT					AVAILABILITY OF HEALTH INFORMATION					CONTINUITY OF CLINICIANS & SERVICES									
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			76%	84%	Non-Dictated Documents			42%	65%	Primary Care Provider (PCP)			92%	87%					
Medication Non-Adherence Counseling			60%	80%	Dictated Documents			44%	58%	Mental Health Primary Clinician			89%	83%					
Medication Administration			96%	86%	Specialty Notes			34%	83%	Psychiatrist			95%	84%					
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			4.8%	3.2%	Community Hospital Records			10%	74%	RESOURCE MANAGEMENT									
Non-Formulary by Medical Providers			5.8%	3.9%	Scanning Accuracy			92%	97%	Claims Processed			N/A	100%					
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					APPEAL PROCESSING					CONTINUOUS EVALUATION & IMPROVEMENT									
Actual					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	313	339	92%	98%	Timely Appeals			97%	86%	Specialty Teleservices			66%	65%					
Medical FTE	14	13	116%	101%	MAJOR COSTS PER INMATE PER MONTH**					Health Care Staff Training									
Nursing FTE	157	144	109%	107%	LABOR					6 Mth Trend									
Pharmacy FTE	13	14	95%	115%	Medical Staff	YTD 14/15	YTD 13/14	Statewide	QM & Patient Safety Program										
Dental Clinical FTE	21	23	91%	96%	Nursing Staff	\$72	\$92	\$74	Health Care Index										
Mental Health Clinical FTE	43	56	77%	89%	Pharmacy Staff	\$284	\$362	\$353	WORKLOAD PER DAY										
Clinical Support FTE	6	10	63%	88%	Pharmacy Staff	\$33	\$36	\$29	Appointments per PCP			12.4	12.1						
Administrative Support FTE	58	80	73%	85%	Dental Clinical Staff	\$76	\$76	\$62	Appointments per PCRN			5.9	6.2						
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			313	100%	100%	Mental Health Clinical Staff	\$124	\$170	\$143	Encounters per Primary MH Clinician			9.3	8.8					
Civil Service FTE			280	90%	88%	Clinical Support Staff	\$16	\$20	\$21	Encounters per Psychiatrist			8.8	8.9					
Overtime FTE			12	3.8%	5.5%	Administrative Support Staff	\$88	\$94	\$109	OTHER TRENDS									
Registry FTE			20	6.5%	7.0%	NON LABOR					6 Mth Trend								
Actual					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			313	100%	100%	Hospital	YTD 14/15	YTD 13/14	Statewide	Hospital Admissions*			3.0	4.7					
Civil Service FTE			280	90%	88%	Hospital	\$50	\$70	\$111	Emergency Department Visits*			28	29					
Overtime FTE			12	3.8%	5.5%	Emergency Department	\$7	\$12	\$7	Specialty Care Referrals*			29	35					
Registry FTE			20	6.5%	7.0%	Specialty	\$24	\$24	\$28	Prescriptions Per Inmate			3.3	3.0					
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE			313	100%	100%	Medications	\$110	\$100	\$121	Diagnostics Per Inmate			1.4	1.0					
Civil Service FTE			280	90%	88%	Diagnostics	\$26	\$28	\$19	Appeals Received*			45	34					
Overtime FTE			12	3.8%	5.5%	APPEAL PROCESSING					Prison Population Capacity			164%	134%				
Registry FTE			20	6.5%	7.0%	Timely Appeals			97%	86%	OTHER TRENDS								

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

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		89%	88%		Therapeutic Anticoagulation		-	76%		High Risk Patient Care Plan		N/A	75%						
Mental Health Services		100%	88%		Diabetes Care		77%	81%		Follow-Up After MHCB/DSH Admission		-	94%						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody		0.1%	2.9%		End Stage Liver Disease Care		50%	65%		30-Day Community Hospital Readmission		0.0%	8.4%						
Seen as Scheduled		89%	85%		Colon Cancer Screening		100%	94%		30-Day MHCB or DSH Readmission		-	29%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided		99%	97%		Breast Cancer Screening		N/A	85%		Potentially Avoidable Hospitalizations*		2.8	10.6						
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer		93%	84%		Diagnosis Monitoring		-	85%		CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling		100%	80%		Utilization Specialty Services		98%	89%		Primary Care Provider (PCP)		96%	87%						
Medication Administration		100%	86%		Polypharmacy Medication Review		-	-		Mental Health Primary Clinician		N/A	83%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists		-	3.2%		AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers		3.4%	3.9%		Non-Dictated Documents		90%	65%		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	Dictated Documents		-	58%		Specialty Teleservices		67%	65%						
Medical FTE	105	124	85%	98%	Specialty Notes		75%	83%		Health Care Staff Training		-	-						
Nursing FTE	6	6	102%	101%	Community Hospital Records		0%	74%		CONTINUOUS EVALUATION & IMPROVEMENT									
Pharmacy FTE	51	54	95%	107%	Scanning Accuracy		-	97%		QM & Patient Safety Program		-	-						
Dental Clinical FTE	6	6	106%	115%	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
Mental Health Clinical FTE	11	14	77%	96%	Timely Appeals		100%	86%		Health Care Index		-	-						
Mental Health Clinical FTE	2	2	100%	89%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Clinical Support FTE	3	4	73%	88%	LABOR	YTD 14/15	YTD 13/14	Statewide		Appointments per PCP		18.8	12.1						
Administrative Support FTE	26	38	68%	85%	Medical Staff	\$58	\$93	\$74		Appointments per PCRN		4.3	6.2						
Total Actual FTE		105	100%	100%	Nursing Staff	\$201	\$446	\$353		Encounters per Primary MH Clinician		2.8	8.8						
Civil Service FTE		101	96%	88%	Pharmacy Staff	\$14	\$19	\$29		Encounters per Psychiatrist		-	8.9						
Overtime FTE		2	1.6%	5.5%	Dental Clinical Staff	\$70	\$83	\$62		OTHER TRENDS									
Registry FTE		3	2.7%	7.0%	Mental Health Clinical Staff	\$3	\$6	\$143		Hospital Admissions*		1.0	4.7						
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital	YTD 14/15	YTD 13/14	Statewide		Hospital Admissions*		1.0	4.7		Emergency Department Visits*		29	29						
Emergency Department	\$21	\$19	\$111		Specialty Care Referrals*		32	35		Prescriptions Per Inmate		1.9	3.0						
Specialty	\$16	\$12	\$28		Diagnosics Per Inmate		0.7	1.0		Appeals Received*		23	34						
Medications	\$4	\$3	\$121		Prison Population Capacity		-	134%											
Diagnosics	\$13	\$14	\$19																

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

