

# 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.

# DASHBOARD COMPARISON

A Ujib`A Ybi

July 2015

All Institutions

Dashboard Glossary

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	90%	97%	97%	88%	88%	96%	94%	87%	83%	98%	94%	78%	94%	92%	94%	91%	94%	83%	93%	77%	88%	95%	73%
RN FTF Triage 1 Day	96%	99%	100%	98%	100%	99%	96%	99%	95%	99%	99%	97%	100%	99%	90%	86%	98%	92%	98%	99%	96%	98%	97%
PCP Urgent Referrals 1 Day	94%	100%	100%	83%	92%	100%	100%	100%	67%	100%	100%	0%	100%	100%	100%	100%	100%	-	88%	60%	-	80%	0%
PCP Routine Referrals 14 Days	83%	97%	96%	86%	81%	100%	91%	40%	92%	100%	96%	95%	99%	72%	100%	87%	97%	66%	93%	63%	81%	99%	51%
Chronic Care as Ordered	83%	85%	90%	79%	90%	87%	85%	66%	86%	98%	96%	89%	95%	75%	97%	84%	92%	81%	90%	65%	71%	96%	71%
High Priority Specialty 14 Days	83%	100%	100%	86%	60%	88%	91%	100%	63%	100%	88%	62%	93%	92%	90%	91%	71%	75%	80%	88%	100%	100%	95%
Routine Specialty 90 Days	92%	98%	90%	83%	95%	94%	94%	99%	84%	87%	97%	94%	95%	95%	92%	90%	96%	98%	92%	98%	88%	82%	90%
Return from HLOC 5 Days	87%	97%	100%	77%	83%	96%	92%	83%	80%	100%	87%	72%	70%	96%	90%	85%	92%	75%	100%	57%	76%	100%	96%
Laboratory Services as Ordered	95%	98%	99%	99%	93%	98%	99%	99%	86%	97%	85%	97%	98%	100%	92%	96%	98%	94%	96%	65%	99%	100%	59%
Radiology Services as Ordered	97%	100%	95%	100%	100%	100%	99%	98%	98%	-	94%	100%	98%	100%	-	99%	99%	83%	98%	96%	89%	99%	100%
Dental Services	95%	97%	91%	94%	100%	99%	94%	99%	95%	94%	99%	98%	89%	98%	99%	98%	99%	97%	96%	95%	94%	100%	98%
7362 Triage 3 or 10 Days	98%	97%	93%	93%	99%	99%	96%	100%	95%	98%	98%	98%	99%	98%	99%	96%	99%	98%	99%	100%	93%	100%	97%
Treatment within Timeframes	98%	97%	87%	97%	99%	99%	94%	98%	96%	100%	99%	99%	98%	99%	98%	99%	99%	97%	100%	97%	94%	100%	98%
RC Screening 60 Days	90%	-	-	-	-	-	90%	-	-	100%	-	-	-	-	-	-	-	99%	-	-	-	-	-
Patient Requested Exam 90 Days	96%	92%	83%	84%	100%	99%	93%	98%	92%	100%	100%	96%	100%	97%	100%	99%	98%	95%	100%	95%	91%	100%	95%
Notice of Exam 50 Y.O. or Chronic Care	95%	100%	100%	100%	100%	98%	98%	100%	98%	73%	100%	100%	57%	99%	98%	100%	100%	98%	85%	86%	97%	100%	100%
Mental Health Services	90%	100%	100%	98%	100%	95%	89%	99%	96%	97%	91%	97%	89%	80%	98%	96%	98%	99%	96%	97%	98%	88%	98%
Referral Timeframes	85%	99%	100%	100%	100%	90%	73%	99%	92%	94%	77%	93%	87%	70%	96%	97%	97%	99%	92%	96%	97%	66%	97%
EOP Structured Treatment	90%	N/A	N/A	N/A	N/A	N/A	99%	N/A	98%	98%	99%	99%	86%	84%	N/A	N/A	N/A	100%	N/A	N/A	N/A	100%	96%
Contact Timeframes	95%	100%	100%	96%	100%	100%	94%	100%	97%	99%	97%	99%	96%	86%	100%	95%	100%	98%	100%	98%	99%	97%	100%
Primary Clinician Contact Timeframes	95%	100%	100%	92%	100%	100%	94%	100%	96%	99%	99%	98%	98%	79%	99%	94%	100%	97%	100%	98%	100%	98%	99%
Psychiatrist Contact Timeframes	93%	100%	-	-	-	100%	98%	100%	96%	99%	92%	98%	89%	92%	100%	93%	100%	99%	100%	98%	100%	93%	100%
IDTT Contact Timeframes	98%	100%	100%	100%	100%	100%	91%	100%	99%	99%	99%	99%	99%	88%	100%	98%	100%	98%	100%	99%	98%	100%	100%
Cancelled Due to Custody	1.5%	0.2%	0.1%	0.9%	0.0%	0.3%	1.4%	0.0%	0.3%	0.7%	0.5%	1.4%	1.0%	2.9%	0.2%	0.3%	0.0%	0.4%	0.2%	1.1%	0.5%	0.6%	2.0%
Medical Services	0.6%	0.3%	0.0%	0.6%	0.1%	0.1%	1.4%	0.0%	0.2%	0.5%	0.2%	0.5%	0.5%	1.7%	0.1%	0.5%	0.1%	0.9%	0.4%	2.2%	0.1%	0.3%	0.7%
Mental Health Services	3.1%	0.1%	0.0%	0.3%	0.0%	0.3%	0.4%	0.0%	0.2%	1.2%	0.2%	0.8%	0.9%	6.7%	0.0%	0.1%	0.0%	0.0%	0.0%	0.7%	0.3%	1.2%	3.9%

\* Rate Per 1,000 Inmates

Please direct questions or feedback to [QMstaff@cdcr.ca.gov](mailto:QMstaff@cdcr.ca.gov)

# DASHBOARD COMPARISON

FY15 Performance

Alaska

July 2015

All Institutions

[Dashboard Glossary](#)

Scheduling & Access to Care	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Services	81%	64%	-	99%	92%	92%	90%	98%	92%	95%	82%	77%	96%
RN FTF Triage 1 Day	92%	66%	-	97%	99%	96%	100%	99%	98%	99%	98%	97%	100%
PCP Urgent Referrals 1 Day	-	0%	-	100%	100%	100%	93%	-	100%	100%	80%	67%	100%
PCP Routine Referrals 14 Days	68%	79%	-	100%	89%	87%	71%	100%	92%	96%	79%	33%	95%
Chronic Care as Ordered	61%	76%	-	99%	87%	83%	74%	99%	88%	95%	69%	44%	94%
High Priority Specialty 14 Days	64%	78%	-	100%	88%	80%	100%	100%	88%	93%	64%	97%	86%
Routine Specialty 90 Days	93%	83%	-	98%	91%	92%	97%	92%	92%	96%	70%	89%	96%
Return from HLOC 5 Days	71%	0%	-	100%	86%	-	78%	100%	86%	81%	88%	80%	100%
Laboratory Services as Ordered	95%	96%	-	96%	91%	100%	98%	94%	95%	98%	90%	89%	98%
Radiology Services as Ordered	100%	95%	-	99%	92%	99%	99%	100%	92%	100%	100%	97%	97%
Dental Services	98%	95%	99%	100%	98%	97%	93%	97%	97%	100%	89%	99%	93%
7362 Triage 3 or 10 Days	99%	97%	100%	100%	97%	97%	95%	98%	99%	100%	95%	100%	99%
Treatment within Timeframes	95%	99%	100%	100%	99%	99%	95%	97%	88%	100%	99%	99%	99%
RC Screening 60 Days	-	86%	-	-	-	-	-	-	-	100%	-	-	88%
Patient Requested Exam 90 Days	99%	95%	99%	100%	95%	94%	95%	95%	100%	100%	81%	100%	90%
Notice of Exam 50 Y.O. or Chronic Care	100%	96%	98%	100%	100%	99%	88%	100%	100%	100%	81%	99%	89%
Mental Health Services	93%	92%	90%	92%	88%	85%	77%	97%	97%	95%	88%	86%	87%
Referral Timeframes	92%	80%	98%	87%	83%	77%	76%	94%	95%	94%	89%	84%	64%
EOP Structured Treatment	93%	100%	78%	N/A	87%	91%	62%	N/A	N/A	90%	80%	97%	99%
Contact Timeframes	94%	97%	96%	97%	95%	87%	93%	100%	99%	100%	94%	79%	99%
Primary Clinician Contact Timeframes	98%	95%	99%	96%	93%	91%	91%	100%	98%	100%	96%	84%	98%
Psychiatrist Contact Timeframes	83%	98%	90%	99%	94%	71%	93%	100%	99%	99%	87%	58%	99%
IDTT Contact Timeframes	100%	96%	99%	97%	98%	98%	96%	100%	99%	100%	99%	93%	100%
Cancelled Due to Custody	1.4%	0.1%	0.5%	0.2%	5.9%	1.8%	1.9%	0.8%	0.9%	0.9%	2.4%	0.8%	0.1%
Medical Services	1.5%	0.0%	0.1%	0.1%	1.7%	2.7%	0.0%	0.7%	0.9%	0.7%	1.4%	1.2%	0.2%
Mental Health Services	1.8%	0.3%	0.9%	0.2%	14.4%	0.7%	5.5%	1.2%	1.2%	1.5%	5.1%	0.3%	0.1%

\* Rate Per 1,000 Inmates

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# DASHBOARD COMPARISON

FY15 Actual

July 2015

## All Institutions

[Dashboard Glossary](#)

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	0.6%	0.0%	0.4%	1.9%	0.0%	0.5%	2.6%	0.0%	0.5%	0.5%	1.1%	3.0%	1.5%	0.4%	0.6%	0.4%	0.0%	0.0%	0.0%	0.5%	1.3%	0.3%	1.4%
Seen as Scheduled	86%	96%	96%	91%	94%	94%	82%	92%	88%	97%	88%	92%	91%	89%	90%	91%	92%	92%	92%	82%	91%	87%	86%
Medical Services	76%	93%	93%	90%	92%	97%	65%	89%	75%	97%	72%	92%	90%	93%	77%	79%	85%	82%	83%	62%	93%	81%	86%
Mental Health Services	92%	97%	100%	97%	100%	96%	93%	99%	98%	99%	98%	94%	87%	86%	99%	97%	93%	97%	98%	99%	97%	95%	90%
Dental Services	91%	96%	94%	85%	90%	90%	89%	88%	90%	95%	94%	90%	96%	89%	95%	95%	98%	95%	96%	85%	83%	85%	82%
Effective Communication Provided	97%	98%	100%	99%	98%	98%	99%	98%	97%	99%	99%	96%	99%	96%	97%	97%	99%	98%	97%	99%	98%	98%	94%
Medical Services	100%	100%	100%	100%	100%	100%	98%	100%	99%	100%	100%	99%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mental Health Services	97%	100%	100%	100%	100%	95%	100%	100%	92%	99%	97%	97%	98%	95%	100%	98%	98%	96%	98%	99%	96%	99%	95%
Dental Services	95%	95%	100%	97%	94%	99%	100%	93%	100%	99%	100%	93%	100%	93%	91%	93%	100%	98%	93%	98%	98%	96%	87%
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%	99%	98%	92%	88%	88%	89%	94%	93%	96%	83%	84%	78%	91%	93%	95%	94%	87%	96%	88%	96%	84%	94%
Asthma SABA Utilization	84%	97%	96%	95%	98%	92%	92%	95%	87%	91%	88%	88%	72%	89%	92%	95%	93%	90%	95%	93%	96%	91%	97%
Persistent Asthma ICS Treatment	79%	100%	100%	89%	78%	83%	85%	93%	100%	100%	78%	80%	84%	92%	94%	94%	95%	83%	97%	82%	97%	77%	90%
Therapeutic Anticoagulation	81%	-	-	-	-	83%	50%	50%	71%	86%	67%	81%	90%	80%	100%	75%	100%	-	88%	50%	-	67%	86%
Diabetes Care	82%	84%	90%	80%	88%	81%	83%	80%	77%	84%	82%	76%	78%	78%	80%	82%	86%	81%	91%	78%	82%	86%	83%
A1C <8%	76%	89%	98%	65%	100%	75%	76%	80%	78%	75%	89%	82%	66%	74%	73%	76%	73%	77%	82%	73%	71%	79%	71%
LDL-Cholesterol <100 mg/dl	74%	64%	72%	68%	52%	69%	72%	63%	82%	78%	69%	80%	76%	75%	69%	67%	82%	66%	90%	68%	63%	74%	77%
Blood Pressure <140/90 mm Hg	85%	83%	90%	89%	100%	83%	93%	80%	53%	83%	80%	53%	73%	80%	83%	90%	90%	93%	97%	90%	100%	97%	93%
Screened or Treated Nephropathy	94%	100%	100%	97%	100%	98%	90%	97%	93%	99%	88%	91%	96%	84%	96%	95%	97%	89%	96%	82%	94%	95%	93%
End Stage Liver Disease Care	77%	50%	-	89%	83%	52%	79%	100%	64%	77%	88%	85%	70%	63%	65%	86%	100%	61%	81%	80%	100%	88%	95%
EGD for Esophageal Varices	58%	-	-	67%	100%	0%	29%	100%	59%	71%	50%	60%	27%	40%	0%	57%	100%	0%	57%	33%	100%	100%	88%
HCC Screening	85%	0%	-	100%	50%	75%	86%	100%	75%	77%	100%	89%	86%	60%	60%	93%	100%	100%	87%	100%	100%	100%	90%
NSAID	95%	100%	-	100%	100%	80%	100%	100%	93%	95%	100%	90%	93%	85%	100%	95%	100%	83%	100%	86%	100%	100%	100%
Diagnosis Medication Match	71%	-	-	-	-	-	100%	100%	28%	67%	100%	100%	75%	67%	100%	100%	-	-	-	100%	-	50%	100%
SBP or TIPS with Cipro. or Sulfa.	52%	-	-	-	-	-	-	-	33%	0%	100%	100%	75%	50%	-	100%	-	-	-	-	-	0%	-
Ascites with Spironolactone	73%	-	-	-	-	-	-	100%	0%	100%	-	-	50%	50%	-	-	-	-	-	-	-	-	100%

\* Rate Per 1,000 Inmates

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# DASHBOARD COMPARISON

FY15 fy'15 Hcd

A Uj b`A Ybi

Dashboard Glossary

July 2015

All Institutions

Scheduling & Access to Care	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Dental Services	0.9%	0.1%	0.4%	0.0%	1.7%	1.9%	0.1%	0.7%	0.5%	0.4%	0.8%	0.0%	0.1%
Seen as Scheduled	71%	91%	94%	94%	75%	91%	86%	92%	87%	91%	81%	81%	96%
Medical Services	29%	77%	90%	97%	61%	81%	95%	95%	74%	79%	72%	53%	94%
Mental Health Services	94%	97%	98%	98%	80%	98%	78%	94%	96%	96%	87%	97%	99%
Dental Services	89%	97%	93%	88%	85%	94%	84%	87%	93%	98%	83%	93%	96%
Effective Communication Provided	98%	95%	96%	100%	99%	96%	93%	97%	98%	97%	97%	99%	97%
Medical Services	100%	100%	100%	99%	100%	99%	100%	98%	100%	100%	99%	100%	100%
Mental Health Services	99%	99%	96%	100%	99%	93%	99%	100%	98%	96%	99%	100%	99%
Dental Services	94%	87%	93%	100%	99%	96%	82%	94%	98%	95%	94%	98%	93%
Population Health Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Asthma Care	88%	94%	90%	87%	90%	80%	93%	96%	93%	91%	91%	87%	83%
Asthma SABA Utilization	88%	98%	91%	92%	91%	83%	92%	97%	98%	89%	93%	89%	94%
Persistent Asthma ICS Treatment	88%	89%	89%	82%	90%	77%	94%	96%	87%	93%	89%	85%	72%
Therapeutic Anticoagulation	60%	100%	100%	-	97%	89%	82%	-	75%	88%	100%	100%	80%
Diabetes Care	77%	88%	90%	92%	81%	83%	83%	81%	83%	81%	82%	87%	77%
A1C <8%	77%	78%	82%	87%	76%	82%	76%	77%	68%	71%	86%	81%	74%
LDL-Cholesterol <100 mg/dl	72%	83%	82%	87%	77%	77%	66%	77%	73%	75%	72%	78%	52%
Blood Pressure <140/90 mm Hg	73%	89%	95%	93%	83%	80%	93%	77%	93%	77%	73%	97%	94%
Screened or Treated Nephropathy	85%	100%	100%	100%	89%	93%	95%	94%	98%	100%	97%	93%	89%
End Stage Liver Disease Care	82%	75%	76%	-	80%	78%	72%	74%	86%	91%	92%	84%	45%
EGD for Esophageal Varices	38%	0%	50%	-	73%	50%	36%	50%	64%	83%	67%	75%	0%
HCC Screening	94%	100%	78%	-	87%	62%	79%	88%	88%	96%	100%	86%	-
NSAID	94%	100%	100%	-	94%	100%	100%	83%	93%	94%	100%	100%	86%
Diagnosis Medication Match	100%	100%	-	-	67%	100%	75%	-	100%	-	100%	75%	50%
SBP or TIPS with Cipro. or Sulfa.	-	-	-	-	0%	100%	-	-	-	-	100%	50%	0%
Ascites with Spironolactone	-	-	-	-	100%	-	50%	-	-	-	100%	-	100%

\* Rate Per 1,000 Inmates

Please direct questions or feedback to [QMstaff@cdcr.ca.gov](mailto:QMstaff@cdcr.ca.gov)

Report run: 8/17/2015 11:54:48 AM

# DASHBOARD COMPARISON

FY16 Actual

July 2015

All Institutions

Dashboard Glossary

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
Hepatic Enceph. w/ Lactulose and/or Rifaximin	89%	-	-	-	-	-	100%	-	50%	100%	-	-	100%	100%	100%	100%	-	-	-	100%	-	100%	-
Colon Cancer Screening	97%	99%	100%	100%	99%	100%	98%	100%	99%	98%	97%	96%	99%	100%	99%	100%	100%	100%	98%	94%	97%	99%	93%
Breast Cancer Screening	95%	-	-	-	-	-	92%	-	-	-	99%	-	-	-	-	-	-	-	100%	-	-	-	-
Diagnostic Monitoring	87%	93%	-	-	-	83%	94%	-	93%	90%	93%	92%	90%	79%	100%	96%	-	86%	95%	96%	-	82%	83%
QT Prolongation EKG 12 Months	79%	86%	-	-	-	33%	92%	-	85%	83%	90%	79%	92%	50%	100%	100%	-	50%	100%	100%	-	50%	100%
Antipsychotics	91%	98%	-	-	-	100%	93%	-	95%	94%	90%	96%	93%	85%	100%	91%	-	98%	93%	97%	-	88%	78%
Lipid Monitoring 12 Months	92%	97%	-	-	-	100%	90%	-	95%	93%	90%	95%	96%	93%	100%	91%	-	95%	98%	94%	-	89%	77%
Blood Sugar 12 Months	96%	100%	-	-	-	100%	99%	-	99%	99%	94%	98%	99%	94%	100%	94%	-	100%	98%	100%	-	91%	82%
EKG 12 Months	78%	100%	-	-	-	100%	95%	-	90%	100%	75%	97%	88%	48%	100%	73%	-	100%	60%	100%	-	55%	63%
AIMS 12 Months	89%	97%	-	-	-	100%	80%	-	92%	86%	95%	98%	83%	96%	100%	86%	-	95%	98%	97%	-	97%	79%
Med Consent 12 Months	90%	97%	-	-	-	100%	92%	-	92%	81%	89%	93%	82%	88%	100%	99%	-	100%	98%	91%	-	95%	77%
CBC with Platelets 12 Months	93%	97%	-	-	-	100%	97%	-	98%	97%	89%	95%	96%	82%	99%	94%	-	100%	96%	97%	-	90%	73%
CMP 12 Months	93%	97%	-	-	-	100%	97%	-	98%	96%	88%	95%	97%	82%	100%	90%	-	95%	96%	97%	-	89%	79%
Thyroid Monitoring 5 Years	98%	100%	-	-	-	100%	96%	-	100%	97%	100%	98%	99%	93%	100%	100%	-	100%	98%	97%	-	94%	94%
Clozapine	89%	-	-	-	-	-	100%	-	97%	-	92%	-	91%	100%	-	-	-	-	-	-	-	-	-
CMP 12 Months	96%	-	-	-	-	-	100%	-	100%	-	100%	-	94%	-	-	-	-	-	-	-	-	-	-
Lipid Monitoring 12 Months	96%	-	-	-	-	-	100%	-	100%	-	86%	-	94%	-	-	-	-	-	-	-	-	-	-
Blood Sugar 12 Months	99%	-	-	-	-	-	100%	-	100%	-	100%	-	100%	-	-	-	-	-	-	-	-	-	-
CBC 30 Days	100%	-	-	-	-	-	100%	-	100%	-	100%	-	100%	100%	-	-	-	-	-	-	-	-	-
EKG 12 Months	75%	-	-	-	-	-	100%	-	75%	-	100%	-	82%	-	-	-	-	-	-	-	-	-	-
AIMS 12 Months	80%	-	-	-	-	-	100%	-	100%	-	86%	-	82%	-	-	-	-	-	-	-	-	-	-
Thyroid Monitoring 5 Years	100%	-	-	-	-	-	100%	-	100%	-	100%	-	100%	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	68%	-	-	-	-	-	100%	-	100%	-	67%	-	75%	-	-	-	-	-	-	-	-	-	-
Mood Stabilizers	92%	88%	-	-	-	98%	96%	-	95%	94%	98%	98%	95%	71%	100%	97%	-	100%	89%	94%	-	96%	67%
Carbamazepine	92%	-	-	-	-	100%	100%	-	100%	-	100%	100%	100%	50%	-	-	-	-	-	83%	-	100%	50%
CMP 12 Months	95%	-	-	-	-	100%	100%	-	100%	-	100%	100%	100%	50%	-	-	-	-	-	100%	-	100%	50%

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# DASHBOARD COMPARISON

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July 2015

All Institutions

Dashboard Glossary

Population Health Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Hepatic Enceph. w/ Lactulose and/or Rifaximin	100%	100%	-	-	100%	100%	100%	-	100%	-	-	100%	-
Colon Cancer Screening	92%	98%	94%	100%	92%	98%	96%	98%	98%	96%	89%	94%	100%
Breast Cancer Screening	-	-	-	-	-	-	-	-	-	-	-	-	-
Diagnostic Monitoring	78%	92%	96%	74%	86%	88%	95%	91%	88%	98%	77%	94%	79%
QT Prolongation EKG 12 Months	60%	100%	100%	0%	61%	67%	95%	67%	67%	100%	60%	94%	67%
Antipsychotics	88%	83%	98%	99%	93%	91%	94%	99%	97%	97%	83%	92%	81%
Lipid Monitoring 12 Months	86%	93%	100%	100%	93%	93%	97%	97%	99%	97%	84%	94%	81%
Blood Sugar 12 Months	93%	100%	100%	100%	97%	95%	97%	100%	97%	99%	93%	99%	81%
EKG 12 Months	78%	0%	-	100%	76%	71%	100%	100%	100%	100%	52%	83%	60%
AIMS 12 Months	85%	93%	90%	100%	92%	93%	85%	97%	96%	99%	75%	89%	100%
Med Consent 12 Months	87%	80%	93%	96%	94%	89%	93%	100%	94%	90%	84%	87%	90%
CBC with Platelets 12 Months	90%	100%	100%	100%	95%	94%	96%	100%	97%	92%	89%	94%	76%
CMP 12 Months	88%	93%	100%	100%	96%	93%	92%	100%	96%	97%	91%	95%	81%
Thyroid Monitoring 5 Years	98%	100%	100%	96%	100%	99%	95%	100%	97%	97%	98%	98%	81%
Clozapine	91%	-	-	-	-	99%	-	-	-	100%	63%	100%	-
CMP 12 Months	86%	-	-	-	-	100%	-	-	-	100%	100%	-	-
Lipid Monitoring 12 Months	93%	-	-	-	-	100%	-	-	-	100%	100%	-	-
Blood Sugar 12 Months	93%	-	-	-	-	100%	-	-	-	100%	100%	-	-
CBC 30 Days	100%	-	-	-	-	100%	-	-	-	100%	100%	100%	-
EKG 12 Months	71%	-	-	-	-	90%	-	-	-	100%	0%	-	-
AIMS 12 Months	100%	-	-	-	-	100%	-	-	-	100%	0%	-	-
Thyroid Monitoring 5 Years	100%	-	-	-	-	100%	-	-	-	100%	100%	-	-
Med Consent 12 Months	85%	-	-	-	-	100%	-	-	-	100%	0%	-	-
Mood Stabilizers	91%	98%	90%	100%	93%	93%	97%	100%	93%	99%	87%	97%	88%
Carbamazepine	100%	100%	-	-	100%	100%	100%	-	-	100%	-	100%	-
CMP 12 Months	100%	100%	-	-	100%	100%	100%	-	-	100%	-	100%	-

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# DASHBOARD COMPARISON

FY16 Actual

Actual

July 2015

All Institutions

Dashboard Glossary

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
Carbamazepine Level 12 Months	86%	-	-	-	-	100%	100%	-	100%	-	100%	100%	100%	50%	-	-	-	-	-	50%	-	100%	50%
CBC 12 Months	95%	-	-	-	-	100%	100%	-	100%	-	100%	100%	100%	50%	-	-	-	-	-	100%	-	100%	50%
Med Consent 12 Months	84%	-	-	-	-	100%	100%	-	0%	-	100%	100%	50%	100%	-	-	-	-	-	100%	-	100%	-
Depakote	93%	100%	-	-	-	100%	95%	-	96%	95%	96%	96%	94%	81%	100%	94%	-	100%	89%	100%	-	91%	81%
CMP 12 Months	95%	100%	-	-	-	100%	100%	-	98%	100%	100%	95%	100%	83%	100%	100%	-	100%	78%	100%	-	93%	86%
Depakote Level 12 Months	93%	100%	-	-	-	100%	100%	-	94%	100%	100%	97%	98%	74%	100%	89%	-	100%	89%	100%	-	86%	77%
CBC with Platelets 12 Months	95%	100%	-	-	-	100%	100%	-	98%	100%	100%	97%	100%	77%	100%	89%	-	100%	89%	100%	-	93%	83%
Med Consent 12 Months	89%	100%	-	-	-	100%	80%	-	93%	79%	86%	94%	78%	89%	100%	100%	-	100%	100%	100%	-	91%	77%
Lithium	90%	77%	-	-	-	93%	92%	-	88%	93%	96%	97%	91%	81%	100%	100%	-	-	90%	100%	-	97%	70%
Creatinine & BUN 12 Months	97%	100%	-	-	-	100%	100%	-	100%	100%	100%	96%	95%	89%	100%	100%	-	-	100%	100%	-	100%	88%
Lithium Level 12 Months	97%	67%	-	-	-	100%	100%	-	95%	100%	100%	96%	90%	94%	100%	100%	-	-	100%	100%	-	100%	88%
Thyroid Monitoring 12 Months	93%	100%	-	-	-	100%	62%	-	100%	100%	100%	100%	95%	83%	100%	100%	-	-	100%	100%	-	100%	63%
EKG 12 Months	74%	50%	-	-	-	67%	100%	-	64%	80%	100%	100%	92%	44%	100%	100%	-	-	50%	100%	-	86%	33%
Med Consent 12 Months	88%	67%	-	-	-	100%	100%	-	82%	86%	82%	92%	83%	93%	100%	100%	-	-	100%	100%	-	100%	80%
Antidepressants	82%	98%	-	-	-	99%	91%	-	96%	88%	95%	96%	79%	88%	99%	94%	-	97%	97%	92%	-	95%	88%
EKG 12 Months (Tricyclics)	60%	-	-	-	-	-	-	-	-	-	-	-	50%	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	91%	96%	-	-	-	99%	89%	-	92%	78%	91%	96%	87%	92%	99%	93%	-	98%	97%	88%	-	95%	88%
Thyroid Monitoring 5 Years	95%	100%	-	-	-	99%	93%	-	99%	97%	99%	96%	99%	84%	100%	96%	-	96%	97%	96%	-	96%	88%
Utilization Specialty Services	91%	96%	98%	98%	96%	93%	69%	94%	85%	92%	95%	91%	86%	92%	88%	93%	92%	89%	93%	85%	98%	97%	97%
Polypharmacy Medication Review	49%	97%	69%	100%	-	95%	14%	67%	10%	94%	28%	64%	52%	47%	49%	20%	90%	93%	75%	19%	91%	87%	42%
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%	-	-	-	88%	100%	-	100%	100%	98%	94%	100%	86%	100%	100%	-	96%	-	85%	-	100%	98%
30-Day Community Hospital Readmission	6.9%	3.9%	0.0%	0.7%	0.0%	6.3%	3.0%	0.0%	19.0%	13.5%	5.7%	5.4%	15.0%	8.1%	9.2%	3.4%	3.8%	4.6%	0.0%	3.3%	2.8%	4.4%	2.7%
30-Day MHCB or DSH Readmission	26%	-	-	-	-	-	5%	-	36%	22%	15%	29%	27%	15%	-	-	-	0%	-	35%	-	29%	29%

\* Rate Per 1,000 Inmates

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# DASHBOARD COMPARISON

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July 2015

All Institutions

Dashboard Glossary

Population Health Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Carbamazepine Level 12 Months	100%	100%	-	-	100%	100%	100%	-	-	100%	-	100%	-
CBC 12 Months	100%	100%	-	-	100%	100%	100%	-	-	100%	-	100%	-
Med Consent 12 Months	80%	100%	-	-	50%	100%	100%	-	-	100%	-	100%	-
Depakote	91%	100%	100%	100%	96%	92%	93%	100%	96%	98%	89%	94%	88%
CMP 12 Months	92%	100%	100%	100%	95%	95%	96%	100%	89%	100%	91%	96%	100%
Depakote Level 12 Months	94%	100%	100%	100%	95%	98%	91%	100%	100%	100%	86%	96%	100%
CBC with Platelets 12 Months	94%	100%	100%	100%	95%	96%	96%	100%	95%	100%	91%	100%	100%
Med Consent 12 Months	84%	100%	100%	100%	100%	78%	91%	100%	100%	90%	87%	84%	50%
Lithium	82%	93%	80%	100%	84%	86%	96%	100%	90%	100%	85%	96%	-
Creatinine & BUN 12 Months	97%	100%	100%	100%	88%	96%	100%	100%	100%	100%	100%	100%	-
Lithium Level 12 Months	100%	100%	100%	100%	96%	98%	100%	100%	100%	100%	100%	89%	-
Thyroid Monitoring 12 Months	94%	67%	100%	100%	84%	95%	96%	100%	100%	100%	92%	89%	-
EKG 12 Months	39%	100%	0%	100%	56%	61%	94%	100%	50%	100%	52%	100%	-
Med Consent 12 Months	81%	100%	100%	100%	95%	79%	91%	100%	100%	100%	79%	100%	-
Antidepressants	59%	87%	96%	97%	98%	93%	94%	99%	97%	93%	92%	89%	80%
EKG 12 Months (Tricyclics)	0%	-	-	-	-	-	-	-	-	100%	-	-	-
Med Consent 12 Months	84%	86%	91%	96%	96%	89%	96%	99%	95%	89%	89%	80%	74%
Thyroid Monitoring 5 Years	93%	88%	100%	97%	99%	97%	92%	99%	98%	90%	94%	98%	87%
Utilization Specialty Services	91%	93%	93%	93%	94%	96%	97%	93%	90%	95%	87%	83%	85%
Polypharmacy Medication Review	9%	32%	50%	73%	64%	37%	87%	24%	92%	68%	71%	14%	68%
Care Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Appropriate Placement High Risk Patients	N/A												
High Risk Patient Care Plan													
Follow-Up After MHCB/DSH Admission	97%	97%	100%	100%	94%	75%	96%	100%	86%	100%	100%	97%	98%
30-Day Community Hospital Readmission	2.6%	5.3%	4.6%	0.0%	7.8%	4.3%	7.3%	1.1%	5.1%	5.2%	4.0%	3.9%	6.6%
30-Day MHCB or DSH Readmission	11%	29%	24%	25%	20%	28%	21%	-	33%	40%	17%	0%	16%

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# DASHBOARD COMPARISON

FY16 Actual

July 2015

## All Institutions

[Dashboard Glossary](#)

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
Potentially Avoidable Hospitalizations*	10.8	4.8	2.8	2.1	0.4	7.8	3.4	1.3	67.9	21.1	21.8	5.2	18.9	30.1	8.4	5.0	6.2	4.0	3.3	4.5	4.6	6.8	16.4
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)	88%	82%	94%	83%	79%	96%	88%	87%	77%	94%	96%	90%	92%	88%	94%	98%	99%	97%	96%	92%	96%	89%	90%
Mental Health Primary Clinician	82%	N/A	N/A	N/A	N/A	N/A	98%	N/A	83%	N/A	77%	87%	87%	85%	N/A	91%	83%						
Psychiatrist	85%	N/A	N/A	N/A	N/A	N/A	95%	N/A	89%	N/A	59%	94%	98%	81%	N/A	57%	79%						
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	85%	87%	94%	100%	97%	98%	88%	96%	-	75%	88%	77%	87%	67%	90%	98%	94%	95%	92%	73%	89%	80%	87%
M4: Meds Upon Arrival at Reception Ctr	94%	-	-	-	-	-	95%	-	-	83%	-	-	-	-	-	-	-	100%	-	-	-	-	-
M5: NA/DOT/KOP Meds Inter-Institutional	86%	95%	100%	100%	100%	100%	72%	95%	-	75%	70%	100%	90%	50%	100%	90%	100%	100%	100%	50%	90%	75%	90%
M6: NA/DOT Meds Intra-Institutional	75%	53%	93%	-	100%	100%	82%	100%	-	67%	-	67%	100%	59%	100%	100%	100%	-	100%	86%	67%	72%	82%
M7: Mental Health Crisis Bed Transfers	80%	-	-	-	-	-	86%	-	-	80%	71%	59%	100%	59%	-	-	-	-	-	86%	-	100%	89%
M8: ASU/SHU/PSU Inter-Institutional	81%	-	-	100%	100%	89%	81%	100%	-	67%	100%	50%	95%	58%	-	100%	100%	100%	67%	50%	100%	85%	83%
M9: Discharge from Community Hosp/DSH	80%	100%	100%	-	100%	100%	100%	100%	-	55%	100%	86%	38%	74%	67%	100%	83%	75%	100%	67%	92%	63%	79%
M10: Transfer/Parole	96%	100%	85%	100%	85%	100%	100%	83%	-	100%	100%	100%	100%	100%	95%	100%	89%	100%	95%	100%	95%	88%	100%
Medication Non-Adherence Counseling	83%	89%	86%	87%	-	92%	83%	44%	-	88%	95%	82%	73%	61%	95%	67%	92%	88%	94%	96%	72%	83%	95%
M11: Non-Adherence MH Prescribed	82%	89%	-	-	-	97%	40%	0%	-	93%	88%	77%	100%	62%	86%	100%	83%	84%	100%	96%	100%	47%	93%
Referral on MAR	90%	100%	-	-	-	100%	60%	0%	-	90%	90%	75%	100%	85%	75%	100%	100%	100%	100%	100%	100%	65%	100%
128 MH5 or 128 C	91%	100%	-	-	-	100%	60%	0%	-	90%	100%	75%	100%	80%	100%	100%	100%	100%	100%	100%	100%	40%	95%
Progress Note	65%	67%	-	-	-	90%	0%	0%	-	100%	75%	80%	100%	20%	83%	100%	50%	53%	100%	88%	100%	35%	85%
M12: Non-Adherence PC2602 Meds	95%	-	-	-	-	100%	100%	-	-	100%	100%	95%	100%	97%	-	-	-	100%	-	100%	-	100%	100%
M13: Non-Adherence Medical Prescribed	77%	-	72%	73%	-	92%	90%	89%	-	100%	90%	73%	58%	47%	100%	100%	100%	67%	82%	89%	67%	85%	88%
Referral on MAR	91%	-	85%	87%	-	95%	100%	100%	-	100%	100%	90%	50%	75%	100%	100%	100%	100%	100%	100%	100%	90%	100%
128 C	90%	-	85%	87%	-	100%	100%	100%	-	100%	100%	100%	60%	40%	100%	100%	100%	100%	100%	93%	0%	90%	100%
Progress Note	52%	-	46%	47%	-	80%	70%	67%	-	100%	69%	30%	63%	25%	100%	100%	100%	0%	47%	73%	100%	75%	65%
M14: Non-Adherence Insulin/HIV/Clozaril	78%	-	100%	100%	-	80%	100%	-	-	60%	100%	83%	36%	40%	100%	0%	-	100%	100%	100%	50%	100%	100%
Medication Administration	86%	90%	89%	96%	98%	98%	93%	90%	-	89%	86%	83%	98%	73%	88%	90%	78%	99%	94%	99%	88%	89%	80%

\* Rate Per 1,000 Inmates

Please direct questions or feedback to [QMstaff@cdcr.ca.gov](mailto:QMstaff@cdcr.ca.gov)

# DASHBOARD COMPARISON

FY15 FY16 FY17

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Dashboard Glossary

July 2015

All Institutions

Care Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Potentially Avoidable Hospitalizations*	18.8	8.2	1.5	0.6	29.2	9.1	11.1	3.5	20.9	10.1	16.4	8.1	13.4
Continuity of Clinicians & Services	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Primary Care Provider (PCP)	87%	90%	99%	95%	92%	90%	96%	86%	97%	98%	81%	90%	91%
Mental Health Primary Clinician	82%	N/A	86%	N/A	75%	76%	84%	N/A	N/A	81%	81%	78%	93%
Psychiatrist	73%	N/A	86%	N/A	72%	87%	92%	N/A	N/A	91%	75%	89%	80%
Medication Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medication Continuity-Transfer	77%	79%	94%	92%	63%	77%	77%	85%	82%	93%	75%	94%	96%
M4: Meds Upon Arrival at Reception Ctr	-	100%	-	-	-	-	-	-	-	93%	-	-	95%
M5: NA/DOT/KOP Meds Inter-Institutional	100%	100%	90%	75%	40%	75%	70%	80%	100%	75%	70%	100%	100%
M6: NA/DOT Meds Intra-Institutional	13%	78%	100%	93%	37%	74%	38%	-	64%	100%	61%	76%	87%
M7: Mental Health Crisis Bed Transfers	100%	50%	75%	100%	78%	64%	100%	-	100%	100%	61%	-	100%
M8: ASU/SHU/PSU Inter-Institutional	83%	56%	100%	100%	72%	67%	82%	67%	33%	85%	100%	93%	100%
M9: Discharge from Community Hosp/DSH	65%	68%	100%	100%	71%	80%	90%	100%	95%	100%	60%	100%	90%
M10: Transfer/Parole	100%	100%	100%	82%	82%	100%	85%	95%	100%	95%	100%	100%	100%
Medication Non-Adherence Counseling	84%	62%	72%	69%	63%	71%	80%	97%	84%	99%	72%	97%	87%
M11: Non-Adherence MH Prescribed	65%	100%	92%	92%	73%	47%	82%	95%	65%	97%	68%	100%	100%
Referral on MAR	95%	100%	90%	92%	93%	63%	100%	100%	60%	100%	100%	100%	100%
128 MH5 or 128 C	100%	100%	90%	100%	87%	68%	100%	95%	90%	100%	100%	100%	100%
Progress Note	0%	100%	95%	85%	40%	11%	45%	89%	45%	90%	5%	100%	100%
M12: Non-Adherence PC2602 Meds	100%	67%	87%	100%	92%	90%	90%	-	100%	100%	84%	97%	100%
M13: Non-Adherence Medical Prescribed	70%	80%	58%	82%	45%	73%	90%	100%	72%	-	67%	92%	62%
Referral on MAR	100%	100%	100%	91%	65%	88%	95%	100%	100%	-	100%	100%	54%
128 C	100%	95%	75%	100%	60%	76%	95%	100%	100%	-	85%	100%	92%
Progress Note	10%	45%	0%	55%	10%	53%	80%	100%	15%	-	15%	75%	38%
M14: Non-Adherence Insulin/HIV/Clozaril	100%	0%	50%	0%	40%	75%	57%	-	100%	100%	70%	100%	-
Medication Administration	80%	63%	88%	95%	53%	96%	97%	94%	93%	96%	79%	90%	90%

\* Rate Per 1,000 Inmates

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# DASHBOARD COMPARISON

FY16 Actual

July 2015

All Institutions

Dashboard Glossary

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	70%	90%	-	-	-	95%	90%	-	-	65%	30%	35%	100%	25%	70%	90%	100%	100%	100%	94%	100%	68%	100%
M21: Chronic Care Meds-Medical	93%	100%	100%	100%	95%	100%	100%	95%	-	95%	100%	100%	100%	90%	95%	85%	100%	100%	80%	100%	90%	100%	100%
M22: New Outpatient Orders-Psychiatrist	89%	60%	-	100%	-	93%	74%	95%	-	97%	100%	78%	92%	55%	100%	93%	89%	95%	97%	100%	100%	75%	100%
M23: New Outpatient Orders-Medical	99%	100%	100%	100%	100%	100%	100%	95%	-	90%	100%	100%	100%	98%	100%	100%	100%	100%	95%	100%	100%	100%	100%
M24: Administration – TB Medications	82%	100%	67%	86%	100%	100%	100%	75%	-	100%	100%	100%	100%	100%	77%	81%	0%	-	100%	100%	50%	100%	0%
Non-Formulary by Psychiatrists	3.2%	0.6%	-	28.6%	-	1.3%	5.3%	0.0%	4.4%	1.1%	6.0%	3.3%	6.2%	3.7%	1.4%	0.9%	0.0%	4.9%	0.4%	3.8%	0.0%	1.2%	1.9%
Non-Formulary by Medical Providers	3.8%	2.1%	3.1%	1.6%	3.1%	3.1%	4.8%	3.1%	5.2%	4.2%	4.3%	4.2%	7.0%	4.6%	2.0%	1.1%	1.8%	2.5%	1.9%	4.9%	1.3%	2.8%	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	75%	85%	95%	93%	93%	95%	75%	95%	71%	76%	67%	74%	84%	76%	87%	67%	91%	82%	94%	71%	86%	84%	56%
Medical Documents 3 Days	84%	95%	95%	96%	97%	97%	82%	96%	90%	75%	76%	86%	89%	81%	93%	82%	97%	82%	96%	79%	94%	87%	46%
Dental Documents 3 Days	88%	84%	97%	99%	94%	97%	87%	100%	87%	89%	99%	90%	90%	95%	88%	73%	99%	97%	96%	78%	97%	92%	61%
Mental Health Documents 3 Days	60%	89%	94%	93%	89%	94%	71%	95%	42%	71%	47%	50%	76%	54%	83%	77%	83%	64%	95%	92%	75%	75%	29%
CDCR Inpatient Documents 3 Days	70%	-	-	-	-	-	73%	92%	57%	85%	48%	78%	83%	89%	-	-	-	-	-	52%	-	86%	91%
Other Documents 3 Days	73%	71%	94%	83%	93%	92%	63%	92%	77%	62%	66%	67%	84%	62%	85%	35%	88%	84%	90%	56%	76%	80%	51%
Dictated Documents	65%	85%	-	76%	76%	100%	69%	92%	50%	71%	52%	63%	42%	42%	82%	52%	41%	10%	81%	74%	38%	80%	47%
Dictation Time in Days	0.1	0.1	-	0.0	0.5	0.0	0.1	0.0	0.0	0.0	0.4	0.1	17.3	0.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.1	0.2
Transcription Time in Days	2.4	2.2	-	2.0	1.3	0.0	1.5	1.1	1.3	2.6	2.4	1.9	1.7	2.6	2.7	2.9	3.1	3.4	2.8	2.4	2.8	2.9	2.8
Sign Time in Days	2.0	1.0	-	0.4	0.0	0.2	2.0	1.2	0.8	2.3	0.7	1.1	2.3	4.1	1.3	4.7	2.4	0.0	1.4	0.8	3.6	1.2	1.2
Scan Time in Days	1.3	1.2	-	1.3	2.1	1.5	1.4	1.1	4.5	1.1	1.6	1.7	4.9	1.9	0.3	1.5	1.1	2.8	0.5	2.2	1.1	0.7	4.2
Total Time in Days	5.7	4.4	-	3.8	4.0	1.7	4.9	3.4	6.6	6.0	5.1	4.7	26.2	8.8	4.4	9.1	6.6	6.2	4.6	5.4	7.6	4.9	8.4
Medical Dictated Documents 5 Days	57%	70%	-	95%	-	100%	45%	85%	50%	59%	67%	63%	42%	38%	79%	38%	41%	-	-	41%	38%	80%	30%
Dictation Time in Days	0.1	0.1	-	0.0	-	0.0	0.0	0.0	0.0	0.0	0.4	0.1	21.6	0.3	0.1	0.0	0.0	-	-	0.0	0.0	0.1	0.1
Transcription Time in Days	2.5	2.2	-	2.0	-	0.0	2.5	1.2	1.4	2.9	2.5	1.9	1.3	2.9	2.7	3.5	3.1	-	-	3.2	2.8	2.9	3.0
Sign Time in Days	2.0	1.0	-	0.4	-	0.2	1.6	1.2	0.7	2.4	0.8	1.0	3.0	3.8	1.2	6.7	2.4	-	-	1.1	3.6	1.2	2.8
Scan Time in Days	1.2	1.1	-	1.1	-	1.5	1.9	1.0	4.3	0.9	1.2	1.7	2.1	1.9	0.2	1.8	1.1	-	-	2.0	1.1	0.7	6.2
Total Time in Days	5.8	4.4	-	3.5	-	1.7	6.1	3.4	6.4	6.3	5.0	4.7	28.0	8.9	4.2	12.0	6.6	-	-	6.3	7.5	4.9	12.1

\* Rate Per 1,000 Inmates

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# DASHBOARD COMPARISON

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Dashboard Glossary

July 2015

All Institutions

Medication Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
M20: Chronic Care Meds-Psychiatrist	15%	5%	45%	85%	25%	80%	100%	74%	90%	100%	30%	75%	75%
M21: Chronic Care Meds-Medical	95%	53%	95%	90%	30%	100%	100%	100%	100%	100%	75%	85%	100%
M22: New Outpatient Orders-Psychiatrist	89%	74%	100%	100%	59%	100%	83%	96%	91%	100%	92%	93%	100%
M23: New Outpatient Orders-Medical	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%
M24: Administration – TB Medications	100%	83%	100%	100%	50%	100%	100%	100%	82%	82%	100%	100%	76%
Non-Formulary by Psychiatrists	3.7%	3.3%	2.3%	0.7%	2.6%	4.7%	2.1%	3.0%	1.2%	11.0%	2.8%	2.7%	2.2%
Non-Formulary by Medical Providers	7.8%	1.5%	2.8%	1.4%	5.0%	4.7%	2.3%	2.5%	5.7%	6.9%	2.8%	2.8%	4.3%
Availability of Health Information	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Non-Dictated Documents	84%	71%	24%	87%	84%	67%	79%	90%	79%	80%	67%	72%	89%
Medical Documents 3 Days	82%	65%	9%	89%	93%	81%	93%	89%	89%	80%	76%	82%	95%
Dental Documents 3 Days	99%	78%	23%	97%	96%	99%	86%	94%	92%	94%	82%	89%	97%
Mental Health Documents 3 Days	71%	64%	9%	82%	65%	26%	74%	92%	63%	66%	40%	56%	83%
CDCR Inpatient Documents 3 Days	86%	83%	53%	84%	81%	75%	84%	-	70%	82%	75%	-	78%
Other Documents 3 Days	83%	66%	24%	81%	83%	54%	61%	83%	81%	77%	60%	61%	91%
Dictated Documents	39%	79%	-	53%	79%	63%	69%	57%	67%	55%	73%	47%	80%
Dictation Time in Days	0.0	0.1	0.0	0.0	0.0	0.1	1.1	0.0	0.0	0.0	0.0	0.3	0.1
Transcription Time in Days	2.7	0.2	3.0	2.8	2.9	2.3	1.2	2.9	2.5	2.8	2.4	3.0	1.3
Sign Time in Days	1.7	2.4	0.0	0.8	2.1	2.0	1.6	2.9	4.1	3.6	1.1	1.2	1.5
Scan Time in Days	1.8	1.1	0.0	1.7	0.9	1.9	0.3	1.2	0.6	1.4	0.9	2.1	0.5
Total Time in Days	6.2	3.8	3.0	5.3	6.0	6.4	4.1	7.0	7.3	7.9	4.4	6.6	3.4
Medical Dictated Documents 5 Days	25%	65%	-	53%	56%	40%	-	41%	38%	33%	73%	23%	98%
Dictation Time in Days	0.0	0.4	-	0.0	0.0	0.1	-	0.0	0.0	0.0	0.0	0.0	0.0
Transcription Time in Days	3.0	1.2	-	2.8	2.9	2.8	-	3.3	2.8	2.8	2.5	4.8	1.7
Sign Time in Days	1.9	2.4	-	0.9	2.2	2.4	-	2.7	4.3	3.7	1.2	0.7	1.1
Scan Time in Days	2.3	4.1	-	1.6	0.9	1.4	-	1.5	0.6	1.4	0.9	2.4	0.4
Total Time in Days	7.2	8.1	-	5.3	6.1	6.6	-	7.6	7.7	7.9	4.5	7.8	3.2

\* Rate Per 1,000 Inmates

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# DASHBOARD COMPARISON

FY16 Fiscal Year

July 2015

## All Institutions

[Dashboard Glossary](#)

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	75%	-	-	-	-	-	67%	100%	-	80%	64%	-	-	47%	80%	65%	-	10%	81%	100%	-	-	-
Dictation Time in Days	0.1	-	-	-	-	-	0.1	0.0	-	0.0	0.3	-	-	0.0	0.0	0.0	-	0.0	0.0	0.0	-	-	-
Transcription Time in Days	1.5	-	-	-	-	-	1.1	0.0	-	0.6	0.3	-	-	0.0	2.8	2.4	-	3.4	2.8	0.0	-	-	-
Sign Time in Days	1.8	-	-	-	-	-	2.4	0.5	-	1.7	1.8	-	-	5.9	2.3	2.6	-	0.0	1.3	0.1	-	-	-
Scan Time in Days	1.2	-	-	-	-	-	0.9	0.8	-	1.7	3.8	-	-	0.6	0.5	1.1	-	4.6	0.5	2.7	-	-	-
Total Time in Days	4.6	-	-	-	-	-	4.5	1.3	-	4.1	6.1	-	-	6.5	5.6	6.1	-	8.0	4.6	2.8	-	-	-
Specialty Dictated Documents 5 Days	63%	100%	-	57%	76%	-	96%	-	-	76%	24%	64%	-	-	89%	-	-	-	-	81%	-	-	63%
Dictation Time in Days	0.1	0.0	-	0.0	0.5	-	0.3	-	-	0.0	0.0	0.0	-	-	0.0	-	-	-	-	0.0	-	-	0.2
Transcription Time in Days	1.8	0.0	-	2.1	1.3	-	0.0	-	-	1.1	1.5	1.7	-	-	2.0	-	-	-	-	1.2	-	-	2.5
Sign Time in Days	1.0	0.2	-	0.0	0.0	-	0.0	-	-	0.0	0.0	2.2	-	-	1.3	-	-	-	-	0.0	-	-	0.0
Scan Time in Days	2.6	0.7	-	2.3	2.1	-	1.5	-	-	2.6	10.3	1.3	-	-	0.3	-	-	-	-	2.7	-	-	3.9
Total Time in Days	5.5	0.9	-	4.4	4.0	-	1.8	-	-	3.8	11.8	5.2	-	-	3.7	-	-	-	-	3.9	-	-	6.6
Specialty Notes	87%	94%	83%	93%	96%	93%	77%	95%	70%	75%	83%	96%	98%	88%	94%	57%	93%	80%	95%	86%	97%	89%	83%
Community Hospital Records	89%	100%	100%	50%	100%	100%	89%	100%	92%	94%	60%	100%	68%	91%	38%	92%	86%	63%	100%	100%	73%	88%	100%
Scanning Accuracy	97%	97%	-	93%	100%	100%	97%	98%	-	100%	95%	100%	86%	99%	100%	98%	100%	99%	100%	100%	97%	98%	99%
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	97%	100%	100%	100%	100%	100%	100%	83%	78%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	98%	100%	100%	99%
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																					
Specialty Teleservices	62%	69%	63%	85%	53%	60%	60%	82%	62%	64%	66%	19%	37%	72%	61%	42%	86%	58%	65%	57%	90%	59%	77%
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	97%	75%	97%	99%	94%	94%	96%	104%	91%	102%	103%	98%	96%	111%	94%	101%	87%	95%	77%	90%	96%	98%	98%

\* Rate Per 1,000 Inmates

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# DASHBOARD COMPARISON

FY15 Performance

Alameda County

[Dashboard Glossary](#)

July 2015

All Institutions

Availability of Health Information	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Mental Health Dictated Documents 5 Days	54%	94%	-	-	83%	85%	69%	61%	96%	100%	-	69%	63%
Dictation Time in Days	0.1	0.0	-	-	0.0	0.0	1.1	0.0	0.0	0.0	-	0.2	0.6
Transcription Time in Days	1.9	0.1	-	-	2.6	0.0	1.2	2.2	0.0	0.0	-	2.4	1.1
Sign Time in Days	1.6	2.4	-	-	1.2	0.6	1.6	2.6	1.3	0.3	-	1.9	2.7
Scan Time in Days	2.0	0.8	-	-	0.3	4.4	0.3	0.3	1.0	2.2	-	0.9	1.2
Total Time in Days	5.6	3.3	-	-	4.1	5.0	4.1	5.2	2.3	2.4	-	5.4	5.6
Specialty Dictated Documents 5 Days	-	-	-	-	100%	-	-	70%	-	33%	-	50%	-
Dictation Time in Days	-	-	-	-	0.0	-	-	0.0	-	0.0	-	1.3	-
Transcription Time in Days	-	-	-	-	0.1	-	-	1.7	-	3.3	-	0.6	-
Sign Time in Days	-	-	-	-	1.2	-	-	2.9	-	3.6	-	0.0	-
Scan Time in Days	-	-	-	-	0.4	-	-	0.5	-	1.7	-	6.1	-
Total Time in Days	-	-	-	-	1.7	-	-	5.1	-	8.7	-	8.0	-
Specialty Notes	94%	88%	66%	90%	80%	96%	97%	98%	92%	86%	63%	81%	97%
Community Hospital Records	96%	100%	0%	83%	80%	100%	97%	100%	93%	100%	86%	100%	100%
Scanning Accuracy	100%	97%	100%	99%	99%	100%	98%	100%	99%	79%	100%	92%	99%
<b>Appeal Processing</b>	<b>MCSP</b>	<b>NKSP</b>	<b>PBSP</b>	<b>PVSP</b>	<b>RJD</b>	<b>SAC</b>	<b>SATF</b>	<b>SCC</b>	<b>SOL</b>	<b>SQ</b>	<b>SVSP</b>	<b>VSP</b>	<b>WSP</b>
Timely Appeals	100%	100%	100%	100%	100%	86%	100%	100%	100%	100%	98%	100%	100%
<b>Resource Management</b>	<b>MCSP</b>	<b>NKSP</b>	<b>PBSP</b>	<b>PVSP</b>	<b>RJD</b>	<b>SAC</b>	<b>SATF</b>	<b>SCC</b>	<b>SOL</b>	<b>SQ</b>	<b>SVSP</b>	<b>VSP</b>	<b>WSP</b>
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%	58%	68%	46%	74%	54%	75%	49%	58%	29%	49%	53%	67%
Health Care Staff Training													
<b>Continuous Evaluation &amp; Improvement</b>	<b>MCSP</b>	<b>NKSP</b>	<b>PBSP</b>	<b>PVSP</b>	<b>RJD</b>	<b>SAC</b>	<b>SATF</b>	<b>SCC</b>	<b>SOL</b>	<b>SQ</b>	<b>SVSP</b>	<b>VSP</b>	<b>WSP</b>
QM & Patient Safety Program													
Health Care Index													
<b>Staffing in Full Time Equivalents (FTE)</b>	<b>MCSP</b>	<b>NKSP</b>	<b>PBSP</b>	<b>PVSP</b>	<b>RJD</b>	<b>SAC</b>	<b>SATF</b>	<b>SCC</b>	<b>SOL</b>	<b>SQ</b>	<b>SVSP</b>	<b>VSP</b>	<b>WSP</b>
Total Staffing FTE	104%	113%	84%	84%	111%	107%	94%	80%	77%	98%	108%	103%	102%

\* Rate Per 1,000 Inmates

Please direct questions or feedback to [QMstaff@cdcr.ca.gov](mailto:QMstaff@cdcr.ca.gov)

# DASHBOARD COMPARISON

FY15 Actual

Actual

July 2015

All Institutions

[Dashboard Glossary](#)

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	95%	27%	109%	100%	91%	105%	113%	96%	71%	103%	89%	107%	96%	101%	95%	87%	108%	96%	86%	100%	105%	103%	92%
Nursing FTE	100%	58%	105%	104%	104%	96%	104%	108%	87%	110%	109%	104%	90%	118%	92%	112%	87%	95%	78%	92%	107%	108%	110%
Pharmacy FTE	112%	100%	89%	101%	87%	137%	92%	192%	105%	125%	124%	116%	119%	125%	121%	120%	89%	134%	99%	115%	110%	109%	104%
Dental Clinical FTE	102%	96%	133%	106%	106%	101%	96%	100%	123%	100%	100%	104%	97%	102%	95%	95%	111%	100%	106%	101%	100%	102%	98%
Mental Health Clinical FTE	93%	86%	-	100%	102%	87%	85%	100%	81%	84%	83%	92%	95%	116%	92%	92%	88%	93%	68%	78%	100%	81%	92%
Clinical Support FTE	99%	93%	100%	87%	83%	86%	86%	74%	90%	112%	140%	82%	127%	93%	102%	88%	80%	121%	56%	77%	89%	80%	102%
Administrative Support FTE	89%	85%	75%	89%	77%	85%	91%	99%	128%	92%	96%	91%	98%	93%	94%	94%	76%	88%	67%	85%	79%	92%	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	89%	90%	95%	93%	92%	91%	92%	88%	90%	90%	86%	92%	92%	84%	91%	88%	93%	93%	94%	91%	92%	90%	87%
Overtime FTE	4.7%	2.3%	2.6%	2.8%	6.0%	4.5%	4.0%	6.2%	3.1%	4.0%	5.7%	5.9%	5.0%	7.8%	4.4%	4.1%	2.4%	2.9%	4.1%	6.7%	4.0%	3.7%	6.5%
Registry FTE	6.5%	7.5%	2.4%	4.0%	2.5%	5.0%	4.3%	5.8%	6.8%	5.6%	8.8%	2.1%	3.2%	8.7%	5.1%	7.6%	4.9%	4.1%	2.0%	2.5%	4.1%	6.7%	6.9%
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	\$94	\$58	\$67	\$54	\$43	\$77	\$98	\$78	\$491	\$131	\$130	\$156	\$275	\$100	\$108	\$69	\$63	\$102	\$86	\$87	\$65	\$70	\$88
Nursing Staff	\$464	\$237	\$244	\$221	\$177	\$291	\$386	\$284	\$4,008	\$523	\$1,103	\$617	\$1,366	\$703	\$302	\$275	\$256	\$387	\$293	\$369	\$257	\$313	\$452
Pharmacy Staff	\$36	\$22	\$21	\$16	\$8	\$29	\$35	\$24	\$152	\$60	\$81	\$53	\$150	\$44	\$38	\$31	\$15	\$33	\$26	\$19	\$17	\$23	\$32
Dental Clinical Staff	\$82	\$77	\$74	\$77	\$61	\$87	\$81	\$88	\$83	\$79	\$137	\$89	\$93	\$70	\$101	\$80	\$91	\$77	\$93	\$82	\$87	\$82	\$83
Mental Health Clinical Staff	\$188	\$93	\$6	\$29	\$13	\$101	\$180	\$38	\$627	\$219	\$400	\$372	\$556	\$232	\$123	\$72	\$26	\$167	\$82	\$74	\$31	\$155	\$289
Clinical Support Staff	\$27	\$10	\$8	\$7	\$5	\$13	\$19	\$12	\$175	\$31	\$60	\$58	\$135	\$33	\$17	\$7	\$9	\$15	\$6	\$14	\$8	\$17	\$33
Administrative Support Staff	\$107	\$89	\$78	\$83	\$42	\$76	\$89	\$113	\$391	\$125	\$259	\$135	\$291	\$107	\$115	\$75	\$90	\$111	\$88	\$88	\$93	\$105	\$121
Hospital	\$108	\$31	\$23	\$24	\$12	\$48	\$47	\$33	\$1,436	\$183	\$179	\$73	\$386	\$117	\$92	\$74	\$78	\$147	\$56	\$49	\$47	\$50	\$63
Emergency Department	\$8	\$6	\$5	\$7	\$6	\$10	\$8	\$4	\$24	\$4	\$11	\$5	\$7	\$16	\$7	\$4	\$5	\$6	\$3	\$9	\$7	\$10	\$13
Specialty	\$27	\$15	\$15	\$18	\$11	\$18	\$25	\$20	\$119	\$36	\$29	\$40	\$79	\$29	\$16	\$20	\$27	\$19	\$15	\$19	\$18	\$17	\$33
Medications	\$130	\$52	\$4	\$35	\$17	\$50	\$113	\$39	\$92	\$376	\$173	\$289	\$478	\$84	\$119	\$98	\$34	\$126	\$65	\$40	\$40	\$61	\$155
Diagnostics	\$19	\$11	\$11	\$12	\$7	\$10	\$26	\$9	\$63	\$40	\$27	\$23	\$37	\$10	\$14	\$11	\$12	\$24	\$11	\$10	\$8	\$9	\$22

\* Rate Per 1,000 Inmates

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# DASHBOARD COMPARISON

FYi fb'fc'Hcd

A Ujb'A Ybi

Dashboard Glossary

July 2015

All Institutions

Staffing in Full Time Equivalents (FTE)	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical FTE	95%	107%	102%	89%	123%	100%	95%	89%	93%	110%	80%	117%	112%
Nursing FTE	105%	132%	85%	88%	123%	119%	105%	77%	66%	98%	118%	124%	109%
Pharmacy FTE	88%	124%	124%	107%	123%	122%	111%	135%	107%	94%	113%	96%	97%
Dental Clinical FTE	101%	112%	95%	96%	109%	100%	100%	96%	100%	109%	101%	100%	100%
Mental Health Clinical FTE	109%	91%	89%	65%	109%	102%	79%	71%	90%	100%	111%	88%	100%
Clinical Support FTE	121%	133%	102%	85%	102%	117%	64%	89%	108%	103%	121%	85%	110%
Administrative Support FTE	97%	98%	71%	81%	90%	85%	81%	72%	73%	89%	91%	83%	90%
Total Actual FTE	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Civil Service FTE	92%	82%	91%	94%	82%	84%	86%	95%	93%	89%	86%	92%	81%
Overtime FTE	3.1%	7.1%	4.0%	3.4%	4.5%	4.7%	4.7%	2.1%	2.0%	5.3%	7.8%	6.2%	5.3%
Registry FTE	4.8%	11.1%	4.6%	2.8%	13.3%	11.0%	9.2%	3.2%	5.5%	5.6%	6.0%	2.3%	14.1%
Major Costs per Inmate per Month	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Staff	\$97	\$83	\$71	\$63	\$138	\$118	\$71	\$46	\$94	\$107	\$71	\$82	\$79
Nursing Staff	\$468	\$367	\$408	\$283	\$669	\$1,125	\$361	\$140	\$287	\$518	\$552	\$369	\$321
Pharmacy Staff	\$34	\$26	\$21	\$24	\$58	\$59	\$33	\$13	\$44	\$29	\$64	\$40	\$20
Dental Clinical Staff	\$84	\$76	\$85	\$81	\$92	\$97	\$72	\$76	\$93	\$76	\$87	\$82	\$71
Mental Health Clinical Staff	\$336	\$176	\$119	\$118	\$455	\$792	\$127	\$52	\$132	\$490	\$234	\$171	\$153
Clinical Support Staff	\$44	\$17	\$20	\$17	\$68	\$111	\$20	\$8	\$19	\$32	\$36	\$22	\$16
Administrative Support Staff	\$140	\$91	\$118	\$93	\$129	\$191	\$72	\$41	\$92	\$111	\$123	\$90	\$77
Hospital	\$232	\$62	\$18	\$20	\$247	\$118	\$78	\$34	\$212	\$82	\$87	\$65	\$103
Emergency Department	\$12	\$6	\$2	\$5	\$15	\$11	\$8	\$3	\$6	\$6	\$14	\$9	\$14
Specialty	\$47	\$21	\$6	\$12	\$69	\$21	\$30	\$10	\$53	\$40	\$20	\$29	\$27
Medications	\$516	\$59	\$119	\$44	\$425	\$249	\$103	\$34	\$212	\$185	\$99	\$150	\$69
Diagnostics	\$27	\$38	\$7	\$7	\$36	\$15	\$14	\$7	\$18	\$34	\$14	\$15	\$36

\* Rate Per 1,000 Inmates

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# DASHBOARD COMPARISON

FY15 FY16 FY17

A Uj b `A Ybi

July 2015

All Institutions

Dashboard Glossary

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	12.4	13.0	20.0	13.6	13.9	13.1	12.9	14.8	11.5	8.7	12.5	9.9	12.9	12.4	11.3	12.9	13.6	14.5	11.5	10.7	12.7	12.4	16.0
Appointments per PCRN	6.5	6.0	5.2	6.6	4.6	6.3	5.9	7.8	3.6	6.6	7.7	6.2	11.0	7.4	8.4	7.1	5.0	6.6	7.1	4.9	7.5	6.8	6.4
Encounters per Primary MH Clinician	9.0	6.5	2.9	2.2	2.3	7.2	9.2	3.1	8.3	5.6	6.0	12.7	11.6	8.0	5.0	6.2	3.3	9.0	8.2	6.4	4.5	11.4	11.8
Encounters per Psychiatrist	9.3	9.2	2.0	3.0	1.7	10.5	9.7	4.6	8.2	8.5	8.6	10.1	9.7	9.3	11.2	13.7	2.4	13.1	7.6	7.6	3.3	12.6	11.0
Other Trends	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Hospital Admissions*	4.8	3.6	1.7	2.1	0.2	2.3	5.8	2.6	32.9	7.8	4.9	3.7	10.6	8.4	3.7	2.9	3.5	7.4	3.5	2.7	3.2	2.2	7.2
Emergency Department Visits*	5	3	5	7	4	3	7	2	22	3	8	3	2	6	6	2	5	5	2	5	11	5	12
Specialty Care Referrals*	40	29	29	37	23	26	36	31	98	37	42	69	53	36	25	26	35	47	41	40	28	21	56
Prescriptions Per Inmate	3.4	2.5	1.8	1.1	0.7	2.5	3.8	1.4	14.4	4.8	5.1	6.7	6.4	3.5	3.1	3.4	2.1	3.0	2.7	2.0	1.4	2.2	4.2
Diagnostics Per Inmate	0.9	0.6	0.5	0.4	0.3	0.4	1.6	0.4	3.5	1.7	1.0	0.9	1.9	0.5	0.6	0.6	0.6	1.1	0.6	0.5	0.3	0.4	1.0
Appeals Received*	32	23	13	8	1	26	35	17	111	36	11	19	53	54	19	40	11	36	15	21	14	30	54
Prison Population Capacity	132%	93%	-	163%	105%	143%	154%	151%	67%	130%	132%	99%	96%	142%	97%	155%	131%	126%	115%	143%	155%	148%	152%
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	4.4%	0.0%	0.0%	0.1%	0.2%	0.8%	3.5%	0.6%	32.6%	17.9%	5.3%	6.5%	19.8%	2.0%	1.1%	1.7%	0.8%	3.0%	2.5%	1.0%	0.7%	0.6%	7.3%
High Risk Priority 2	7.5%	0.6%	0.2%	0.9%	0.5%	2.6%	5.7%	1.6%	22.4%	27.8%	12.4%	14.8%	21.2%	3.9%	3.2%	5.2%	4.5%	4.0%	7.9%	2.1%	2.6%	3.3%	13.2%
Medium Risk	40%	53%	26%	18%	6%	48%	46%	19%	35%	31%	44%	43%	50%	52%	57%	52%	29%	33%	43%	39%	21%	46%	50%
Low Risk	48%	46%	74%	81%	93%	48%	44%	78%	10%	23%	39%	36%	9%	42%	39%	41%	66%	60%	47%	58%	76%	50%	29%
Mental Health EOP	5.3%	N/A	N/A	N/A	N/A	N/A	1.8%	N/A	15.4%	1.1%	5.3%	14.8%	22.9%	7.8%	N/A	N/A	N/A	1.4%	N/A	N/A	N/A	3.2%	12.7%
Patients with Disability (ADA)	6.9%	4.0%	1.0%	1.3%	0.4%	2.0%	6.3%	1.9%	36.3%	13.9%	6.6%	6.9%	38.4%	5.1%	2.8%	5.3%	3.7%	5.4%	3.0%	4.6%	2.5%	3.0%	7.0%
Inmates 50 Years or Older	23%	24%	18%	6%	7%	20%	19%	11%	54%	47%	22%	36%	48%	15%	20%	37%	29%	20%	32%	10%	14%	10%	23%
Men and Women Institutions	-	M	M	M	M	M	W	M	M	M	W	M	M	M	M	M	M	M	M/W	M	M	M	M
Specialized Health Care Beds	2,870	28	-	18	19	16	38	13	1,867	78	25	87	169	87	10	21	-	24	-	30	14	22	16
Institution Population	117,738	2,752	2,355	3,788	4,083	3,937	3,080	3,510	1,978	3,849	1,855	3,809	2,268	4,413	2,435	5,161	2,258	2,158	2,870	3,297	3,405	3,649	3,495

\* Rate Per 1,000 Inmates

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# DASHBOARD COMPARISON

FY15 FY16 FY17

A Uj b`A Ybi

Dashboard Glossary

July 2015

All Institutions

Workload Per Day	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Appointments per PCP	9.2	18.1	5.9	13.5	12.6	9.5	15.9	13.0	9.2	11.0	14.3	17.6	12.9
Appointments per PCRN	5.7	10.5	4.4	6.4	6.0	7.3	6.8	5.7	6.0	5.5	6.7	6.0	7.4
Encounters per Primary MH Clinician	10.4	10.1	5.5	5.2	8.9	9.1	11.3	7.3	5.8	5.8	9.3	15.8	10.6
Encounters per Psychiatrist	10.2	10.0	6.3	9.4	9.6	7.9	11.5	8.4	7.9	6.3	10.7	11.7	8.7
Other Trends	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Hospital Admissions*	7.8	3.4	0.4	2.7	12.7	4.7	4.3	1.2	7.2	1.9	1.9	3.0	8.7
Emergency Department Visits*	7	3	2	4	14	8	3	1	2	1	11	6	4
Specialty Care Referrals*	115	42	15	22	67	33	18	31	41	60	22	62	42
Prescriptions Per Inmate	5.0	2.9	1.4	2.9	6.4	5.5	3.8	1.1	4.2	4.5	4.2	4.2	2.3
Diagnostics Per Inmate	1.1	2.0	0.3	0.4	1.4	0.7	0.7	0.4	1.0	1.5	0.7	0.7	1.8
Appeals Received*	58	23	25	20	61	78	31	12	25	23	60	71	17
Prison Population Capacity	173%	163%	115%	97%	142%	126%	163%	113%	148%	120%	150%	171%	165%
Institution & Population Characteristics	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
High Risk Priority 1	14.1%	0.7%	0.6%	0.0%	17.0%	6.1%	2.7%	0.6%	8.7%	7.5%	2.0%	3.0%	1.4%
High Risk Priority 2	21.8%	2.0%	2.0%	0.4%	22.5%	12.3%	5.2%	1.5%	17.4%	14.4%	5.9%	7.5%	2.9%
Medium Risk	45%	35%	23%	54%	49%	59%	55%	19%	43%	39%	59%	57%	37%
Low Risk	19%	62%	75%	45%	12%	23%	37%	79%	31%	39%	34%	32%	58%
Mental Health EOP	21.1%	1.6%	3.7%	N/A	20.9%	36.6%	6.3%	N/A	N/A	1.3%	16.4%	9.3%	2.2%
Patients with Disability (ADA)	9.8%	1.8%	1.3%	3.4%	22.0%	4.9%	15.5%	1.3%	8.6%	8.4%	6.6%	11.2%	3.5%
Inmates 50 Years or Older	36%	11%	8%	15%	37%	16%	26%	12%	39%	42%	15%	35%	11%
Men and Women Institutions	M	M	M	M	M	M	M	M	M	M	M	M	M
Specialized Health Care Beds	10	16	19	15	28	66	38	10	15	10	22	23	16
Institution Population	2,943	4,420	2,743	2,258	3,150	2,320	5,576	4,344	3,876	3,706	3,684	3,381	4,932

\* Rate Per 1,000 Inmates

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# HEALTHCARE SERVICES DASHBOARD

## Statewide

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT																																																																																				
<b>ACCESS</b> Medical Services <b>90%</b> Dental Services <b>95%</b> Mental Health Services <b>90%</b>				<b>6 Mth Trend</b> <b>Statewide</b> Asthma Care <b>82%</b> Therapeutic Anticoagulation <b>81%</b> Diabetes Care <b>82%</b> End Stage Liver Disease Care <b>77%</b> Colon Cancer Screening <b>97%</b> Breast Cancer Screening <b>95%</b> Diagnostic Monitoring <b>87%</b> Utilization Specialty Services <b>91%</b> Polypharmacy Medication Review <b>49%</b>				<b>6 Mth Trend</b> <b>Statewide</b> Appropriate Placement High Risk Patients <b>75%</b> High Risk Patient Care Plan <b>94%</b> Follow-Up After MHCB/DSH Admission <b>6.9%</b> 30-Day Community Hospital Readmission <b>26%</b> 30-Day MHCB or DSH Readmission <b>10.8%</b> Potentially Avoidable Hospitalizations* <b>10.8%</b>																																																																																				
<b>APPTS COMPLETED AS SCHEDULED</b> Cancelled Due to Custody <b>1.5%</b> Seen as Scheduled <b>86%</b>				<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b> Primary Care Provider (PCP) <b>88%</b> Mental Health Primary Clinician <b>82%</b> Psychiatrist <b>85%</b>				<b>EFFECTIVE COMMUNICATION</b> Effective Communication Provided <b>97%</b>																																																																																				
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\* Rate Per 1,000 Inmates



# HEALTHCARE SERVICES DASHBOARD

## Valley State Prison (VSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT												
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Medical Services			VSP	Statewide	Asthma Care			VSP	Statewide	Appropriate Placement High Risk Patients			VSP	Statewide								
Dental Services			77%	90%	Therapeutic Anticoagulation			87%	82%	High Risk Patient Care Plan			N/A	75%								
Mental Health Services			99%	95%	Diabetes Care			100%	81%	Follow-Up After MHCB/DSH Admission			97%	94%								
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Cancelled Due to Custody			0.8%	1.5%	End Stage Liver Disease Care			87%	82%	30-Day Community Hospital Readmission			3.9%	6.9%								
Seen as Scheduled			81%	86%	Colon Cancer Screening			84%	77%	30-Day MHCB or DSH Readmission			0%	26%								
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Effective Communication Provided			99%	97%	Breast Cancer Screening			N/A	95%	Potentially Avoidable Hospitalizations*			8.1	10.8								
<b>MEDICATION MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Medication Continuity-Transfer			94%	85%	Diagnostic Monitoring			94%	87%	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>												
Medication Non-Adherence Counseling			97%	83%	Utilization Specialty Services			83%	91%	Primary Care Provider (PCP)			90%	88%								
Medication Administration			90%	86%	Polypharmacy Medication Review			14%	49%	Mental Health Primary Clinician			78%	82%								
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Non-Formulary by Psychiatrists			2.7%	3.2%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Non-Formulary by Medical Providers			2.8%	3.8%	Non-Dictated Documents			72%	75%	Psychiatrist			89%	85%								
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Medical FTE	264	257	103%	97%	Dictated Documents			47%	65%	<b>RESOURCE MANAGEMENT</b>												
Nursing FTE	11	10	117%	95%	Specialty Notes			81%	87%	Claims Processed			N/A	100%								
Pharmacy FTE	122	99	124%	100%	Community Hospital Records			100%	89%	Specialty Teleservices			53%	62%								
Dental Clinical FTE	20	20	100%	102%	Scanning Accuracy			92%	97%	Health Care Staff Training												
Mental Health Clinical FTE	36	41	88%	93%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Clinical Support FTE	8	10	85%	99%	Timely Appeals			100%	97%	<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>												
Administrative Support FTE	55	66	83%	89%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Total Actual FTE		264	100%	100%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Civil Service FTE		242	92%	89%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Overtime FTE		16	6.2%	4.7%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Registry FTE		6	2.3%	6.5%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
<b>LABOR</b>					YTD 14/15	YTD 13/14	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medical Staff			\$82	\$76	\$94	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
Nursing Staff			\$369	\$323	\$464	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
Pharmacy Staff			\$40	\$28	\$36	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
Dental Clinical Staff			\$82	\$70	\$82	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
Mental Health Clinical Staff			\$171	\$150	\$188	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
Clinical Support Staff			\$22	\$18	\$27	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
Administrative Support Staff			\$90	\$82	\$107	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
<b>NON LABOR</b>					YTD 14/15	YTD 13/14	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Hospital			\$65	\$85	\$108	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
Emergency Department			\$9	\$11	\$8	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
Specialty			\$29	\$32	\$27	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
Medications			\$150	\$76	\$130	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
Diagnostics			\$15	\$15	\$19	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
<b>WORKLOAD PER DAY</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Appointments per PCP			17.6	12.4	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Appointments per PCRN			6.0	6.5	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Encounters per Primary MH Clinician			15.8	9.0	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Encounters per Psychiatrist			11.7	9.3	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
<b>OTHER TRENDS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Hospital Admissions*			3.0	4.8	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Emergency Department Visits*			6	5	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Specialty Care Referrals*			62	40	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Prescriptions Per Inmate			4.2	3.4	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Diagnostics Per Inmate			0.7	0.9	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Appeals Received*			71	32	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							
Prison Population Capacity			171%	132%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>							

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

Please direct questions or feedback to [QMstaff@cdcr.ca.gov](mailto:QMstaff@cdcr.ca.gov)

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# HEALTHCARE SERVICES DASHBOARD

## Salinas Valley State Prison (SVSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medical Services			SVSP	Statewide	Asthma Care			SVSP	Statewide	Appropriate Placement High Risk Patients			SVSP	Statewide					
Dental Services			82%	90%	Therapeutic Anticoagulation			91%	82%	High Risk Patient Care Plan			N/A	75%					
Mental Health Services			89%	95%	Diabetes Care			82%	82%	Follow-Up After MHCB/DSH Admission			100%	94%					
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Cancelled Due to Custody			2.4%	1.5%	End Stage Liver Disease Care			92%	77%	30-Day Community Hospital Readmission			4.0%	6.9%					
Seen as Scheduled			81%	86%	Colon Cancer Screening			89%	97%	30-Day MHCB or DSH Readmission			17%	26%					
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Effective Communication Provided			97%	97%	Breast Cancer Screening			N/A	95%	Potentially Avoidable Hospitalizations*			16.4	10.8					
<b>MEDICATION MANAGEMENT</b>					<b>AVAILABILITY OF HEALTH INFORMATION</b>					<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>									
<b>MAPIP</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medication Continuity-Transfer			75%	85%	Non-Dictated Documents			67%	75%	Primary Care Provider (PCP)			81%	88%					
Medication Non-Adherence Counseling			72%	83%	Dictated Documents			73%	65%	Mental Health Primary Clinician			81%	82%					
Medication Administration			79%	86%	Specialty Notes			63%	87%	Psychiatrist			75%	85%					
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Non-Formulary by Psychiatrists			2.8%	3.2%	Community Hospital Records			86%	89%	<b>RESOURCE MANAGEMENT</b>									
Non-Formulary by Medical Providers			2.8%	3.8%	Scanning Accuracy			100%	97%	<b>6 Mth Trend</b>									
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>Actual</b>					<b>Authority</b>					<b>% of Auth</b>					<b>Statewide</b>				
Total Staffing FTE	416	385	108%	97%	Timely Appeals			98%	97%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medical FTE	11	14	80%	95%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Nursing FTE	189	161	118%	100%	<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Pharmacy FTE	27	24	113%	112%	<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
Dental Clinical FTE	24	24	101%	102%	Medical Staff	\$71	\$69	\$94	Appointments per PCP			14.3	12.4						
Mental Health Clinical FTE	69	62	111%	93%	Nursing Staff	\$552	\$506	\$464	Appointments per PCRN			6.7	6.5						
Clinical Support FTE	17	15	121%	99%	Pharmacy Staff	\$64	\$60	\$36	Encounters per Primary MH Clinician			9.3	9.0						
Administrative Support FTE	78	86	91%	89%	Dental Clinical Staff	\$87	\$84	\$82	Encounters per Psychiatrist			10.7	9.3						
<b>6 Mth Trend</b>					<b>Actual</b>					<b>SVSP</b>					<b>Statewide</b>				
Total Actual FTE			416	100%	100%	Mental Health Clinical Staff	\$234	\$210	\$188	<b>OTHER TRENDS</b>									
Civil Service FTE			358	86%	89%	Clinical Support Staff	\$36	\$26	\$27	<b>6 Mth Trend</b>									
Overtime FTE			33	7.8%	4.7%	Administrative Support Staff	\$123	\$120	\$107	<b>6 Mth Trend</b>									
Registry FTE			25	6.0%	6.5%	<b>NON LABOR</b>					<b>6 Mth Trend</b>								
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
					<b>LABOR</b>														



# HEALTHCARE SERVICES DASHBOARD

California State Prison, Solano (SOL)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medical Services			<b>SOL</b>	<b>Statewide</b>	Asthma Care			<b>SOL</b>	<b>Statewide</b>	Appropriate Placement High Risk Patients			<b>SOL</b>	<b>Statewide</b>					
Dental Services		92%	90%		Therapeutic Anticoagulation		93%	82%		High Risk Patient Care Plan		N/A	75%						
Mental Health Services		97%	95%		Diabetes Care		83%	82%		Follow-Up After MHCB/DSH Admission		86%	94%						
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Cancelled Due to Custody		0.9%	1.5%		End Stage Liver Disease Care		86%	77%		30-Day Community Hospital Readmission		5.1%	6.9%						
Seen as Scheduled		87%	86%		Colon Cancer Screening		98%	97%		30-Day MHCB or DSH Readmission		33%	26%						
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Effective Communication Provided		98%	97%		Breast Cancer Screening		N/A	95%		Potentially Avoidable Hospitalizations*		20.9	10.8						
<b>MEDICATION MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>MAPIP</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medication Continuity-Transfer		82%	85%		Non-Dictated Documents		79%	75%		<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>									
Medication Non-Adherence Counseling		84%	83%		Dictated Documents		67%	65%		Primary Care Provider (PCP)		97%	88%						
Medication Administration		93%	86%		Specialty Notes		92%	87%		Mental Health Primary Clinician		N/A	82%						
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Non-Formulary by Psychiatrists		1.2%	3.2%		Community Hospital Records		93%	89%		Psychiatrist		N/A	85%						
Non-Formulary by Medical Providers		5.7%	3.8%		Scanning Accuracy		99%	97%		<b>RESOURCE MANAGEMENT</b>									
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>Actual</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Staffing FTE	272	354	77%	97%	Timely Appeals		100%	97%		<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>									
Medical FTE	14	15	93%	95%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>									
Nursing FTE	114	172	66%	100%	<b>LABOR</b>					<b>6 Mth Trend</b>									
Pharmacy FTE	18	17	107%	112%	Medical Staff	YTD 14/15	YTD 13/14	Statewide	Claims Processed		N/A	100%							
Dental Clinical FTE	22	22	100%	102%	Nursing Staff	\$94	\$96	\$94	Specialty Teleservices		58%	62%							
Mental Health Clinical FTE	38	43	90%	93%	Pharmacy Staff	\$287	\$274	\$464	Health Care Staff Training										
Clinical Support FTE	10	10	108%	99%	Pharmacy Staff	\$44	\$42	\$36	<b>WORKLOAD PER DAY</b>										
Administrative Support FTE	56	76	73%	89%	Dental Clinical Staff	\$93	\$79	\$82	<b>6 Mth Trend</b>										
<b>6 Mth Trend</b>					Mental Health Clinical Staff	\$132	\$130	\$188	Appointments per PCP		9.2	12.4							
Total Actual FTE		272	100%	100%	Clinical Support Staff	\$19	\$15	\$27	Appointments per PCRN		6.0	6.5							
Civil Service FTE		252	93%	89%	Administrative Support Staff	\$92	\$86	\$107	Encounters per Primary MH Clinician		5.8	9.0							
Overtime FTE		5	2.0%	4.7%	<b>NON LABOR</b>					Encounters per Psychiatrist		7.9	9.3						
Registry FTE		15	5.5%	6.5%	Hospital	YTD 14/15	YTD 13/14	Statewide	<b>OTHER TRENDS</b>										
<b>6 Mth Trend</b>					Hospital	\$212	\$187	\$108	<b>6 Mth Trend</b>										
<b>6 Mth Trend</b>					Emergency Department	\$6	\$7	\$8	Hospital Admissions*		7.2	4.8							
<b>6 Mth Trend</b>					Emergency Department	\$212	\$113	\$130	Emergency Department Visits*		2	5							
<b>6 Mth Trend</b>					Specialty	\$53	\$46	\$27	Specialty Care Referrals*		41	40							
<b>6 Mth Trend</b>					Medications	\$212	\$113	\$130	Prescriptions Per Inmate		4.2	3.4							
<b>6 Mth Trend</b>					Diagnostics	\$18	\$19	\$19	Diagnosics Per Inmate		1.0	0.9							
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					Appeals Received*		25	32						
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					Prison Population Capacity		148%	132%						

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



# HEALTHCARE SERVICES DASHBOARD

## Substance Abuse Treatment Facility (SATF)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medical Services			SATF	Statewide	Asthma Care			SATF	Statewide	Appropriate Placement High Risk Patients			SATF	Statewide					
Dental Services			90%	90%	Therapeutic Anticoagulation			93%	82%	High Risk Patient Care Plan			N/A	75%					
Mental Health Services			93%	95%	Diabetes Care			82%	81%	Follow-Up After MHCB/DSH Admission			96%	94%					
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Cancelled Due to Custody			1.9%	1.5%	End Stage Liver Disease Care			72%	77%	30-Day Community Hospital Readmission			7.3%	6.9%					
Seen as Scheduled			86%	86%	Colon Cancer Screening			96%	97%	30-Day MHCB or DSH Readmission			21%	26%					
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Effective Communication Provided			93%	97%	Breast Cancer Screening			N/A	95%	Potentially Avoidable Hospitalizations*			11.1	10.8					
<b>MEDICATION MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medication Continuity-Transfer			77%	85%	Diagnostic Monitoring			95%	87%	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>									
Medication Non-Adherence Counseling			80%	83%	Utilization Specialty Services			97%	91%	Primary Care Provider (PCP)			96%	88%					
Medication Administration			97%	86%	Polypharmacy Medication Review			87%	49%	Mental Health Primary Clinician			84%	82%					
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Non-Formulary by Psychiatrists			2.1%	3.2%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Non-Formulary by Medical Providers			2.3%	3.8%	Non-Dictated Documents			79%	75%	Psychiatrist			92%	85%					
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Dictated Documents			69%	65%	<b>RESOURCE MANAGEMENT</b>									
Medical FTE	15	16	95%	95%	Specialty Notes			97%	87%	Claims Processed			N/A	100%					
Nursing FTE	206	195	105%	100%	Community Hospital Records			97%	89%	Specialty Teleservices			75%	62%					
Pharmacy FTE	23	21	111%	112%	Scanning Accuracy			98%	97%	Health Care Staff Training									
Dental Clinical FTE	30	30	100%	102%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>									
Mental Health Clinical FTE	59	74	79%	93%	Timely Appeals			100%	97%	<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>									
Clinical Support FTE	13	21	64%	99%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Administrative Support FTE	82	100	81%	89%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Total Actual FTE		427	100%	100%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Civil Service FTE		368	86%	89%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Overtime FTE		20	4.7%	4.7%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Registry FTE		39	9.2%	6.5%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>LABOR</b>					YTD 14/15	YTD 13/14	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
Medical Staff			71	63	94	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Nursing Staff			\$361	\$314	\$464	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Pharmacy Staff			\$33	\$29	\$36	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Dental Clinical Staff			\$72	\$65	\$82	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Mental Health Clinical Staff			\$127	\$121	\$188	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Clinical Support Staff			\$20	\$18	\$27	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Administrative Support Staff			\$72	\$72	\$107	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
<b>NON LABOR</b>					YTD 14/15	YTD 13/14	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
Hospital			\$78	\$118	\$108	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Emergency Department			\$8	\$7	\$8	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Specialty			\$30	\$38	\$27	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Medications			\$103	\$89	\$130	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
Diagnostics			\$14	\$12	\$19	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>								
<b>WORKLOAD PER DAY</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Appointments per PCP			15.9	12.4	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Appointments per PCRN			6.8	6.5	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Encounters per Primary MH Clinician			11.3	9.0	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Encounters per Psychiatrist			11.5	9.3	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
<b>OTHER TRENDS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Hospital Admissions*			4.3	4.8	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Emergency Department Visits*			3	5	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Specialty Care Referrals*			18	40	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Prescriptions Per Inmate			3.8	3.4	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Diagnostics Per Inmate			0.7	0.9	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Appeals Received*			31	32	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Prison Population Capacity			163%	132%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									

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

# HEALTHCARE SERVICES DASHBOARD

## California State Prison, Sacramento (SAC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT										
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Medical Services			<b>SAC</b>	<b>Statewide</b>	Asthma Care			<b>SAC</b>	<b>Statewide</b>	Appropriate Placement High Risk Patients			<b>SAC</b>	<b>Statewide</b>						
Dental Services		92%	90%		Therapeutic Anticoagulation		80%	82%		High Risk Patient Care Plan		N/A	75%							
Mental Health Services		97%	95%		Diabetes Care		89%	81%		Follow-Up After MHCB/DSH Admission		75%	94%							
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Cancelled Due to Custody			1.8%	1.5%	End Stage Liver Disease Care		83%	82%		30-Day Community Hospital Readmission		4.3%	6.9%							
Seen as Scheduled		91%	86%		Colon Cancer Screening		78%	77%		30-Day MHCB or DSH Readmission		28%	26%							
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Effective Communication Provided			96%	97%	Breast Cancer Screening		N/A	95%		Potentially Avoidable Hospitalizations*		9.1	10.8							
<b>MEDICATION MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Medication Continuity-Transfer			77%	85%	Diagnostic Monitoring		88%	87%		<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>										
Medication Non-Adherence Counseling		71%	83%		Utilization Specialty Services		96%	91%		Primary Care Provider (PCP)		90%	88%							
Medication Administration		96%	86%		Polypharmacy Medication Review		37%	49%		Mental Health Primary Clinician		76%	82%							
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Non-Formulary by Psychiatrists			4.7%	3.2%	<b>AVAILABILITY OF HEALTH INFORMATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Non-Formulary by Medical Providers		4.7%	3.8%		Non-Dictated Documents		67%	75%		Claims Processed		N/A	100%							
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Total Staffing FTE	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>	Dictated Documents		63%	65%		Specialty Teleservices		54%	62%							
Medical FTE	533	497	107%	97%	Specialty Notes		96%	87%		Health Care Staff Training										
Nursing FTE	10	10	100%	95%	Community Hospital Records		100%	89%		<b>RESOURCE MANAGEMENT</b>										
Nursing FTE	255	214	119%	100%	Scanning Accuracy		100%	97%		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Pharmacy FTE	14	12	122%	112%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Dental Clinical FTE	17	17	100%	102%	Timely Appeals		86%	97%		QM & Patient Safety Program										
Mental Health Clinical FTE	127	125	102%	93%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Clinical Support FTE	32	27	117%	99%	<b>LABOR</b>	<b>YTD 14/15</b>	<b>YTD 13/14</b>	<b>Statewide</b>	Health Care Index											
Administrative Support FTE	79	92	85%	89%	Medical Staff	\$118	\$120	\$94	<b>WORKLOAD PER DAY</b>											
Total Actual FTE		533	100%	100%	Nursing Staff	\$1,125	\$1,028	\$464	Appointments per PCP		9.5	12.4								
Civil Service FTE		449	84%	89%	Pharmacy Staff	\$59	\$52	\$36	Appointments per PCRN		7.3	6.5								
Overtime FTE		25	4.7%	4.7%	Dental Clinical Staff	\$97	\$106	\$82	Encounters per Primary MH Clinician		9.1	9.0								
Registry FTE		59	11.0%	6.5%	Mental Health Clinical Staff	\$792	\$763	\$188	Encounters per Psychiatrist		7.9	9.3								
<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Hospital			\$118	\$152	\$108	<b>OTHER TRENDS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Emergency Department			\$11	\$7	\$8	Hospital Admissions*		4.7	4.8											
Specialty			\$21	\$19	\$27	Emergency Department Visits*		8	5											
Medications			\$249	\$159	\$130	Specialty Care Referrals*		33	40											
Diagnostics			\$15	\$16	\$19	Prescriptions Per Inmate		5.5	3.4											
<b>NON LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Hospital			\$118	\$152	\$108	Diagnostics Per Inmate		0.7	0.9											
Emergency Department			\$11	\$7	\$8	Appeals Received*		78	32											
Specialty			\$21	\$19	\$27	Prison Population Capacity		126%	132%											
Medications			\$249	\$159	\$130	<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>														
Diagnostics			\$15	\$16	\$19	Total Staffing FTE	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>										

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













# HEALTHCARE SERVICES DASHBOARD

## Kern Valley State Prison (KVSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT																		
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>													
Medical Services		KVSP	Statewide	95%	90%	Asthma Care		KVSP	Statewide	84%	82%	Appropriate Placement High Risk Patients		KVSP	Statewide	N/A	75%											
Dental Services		100%	95%	Therapeutic Anticoagulation		67%	81%	High Risk Patient Care Plan				Follow-Up After MHCB/DSH Admission		100%	94%													
Mental Health Services		88%	90%	Diabetes Care		86%	82%	30-Day Community Hospital Readmission		4.4%	6.9%	30-Day MHCB or DSH Readmission		29%	26%													
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>													
Cancelled Due to Custody		0.6%	1.5%	End Stage Liver Disease Care		88%	77%	Potentially Avoidable Hospitalizations*		6.8	10.8	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>																
Seen as Scheduled		87%	86%	Colon Cancer Screening		99%	97%	Primary Care Provider (PCP)		89%	88%	Mental Health Primary Clinician		91%	82%													
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>													
Effective Communication Provided		98%	97%	Breast Cancer Screening		N/A	95%	Psychiatrist		57%	85%	<b>RESOURCE MANAGEMENT</b>																
<b>MEDICATION MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>													
Medication Continuity-Transfer		80%	85%	Diagnostic Monitoring		82%	87%	Claims Processed		N/A	100%	Specialty Teleservices		59%	62%													
Medication Non-Adherence Counseling		83%	83%	Utilization Specialty Services		97%	91%	Specialty Staff Training				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>																
Medication Administration		89%	86%	Polypharmacy Medication Review		87%	49%	QM & Patient Safety Program				Health Care Index																
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>													
Non-Formulary by Psychiatrists		1.2%	3.2%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
Non-Formulary by Medical Providers		2.8%	3.8%	Timely Appeals		100%	97%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>															
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>													
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	<b>LABOR</b>					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>								
Medical FTE	300	307	98%	97%	Medical Staff	\$70	\$76	\$94	<b>WORKLOAD PER DAY</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Nursing FTE	11	11	103%	95%	Nursing Staff	\$313	\$306	\$464	Appointments per PCP		12.4	12.4	Appointments per PCRN		6.8	6.5	Encounters per Primary MH Clinician		11.4	9.0	Encounters per Psychiatrist		12.6	9.3				
Pharmacy FTE	135	126	108%	100%	Pharmacy Staff	\$23	\$26	\$36	<b>OTHER TRENDS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>									
Dental Clinical FTE	10	9	109%	112%	Dental Clinical Staff	\$82	\$80	\$82	Hospital Admissions*		2.2	4.8	Emergency Department Visits*		5	5	Specialty Care Referrals*		21	40	Prescriptions Per Inmate		2.2	3.4				
Mental Health Clinical FTE	25	25	102%	102%	Mental Health Clinical Staff	\$155	\$149	\$188	Diagnosics Per Inmate		0.4	0.9	Appeals Received*		30	32	Prison Population Capacity		148%	132%								
Clinical Support FTE	40	49	81%	93%	Clinical Support Staff	\$17	\$14	\$27	<b>NON LABOR</b>					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
Administrative Support FTE	8	11	80%	99%	Administrative Support Staff	\$105	\$104	\$107	Hospital	\$50	\$105	\$108	Emergency Department	\$10	\$8	\$8	Specialty	\$17	\$19	\$27	Medications	\$61	\$36	\$130	Diagnosics	\$9	\$9	\$19
Total Actual FTE		300	100%	100%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>													
Civil Service FTE		269	90%	89%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>													
Overtime FTE		11	3.7%	4.7%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>													
Registry FTE		20	6.7%	6.5%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>													

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





# HEALTHCARE SERVICES DASHBOARD

## Folsom State Prison (FSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medical Services					FSP	Statewide	Asthma Care					FSP	Statewide	Appropriate Placement High Risk Patients				FSP	Statewide
Dental Services					93%	90%	Therapeutic Anticoagulation					96%	95%	High Risk Patient Care Plan				N/A	75%
Mental Health Services					96%	90%	Diabetes Care					91%	82%	Follow-Up After MHCB/DSH Admission				-	94%
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Cancelled Due to Custody					0.2%	1.5%	End Stage Liver Disease Care					81%	77%	30-Day Community Hospital Readmission				0.0%	6.9%
Seen as Scheduled					92%	86%	Colon Cancer Screening					98%	97%	30-Day MHCB or DSH Readmission				-	26%
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Effective Communication Provided					97%	97%	Breast Cancer Screening					100%	95%	Potentially Avoidable Hospitalizations*				3.3	10.8
<b>MEDICATION MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medication Continuity-Transfer					92%	85%	Diagnostic Monitoring					95%	87%	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>					
Medication Non-Adherence Counseling					94%	83%	Utilization Specialty Services					93%	91%	Primary Care Provider (PCP)				96%	88%
Medication Administration					94%	86%	Polypharmacy Medication Review					75%	49%	Mental Health Primary Clinician				N/A	82%
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Non-Formulary by Psychiatrists					0.4%	3.2%	<b>AVAILABILITY OF HEALTH INFORMATION</b>						Psychiatrist				N/A	85%	
Non-Formulary by Medical Providers					1.9%	3.8%	Non-Dictated Documents					94%	75%	<b>RESOURCE MANAGEMENT</b>					
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	<b>APPEAL PROCESSING</b>						Claims Processed				N/A	100%			
Medical FTE	184	239	77%	97%	Timely Appeals							100%	97%	Specialty Teleservices				65%	62%
Nursing FTE	9	10	86%	95%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>						Health Care Staff Training								
Pharmacy FTE	84	108	78%	100%	<b>LABOR</b>					YTD 14/15	YTD 13/14	Statewide	<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>						
Dental Clinical FTE	9	10	99%	112%	Medical Staff	\$86	\$80	\$94	<b>WORKLOAD PER DAY</b>										
Mental Health Clinical FTE	21	20	106%	102%	Nursing Staff	\$293	\$253	\$464	Appointments per PCP					11.5	12.4				
Clinical Support FTE	14	21	68%	93%	Pharmacy Staff	\$26	\$25	\$36	Appointments per PCRN					7.1	6.5				
Administrative Support FTE	4	8	56%	99%	Dental Clinical Staff	\$93	\$79	\$82	Encounters per Primary MH Clinician					8.2	9.0				
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE					Clinical Support Staff	\$6	\$5	\$27	Encounters per Psychiatrist					7.6	9.3				
Civil Service FTE					Administrative Support Staff	\$88	\$76	\$107	<b>OTHER TRENDS</b>										
Overtime FTE					<b>NON LABOR</b>					YTD 14/15	YTD 13/14	Statewide	<b>6 Mth Trend</b>						
Registry FTE					Hospital	\$56	\$75	\$108	Hospital Admissions*					3.5	4.8				
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE					Emergency Department	\$3	\$3	\$8	Emergency Department Visits*					2	5				
Civil Service FTE					Specialty	\$15	\$14	\$27	Specialty Care Referrals*					41	40				
Overtime FTE					Medications	\$65	\$47	\$130	Prescriptions Per Inmate					2.7	3.4				
Registry FTE					Diagnostics	\$11	\$12	\$19	Diagnostics Per Inmate					0.6	0.9				
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE					<b>APPEAL PROCESSING</b>						Appeals Received*				15	32			
Civil Service FTE					Timely Appeals				100%	97%	<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>								
Overtime FTE					<b>MAJOR COSTS PER INMATE PER MONTH**</b>						QM & Patient Safety Program								
Registry FTE					<b>LABOR</b>					YTD 14/15	YTD 13/14	Statewide	<b>WORKLOAD PER DAY</b>						
Total Actual FTE					Medical Staff	\$86	\$80	\$94	<b>OTHER TRENDS</b>										
Civil Service FTE					Nursing Staff	\$293	\$253	\$464	Hospital Admissions*					3.5	4.8				
Overtime FTE					Pharmacy Staff	\$26	\$25	\$36	Emergency Department Visits*					2	5				
Registry FTE					Dental Clinical Staff	\$93	\$79	\$82	Specialty Care Referrals*					41	40				
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE					Mental Health Clinical Staff	\$82	\$60	\$188	Prescriptions Per Inmate					2.7	3.4				
Civil Service FTE					Clinical Support Staff	\$6	\$5	\$27	Diagnostics Per Inmate					0.6	0.9				
Overtime FTE					Administrative Support Staff	\$88	\$76	\$107	Appeals Received*					15	32				
Registry FTE					<b>NON LABOR</b>					YTD 14/15	YTD 13/14	Statewide	<b>6 Mth Trend</b>						
Total Actual FTE					Hospital	\$56	\$75	\$108	<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>										
Civil Service FTE					Emergency Department	\$3	\$3	\$8	QM & Patient Safety Program										
Overtime FTE					Specialty	\$15	\$14	\$27	Health Care Index										
Registry FTE					Medications	\$65	\$47	\$130	<b>WORKLOAD PER DAY</b>										
Total Actual FTE					Diagnostics	\$11	\$12	\$19	Appointments per PCP					11.5	12.4				
Civil Service FTE					<b>APPEAL PROCESSING</b>						Appointments per PCRN				7.1	6.5			
Overtime FTE					Timely Appeals				100%	97%	Encounters per Primary MH Clinician				8.2	9.0			
Registry FTE					<b>MAJOR COSTS PER INMATE PER MONTH**</b>						Encounters per Psychiatrist				7.6	9.3			
Total Actual FTE					<b>LABOR</b>					YTD 14/15	YTD 13/14	Statewide	<b>OTHER TRENDS</b>						
Civil Service FTE					Medical Staff	\$86	\$80	\$94	<b>WORKLOAD PER DAY</b>										
Overtime FTE					Nursing Staff	\$293	\$253	\$464	Appointments per PCP					11.5	12.4				
Registry FTE					Pharmacy Staff	\$26	\$25	\$36	Appointments per PCRN					7.1	6.5				
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE					Dental Clinical Staff	\$93	\$79	\$82	Encounters per Primary MH Clinician					8.2	9.0				
Civil Service FTE					Mental Health Clinical Staff	\$82	\$60	\$188	Encounters per Psychiatrist					7.6	9.3				
Overtime FTE					Clinical Support Staff	\$6	\$5	\$27	<b>OTHER TRENDS</b>										
Registry FTE					Administrative Support Staff	\$88	\$76	\$107	Hospital Admissions*					3.5	4.8				
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE					<b>NON LABOR</b>					YTD 14/15	YTD 13/14	Statewide	<b>6 Mth Trend</b>						
Civil Service FTE					Hospital	\$56	\$75	\$108	<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>										
Overtime FTE					Emergency Department	\$3	\$3	\$8	QM & Patient Safety Program										
Registry FTE					Specialty	\$15	\$14	\$27	Health Care Index										
Total Actual FTE					Medications	\$65	\$47	\$130	<b>WORKLOAD PER DAY</b>										
Civil Service FTE					Diagnostics	\$11	\$12	\$19	Appointments per PCP					11.5	12.4				
Overtime FTE					<b>APPEAL PROCESSING</b>						Appointments per PCRN				7.1	6.5			
Registry FTE					Timely Appeals				100%	97%	Encounters per Primary MH Clinician				8.2	9.0			
Total Actual FTE					<b>MAJOR COSTS PER INMATE PER MONTH**</b>						Encounters per Psychiatrist				7.6	9.3			
Civil Service FTE					<b>LABOR</b>					YTD 14/15	YTD 13/14	Statewide	<b>OTHER TRENDS</b>						
Overtime FTE					Medical Staff	\$86	\$80	\$94	<b>WORKLOAD PER DAY</b>										
Registry FTE					Nursing Staff	\$293	\$253	\$464	Appointments per PCP					11.5	12.4				
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE					Pharmacy Staff	\$26	\$25	\$36	Appointments per PCRN					7.1	6.5				
Civil Service FTE					Dental Clinical Staff	\$93	\$79	\$82	Encounters per Primary MH Clinician					8.2	9.0				
Overtime FTE					Mental Health Clinical Staff	\$82	\$60	\$188	Encounters per Psychiatrist					7.6	9.3				
Registry FTE					Clinical Support Staff	\$6	\$5	\$27	<b>OTHER TRENDS</b>										
Total Actual FTE					Administrative Support Staff	\$88	\$76	\$107	Hospital Admissions*					3.5	4.8				
Civil Service FTE					<b>NON LABOR</b>					YTD 14/15	YTD 13/14	Statewide	<b>6 Mth Trend</b>						
Overtime FTE					Hospital	\$56	\$75	\$108	<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>										
Registry FTE					Emergency Department	\$3	\$3	\$8	QM & Patient Safety Program										
Total Actual FTE					Specialty	\$15	\$14	\$27	Health Care Index										
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Registry FTE					<b>APPEAL PROCESSING</b>						Appointments per PCRN				7.1	6.5			
Total Actual FTE					Timely Appeals				100%	97%	Encounters per Primary MH Clinician				8.2	9.0			
Civil Service FTE					<b>MAJOR COSTS PER INMATE PER MONTH**</b>						Encounters per Psychiatrist				7.6	9.3			
Overtime FTE					<b>LABOR</b>					YTD 14/15	YTD 13/14	Statewide	<b>OTHER TRENDS</b>						
Registry FTE					Medical Staff	\$86	\$80	\$94	<b>WORKLOAD PER DAY</b>										
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Total Actual FTE					Clinical Support Staff	\$6	\$5	\$27	<b>OTHER TRENDS</b>										
Civil Service FTE					Administrative Support Staff	\$88	\$76	\$107	Hospital Admissions*					3.5	4.8				
Overtime FTE					<b>NON LABOR</b>					YTD 14/15	YTD 13/14	Statewide	<b>6 Mth Trend</b>						
Registry FTE					Hospital	\$56	\$75	\$108	<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>										
Total Actual FTE					Emergency Department	\$3	\$3	\$8	QM & Patient Safety Program										
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Total Actual FTE					<b>APPEAL PROCESSING</b>						Appointments per PCRN				7.1	6.5			
Civil Service FTE					Timely Appeals				100%	97%	Encounters per Primary MH Clinician				8.2	9.0			
Overtime FTE					<b>MAJOR COSTS PER INMATE PER MONTH**</b>						Encounters per Psychiatrist				7.6	9.3			
Registry FTE					<b>LABOR</b>					YTD 14/15	YTD 13/14	Statewide	<b>OTHER TRENDS</b>						
Total Actual FTE					Medical Staff	\$86	\$80	\$94</											



# HEALTHCARE SERVICES DASHBOARD

## Chuckawalla Valley State Prison (CVSP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medical Services		94%	CVSP	90%	Statewide	Asthma Care		94%	CVSP	82%	Statewide	Appropriate Placement High Risk Patients		N/A	CVSP	75%	Statewide		
Dental Services		99%	CVSP	95%	Statewide	Therapeutic Anticoagulation		100%	CVSP	81%	Statewide	High Risk Patient Care Plan			CVSP		Statewide		
Mental Health Services		98%	CVSP	90%	Statewide	Diabetes Care		86%	CVSP	82%	Statewide	Follow-Up After MHCB/DSH Admission		-	CVSP	94%	Statewide		
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Cancelled Due to Custody		0.0%	CVSP	1.5%	Statewide	End Stage Liver Disease Care		100%	CVSP	77%	Statewide	30-Day Community Hospital Readmission		3.8%	CVSP	6.9%	Statewide		
Seen as Scheduled		92%	CVSP	86%	Statewide	Colon Cancer Screening		100%	CVSP	97%	Statewide	30-Day MHCB or DSH Readmission		-	CVSP	26%	Statewide		
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Effective Communication Provided		99%	CVSP	97%	Statewide	Breast Cancer Screening		N/A	CVSP	95%	Statewide	Potentially Avoidable Hospitalizations*		6.2	CVSP	10.8	Statewide		
<b>MEDICATION MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>MAPIP</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medication Continuity-Transfer		94%	CVSP	85%	Statewide	Non-Dictated Documents		91%	CVSP	75%	Statewide	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>							
Medication Non-Adherence Counseling		92%	CVSP	83%	Statewide	Dictated Documents		41%	CVSP	65%	Statewide	Primary Care Provider (PCP)		99%	CVSP	88%	Statewide		
Medication Administration		78%	CVSP	86%	Statewide	Specialty Notes		93%	CVSP	87%	Statewide	Mental Health Primary Clinician		N/A	CVSP	82%	Statewide		
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Non-Formulary by Psychiatrists		0.0%	CVSP	3.2%	Statewide	Community Hospital Records		86%	CVSP	89%	Statewide	Psychiatrist		N/A	CVSP	85%	Statewide		
Non-Formulary by Medical Providers		1.8%	CVSP	3.8%	Statewide	Scanning Accuracy		100%	CVSP	97%	Statewide	<b>RESOURCE MANAGEMENT</b>							
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>Actual</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Staffing FTE	132	Authority	152	% of Auth	87%	Statewide	97%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>						
Medical FTE	7	6	108%	95%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Nursing FTE	53	62	87%	100%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Pharmacy FTE	4	5	89%	112%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Dental Clinical FTE	20	18	111%	102%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Mental Health Clinical FTE	5	6	88%	93%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Clinical Support FTE	3	4	80%	99%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Administrative Support FTE	40	52	76%	89%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		132	CVSP	100%	Statewide	100%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>							
Civil Service FTE		122	93%	89%	<b>LABOR</b>					<b>6 Mth Trend</b>									
Overtime FTE		3	2.4%	4.7%	<b>YTD 14/15</b>					<b>6 Mth Trend</b>									
Registry FTE		7	4.9%	6.5%	<b>YTD 13/14</b>					<b>6 Mth Trend</b>									
					<b>Statewide</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
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					<b>Statewide</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
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					<b>Statewide</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
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					<b>Statewide</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 13/14</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>Statewide</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 13/14</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>Statewide</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 13/14</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>Statewide</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 13/14</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>Statewide</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 14/15</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>YTD 13/14</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				







# HEALTHCARE SERVICES DASHBOARD

## California Medical Facility (CMF)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT																			
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
Medical Services					CMF	Statewide	Asthma Care					CMF	Statewide	Appropriate Placement High Risk Patients					CMF	Statewide									
Dental Services		94%	90%		94%	90%	Therapeutic Anticoagulation		78%	82%		78%	82%	High Risk Patient Care Plan		N/A	75%		N/A	75%									
Mental Health Services		89%	95%		89%	95%	Diabetes Care		90%	81%		90%	81%	Follow-Up After MHCB/DSH Admission		100%	94%		100%	94%									
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
Cancelled Due to Custody		1.0%	1.5%		1.0%	1.5%	End Stage Liver Disease Care		70%	77%		70%	77%	30-Day Community Hospital Readmission		15.0%	6.9%		15.0%	6.9%									
Seen as Scheduled		91%	86%		91%	86%	Colon Cancer Screening		99%	97%		99%	97%	30-Day MHCB or DSH Readmission		27%	26%		27%	26%									
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
Effective Communication Provided		99%	97%		99%	97%	Breast Cancer Screening		N/A	95%		N/A	95%	Potentially Avoidable Hospitalizations*		18.9	10.8		18.9	10.8									
<b>MEDICATION MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
Medication Continuity-Transfer		87%	85%		87%	85%	Diagnostic Monitoring		90%	87%		90%	87%	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>															
Medication Non-Adherence Counseling		73%	83%		73%	83%	Utilization Specialty Services		86%	91%		86%	91%	Primary Care Provider (PCP)		92%	88%		92%	88%									
Medication Administration		98%	86%		98%	86%	Polypharmacy Medication Review		52%	49%		52%	49%	Mental Health Primary Clinician		87%	82%		87%	82%									
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
Non-Formulary by Psychiatrists		6.2%	3.2%		6.2%	3.2%	<b>AVAILABILITY OF HEALTH INFORMATION</b>							Psychiatrist		98%	85%		98%	85%									
Non-Formulary by Medical Providers		7.0%	3.8%		7.0%	3.8%	Non-Dictated Documents		84%	75%		84%	75%	<b>RESOURCE MANAGEMENT</b>															
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
Medical FTE	587	614	96%	97%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
Nursing FTE	16	17	96%	95%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
Pharmacy FTE	298	330	90%	100%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
Dental Clinical FTE	31	26	119%	112%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
Mental Health Clinical FTE	15	16	97%	102%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
Clinical Support FTE	79	84	95%	93%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
Administrative Support FTE	37	29	127%	99%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
Total Actual FTE	110	113	98%	89%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
Civil Service FTE					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
Overtime FTE					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
Registry FTE					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
		587	100%	100%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
		538	92%	89%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
		29	5.0%	4.7%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
		19	3.2%	6.5%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
Timely Appeals		100%	97%		100%	97%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>							<b>6 Mth Trend</b>															
<b>LABOR</b>					<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>														
Medical Staff					\$275	\$284	\$94	<b>LABOR</b>							<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
Nursing Staff					\$1,366	\$1,338	\$464	<b>NON LABOR</b>							<b>YTD 14/15</b>					<b>YTD 13/14</b>					<b>Statewide</b>				
Pharmacy Staff					\$150	\$146	\$36	<b>Hospital</b>							<b>\$386</b>					<b>\$455</b>					<b>\$108</b>				
Dental Clinical Staff					\$93	\$95	\$82	<b>Emergency Department</b>							<b>\$7</b>					<b>\$8</b>					<b>\$8</b>				
Mental Health Clinical Staff					\$556	\$570	\$188	<b>Specialty</b>							<b>\$79</b>					<b>\$111</b>					<b>\$27</b>				
Clinical Support Staff					\$135	\$103	\$27	<b>Medications</b>							<b>\$478</b>					<b>\$362</b>					<b>\$130</b>				
Administrative Support Staff					\$291	\$310	\$107	<b>Diagnostics</b>							<b>\$37</b>					<b>\$34</b>					<b>\$19</b>				
<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
QM & Patient Safety Program								<b>WORKLOAD PER DAY</b>							<b>6 Mth Trend</b>														
Health Care Index								<b>Appointments per PCP</b>							<b>12.9</b>					<b>12.4</b>									
<b>OTHER TRENDS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>														
Hospital Admissions*		10.6	4.8		10.6	4.8	<b>Appointments per PCRN</b>							<b>11.0</b>					<b>6.5</b>										
Emergency Department Visits*		2	5		2	5	<b>Encounters per Primary MH Clinician</b>							<b>11.6</b>					<b>9.0</b>										
Specialty Care Referrals*		53	40		53	40	<b>Encounters per Psychiatrist</b>							<b>9.7</b>					<b>9.3</b>										
Prescriptions Per Inmate		6.4	3.4		6.4	3.4	<b>APPEALS RECEIVED*</b>							<b>53</b>					<b>32</b>										
Diagnostics Per Inmate		1.9	0.9		1.9	0.9	<b>Prison Population Capacity</b>							<b>96%</b>					<b>132%</b>										
Appeals Received*		53	32		53	32																							
Prison Population Capacity		96%	132%		96%	132%																							

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

# HEALTHCARE SERVICES DASHBOARD

## California Men's Colony (CMC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT										
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Medical Services					78%	90%	Asthma Care					84%	82%	Appropriate Placement High Risk Patients					N/A	75%
Dental Services					98%	95%	Therapeutic Anticoagulation					81%	81%	High Risk Patient Care Plan						
Mental Health Services					97%	90%	Diabetes Care					76%	82%	Follow-Up After MHCB/DSH Admission					94%	94%
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Cancelled Due to Custody					1.4%	1.5%	End Stage Liver Disease Care					85%	77%	30-Day Community Hospital Readmission					5.4%	6.9%
Seen as Scheduled					92%	86%	Colon Cancer Screening					96%	97%	30-Day MHCB or DSH Readmission					29%	26%
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Effective Communication Provided					96%	97%	Breast Cancer Screening					N/A	95%	Potentially Avoidable Hospitalizations*					5.2	10.8
<b>MEDICATION MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Medication Continuity-Transfer					77%	85%	Diagnostic Monitoring					92%	87%	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>						
Medication Non-Adherence Counseling					82%	83%	Utilization Specialty Services					91%	91%	Primary Care Provider (PCP)					90%	88%
Medication Administration					83%	86%	Polypharmacy Medication Review					64%	49%	Mental Health Primary Clinician					87%	82%
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Non-Formulary by Psychiatrists					3.3%	3.2%	<b>AVAILABILITY OF HEALTH INFORMATION</b>							Psychiatrist					94%	85%
Non-Formulary by Medical Providers					4.2%	3.8%	Non-Dictated Documents					74%	75%	<b>RESOURCE MANAGEMENT</b>						
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Total Staffing FTE	Actual	Authority	% of Auth	Statewide			Dictated Documents					63%	65%	Claims Processed					N/A	100%
Medical FTE	18	17	107%	95%			Specialty Notes					96%	87%	Specialty Teleservices					19%	62%
Nursing FTE	237	229	104%	100%			Community Hospital Records					100%	89%	Health Care Staff Training						
Pharmacy FTE	21	19	116%	112%			Scanning Accuracy					100%	97%	<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>						
Dental Clinical FTE	27	26	104%	102%			<b>APPEAL PROCESSING</b>							QM & Patient Safety Program						
Mental Health Clinical FTE	97	105	92%	93%			Timely Appeals					100%	97%	Health Care Index						
Clinical Support FTE	29	35	82%	99%			<b>MAJOR COSTS PER INMATE PER MONTH**</b>							<b>WORKLOAD PER DAY</b>						
Administrative Support FTE	102	112	91%	89%			<b>LABOR</b>	YTD 14/15	YTD 13/14	Statewide	Appointments per PCP							9.9	12.4	
Total Actual FTE	6 Mth Trend	Actual	CMC	Statewide			Medical Staff	\$156	\$130	\$94	Appointments per PCRN							6.2	6.5	
Civil Service FTE		531	100%	100%			Nursing Staff	\$617	\$546	\$464	Encounters per Primary MH Clinician							12.7	9.0	
Overtime FTE		489	92%	89%			Pharmacy Staff	\$53	\$43	\$36	Encounters per Psychiatrist							10.1	9.3	
Registry FTE		31	5.9%	4.7%			Dental Clinical Staff	\$89	\$81	\$82	<b>OTHER TRENDS</b>									
		11	2.1%	6.5%			Mental Health Clinical Staff	\$372	\$321	\$188	Hospital Admissions*							3.7	4.8	
							Clinical Support Staff	\$58	\$41	\$27	Emergency Department Visits*							3	5	
							Administrative Support Staff	\$135	\$126	\$107	Specialty Care Referrals*							69	40	
							<b>NON LABOR</b>							Prescriptions Per Inmate					6.7	3.4
							Hospital	\$73	\$83	\$108	Diagnostics Per Inmate								0.9	0.9
							Emergency Department	\$5	\$5	\$8	Appeals Received*								19	32
							Specialty	\$40	\$38	\$27	Prison Population Capacity								99%	132%
							Medications	\$289	\$179	\$130										
							Diagnostics	\$23	\$22	\$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									
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medical Services			<b>CEN</b>	<b>Statewide</b>	Asthma Care			<b>CEN</b>	<b>Statewide</b>	Appropriate Placement High Risk Patients			<b>CEN</b>	<b>Statewide</b>					
Dental Services		87%	90%		Therapeutic Anticoagulation		94%	82%		High Risk Patient Care Plan		N/A	75%						
Mental Health Services		99%	95%		Diabetes Care		80%	82%		Follow-Up After MHCB/DSH Admission		-	94%						
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Cancelled Due to Custody		0.0%	1.5%		End Stage Liver Disease Care		100%	77%		30-Day Community Hospital Readmission		0.0%	6.9%						
Seen as Scheduled		92%	86%		Colon Cancer Screening		100%	97%		30-Day MHCB or DSH Readmission		-	26%						
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Effective Communication Provided		98%	97%		Breast Cancer Screening		N/A	95%		Potentially Avoidable Hospitalizations*		1.3	10.8						
<b>MEDICATION MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>MAPIP</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medication Continuity-Transfer		96%	85%		Non-Dictated Documents		95%	75%		<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>									
Medication Non-Adherence Counseling		44%	83%		Dictated Documents		92%	65%		Primary Care Provider (PCP)		87%	88%						
Medication Administration		90%	86%		Specialty Notes		95%	87%		Mental Health Primary Clinician		N/A	82%						
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Non-Formulary by Psychiatrists		0.0%	3.2%		Community Hospital Records		100%	89%		Psychiatrist		N/A	85%						
Non-Formulary by Medical Providers		3.1%	3.8%		Scanning Accuracy		98%	97%		<b>RESOURCE MANAGEMENT</b>									
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>Actual</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Staffing FTE	197	189	104%	97%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medical FTE	7	7	96%	95%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Nursing FTE	88	82	108%	100%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Pharmacy FTE	8	4	192%	112%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Dental Clinical FTE	21	21	100%	102%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Mental Health Clinical FTE	8	8	100%	93%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Clinical Support FTE	4	6	74%	99%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Administrative Support FTE	61	62	99%	89%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		197	100%	100%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Civil Service FTE		173	88%	89%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Overtime FTE		12	6.2%	4.7%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Registry FTE		11	5.8%	6.5%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medical Staff					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Nursing Staff					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Pharmacy Staff					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Dental Clinical Staff					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Mental Health Clinical Staff					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Clinical Support Staff					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Administrative Support Staff					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medical Staff					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Nursing Staff					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Pharmacy Staff					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Dental Clinical Staff					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Mental Health Clinical Staff					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Clinical Support Staff					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Administrative Support Staff					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Hospital					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Emergency Department					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Specialty					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medications					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Diagnostics					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>NON LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Hospital					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Emergency Department					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Specialty					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medications					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Diagnostics					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>WORKLOAD PER DAY</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Appointments per PCP		14.8	12.4		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Appointments per PCRN		7.8	6.5		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Encounters per Primary MH Clinician		3.1	9.0		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Encounters per Psychiatrist		4.6	9.3		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>OTHER TRENDS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Hospital Admissions*		2.6	4.8		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Emergency Department Visits*		2	5		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Specialty Care Referrals*		31	40		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Prescriptions Per Inmate		1.4	3.4		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Diagnostics Per Inmate		0.4	0.9		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Appeals Received*		17	32		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Prison Population Capacity		151%	132%		<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				

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

Please direct questions or feedback to [QMstaff@cdcr.ca.gov](mailto:QMstaff@cdcr.ca.gov)

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# HEALTHCARE SERVICES DASHBOARD

## Central California Women's Facility (CCWF)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT											
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
Medical Services					CCWF	Statewide	Asthma Care					CCWF	Statewide	Appropriate Placement High Risk Patients					CCWF	Statewide	
Dental Services		94%	90%		94%	90%	Therapeutic Anticoagulation		89%	82%		N/A	75%	High Risk Patient Care Plan							
Mental Health Services		94%	95%		89%	90%	Diabetes Care		50%	81%				Follow-Up After MHCB/DSH Admission					100%	94%	
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
Cancelled Due to Custody					1.4%	1.5%	End Stage Liver Disease Care		83%	82%				30-Day Community Hospital Readmission					3.0%	6.9%	
Seen as Scheduled		82%	86%				Colon Cancer Screening		79%	77%				30-Day MHCB or DSH Readmission					5%	26%	
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
Effective Communication Provided					99%	97%	Breast Cancer Screening		98%	97%				Potentially Avoidable Hospitalizations*					3.4	10.8	
<b>MEDICATION MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
<b>MAPIP</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
Medication Continuity-Transfer					88%	85%	Diagnostic Monitoring		92%	95%				<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>							
Medication Non-Adherence Counseling		83%	83%				Utilization Specialty Services		94%	87%				Primary Care Provider (PCP)					88%	88%	
Medication Administration		93%	86%				Polypharmacy Medication Review		69%	91%				Mental Health Primary Clinician					98%	82%	
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
Non-Formulary by Psychiatrists					5.3%	3.2%	<b>AVAILABILITY OF HEALTH INFORMATION</b>					<b>6 Mth Trend</b>									
Non-Formulary by Medical Providers		4.8%	3.8%				Non-Dictated Documents		75%	75%				Claims Processed					N/A	100%	
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
Medical FTE	323	336	96%	97%			Dictated Documents		69%	65%				Specialty Teleservices					60%	62%	
Nursing FTE	14	13	113%	95%			Specialty Notes		77%	87%				Health Care Staff Training							
Pharmacy FTE	149	144	104%	100%			Community Hospital Records		89%	89%				<b>RESOURCE MANAGEMENT</b>							
Dental Clinical FTE	13	14	92%	112%			Scanning Accuracy		97%	97%				<b>6 Mth Trend</b>							
Mental Health Clinical FTE	20	21	96%	102%			<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>									
Mental Health Clinical FTE	47	56	85%	93%			Timely Appeals		100%	97%				QM & Patient Safety Program							
Clinical Support FTE	9	10	86%	99%			<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>									
Administrative Support FTE	72	79	91%	89%			<b>LABOR</b>	YTD 14/15	YTD 13/14	Statewide				Health Care Index							
Total Actual FTE		323	100%	100%			Medical Staff	\$98	\$92	\$94				<b>WORKLOAD PER DAY</b>							
Civil Service FTE		296	92%	89%			Nursing Staff	\$386	\$362	\$464				Appointments per PCP					12.9	12.4	
Overtime FTE		13	4.0%	4.7%			Pharmacy Staff	\$35	\$36	\$36				Appointments per PCRN					5.9	6.5	
Registry FTE		14	4.3%	6.5%			Dental Clinical Staff	\$81	\$76	\$82				Encounters per Primary MH Clinician					9.2	9.0	
<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
Hospital							Mental Health Clinical Staff		\$180	\$170	\$188			Encounters per Psychiatrist					9.7	9.3	
Emergency Department							Clinical Support Staff		\$19	\$20	\$27			<b>OTHER TRENDS</b>							
Specialty							Administrative Support Staff		\$89	\$94	\$107			Hospital Admissions*					5.8	4.8	
Medications							<b>NON LABOR</b>					<b>6 Mth Trend</b>									
Diagnosics							Hospital	YTD 14/15	YTD 13/14	Statewide				Emergency Department Visits*					7	5	
<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
Hospital							Emergency Department		\$8	\$12	\$8				Specialty Care Referrals*					36	40
Emergency Department							Specialty		\$25	\$24	\$27				Prescriptions Per Inmate					3.8	3.4
Specialty							Medications		\$113	\$100	\$130				Diagnosics Per Inmate					1.6	0.9
Medications							Diagnosics		\$26	\$28	\$19				Appeals Received*					35	32
Diagnosics							<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>									
<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>						
Timely Appeals							<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>									
Timely Appeals		100%	97%				<b>LABOR</b>	YTD 14/15	YTD 13/14	Statewide				Prison Population Capacity					154%	132%	

\* 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									
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medical Services			<b>CAC</b>	<b>Statewide</b>	Asthma Care			<b>CAC</b>	<b>Statewide</b>	Appropriate Placement High Risk Patients			<b>CAC</b>	<b>Statewide</b>					
Dental Services		97%	90%		Therapeutic Anticoagulation		-	81%		High Risk Patient Care Plan		-	N/A	75%					
Mental Health Services		91%	95%		Diabetes Care		90%	82%		Follow-Up After MHCB/DSH Admission		-	-	94%					
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Cancelled Due to Custody		0.1%	1.5%		End Stage Liver Disease Care		-	77%		30-Day Community Hospital Readmission		0.0%	0.0%	6.9%					
Seen as Scheduled		96%	86%		Colon Cancer Screening		100%	97%		30-Day MHCB or DSH Readmission		-	-	26%					
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Effective Communication Provided		100%	97%		Breast Cancer Screening		N/A	95%		Potentially Avoidable Hospitalizations*		2.8	2.8	10.8					
<b>MEDICATION MANAGEMENT</b>					<b>AVAILABILITY OF HEALTH INFORMATION</b>					<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>									
<b>MAPIP</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medication Continuity-Transfer		94%	85%		Non-Dictated Documents		95%	75%		Primary Care Provider (PCP)		94%	94%	88%					
Medication Non-Adherence Counseling		86%	83%		Dictated Documents		-	65%		Mental Health Primary Clinician		N/A	N/A	82%					
Medication Administration		89%	86%		Specialty Notes		83%	87%		Psychiatrist		N/A	N/A	85%					
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Non-Formulary by Psychiatrists		-	3.2%		Community Hospital Records		100%	89%		<b>RESOURCE MANAGEMENT</b>									
Non-Formulary by Medical Providers		3.1%	3.8%		Scanning Accuracy		-	97%		<b>6 Mth Trend</b>									
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Staffing FTE	112	116	97%	97%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medical FTE	6	6	109%	95%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Nursing FTE	57	54	105%	100%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Pharmacy FTE	5	6	89%	112%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Dental Clinical FTE	12	9	133%	102%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Mental Health Clinical FTE	0	0	-	93%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Clinical Support FTE	4	4	100%	99%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Administrative Support FTE	28	37	75%	89%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		112	100%	100%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Civil Service FTE		107	95%	89%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Overtime FTE		3	2.6%	4.7%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Registry FTE		3	2.4%	6.5%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>APPEAL PROCESSING</b>					<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>									
<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medical Staff	<b>YTD 14/15</b>	<b>YTD 13/14</b>	<b>Statewide</b>	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Nursing Staff	\$67	\$93	\$94	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Pharmacy Staff	\$244	\$446	\$464	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Dental Clinical Staff	\$21	\$19	\$36	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Mental Health Clinical Staff	\$74	\$83	\$82	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Clinical Support Staff	\$6	\$6	\$188	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Administrative Support Staff	\$8	\$15	\$27	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Administrative Support Staff	\$78	\$95	\$107	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
<b>NON LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Hospital	<b>YTD 14/15</b>	<b>YTD 13/14</b>	<b>Statewide</b>	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Emergency Department	\$23	\$19	\$108	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Specialty	\$5	\$6	\$8	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Medications	\$15	\$12	\$27	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Medications	\$4	\$3	\$130	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Diagnostics	\$11	\$14	\$19	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
<b>WORKLOAD PER DAY</b>					<b>OTHER TRENDS</b>														
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Appointments per PCP		20.0	12.4	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Appointments per PCRN		5.2	6.5	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Encounters per Primary MH Clinician		2.9	9.0	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Encounters per Psychiatrist		2.0	9.3	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
<b>OTHER TRENDS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Hospital Admissions*		1.7	4.8	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Emergency Department Visits*		5	5	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Specialty Care Referrals*		29	40	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Prescriptions Per Inmate		1.8	3.4	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Diagnostics Per Inmate		0.5	0.9	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Appeals Received*		13	32	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					
Prison Population Capacity		-	132%	<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					

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

# HEALTHCARE SERVICES DASHBOARD

## Avenal State Prison (ASP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medical Services		ASP	Statewide		Asthma Care		ASP	Statewide		Appropriate Placement High Risk Patients		ASP	Statewide						
Dental Services		97%	90%		Therapeutic Anticoagulation		99%	82%		High Risk Patient Care Plan		N/A	75%						
Mental Health Services		97%	95%		Diabetes Care		84%	82%		Follow-Up After MHCB/DSH Admission		100%	94%						
<b>APPTS COMPLETED AS SCHEDULED</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Cancelled Due to Custody		100%	90%		End Stage Liver Disease Care		50%	77%		30-Day Community Hospital Readmission		3.9%	6.9%						
Seen as Scheduled		0.2%	1.5%		Colon Cancer Screening		99%	97%		30-Day MHCB or DSH Readmission		-	26%						
<b>EFFECTIVE COMMUNICATION</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Effective Communication Provided		96%	86%		Breast Cancer Screening		N/A	95%		Potentially Avoidable Hospitalizations*		4.8	10.8						
		98%	97%		Diagnostic Monitoring		93%	87%		<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>									
<b>MEDICATION MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>MAPIP</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medication Continuity-Transfer		87%	85%		Non-Dictated Documents		85%	75%		Primary Care Provider (PCP)		82%	88%						
Medication Non-Adherence Counseling		89%	83%		Dictated Documents		85%	65%		Mental Health Primary Clinician		N/A	82%						
Medication Administration		90%	86%		Specialty Notes		94%	87%		Psychiatrist		N/A	85%						
<b>FORMULARY MANAGEMENT</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Non-Formulary by Psychiatrists		0.6%	3.2%		Community Hospital Records		100%	89%		<b>RESOURCE MANAGEMENT</b>									
Non-Formulary by Medical Providers		2.1%	3.8%		Scanning Accuracy		97%	97%		Claims Processed		N/A	100%						
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>Actual</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Staffing FTE		252	75%	97%	<b>APPEAL PROCESSING</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Medical FTE		10	27%	95%	Timely Appeals		100%	97%		<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>									
Nursing FTE		99	58%	100%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Pharmacy FTE		10	100%	112%	<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Dental Clinical FTE		28	96%	102%	Medical Staff	<b>YTD 14/15</b>	<b>YTD 13/14</b>	<b>Statewide</b>		QM & Patient Safety Program									
Mental Health Clinical FTE		30	86%	93%	Nursing Staff	\$58	\$68	\$94		Health Care Index									
Clinical Support FTE		6	93%	99%	Pharmacy Staff	\$237	\$243	\$464		<b>WORKLOAD PER DAY</b>									
Administrative Support FTE		70	85%	89%	Pharmacy Staff	\$22	\$22	\$36		Appointments per PCP		13.0	12.4						
Total Actual FTE		188	100%	100%	Dental Clinical Staff	\$77	\$95	\$82		Appointments per PCRN		6.0	6.5						
Civil Service FTE		169	90%	89%	Mental Health Clinical Staff	\$93	\$89	\$188		Encounters per Primary MH Clinician		6.5	9.0						
Overtime FTE		4	2.3%	4.7%	Clinical Support Staff	\$10	\$10	\$27		Encounters per Psychiatrist		9.2	9.3						
Registry FTE		14	7.5%	6.5%	Administrative Support Staff	\$89	\$92	\$107		<b>OTHER TRENDS</b>									
<b>Actual</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		188	100%	100%	<b>NON LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Civil Service FTE		169	90%	89%	Hospital	<b>YTD 14/15</b>	<b>YTD 13/14</b>	<b>Statewide</b>		Hospital Admissions*		3.6	4.8						
Overtime FTE		4	2.3%	4.7%	Hospital	\$31	\$48	\$108		Emergency Department Visits*		3	5						
Registry FTE		14	7.5%	6.5%	Emergency Department	\$6	\$5	\$8		Specialty Care Referrals*		29	40						
<b>Actual</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		188	100%	100%	Specialty	\$15	\$23	\$27		Prescriptions Per Inmate		2.5	3.4						
Civil Service FTE		169	90%	89%	Medications	\$52	\$34	\$130		Diagnostics Per Inmate		0.6	0.9						
Overtime FTE		4	2.3%	4.7%	Diagnostics	\$11	\$13	\$19		Appeals Received*		23	32						
Registry FTE		14	7.5%	6.5%	<b>OTHER TRENDS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>Actual</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		188	100%	100%	<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Civil Service FTE		169	90%	89%	Hospital	<b>YTD 14/15</b>	<b>YTD 13/14</b>	<b>Statewide</b>		Hospital Admissions*		3.6	4.8						
Overtime FTE		4	2.3%	4.7%	Hospital	\$31	\$48	\$108		Emergency Department Visits*		3	5						
Registry FTE		14	7.5%	6.5%	Emergency Department	\$6	\$5	\$8		Specialty Care Referrals*		29	40						
<b>Actual</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
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Registry FTE		14	7.5%	6.5%	<b>OTHER TRENDS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>Actual</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		188	100%	100%	<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Civil Service FTE		169	90%	89%	Hospital	<b>YTD 14/15</b>	<b>YTD 13/14</b>	<b>Statewide</b>		Hospital Admissions*		3.6	4.8						
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Registry FTE		14	7.5%	6.5%	<b>OTHER TRENDS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>Actual</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		188	100%	100%	<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Civil Service FTE		169	90%	89%	Hospital	<b>YTD 14/15</b>	<b>YTD 13/14</b>	<b>Statewide</b>		Hospital Admissions*		3.6	4.8						
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Registry FTE		14	7.5%	6.5%	<b>OTHER TRENDS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
<b>Actual</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		188	100%	100%	<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Civil Service FTE		169	90%	89%	Hospital	<b>YTD 14/15</b>	<b>YTD 13/14</b>	<b>Statewide</b>		Hospital Admissions*		3.6	4.8						
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<b>Actual</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Total Actual FTE		188	100%	100%	<b>LABOR</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
Civil Service FTE		169	90%	89%	Hospital	<b>YTD 14/15</b>	<b>YTD 13/14</b>	<b>Statewide</b>		Hospital Admissions*		3.6	4.8						
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