

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)
Centinel State Prison (CEN)	Pelican Bay State Prison (PBSP)
California Health Care Facility (CHCF)	Pleasant Valley State Prison (PVSP)
California Institution for Men (CIM)	R. J. Donovan Correctional Facility (RJD)
California Institution for Women (CIW)	California State Prison, Sacramento (SAC)
California Men's Colony (CMC)	California Substance Abuse Treatment Facility (SATF)
California Medical Facility (CMF)	Sierra Conservation Center (SCC)
California State Prison, Corcoran (COR)	California State Prison, Solano (SOL)
California Rehabilitation Center (CRC)	San Quentin State Prison (SQ)
Correctional Training Facility (CTF)	Salinas Valley State Prison (SVSP)
Chuckawalla Valley State Prison (CVSP)	Valley State Prison (VSP)
Deuel Vocational Institution (DVI)	Wasco State Prison (WSP)
Folsom State Prison (FSP)	



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

HEALTHCARE SERVICES DASHBOARD

Statewide

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT			
ACCESS				6 Mth Trend				Statewide			
Medical Services				91%						91%	
Dental Services				96%						96%	
Mental Health Services				90%						90%	
APPTS COMPLETED AS SCHEDULED				6 Mth Trend				Statewide			
Cancelled Due to Custody				1.7%						1.7%	
Seen as Scheduled				89%						89%	
EFFECTIVE COMMUNICATION				6 Mth Trend				Statewide			
Effective Communication Provided				97%						97%	
MEDICATION MANAGEMENT				6 Mth Trend				Statewide			
Medication Continuity-Transfer				85%						85%	
Medication Non-Adherence Counseling				85%						85%	
Medication Administration				88%						88%	
FORMULARY MANAGEMENT				6 Mth Trend				Statewide			
Non-Formulary by Psychiatrists				3.3%						3.3%	
Non-Formulary by Medical Providers				3.7%						3.7%	
STAFFING IN FULL TIME EQUIVALENTS (FTE)				6 Mth Trend				Statewide			
Total Staffing FTE	Actual	Authority	% of Auth								
Medical FTE	13,388	13,688	98%								
Nursing FTE	458	473	97%								
Pharmacy FTE	5,898	5,757	102%								
Dental Clinical FTE	536	488	110%								
Mental Health Clinical FTE	781	810	96%								
Clinical Support FTE	1,616	1,741	93%								
Administrative Support FTE	430	432	100%								
Administrative Support FTE	3,670	3,988	92%								
Total Actual FTE	6 Mth Trend	Actual	Statewide								
Civil Service FTE		13,388	100%								
Overtime FTE		12,064	90%								
Registry FTE		579	4.3%								
Registry FTE		745	5.6%								
POPULATION HEALTH MANAGEMENT				6 Mth Trend				Statewide			
Asthma Care				80%						80%	
Therapeutic Anticoagulation				83%						83%	
Diabetes Care				82%						82%	
End Stage Liver Disease Care				86%						86%	
Colon Cancer Screening				97%						97%	
Breast Cancer Screening				98%						98%	
Diagnostic Monitoring				89%						89%	
Utilization Specialty Services				92%						92%	
Polypharmacy Medication Review				65%						65%	
AVAILABILITY OF HEALTH INFORMATION				6 Mth Trend				Statewide			
Non-Dictated Documents				78%						78%	
Specialty Notes				90%						90%	
Community Hospital Records				88%						88%	
Scanning Accuracy				94%						94%	
APPEAL PROCESSING				6 Mth Trend				Statewide			
Timely Appeals				98%						98%	
MAJOR COSTS PER INMATE PER MONTH				YTD 14/15				YTD 13/14			
LABOR											
Medical Staff				\$104		\$98					
Nursing Staff				\$475		\$415					
Pharmacy Staff				\$39		\$35					
Dental Clinical Staff				\$89		\$86					
Mental Health Clinical Staff				\$196		\$175					
Clinical Support Staff				\$28		\$22					
Administrative Support Staff				\$180		\$167					
NON LABOR											
Hospital				\$111		\$110					
Emergency Department				\$8		\$6					
Specialty				\$28		\$29					
Medications				\$132		\$90					
Diagnostics				\$19		\$18					
CARE MANAGEMENT				6 Mth Trend				Statewide			
Appropriate Placement High Risk Patients				75%						75%	
High Risk Patient Care Plan											
Follow-Up After MHCB/DSH Admission				92%						92%	
30-Day Community Hospital Readmission				6.5%						6.5%	
30-Day MHCB or DSH Readmission				23%						23%	
Potentially Avoidable Hospitalizations*				10.6						10.6	
CONTINUITY OF CLINICIANS & SERVICES				6 Mth Trend				Statewide			
Primary Care Provider (PCP)				88%						88%	
Mental Health Primary Clinician				82%						82%	
Psychiatrist				82%						82%	
RESOURCE MANAGEMENT				6 Mth Trend				Statewide			
Claims Processed				100%						100%	
Specialty Teleservices				64%						64%	
Health Care Staff Training											
CONTINUOUS EVALUATION & IMPROVEMENT				6 Mth Trend				Statewide			
QM & Patient Safety Program											
Health Care Index											
WORKLOAD PER DAY				6 Mth Trend				Statewide			
Appointments per PCP				12.1						12.1	
Appointments per PCRN				6.5						6.5	
Encounters per Primary MH Clinician				8.9						8.9	
Encounters per Psychiatrist				9.0						9.0	
OTHER TRENDS				6 Mth Trend				Statewide			
Hospital Admissions*				4.6						4.6	
Emergency Department Visits*				5						5	
Specialty Care Referrals*				62						62	
Prescriptions Per Inmate				3.4						3.4	
Diagnostics Per Inmate				1.0						1.0	
Appeals Received*				37						37	
Prison Population Capacity				132%						132%	

* Rate Per 1,000 Inmates

DASHBOARD COMPARISON

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All Institutions

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Scheduling & Access to Care	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Medical Services	91%	96%	98%	93%	91%	96%	91%	89%	89%	96%	94%	91%	92%	95%	89%	97%	96%	90%	87%	83%	90%	97%	75%
RN FTF Triage 1 Day	97%	100%	100%	99%	100%	100%	97%	99%	98%	100%	95%	99%	100%	99%	91%	98%	99%	95%	99%	99%	92%	98%	96%
PCP Urgent Referrals 1 Day	93%	100%	100%	100%	85%	100%	50%	100%	75%	100%	94%	-	67%	100%	80%	93%	100%	-	83%	73%	80%	100%	0%
PCP Routine Referrals 14 Days	84%	95%	96%	91%	95%	94%	98%	44%	91%	97%	89%	86%	98%	87%	98%	99%	96%	97%	96%	51%	90%	99%	66%
Chronic Care as Ordered	82%	90%	97%	84%	76%	84%	92%	64%	90%	92%	93%	72%	97%	90%	92%	100%	94%	72%	85%	61%	73%	95%	59%
High Priority Specialty 14 Days	86%	88%	97%	86%	100%	92%	95%	100%	72%	95%	97%	93%	100%	88%	75%	95%	83%	100%	76%	92%	100%	94%	93%
Routine Specialty 90 Days	93%	97%	98%	79%	96%	97%	94%	97%	92%	91%	97%	94%	96%	96%	89%	99%	98%	99%	95%	97%	96%	97%	88%
Return from HLOC 5 Days	93%	96%	100%	95%	98%	100%	96%	100%	96%	96%	95%	90%	89%	97%	100%	100%	100%	76%	78%	86%	88%	94%	91%
Laboratory Services as Ordered	95%	97%	100%	99%	69%	99%	97%	100%	91%	97%	94%	97%	95%	99%	87%	92%	99%	90%	98%	92%	98%	100%	85%
Radiology Services as Ordered	98%	100%	98%	100%	99%	99%	99%	97%	98%	-	93%	100%	90%	100%	-	100%	100%	94%	76%	98%	95%	99%	100%
Dental Services	96%	99%	95%	97%	99%	99%	96%	99%	97%	89%	99%	99%	98%	98%	99%	99%	99%	99%	97%	94%	86%	100%	94%
7362 Triage 3 or 10 Days	98%	97%	100%	97%	99%	100%	98%	100%	99%	99%	99%	98%	98%	97%	99%	98%	100%	99%	98%	98%	86%	100%	99%
Treatment within Timeframes	98%	99%	86%	98%	100%	100%	96%	99%	92%	99%	98%	99%	97%	100%	99%	98%	98%	100%	100%	98%	91%	100%	99%
RC Screening 60 Days	91%	100%	-	-	-	-	95%	-	-	82%	-	-	-	-	-	-	-	99%	-	-	-	-	-
Patient Requested Exam 90 Days	97%	99%	95%	93%	100%	97%	91%	98%	98%	99%	100%	97%	100%	96%	99%	99%	100%	100%	100%	97%	65%	100%	97%
Notice of Exam 50 Y.O. or Chronic Care	96%	100%	97%	100%	96%	99%	100%	100%	96%	66%	100%	100%	97%	100%	100%	99%	96%	96%	90%	82%	100%	100%	83%
Mental Health Services	90%	100%	100%	97%	96%	98%	94%	100%	92%	97%	82%	97%	93%	79%	98%	95%	99%	97%	98%	95%	99%	88%	88%
Referral Timeframes	87%	100%	100%	98%	96%	95%	88%	100%	89%	92%	59%	94%	95%	71%	96%	95%	99%	96%	96%	91%	98%	68%	94%
EOP Structured Treatment	87%	N/A	N/A	N/A	N/A	N/A	97%	N/A	90%	99%	99%	99%	86%	80%	N/A	N/A	N/A	98%	N/A	N/A	N/A	100%	72%
Contact Timeframes	95%	100%	100%	96%	-	100%	96%	99%	98%	99%	89%	99%	97%	86%	100%	95%	100%	97%	100%	99%	99%	96%	99%
Primary Clinician Contact Timeframes	96%	100%	100%	100%	-	100%	95%	98%	98%	99%	93%	99%	98%	81%	99%	90%	100%	95%	100%	99%	98%	98%	99%
Psychiatrist Contact Timeframes	92%	100%	-	100%	-	100%	99%	100%	96%	99%	76%	98%	93%	91%	100%	98%	100%	99%	99%	98%	100%	91%	99%
IDTT Contact Timeframes	98%	100%	100%	89%	-	100%	95%	100%	100%	100%	99%	99%	100%	87%	100%	96%	100%	98%	100%	99%	100%	100%	100%
Cancelled Due to Custody	1.7%	0.1%	0.2%	0.9%	0.6%	0.6%	1.5%	0.1%	0.3%	0.5%	2.2%	0.5%	5.0%	7.2%	0.7%	0.2%	0.1%	0.5%	0.1%	0.3%	1.0%	2.3%	3.6%
Medical Services	0.7%	0.1%	0.2%	0.3%	0.0%	0.3%	1.2%	0.0%	0.6%	0.7%	0.4%	0.7%	2.5%	1.4%	0.1%	0.1%	0.2%	0.6%	0.3%	0.6%	0.4%	3.0%	0.8%
Mental Health Services	3.4%	0.0%	0.3%	0.0%	0.0%	0.0%	1.5%	0.0%	0.2%	0.0%	0.4%	0.3%	6.7%	19.2%	0.5%	0.0%	0.0%	0.1%	0.0%	0.2%	0.3%	1.0%	8.0%

* Rate Per 1,000 Inmates

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Scheduling & Access to Care	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Services	66%	88%	-	98%	90%	75%	95%	98%	92%	94%	80%	80%	96%
RN FTF Triage 1 Day	95%	71%	-	98%	99%	94%	99%	100%	99%	97%	95%	96%	100%
PCP Urgent Referrals 1 Day	0%	100%	-	100%	100%	67%	97%	-	100%	89%	67%	100%	92%
PCP Routine Referrals 14 Days	27%	76%	-	100%	86%	90%	92%	97%	94%	95%	66%	29%	96%
Chronic Care as Ordered	33%	88%	-	100%	86%	86%	83%	97%	89%	87%	62%	45%	96%
High Priority Specialty 14 Days	73%	86%	-	83%	85%	56%	100%	-	60%	98%	71%	90%	86%
Routine Specialty 90 Days	92%	92%	-	100%	93%	90%	98%	98%	88%	93%	75%	92%	98%
Return from HLOC 5 Days	92%	91%	-	100%	91%	0%	95%	100%	100%	89%	89%	68%	95%
Laboratory Services as Ordered	87%	95%	-	99%	98%	100%	97%	92%	95%	98%	94%	98%	98%
Radiology Services as Ordered	99%	92%	-	100%	77%	97%	97%	100%	99%	100%	99%	98%	99%
Dental Services	98%	87%	99%	99%	99%	99%	97%	99%	97%	100%	94%	98%	80%
7362 Triage 3 or 10 Days	97%	100%	99%	99%	98%	99%	99%	99%	98%	99%	96%	100%	99%
Treatment within Timeframes	99%	98%	100%	99%	100%	100%	98%	99%	91%	100%	97%	98%	92%
RC Screening 60 Days	-	87%	-	-	-	-	-	-	-	100%	-	-	87%
Patient Requested Exam 90 Days	94%	88%	99%	100%	99%	98%	99%	97%	100%	100%	85%	99%	100%
Notice of Exam 50 Y.O. or Chronic Care	100%	65%	97%	98%	100%	100%	94%	99%	100%	100%	100%	96%	20%
Mental Health Services	92%	98%	93%	98%	91%	84%	77%	97%	98%	97%	92%	83%	91%
Referral Timeframes	91%	96%	96%	97%	93%	78%	76%	95%	98%	96%	89%	76%	74%
EOP Structured Treatment	92%	100%	90%	N/A	81%	91%	59%	N/A	N/A	96%	93%	91%	100%
Contact Timeframes	94%	99%	94%	99%	98%	83%	96%	100%	99%	100%	93%	81%	99%
Primary Clinician Contact Timeframes	98%	99%	97%	100%	97%	90%	92%	100%	98%	100%	98%	94%	99%
Psychiatrist Contact Timeframes	84%	100%	88%	98%	98%	62%	99%	100%	99%	100%	82%	53%	99%
IDTT Contact Timeframes	100%	99%	96%	99%	99%	98%	97%	100%	99%	99%	100%	98%	99%
Cancelled Due to Custody	0.5%	0.3%	0.4%	0.0%	2.8%	2.6%	4.2%	0.2%	0.5%	0.7%	2.1%	0.4%	0.1%
Medical Services	0.7%	0.1%	0.0%	0.0%	1.6%	1.9%	0.1%	0.3%	0.7%	0.3%	2.0%	0.7%	0.0%
Mental Health Services	0.5%	0.1%	0.8%	0.0%	4.3%	3.9%	12.0%	0.0%	0.2%	0.8%	3.4%	0.5%	0.3%

* Rate Per 1,000 Inmates

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Scheduling & Access to Care	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Dental Services	1.1%	0.1%	0.0%	2.3%	1.7%	1.6%	1.7%	0.2%	0.2%	0.9%	5.6%	0.7%	5.8%	0.9%	1.6%	0.5%	0.2%	0.8%	0.0%	0.0%	2.3%	2.8%	2.1%
Seen as Scheduled	89%	97%	97%	91%	87%	95%	84%	93%	91%	97%	88%	91%	88%	86%	90%	90%	93%	95%	96%	85%	88%	85%	82%
Medical Services	83%	96%	95%	89%	75%	95%	66%	89%	79%	96%	74%	86%	91%	88%	79%	81%	86%	93%	93%	69%	92%	80%	86%
Mental Health Services	92%	98%	100%	99%	100%	98%	95%	100%	98%	100%	98%	97%	82%	75%	99%	97%	99%	97%	96%	99%	97%	94%	81%
Dental Services	91%	96%	96%	86%	86%	91%	93%	89%	96%	93%	92%	92%	91%	94%	92%	91%	95%	96%	98%	87%	75%	81%	81%
Effective Communication Provided	97%	99%	86%	100%	97%	99%	97%	97%	96%	97%	100%	97%	99%	98%	97%	98%	100%	99%	98%	100%	98%	99%	96%
Medical Services	100%	100%	100%	100%	100%	100%	96%	100%	99%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mental Health Services	97%	99%	59%	100%	100%	97%	99%	100%	90%	99%	99%	96%	98%	96%	99%	99%	100%	98%	100%	99%	96%	99%	94%
Dental Services	96%	97%	100%	99%	92%	99%	96%	90%	100%	91%	100%	96%	98%	99%	91%	96%	100%	100%	95%	100%	97%	97%	95%
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	80%	97%	97%	94%	79%	90%	86%	92%	94%	95%	80%	84%	75%	92%	96%	95%	94%	92%	97%	84%	97%	84%	92%
Asthma SABA Utilization	84%	97%	94%	97%	98%	94%	91%	96%	88%	92%	85%	89%	72%	90%	96%	94%	93%	96%	97%	93%	97%	93%	97%
Persistent Asthma ICS Treatment	77%	97%	100%	91%	61%	87%	81%	89%	100%	97%	74%	80%	79%	93%	95%	97%	94%	89%	97%	76%	96%	75%	88%
Therapeutic Anticoagulation	83%	-	-	-	-	100%	50%	100%	79%	88%	50%	83%	93%	100%	100%	80%	100%	-	67%	100%	-	100%	100%
Diabetes Care	82%	89%	88%	85%	88%	83%	83%	84%	76%	86%	81%	74%	78%	78%	83%	82%	88%	81%	92%	76%	85%	84%	81%
A1C <8%	76%	94%	96%	80%	96%	76%	76%	84%	70%	80%	89%	78%	69%	75%	84%	79%	77%	72%	86%	70%	74%	79%	69%
LDL-Cholesterol <100 mg/dl	72%	77%	67%	73%	56%	72%	69%	73%	85%	81%	69%	76%	74%	70%	65%	63%	85%	65%	88%	66%	69%	69%	70%
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	95%	100%	98%	97%	100%	100%	92%	100%	97%	100%	87%	90%	97%	85%	97%	95%	99%	95%	98%	79%	98%	92%	91%
End Stage Liver Disease Care	86%	-	-	100%	100%	64%	89%	75%	71%	91%	100%	81%	86%	89%	70%	99%	100%	100%	93%	83%	100%	88%	87%
EGD for Esophageal Varices	79%	-	-	100%	100%	60%	57%	50%	67%	89%	100%	92%	67%	100%	0%	100%	100%	100%	86%	50%	-	100%	78%
HCC Screening	93%	-	-	100%	100%	75%	100%	50%	80%	92%	100%	92%	96%	100%	80%	94%	100%	100%	94%	83%	100%	100%	95%
NSAID	96%	-	-	100%	100%	56%	100%	100%	92%	95%	100%	91%	98%	91%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Diagnosis Medication Match	75%	-	-	-	-	-	100%	100%	46%	89%	100%	50%	83%	67%	100%	100%	-	-	-	100%	-	50%	75%
SBP or TIPS with Cipro. or Sulfa.	59%	-	-	-	-	-	-	-	33%	67%	100%	100%	67%	100%	-	100%	-	-	-	-	-	0%	-
Ascites with Spironolactone	76%	-	-	-	-	-	-	100%	33%	100%	-	0%	-	0%	-	-	-	-	-	100%	-	-	100%

* Rate Per 1,000 Inmates

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Scheduling & Access to Care	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Dental Services	0.2%	0.8%	0.4%	0.0%	2.6%	2.0%	0.6%	0.4%	0.7%	0.9%	1.0%	0.1%	0.1%
Seen as Scheduled	85%	91%	96%	94%	86%	93%	87%	93%	87%	90%	82%	85%	96%
Medical Services	68%	78%	93%	99%	83%	88%	97%	95%	68%	81%	74%	66%	94%
Mental Health Services	96%	97%	99%	97%	91%	94%	73%	95%	98%	97%	93%	97%	99%
Dental Services	89%	96%	96%	85%	85%	96%	90%	90%	95%	92%	78%	93%	95%
Effective Communication Provided	98%	95%	97%	100%	99%	97%	95%	99%	99%	99%	97%	99%	96%
Medical Services	100%	100%	100%	100%	98%	99%	100%	97%	100%	100%	99%	100%	100%
Mental Health Services	98%	100%	95%	100%	99%	94%	99%	100%	97%	98%	100%	100%	96%
Dental Services	97%	87%	97%	100%	100%	99%	88%	100%	99%	98%	94%	99%	91%
Population Health Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Asthma Care	86%	94%	92%	87%	89%	80%	93%	91%	88%	92%	92%	88%	90%
Asthma SABA Utilization	87%	97%	95%	94%	91%	85%	91%	94%	97%	91%	92%	92%	100%
Persistent Asthma ICS Treatment	86%	91%	89%	80%	87%	75%	95%	88%	80%	92%	91%	85%	80%
Therapeutic Anticoagulation	72%	-	-	-	100%	89%	67%	-	77%	78%	70%	78%	75%
Diabetes Care	79%	86%	89%	87%	81%	78%	83%	82%	83%	74%	81%	86%	76%
A1C <8%	76%	75%	85%	80%	74%	73%	78%	78%	68%	71%	81%	85%	65%
LDL-Cholesterol <100 mg/dl	72%	80%	93%	80%	72%	62%	66%	80%	71%	48%	72%	69%	52%
Blood Pressure <140/90 mm Hg	73%	89%	95%	93%	83%	80%	93%	77%	93%	77%	73%	97%	94%
Screened or Treated Nephropathy	93%	100%	85%	93%	94%	95%	96%	94%	99%	98%	96%	93%	91%
End Stage Liver Disease Care	94%	75%	96%	-	89%	99%	88%	66%	95%	87%	100%	92%	100%
EGD for Esophageal Varices	80%	0%	100%	-	84%	100%	64%	75%	93%	75%	100%	100%	-
HCC Screening	98%	100%	100%	-	93%	100%	87%	100%	91%	97%	100%	100%	-
NSAID	99%	100%	89%	-	97%	96%	100%	90%	98%	91%	100%	94%	100%
Diagnosis Medication Match	100%	100%	-	-	83%	100%	100%	0%	100%	-	100%	75%	100%
SBP or TIPS with Cipro. or Sulfa.	100%	-	-	-	50%	100%	-	0%	-	-	100%	50%	-
Ascites with Spironolactone	-	-	-	-	100%	-	100%	-	-	-	100%	-	-

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Hepatic Enceph. w/ Lactulose and/or Rifaximin	90%	-	-	-	-	-	100%	-	71%	100%	-	50%	100%	100%	100%	100%	-	-	-	100%	-	100%	50%
Colon Cancer Screening	97%	100%	100%	99%	100%	100%	100%	100%	100%	93%	98%	100%	100%	99%	99%	98%	99%	99%	97%	96%	99%	98%	92%
Breast Cancer Screening	98%	-	-	-	-	-	99%	-	-	-	97%	-	-	-	-	-	-	-	100%	-	-	-	-
Diagnostic Monitoring	89%	98%	-	-	-	100%	93%	-	92%	85%	95%	88%	86%	76%	99%	91%	-	99%	94%	89%	-	80%	79%
QT Prolongation EKG 12 Months	81%	100%	-	-	-	100%	83%	-	79%	67%	100%	86%	83%	33%	100%	83%	-	100%	80%	75%	-	50%	83%
Antipsychotics	92%	100%	-	-	-	100%	94%	-	95%	89%	91%	95%	92%	86%	100%	93%	-	100%	100%	100%	-	89%	77%
Lipid Monitoring 12 Months	92%	100%	-	-	-	100%	86%	-	94%	96%	84%	93%	96%	89%	100%	93%	-	100%	100%	100%	-	87%	75%
Blood Sugar 12 Months	96%	100%	-	-	-	100%	100%	-	98%	99%	96%	97%	98%	96%	100%	100%	-	100%	100%	100%	-	90%	80%
EKG 12 Months	85%	100%	-	-	-	100%	100%	-	88%	71%	100%	94%	89%	48%	100%	86%	-	100%	100%	100%	-	68%	74%
AIMS 12 Months	89%	97%	-	-	-	100%	87%	-	93%	78%	89%	97%	82%	91%	100%	84%	-	100%	100%	100%	-	98%	67%
Med Consent 12 Months	92%	100%	-	-	-	100%	95%	-	91%	74%	87%	95%	86%	92%	100%	94%	-	100%	100%	100%	-	95%	76%
CBC with Platelets 12 Months	94%	100%	-	-	-	100%	97%	-	98%	97%	88%	93%	94%	89%	99%	98%	-	100%	100%	100%	-	89%	72%
CMP 12 Months	93%	100%	-	-	-	100%	95%	-	98%	97%	86%	93%	95%	88%	99%	95%	-	100%	100%	100%	-	89%	75%
Thyroid Monitoring 5 Years	98%	100%	-	-	-	100%	95%	-	99%	100%	100%	98%	99%	94%	100%	99%	-	100%	98%	100%	-	94%	96%
Clozapine	94%	-	-	-	-	-	100%	-	98%	-	95%	-	90%	100%	-	-	-	-	-	-	-	-	-
CMP 12 Months	94%	-	-	-	-	-	100%	-	100%	-	100%	-	93%	-	-	-	-	-	-	-	-	-	-
Lipid Monitoring 12 Months	97%	-	-	-	-	-	100%	-	100%	-	100%	-	93%	-	-	-	-	-	-	-	-	-	-
Blood Sugar 12 Months	100%	-	-	-	-	-	100%	-	100%	-	100%	-	100%	-	-	-	-	-	-	-	-	-	-
CBC 30 Days	100%	-	-	-	-	-	100%	-	100%	-	100%	-	100%	100%	-	-	-	-	-	-	-	-	-
EKG 12 Months	90%	-	-	-	-	-	100%	-	100%	-	86%	-	80%	-	-	-	-	-	-	-	-	-	-
AIMS 12 Months	83%	-	-	-	-	-	100%	-	83%	-	71%	-	80%	-	-	-	-	-	-	-	-	-	-
Thyroid Monitoring 5 Years	100%	-	-	-	-	-	100%	-	100%	-	100%	-	100%	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	87%	-	-	-	-	-	100%	-	100%	-	100%	-	73%	-	-	-	-	-	-	-	-	-	-
Mood Stabilizers	90%	95%	-	-	-	99%	95%	-	93%	94%	96%	74%	83%	74%	96%	91%	-	100%	100%	88%	-	87%	66%
Carbamazepine	86%	-	-	-	-	100%	100%	-	-	-	100%	25%	67%	50%	-	-	-	-	-	75%	-	-	50%
CMP 12 Months	92%	-	-	-	-	100%	100%	-	-	-	100%	0%	100%	50%	-	-	-	-	-	100%	-	-	50%

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Hepatic Enceph. w/ Lactulose and/or Rifaximin	100%	100%	-	-	100%	100%	100%	-	100%	-	-	100%	100%
Colon Cancer Screening	99%	100%	98%	99%	99%	99%	94%	100%	99%	98%	88%	97%	99%
Breast Cancer Screening	-	-	-	-	-	-	-	-	-	-	-	-	-
Diagnostic Monitoring	87%	96%	99%	97%	92%	88%	96%	100%	98%	97%	83%	93%	86%
QT Prolongation EKG 12 Months	73%	100%	100%	-	77%	63%	95%	100%	100%	100%	59%	94%	80%
Antipsychotics	92%	92%	98%	100%	95%	91%	97%	99%	96%	96%	89%	95%	86%
Lipid Monitoring 12 Months	92%	94%	100%	100%	93%	90%	97%	94%	96%	96%	88%	95%	80%
Blood Sugar 12 Months	96%	94%	97%	100%	97%	94%	99%	100%	98%	99%	96%	99%	85%
EKG 12 Months	79%	67%	-	100%	90%	76%	100%	100%	92%	100%	77%	94%	80%
AIMS 12 Months	87%	94%	93%	100%	90%	92%	93%	100%	96%	100%	79%	97%	100%
Med Consent 12 Months	93%	100%	100%	100%	96%	93%	96%	100%	96%	94%	87%	94%	90%
CBC with Platelets 12 Months	94%	94%	97%	100%	97%	92%	99%	100%	99%	87%	94%	92%	80%
CMP 12 Months	92%	94%	97%	100%	97%	91%	96%	100%	94%	96%	93%	95%	85%
Thyroid Monitoring 5 Years	99%	100%	100%	100%	100%	99%	97%	100%	99%	97%	99%	97%	85%
Clozapine	97%	-	-	-	-	95%	-	-	-	94%	88%	100%	-
CMP 12 Months	87%	-	-	-	-	100%	-	-	-	75%	86%	100%	-
Lipid Monitoring 12 Months	100%	-	-	-	-	100%	-	-	-	75%	100%	100%	-
Blood Sugar 12 Months	100%	-	-	-	-	100%	-	-	-	100%	100%	100%	-
CBC 30 Days	100%	-	-	-	-	100%	-	-	-	100%	100%	100%	-
EKG 12 Months	100%	-	-	-	-	93%	-	-	-	100%	86%	100%	-
AIMS 12 Months	100%	-	-	-	-	80%	-	-	-	100%	71%	100%	-
Thyroid Monitoring 5 Years	100%	-	-	-	-	100%	-	-	-	100%	100%	100%	-
Med Consent 12 Months	92%	-	-	-	-	86%	-	-	-	100%	60%	100%	-
Mood Stabilizers	92%	100%	100%	93%	96%	95%	98%	100%	99%	100%	88%	87%	92%
Carbamazepine	92%	-	-	-	100%	100%	100%	-	-	100%	-	75%	-
CMP 12 Months	100%	-	-	-	100%	100%	100%	-	-	100%	-	100%	-

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Carbamazepine Level 12 Months	81%	-	-	-	-	100%	100%	-	-	-	100%	0%	67%	50%	-	-	-	-	-	0%	-	-	50%
CBC 12 Months	89%	-	-	-	-	100%	100%	-	-	-	100%	0%	100%	50%	-	-	-	-	-	100%	-	-	50%
Med Consent 12 Months	82%	-	-	-	-	100%	100%	-	-	-	100%	100%	0%	50%	-	-	-	-	-	100%	-	-	-
Depakote	94%	100%	-	-	-	98%	92%	-	96%	92%	89%	98%	90%	94%	96%	94%	-	100%	100%	90%	-	82%	81%
CMP 12 Months	95%	100%	-	-	-	93%	100%	-	100%	100%	71%	97%	95%	92%	86%	100%	-	100%	100%	100%	-	85%	88%
Depakote Level 12 Months	94%	100%	-	-	-	100%	100%	-	95%	100%	100%	100%	93%	92%	100%	92%	-	100%	100%	80%	-	69%	82%
CBC with Platelets 12 Months	96%	100%	-	-	-	100%	100%	-	100%	94%	100%	100%	95%	95%	100%	92%	-	100%	100%	80%	-	85%	82%
Med Consent 12 Months	90%	100%	-	-	-	100%	67%	-	88%	75%	83%	96%	76%	97%	100%	92%	-	100%	100%	100%	-	90%	71%
Lithium	92%	90%	-	-	-	100%	93%	-	90%	97%	100%	98%	92%	78%	95%	89%	-	-	100%	100%	-	93%	66%
Creatinine & BUN 12 Months	98%	100%	-	-	-	100%	100%	-	100%	100%	100%	94%	100%	94%	100%	100%	-	-	100%	100%	-	100%	88%
Lithium Level 12 Months	97%	100%	-	-	-	100%	100%	-	95%	100%	100%	94%	94%	94%	100%	89%	-	-	100%	100%	-	100%	88%
Thyroid Monitoring 12 Months	93%	100%	-	-	-	100%	64%	-	100%	100%	100%	100%	100%	83%	100%	89%	-	-	100%	100%	-	83%	63%
EKG 12 Months	80%	50%	-	-	-	100%	100%	-	79%	100%	100%	100%	82%	29%	83%	67%	-	-	100%	100%	-	80%	33%
Med Consent 12 Months	92%	100%	-	-	-	100%	100%	-	77%	83%	100%	100%	86%	92%	92%	100%	-	-	100%	100%	-	100%	60%
Antidepressants	85%	97%	-	-	-	100%	95%	-	97%	89%	93%	97%	79%	89%	100%	95%	-	97%	98%	94%	-	96%	89%
EKG 12 Months (Tricyclics)	67%	-	-	-	-	-	-	-	-	-	-	-	50%	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	93%	95%	-	-	-	100%	97%	-	95%	79%	88%	99%	89%	90%	100%	94%	-	98%	99%	90%	-	96%	87%
Thyroid Monitoring 5 Years	96%	99%	-	-	-	100%	93%	-	99%	98%	99%	96%	99%	87%	100%	95%	-	96%	98%	98%	-	96%	90%
Utilization Specialty Services	92%	97%	98%	95%	91%	94%	95%	96%	86%	95%	92%	93%	92%	89%	91%	93%	100%	89%	86%	87%	100%	99%	88%
Polypharmacy Medication Review	65%	100%	93%	100%	0%	100%	85%	71%	25%	98%	44%	71%	72%	95%	46%	23%	92%	94%	91%	100%	93%	95%	67%
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	92%	86%	100%	-	-	100%	100%	-	71%	94%	76%	95%	92%	94%	100%	91%	-	96%	-	100%	-	100%	92%
30-Day Community Hospital Readmission	6.5%	2.8%	0.0%	0.0%	1.1%	6.0%	3.4%	2.6%	16.2%	11.4%	5.5%	5.7%	10.8%	8.8%	5.8%	3.7%	4.6%	2.4%	1.5%	1.9%	3.1%	2.2%	3.7%
30-Day MHCB or DSH Readmission	23%	-	-	-	-	0%	0%	-	30%	26%	23%	28%	19%	14%	-	-	-	0%	-	29%	-	39%	24%

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Carbamazepine Level 12 Months	83%	-	-	-	100%	100%	100%	-	-	100%	-	67%	-
CBC 12 Months	100%	-	-	-	100%	100%	100%	-	-	100%	-	67%	-
Med Consent 12 Months	83%	-	-	-	100%	100%	100%	-	-	100%	-	67%	-
Depakote	96%	100%	100%	96%	98%	93%	98%	100%	99%	100%	92%	88%	92%
CMP 12 Months	96%	100%	100%	100%	100%	94%	100%	100%	94%	100%	94%	87%	100%
Depakote Level 12 Months	96%	100%	100%	86%	97%	95%	95%	100%	100%	100%	89%	90%	100%
CBC with Platelets 12 Months	98%	100%	100%	100%	97%	94%	100%	100%	100%	100%	94%	94%	100%
Med Consent 12 Months	93%	100%	100%	100%	96%	88%	97%	100%	100%	100%	90%	83%	67%
Lithium	88%	100%	100%	90%	91%	93%	96%	100%	100%	100%	84%	98%	-
Creatinine & BUN 12 Months	97%	100%	100%	100%	92%	98%	100%	100%	100%	100%	100%	100%	-
Lithium Level 12 Months	97%	100%	100%	50%	92%	98%	100%	100%	100%	100%	94%	100%	-
Thyroid Monitoring 12 Months	91%	100%	100%	100%	88%	96%	100%	100%	100%	100%	91%	100%	-
EKG 12 Months	65%	100%	-	100%	88%	77%	84%	100%	100%	100%	61%	100%	-
Med Consent 12 Months	91%	100%	100%	100%	96%	96%	96%	100%	100%	100%	73%	88%	-
Antidepressants	79%	92%	98%	97%	97%	95%	95%	99%	97%	95%	93%	88%	88%
EKG 12 Months (Tricyclics)	50%	-	-	-	-	-	-	-	-	100%	-	-	-
Med Consent 12 Months	90%	97%	96%	95%	96%	94%	96%	99%	96%	93%	90%	78%	88%
Thyroid Monitoring 5 Years	96%	87%	100%	99%	99%	97%	95%	99%	97%	91%	96%	99%	88%
Utilization Specialty Services	95%	92%	98%	100%	95%	94%	98%	93%	78%	90%	83%	90%	97%
Polypharmacy Medication Review	53%	63%	100%	100%	81%	36%	84%	53%	96%	82%	67%	24%	54%
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	95%	93%	94%	33%	89%	91%	97%	100%	100%	75%	92%	94%	95%
30-Day Community Hospital Readmission	4.4%	6.1%	4.6%	1.3%	8.9%	4.1%	5.2%	1.2%	5.1%	6.9%	4.1%	2.2%	5.9%
30-Day MHCB or DSH Readmission	14%	24%	20%	17%	15%	16%	24%	-	21%	0%	20%	0%	22%

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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*	10.6	4.9	1.9	1.6	0.9	6.1	4.7	1.3	64.2	23.3	18.8	5.9	24.4	34.5	6.3	4.7	7.1	6.6	4.7	4.0	8.4	6.9	14.2
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%	92%	89%	82%	97%	89%	88%	80%	96%	96%	89%	92%	86%	96%	96%	99%	97%	95%	89%	96%	87%	86%
Mental Health Primary Clinician	82%	N/A	N/A	N/A	N/A	N/A	95%	N/A	85%	N/A	92%	84%	90%	75%	N/A	90%	81%						
Psychiatrist	82%	N/A	N/A	N/A	N/A	N/A	95%	N/A	82%	N/A	88%	86%	97%	81%	N/A	60%	72%						
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%	90%	96%	100%	96%	86%	89%	75%	-	75%	90%	71%	86%	64%	96%	98%	87%	100%	79%	77%	100%	87%	85%
M4: Meds Upon Arrival at Reception Ctr	97%	-	-	-	-	-	88%	-	-	98%	-	-	-	-	-	-	-	100%	-	-	-	-	-
M5: NA/DOT/KOP Meds Inter-Institutional	91%	100%	100%	100%	95%	100%	65%	90%	-	80%	80%	95%	90%	70%	100%	90%	94%	100%	95%	65%	100%	75%	75%
M6: NA/DOT Meds Intra-Institutional	81%	86%	100%	100%	100%	67%	100%	60%	-	61%	-	75%	100%	40%	100%	100%	95%	-	83%	42%	100%	100%	86%
M7: Mental Health Crisis Bed Transfers	69%	100%	-	-	-	-	78%	-	-	75%	75%	35%	100%	50%	-	-	-	-	-	90%	-	80%	94%
M8: ASU/SHU/PSU Inter-Institutional	82%	-	80%	100%	100%	69%	92%	100%	-	53%	94%	33%	55%	56%	-	100%	96%	100%	67%	74%	100%	80%	88%
M9: Discharge from Community Hosp/DSH	81%	71%	100%	100%	90%	94%	100%	100%	-	56%	100%	95%	69%	67%	85%	100%	50%	100%	60%	100%	100%	86%	68%
M10: Transfer/Parole	97%	95%	100%	100%	95%	100%	100%	25%	-	100%	100%	90%	100%	100%	100%	100%	100%	100%	92%	93%	100%	100%	100%
Medication Non-Adherence Counseling	85%	100%	96%	74%	-	99%	90%	67%	-	94%	85%	95%	80%	62%	86%	100%	92%	100%	100%	81%	67%	73%	97%
M11: Non-Adherence MH Prescribed	83%	100%	-	-	-	100%	58%	-	-	87%	87%	97%	100%	60%	100%	100%	-	100%	100%	71%	100%	50%	93%
Referral on MAR	89%	100%	-	-	-	100%	55%	-	-	90%	95%	95%	100%	75%	100%	100%	-	100%	100%	86%	100%	70%	100%
128 MH5 or 128 C	92%	100%	-	-	-	100%	60%	-	-	100%	100%	100%	100%	80%	100%	100%	-	100%	100%	86%	100%	60%	100%
Progress Note	68%	100%	-	-	-	100%	60%	-	-	70%	65%	95%	100%	25%	100%	100%	-	100%	100%	43%	100%	20%	80%
M12: Non-Adherence PC2602 Meds	94%	-	-	-	-	100%	100%	-	-	100%	72%	100%	100%	100%	-	-	-	100%	-	69%	-	73%	100%
M13: Non-Adherence Medical Prescribed	83%	-	91%	82%	-	95%	100%	67%	-	89%	80%	85%	82%	47%	92%	100%	92%	98%	100%	82%	33%	78%	93%
Referral on MAR	94%	-	100%	100%	-	100%	100%	100%	-	100%	100%	90%	100%	65%	75%	100%	100%	100%	100%	100%	33%	100%	100%
128 C	93%	-	100%	100%	-	100%	100%	67%	-	95%	100%	100%	100%	40%	100%	100%	100%	100%	100%	100%	33%	85%	100%
Progress Note	61%	-	73%	45%	-	85%	100%	33%	-	74%	40%	65%	45%	35%	100%	100%	75%	95%	100%	45%	33%	50%	80%
M14: Non-Adherence Insulin/HIV/Clozaril	82%	-	100%	67%	-	100%	100%	-	-	100%	100%	100%	40%	40%	67%	100%	-	100%	100%	100%	-	91%	100%
Medication Administration	88%	91%	100%	100%	100%	94%	86%	99%	-	87%	94%	80%	75%	73%	92%	91%	100%	99%	93%	93%	83%	73%	91%
M20: Chronic Care Meds-Psychiatrist	70%	65%	-	-	-	75%	60%	100%	-	65%	75%	10%	100%	45%	85%	90%	100%	100%	100%	73%	100%	30%	100%

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Care Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Potentially Avoidable Hospitalizations*	19.7	5.7	0.7	0.6	29.3	10.0	10.7	3.1	16.9	8.1	11.8	7.7	13.8
Continuity of Clinicians & Services	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Primary Care Provider (PCP)	87%	90%	99%	94%	91%	88%	96%	83%	96%	97%	85%	90%	91%
Mental Health Primary Clinician	79%	N/A	81%	N/A	75%	78%	84%	N/A	N/A	83%	86%	85%	96%
Psychiatrist	75%	N/A	85%	N/A	77%	77%	88%	N/A	N/A	93%	83%	83%	94%
Medication Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medication Continuity-Transfer	94%	90%	86%	89%	63%	80%	90%	100%	96%	99%	74%	96%	96%
M4: Meds Upon Arrival at Reception Ctr	-	100%	-	-	-	-	-	-	-	98%	-	-	98%
M5: NA/DOT/KOP Meds Inter-Institutional	100%	95%	100%	95%	85%	75%	100%	100%	100%	100%	100%	100%	90%
M6: NA/DOT Meds Intra-Institutional	73%	73%	100%	86%	67%	83%	70%	100%	75%	100%	50%	100%	100%
M7: Mental Health Crisis Bed Transfers	100%	100%	50%	-	42%	70%	100%	-	100%	100%	41%	-	100%
M8: ASU/SHU/PSU Inter-Institutional	100%	60%	100%	-	69%	63%	80%	100%	100%	100%	95%	100%	92%
M9: Discharge from Community Hosp/DSH	88%	100%	100%	-	38%	88%	90%	100%	100%	100%	57%	78%	93%
M10: Transfer/Parole	100%	100%	67%	86%	80%	100%	100%	100%	100%	95%	100%	100%	100%
Medication Non-Adherence Counseling	86%	78%	97%	95%	67%	79%	91%	100%	88%	86%	68%	100%	79%
M11: Non-Adherence MH Prescribed	78%	78%	90%	97%	43%	52%	78%	100%	70%	85%	48%	100%	100%
Referral on MAR	95%	80%	90%	95%	43%	75%	100%	100%	95%	100%	50%	100%	100%
128 MH5 or 128 C	95%	100%	90%	100%	43%	60%	100%	100%	90%	89%	95%	100%	100%
Progress Note	45%	55%	90%	95%	43%	20%	35%	100%	25%	67%	0%	100%	100%
M12: Non-Adherence PC2602 Meds	100%	100%	97%	100%	87%	100%	100%	-	100%	100%	95%	100%	100%
M13: Non-Adherence Medical Prescribed	65%	78%	100%	89%	60%	83%	93%	100%	88%	58%	68%	98%	67%
Referral on MAR	95%	100%	100%	100%	70%	85%	100%	100%	95%	81%	90%	100%	100%
128 C	95%	100%	100%	80%	70%	85%	100%	100%	100%	94%	100%	100%	89%
Progress Note	5%	35%	100%	87%	40%	80%	80%	100%	70%	0%	15%	95%	11%
M14: Non-Adherence Insulin/HIV/Clozaril	100%	57%	100%	-	80%	80%	92%	-	93%	100%	60%	100%	50%
Medication Administration	79%	74%	88%	96%	46%	95%	93%	98%	96%	100%	82%	97%	91%
M20: Chronic Care Meds-Psychiatrist	25%	15%	50%	81%	20%	94%	100%	90%	95%	100%	30%	100%	80%

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Medication Management	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
M21: Chronic Care Meds-Medical	94%	100%	100%	100%	100%	100%	100%	100%	-	85%	100%	100%	100%	90%	90%	95%	100%	100%	65%	100%	90%	100%	100%
M22: New Outpatient Orders-Psychiatrist	89%	90%	-	100%	-	95%	87%	94%	-	94%	100%	91%	82%	58%	100%	96%	100%	94%	100%	100%	85%	63%	90%
M23: New Outpatient Orders-Medical	99%	100%	100%	100%	100%	100%	85%	100%	-	93%	95%	100%	95%	98%	100%	95%	100%	100%	100%	100%	100%	100%	100%
M24: Administration – TB Medications	88%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	0%	75%	84%	80%	100%	100%	100%	-	40%	-	63%
Non-Formulary by Psychiatrists	3.3%	1.0%	-	0.0%	-	0.8%	5.0%	0.0%	4.0%	1.1%	6.1%	3.3%	6.8%	3.5%	2.0%	1.2%	0.0%	4.2%	0.6%	3.4%	0.0%	1.4%	2.1%
Non-Formulary by Medical Providers	3.7%	2.4%	3.1%	1.9%	2.1%	3.7%	4.4%	3.0%	5.1%	3.5%	4.8%	4.2%	5.8%	4.8%	2.4%	1.0%	2.1%	1.8%	2.1%	4.3%	1.2%	2.7%	3.2%
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	78%	89%	94%	91%	94%	96%	75%	93%	66%	77%	69%	76%	85%	81%	90%	79%	92%	87%	91%	79%	88%	87%	80%
Medical Documents 3 Days	84%	88%	95%	92%	96%	97%	83%	89%	86%	77%	74%	79%	91%	85%	86%	87%	96%	89%	95%	75%	90%	94%	81%
Dental Documents 3 Days	94%	97%	98%	99%	99%	98%	90%	100%	91%	91%	99%	97%	95%	99%	96%	95%	98%	90%	98%	80%	98%	95%	96%
Mental Health Documents 3 Days	68%	84%	94%	95%	90%	95%	72%	95%	31%	67%	44%	61%	71%	68%	87%	82%	84%	91%	84%	82%	84%	73%	73%
CDCR Inpatient Documents 3 Days	70%	-	-	-	-	-	78%	88%	55%	82%	64%	77%	87%	89%	-	-	-	-	-	90%	-	86%	87%
Other Documents 3 Days	76%	86%	91%	77%	91%	92%	54%	93%	68%	70%	63%	67%	82%	62%	91%	52%	92%	79%	87%	69%	78%	90%	63%
Specialty Notes	90%	87%	95%	86%	94%	87%	89%	92%	92%	93%	87%	92%	97%	92%	89%	88%	93%	82%	96%	96%	98%	94%	84%
Community Hospital Records	88%	88%	80%	86%	50%	100%	75%	75%	94%	95%	40%	93%	74%	98%	80%	100%	100%	93%	100%	91%	75%	100%	93%
Scanning Accuracy	94%	100%	-	98%	99%	97%	98%	99%	-	100%	100%	100%	100%	59%	99%	86%	91%	99%	99%	93%	98%	100%	97%
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	98%	100%	100%	100%	100%	100%	96%	100%	83%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	96%	100%	100%	95%
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	64%	71%	65%	86%	62%	57%	60%	80%	67%	65%	68%	21%	39%	72%	55%	53%	86%	59%	68%	54%	86%	61%	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	98%	93%	98%	101%	95%	96%	102%	101%	93%	102%	105%	96%	95%	112%	95%	103%	92%	95%	77%	92%	94%	99%	100%

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Medication Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
M21: Chronic Care Meds-Medical	90%	95%	95%	100%	20%	100%	100%	100%	100%	100%	90%	90%	100%
M22: New Outpatient Orders-Psychiatrist	100%	74%	95%	100%	65%	81%	72%	100%	83%	100%	92%	93%	100%
M23: New Outpatient Orders-Medical	100%	98%	98%	100%	100%	98%	100%	100%	100%	100%	100%	100%	98%
M24: Administration – TB Medications	-	86%	100%	100%	25%	100%	-	100%	100%	100%	100%	100%	75%
Non-Formulary by Psychiatrists	3.5%	3.2%	2.7%	0.7%	3.0%	4.1%	2.4%	2.8%	1.6%	10.3%	3.5%	2.3%	3.5%
Non-Formulary by Medical Providers	8.2%	1.5%	3.0%	2.2%	5.0%	4.8%	2.3%	2.7%	3.7%	7.1%	3.0%	3.0%	4.0%
Availability of Health Information	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Non-Dictated Documents	81%	82%	47%	92%	84%	69%	85%	97%	83%	83%	70%	80%	87%
Medical Documents 3 Days	81%	73%	34%	93%	86%	83%	91%	98%	87%	75%	76%	87%	95%
Dental Documents 3 Days	97%	86%	73%	99%	92%	100%	96%	99%	94%	93%	91%	97%	93%
Mental Health Documents 3 Days	69%	78%	27%	86%	77%	26%	76%	97%	67%	84%	52%	66%	76%
CDCR Inpatient Documents 3 Days	84%	89%	51%	87%	81%	84%	86%	-	82%	84%	68%	-	85%
Other Documents 3 Days	75%	83%	53%	93%	82%	54%	75%	93%	84%	76%	60%	69%	90%
Specialty Notes	85%	92%	89%	89%	83%	93%	95%	99%	90%	84%	69%	85%	93%
Community Hospital Records	96%	100%	100%	100%	75%	91%	83%	89%	100%	73%	62%	100%	100%
Scanning Accuracy	100%	85%	100%	99%	100%	99%	98%	97%	99%	100%	98%	96%	98%
Appeal Processing	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Timely Appeals	100%	100%	100%	100%	100%	80%	100%	100%	100%	100%	97%	100%	100%
Resource Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Claims Processed	N/A	N/A	N/A	N/A									
Specialty Teleservices	67%	64%	69%	53%	81%	57%	83%	52%	57%	24%	54%	58%	66%
Health Care Staff Training													
Continuous Evaluation & Improvement	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
QM & Patient Safety Program													
Health Care Index													
Staffing in Full Time Equivalents (FTE)	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Total Staffing FTE	108%	113%	86%	83%	114%	107%	95%	87%	80%	99%	110%	112%	94%

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Staffing in Full Time Equivalents (FTE)	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Medical FTE	96%	92%	92%	102%	86%	103%	120%	96%	66%	98%	89%	106%	102%	87%	95%	80%	104%	95%	96%	92%	104%	104%	88%
Nursing FTE	103%	89%	108%	107%	100%	100%	115%	105%	90%	109%	111%	102%	91%	118%	94%	116%	98%	101%	79%	95%	103%	108%	116%
Pharmacy FTE	112%	100%	90%	101%	87%	134%	93%	173%	102%	135%	133%	109%	118%	128%	110%	119%	89%	131%	102%	121%	110%	104%	105%
Dental Clinical FTE	97%	100%	122%	103%	105%	100%	95%	95%	132%	97%	100%	100%	95%	100%	100%	91%	102%	94%	100%	100%	100%	101%	100%
Mental Health Clinical FTE	93%	89%	-	100%	100%	82%	82%	88%	78%	87%	92%	93%	92%	119%	94%	93%	105%	86%	67%	78%	83%	82%	91%
Clinical Support FTE	100%	136%	76%	79%	82%	86%	93%	112%	92%	111%	139%	84%	113%	90%	83%	89%	91%	120%	54%	75%	100%	80%	96%
Administrative Support FTE	91%	92%	81%	93%	88%	87%	95%	94%	124%	93%	96%	87%	100%	96%	94%	98%	78%	84%	67%	89%	77%	94%	85%
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%	94%	94%	93%	93%	90%	90%	89%	90%	91%	87%	93%	92%	85%	88%	87%	93%	90%	94%	90%	92%	90%	86%
Overtime FTE	4.8%	1.3%	3.5%	3.0%	4.6%	4.6%	5.3%	5.1%	3.8%	3.6%	4.9%	4.2%	5.5%	7.1%	6.3%	5.3%	2.4%	5.9%	4.4%	7.0%	3.9%	3.8%	6.8%
Registry FTE	6.2%	4.8%	2.4%	4.3%	2.2%	5.2%	4.4%	6.1%	6.6%	5.4%	8.6%	2.5%	2.6%	8.4%	5.3%	7.4%	4.5%	3.6%	1.8%	2.7%	4.0%	6.6%	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	\$66	\$56	\$43	\$78	\$100	\$74	\$473	\$136	\$132	\$153	\$261	\$96	\$110	\$69	\$65	\$101	\$86	\$86	\$64	\$69	\$87
Nursing Staff	\$467	\$239	\$247	\$224	\$177	\$298	\$396	\$283	\$3,995	\$530	\$1,118	\$622	\$1,354	\$701	\$308	\$267	\$256	\$392	\$292	\$376	\$259	\$316	\$452
Pharmacy Staff	\$36	\$22	\$21	\$16	\$8	\$29	\$35	\$25	\$151	\$57	\$78	\$53	\$146	\$45	\$39	\$31	\$14	\$33	\$27	\$19	\$17	\$24	\$32
Dental Clinical Staff	\$82	\$80	\$74	\$77	\$64	\$88	\$85	\$86	\$84	\$81	\$134	\$90	\$91	\$69	\$102	\$79	\$93	\$78	\$94	\$83	\$86	\$82	\$83
Mental Health Clinical Staff	\$190	\$98	\$7	\$29	\$14	\$103	\$185	\$38	\$624	\$222	\$404	\$380	\$558	\$237	\$125	\$73	\$27	\$169	\$83	\$74	\$31	\$157	\$288
Clinical Support Staff	\$28	\$10	\$8	\$8	\$5	\$14	\$20	\$11	\$174	\$32	\$62	\$60	\$137	\$32	\$17	\$7	\$9	\$16	\$6	\$14	\$8	\$17	\$34
Administrative Support Staff	\$107	\$90	\$77	\$84	\$44	\$77	\$92	\$109	\$384	\$126	\$252	\$137	\$288	\$107	\$117	\$75	\$91	\$112	\$88	\$89	\$92	\$105	\$121
Hospital	\$108	\$27	\$20	\$25	\$14	\$44	\$46	\$38	\$1,339	\$197	\$170	\$70	\$378	\$118	\$85	\$76	\$82	\$138	\$71	\$56	\$48	\$48	\$80
Emergency Department	\$8	\$6	\$5	\$7	\$6	\$9	\$8	\$4	\$26	\$4	\$11	\$6	\$7	\$15	\$7	\$5	\$6	\$6	\$3	\$10	\$7	\$9	\$14
Specialty	\$28	\$14	\$15	\$19	\$11	\$17	\$26	\$21	\$116	\$37	\$30	\$41	\$82	\$29	\$17	\$21	\$27	\$19	\$15	\$19	\$19	\$16	\$37
Medications	\$132	\$49	\$4	\$34	\$17	\$52	\$113	\$36	\$94	\$370	\$173	\$300	\$494	\$89	\$118	\$100	\$36	\$125	\$66	\$40	\$42	\$67	\$157
Diagnostics	\$19	\$12	\$11	\$11	\$7	\$10	\$27	\$9	\$63	\$40	\$26	\$23	\$37	\$10	\$14	\$12	\$12	\$24	\$11	\$10	\$8	\$8	\$22

* Rate Per 1,000 Inmates

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Staffing in Full Time Equivalents (FTE)	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical FTE	95%	104%	102%	89%	133%	94%	107%	89%	100%	110%	73%	115%	113%
Nursing FTE	109%	133%	86%	83%	125%	122%	107%	88%	67%	100%	120%	134%	111%
Pharmacy FTE	105%	122%	129%	96%	121%	123%	111%	135%	110%	86%	111%	103%	98%
Dental Clinical FTE	95%	112%	100%	96%	101%	100%	104%	92%	98%	107%	101%	100%	0%
Mental Health Clinical FTE	123%	89%	85%	68%	114%	96%	76%	82%	85%	99%	103%	97%	101%
Clinical Support FTE	124%	128%	102%	85%	100%	113%	62%	90%	110%	105%	125%	114%	120%
Administrative Support FTE	97%	97%	76%	85%	93%	89%	83%	78%	85%	94%	102%	94%	82%
Total Actual FTE	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Civil Service FTE	92%	83%	91%	94%	83%	84%	86%	94%	93%	90%	87%	91%	79%
Overtime FTE	3.9%	6.5%	3.9%	2.1%	3.8%	5.3%	5.4%	2.9%	1.7%	5.2%	7.8%	6.7%	6.0%
Registry FTE	4.6%	10.6%	4.6%	3.7%	13.4%	11.0%	8.6%	3.0%	5.2%	5.1%	5.4%	2.2%	14.9%
Major Costs per Inmate per Month	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Staff	\$100	\$84	\$72	\$64	\$139	\$117	\$71	\$46	\$94	\$106	\$71	\$82	\$78
Nursing Staff	\$468	\$371	\$412	\$289	\$667	\$1,135	\$360	\$144	\$289	\$526	\$554	\$370	\$320
Pharmacy Staff	\$35	\$27	\$21	\$24	\$58	\$59	\$33	\$13	\$44	\$30	\$64	\$38	\$20
Dental Clinical Staff	\$82	\$78	\$84	\$82	\$93	\$97	\$71	\$77	\$91	\$76	\$87	\$82	\$71
Mental Health Clinical Staff	\$343	\$176	\$121	\$119	\$456	\$796	\$127	\$52	\$134	\$494	\$234	\$172	\$156
Clinical Support Staff	\$46	\$18	\$20	\$17	\$69	\$110	\$20	\$8	\$19	\$32	\$36	\$23	\$16
Administrative Support Staff	\$142	\$90	\$117	\$96	\$129	\$192	\$72	\$41	\$91	\$112	\$123	\$91	\$77
Hospital	\$226	\$59	\$15	\$24	\$257	\$112	\$74	\$34	\$195	\$95	\$93	\$68	\$104
Emergency Department	\$12	\$7	\$2	\$4	\$15	\$11	\$8	\$3	\$6	\$6	\$13	\$9	\$13
Specialty	\$48	\$21	\$6	\$13	\$70	\$21	\$29	\$9	\$49	\$41	\$20	\$25	\$27
Medications	\$523	\$61	\$116	\$44	\$431	\$253	\$102	\$34	\$212	\$186	\$98	\$144	\$69
Diagnostics	\$28	\$40	\$7	\$8	\$36	\$16	\$14	\$9	\$18	\$34	\$14	\$5	\$37

* Rate Per 1,000 Inmates

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Workload Per Day	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Appointments per PCP	12.1	10.3	14.7	12.3	12.8	13.0	12.6	15.0	11.0	9.5	12.7	10.7	11.7	10.8	11.2	12.6	12.0	14.5	10.8	9.1	11.6	13.7	14.4
Appointments per PCRN	6.5	5.4	4.0	6.6	4.8	5.1	5.9	7.1	3.9	6.5	7.2	5.7	9.4	8.2	6.0	7.4	4.4	8.0	5.9	5.4	7.2	7.1	7.1
Encounters per Primary MH Clinician	8.9	6.8	9.3	2.6	2.2	6.5	9.5	3.4	9.0	5.0	6.0	12.7	11.4	8.4	5.1	5.8	3.2	8.3	7.9	7.6	3.8	11.0	9.9
Encounters per Psychiatrist	9.0	10.2	-	3.6	2.0	12.3	8.9	4.7	7.7	7.8	9.0	9.2	10.1	9.1	9.2	11.2	1.9	9.4	6.7	8.8	3.3	13.3	11.2
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*	4.6	3.3	1.3	3.1	1.5	3.3	1.1	2.3	29.7	9.8	6.6	3.2	9.9	8.5	3.2	1.6	0.5	5.7	2.1	3.0	1.1	5.7	4.9
Emergency Department Visits*	5	4	6	4	2	2	8	2	23	5	12	2	5	6	7	7	5	7	2	5	5	5	11
Specialty Care Referrals*	62	71	54	41	22	36	89	45	170	85	88	108	100	40	59	49	27	56	59	68	48	20	81
Prescriptions Per Inmate	3.4	2.0	1.7	1.1	0.6	2.2	4.3	1.3	13.1	4.8	4.6	6.6	5.5	5.2	2.7	3.3	2.0	2.5	2.5	2.1	1.3	2.2	3.9
Diagnostics Per Inmate	1.0	0.7	0.7	0.5	0.4	0.5	1.4	0.4	3.7	1.9	1.2	1.0	2.0	0.5	0.7	0.6	0.5	1.1	0.7	0.5	0.3	0.5	0.9
Appeals Received*	37	25	17	8	1	38	47	14	102	41	33	23	47	46	22	43	12	45	17	30	14	31	58
Prison Population Capacity	132%	93%	-	165%	103%	140%	136%	150%	69%	127%	142%	96%	107%	139%	99%	154%	119%	138%	116%	141%	166%	151%	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%	0.1%	0.0%	0.2%	0.1%	0.7%	3.4%	0.5%	31.0%	18.6%	5.7%	6.4%	18.4%	1.9%	1.2%	1.8%	0.9%	2.6%	2.9%	1.1%	0.5%	0.7%	6.9%
High Risk Priority 2	7.6%	0.6%	0.4%	0.6%	0.6%	2.9%	6.3%	1.8%	21.6%	28.1%	11.4%	15.0%	20.5%	4.3%	2.5%	5.3%	4.2%	4.2%	8.1%	2.1%	2.4%	3.5%	13.9%
Medium Risk	40%	51%	25%	17%	7%	48%	47%	20%	37%	31%	42%	43%	49%	51%	55%	52%	28%	31%	42%	40%	21%	46%	48%
Low Risk	48%	49%	74%	82%	93%	48%	43%	78%	11%	22%	41%	36%	12%	43%	41%	41%	67%	62%	47%	56%	77%	50%	31%
Mental Health EOP	5.4%	N/A	N/A	N/A	N/A	N/A	2.2%	N/A	19.3%	1.2%	5.2%	14.6%	20.9%	7.4%	N/A	N/A	N/A	1.2%	N/A	N/A	N/A	3.5%	11.4%
Patients with Disability (ADA)	7.0%	3.9%	1.1%	1.4%	0.4%	2.1%	6.9%	2.0%	35.0%	13.9%	6.3%	6.8%	36.5%	5.4%	2.7%	5.7%	3.3%	5.5%	2.8%	4.8%	2.6%	3.3%	6.7%
Inmates 50 Years or Older	23%	24%	18%	6%	7%	20%	20%	11%	53%	47%	21%	36%	45%	15%	20%	38%	29%	18%	32%	9%	13%	10%	24%
Men and Women Institutions	-	M	M	M	M	M	W	M	M	M	W	M	M	M	M	M	M	M	M/W	M	M	M	M
Specialized Health Care Beds	2,870	28	-	18	19	16	38	13	1,867	78	25	87	169	87	10	21	-	24	-	30	14	22	16
Institution Population	117,869	2,715	2,234	3,819	3,979	3,909	2,760	3,487	2,056	3,776	1,970	3,705	2,530	4,376	2,477	5,094	2,076	2,294	2,873	3,288	3,659	3,680	3,499

* Rate Per 1,000 Inmates

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Workload Per Day	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Appointments per PCP	10.8	17.4	5.5	12.3	13.1	7.9	15.3	12.6	9.3	10.2	13.1	17.6	12.9
Appointments per PCRN	7.0	10.6	3.2	5.4	5.8	6.2	6.6	6.8	5.6	6.0	7.1	6.0	10.9
Encounters per Primary MH Clinician	9.6	9.8	5.9	5.6	9.2	8.7	13.4	5.5	6.1	6.2	9.6	13.1	10.9
Encounters per Psychiatrist	8.9	9.9	6.3	8.2	9.4	7.2	9.5	6.7	8.4	6.4	12.3	13.3	8.3
Other Trends	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Hospital Admissions*	6.5	2.9	0.4	0.4	13.1	4.4	5.7	2.3	6.0	4.3	6.0	4.2	3.3
Emergency Department Visits*	9	5	1	1	11	9	2	3	3	4	9	5	4
Specialty Care Referrals*	134	57	17	31	150	59	33	37	69	86	51	92	51
Prescriptions Per Inmate	4.9	2.8	1.3	2.2	6.5	5.1	4.5	1.0	3.9	4.2	5.0	4.1	2.2
Diagnostics Per Inmate	1.3	2.3	0.4	0.5	1.4	0.9	0.7	0.4	0.9	1.9	0.7	0.2	2.2
Appeals Received*	78	21	42	30	65	103	41	12	37	22	77	69	20
Prison Population Capacity	171%	163%	115%	108%	145%	124%	160%	115%	146%	120%	150%	181%	161%
Institution & Population Characteristics	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
High Risk Priority 1	14.5%	0.6%	0.5%	0.0%	17.6%	6.5%	2.6%	0.6%	8.8%	6.9%	2.1%	3.5%	1.2%
High Risk Priority 2	21.9%	2.3%	2.1%	0.2%	22.7%	12.6%	5.4%	1.5%	17.2%	14.5%	5.8%	7.7%	2.5%
Medium Risk	45%	36%	22%	48%	49%	59%	56%	19%	42%	38%	58%	57%	37%
Low Risk	19%	61%	75%	51%	11%	22%	36%	79%	32%	41%	34%	32%	59%
Mental Health EOP	20.2%	1.3%	3.7%	N/A	22.4%	38.1%	6.4%	N/A	N/A	1.1%	16.2%	10.3%	2.0%
Patients with Disability (ADA)	10.0%	1.9%	1.2%	2.8%	22.4%	4.9%	15.4%	1.1%	8.9%	8.1%	6.9%	11.8%	3.5%
Inmates 50 Years or Older	36%	11%	8%	14%	38%	17%	26%	11%	40%	42%	16%	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	2,917	4,408	2,735	2,491	3,200	2,276	5,478	4,411	3,824	3,719	3,697	3,597	4,860

* Rate Per 1,000 Inmates

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HEALTHCARE SERVICES DASHBOARD

Substance Abuse Treatment Facility (SATF)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT										
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical Services					SATF	Statewide	Asthma Care					SATF	Statewide	Appropriate Placement High Risk Patients				SATF	Statewide	
Dental Services					95%	91%	Therapeutic Anticoagulation					93%	80%	High Risk Patient Care Plan				N/A	75%	
Mental Health Services					97%	96%	Diabetes Care					67%	83%	Follow-Up After MHCB/DSH Admission				97%	92%	
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Cancelled Due to Custody					4.2%	1.7%	End Stage Liver Disease Care					83%	82%	30-Day Community Hospital Readmission				5.2%	6.5%	
Seen as Scheduled					87%	89%	Colon Cancer Screening					88%	86%	30-Day MHCB or DSH Readmission				24%	23%	
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Effective Communication Provided					95%	97%	Breast Cancer Screening					N/A	98%	Potentially Avoidable Hospitalizations*				10.7	10.6	
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medication Continuity-Transfer					90%	85%	Diagnostic Monitoring					96%	89%	CONTINUITY OF CLINICIANS & SERVICES						
Medication Non-Adherence Counseling					91%	85%	Utilization Specialty Services					98%	92%	Primary Care Provider (PCP)				96%	88%	
Medication Administration					93%	88%	Polypharmacy Medication Review					84%	65%	Mental Health Primary Clinician				84%	82%	
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Non-Formulary by Psychiatrists					2.4%	3.3%	AVAILABILITY OF HEALTH INFORMATION						Psychiatrist				88%	82%		
Non-Formulary by Medical Providers					2.3%	3.7%	Non-Dictated Documents					85%	78%	RESOURCE MANAGEMENT						
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	APPEAL PROCESSING						Claims Processed				N/A	100%				
Medical FTE	17	16	107%	96%	6 Mth Trend					6 Mth Trend					Specialty Teleservices				83%	64%
Nursing FTE	210	195	107%	103%	6 Mth Trend					6 Mth Trend					Health Care Staff Training					
Pharmacy FTE	23	21	111%	112%	6 Mth Trend					6 Mth Trend					CONTINUOUS EVALUATION & IMPROVEMENT					
Dental Clinical FTE	31	30	104%	97%	6 Mth Trend					6 Mth Trend					QM & Patient Safety Program					
Mental Health Clinical FTE	56	74	76%	93%	6 Mth Trend					6 Mth Trend					Health Care Index					
Clinical Support FTE	13	21	62%	100%	6 Mth Trend					6 Mth Trend					WORKLOAD PER DAY					
Administrative Support FTE	83	100	83%	91%	6 Mth Trend					6 Mth Trend					Appointments per PCP				15.3	12.1
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE	Actual	SATF	Statewide	LABOR						6 Mth Trend					6 Mth Trend					
Civil Service FTE	372	86%	89%	YTD 14/15					YTD 13/14					6 Mth Trend						
Overtime FTE	23	5.4%	4.8%	Medical Staff					Medical Staff					6 Mth Trend						
Registry FTE	37	8.6%	6.2%	\$71					\$63					6 Mth Trend						
					Nursing Staff					Nursing Staff					6 Mth Trend					
					\$360					\$314					6 Mth Trend					
					Pharmacy Staff					Pharmacy Staff					6 Mth Trend					
					\$33					\$29					6 Mth Trend					
					Dental Clinical Staff					Dental Clinical Staff					6 Mth Trend					
					\$71					\$65					6 Mth Trend					
					Mental Health Clinical Staff					Mental Health Clinical Staff					6 Mth Trend					
					\$127					\$121					6 Mth Trend					
					Clinical Support Staff					Clinical Support Staff					6 Mth Trend					
					\$20					\$18					6 Mth Trend					
					Administrative Support Staff					Administrative Support Staff					6 Mth Trend					
					\$72					\$72					6 Mth Trend					
					NON LABOR					NON LABOR					6 Mth Trend					
					YTD 14/15					YTD 13/14					6 Mth Trend					
					Hospital					Hospital					6 Mth Trend					
					\$74					\$118					6 Mth Trend					
					Emergency Department					Emergency Department					6 Mth Trend					
					\$8					\$7					6 Mth Trend					
					Specialty					Specialty					6 Mth Trend					
					\$29					\$38					6 Mth Trend					
					Medications					Medications					6 Mth Trend					
					\$102					\$89					6 Mth Trend					
					Diagnostics					Diagnostics					6 Mth Trend					
					\$14					\$12					6 Mth Trend					
					\$19					\$19					6 Mth Trend					
					Hospital Admissions*					Hospital Admissions*					6 Mth Trend					
					5.7					4.6					6 Mth Trend					
					Emergency Department Visits*					Emergency Department Visits*					6 M Trend					
					2					5					6 M Trend					
					Specialty Care Referrals*					Specialty Care Referrals*					6 M Trend					
					33					62					6 M Trend					
					Prescriptions Per Inmate					Prescriptions Per Inmate					6 M Trend					
					4.5					3.4					6 M Trend					
					Diagnostics Per Inmate					Diagnostics Per Inmate					6 M Trend					
					0.7					1.0					6 M Trend					
					Appeals Received*					Appeals Received*					6 M Trend					
					41					37					6 M Trend					
					Prison Population Capacity					Prison Population Capacity					6 M Trend					
					160%					132%					6 M Trend					

* 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									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			SAC	Statewide	Asthma Care			SAC	Statewide	Appropriate Placement High Risk Patients			SAC	Statewide					
Dental Services		75%	91%		Therapeutic Anticoagulation		80%	80%		High Risk Patient Care Plan		N/A	75%						
Mental Health Services		99%	96%		Diabetes Care		89%	83%		Follow-Up After MHCB/DSH Admission		91%	92%						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			2.6%	1.7%	End Stage Liver Disease Care			99%	86%	30-Day Community Hospital Readmission		4.1%	6.5%						
Seen as Scheduled		93%	89%		Colon Cancer Screening		99%	97%		30-Day MHCB or DSH Readmission		16%	23%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			97%	97%	Breast Cancer Screening		N/A	98%		Potentially Avoidable Hospitalizations*		10.0	10.6						
MEDICATION MANAGEMENT					AVAILABILITY OF HEALTH INFORMATION					CONTINUITY OF CLINICIANS & SERVICES									
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			80%	85%	Non-Dictated Documents			69%	78%	Primary Care Provider (PCP)		88%	88%						
Medication Non-Adherence Counseling		79%	85%		Specialty Notes		93%	90%		Mental Health Primary Clinician		78%	82%						
Medication Administration		95%	88%		Community Hospital Records		91%	88%		Psychiatrist		77%	82%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			4.1%	3.3%	Scanning Accuracy		99%	94%		RESOURCE MANAGEMENT									
Non-Formulary by Medical Providers		4.8%	3.7%		APPEAL PROCESSING					6 Mth Trend									
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Timely Appeals			80%	98%	CONTINUOUS EVALUATION & IMPROVEMENT									
Medical FTE	533	497	107%	98%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend									
Nursing FTE	9	10	94%	96%	LABOR					6 Mth Trend									
Pharmacy FTE	261	214	122%	103%	Medical Staff	YTD 14/15	YTD 13/14	Statewide	QM & Patient Safety Program		N/A	100%							
Dental Clinical FTE	14	12	123%	112%	Nursing Staff	\$117	\$120	\$94	Health Care Staff Training		57%	64%							
Mental Health Clinical FTE	17	17	100%	97%	Pharmacy Staff	\$1,135	\$1,028	\$467	WORKLOAD PER DAY										
Clinical Support FTE	119	125	96%	93%	Dental Clinical Staff	\$59	\$52	\$36	6 Mth Trend										
Clinical Support FTE	31	27	113%	100%	Mental Health Clinical Staff	\$97	\$106	\$82	Appointments per PCP		7.9	12.1							
Administrative Support FTE	82	92	89%	91%	Clinical Support Staff	\$796	\$763	\$190	Appointments per PCRN		6.2	6.5							
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE		533	100%	100%	Administrative Support Staff	\$110	\$103	\$28	Encounters per Primary MH Clinician		8.7	8.9							
Civil Service FTE		447	84%	89%	NON LABOR					6 Mth Trend									
Overtime FTE		28	5.3%	4.8%	Hospital	YTD 14/15	YTD 13/14	Statewide	Encounters per Psychiatrist		7.2	9.0							
Registry FTE		58	11.0%	6.2%	Emergency Department	\$112	\$152	\$108	OTHER TRENDS										
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE		533	100%	100%	Specialty	\$11	\$7	\$8	Hospital Admissions*		4.4	4.6							
Civil Service FTE		447	84%	89%	Medications	\$21	\$19	\$28	Emergency Department Visits*		9	5							
Overtime FTE		28	5.3%	4.8%	Diagnosics	\$253	\$159	\$132	Specialty Care Referrals*		59	62							
Registry FTE		58	11.0%	6.2%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE		533	100%	100%	Hospital Admissions*		4.4	4.6	Prescriptions Per Inmate		5.1	3.4							
Civil Service FTE		447	84%	89%	Emergency Department Visits*		9	5	Diagnosics Per Inmate		0.9	1.0							
Overtime FTE		28	5.3%	4.8%	Specialty Care Referrals*		59	62	Appeals Received*		103	37							
Registry FTE		58	11.0%	6.2%	Medications		\$253	\$159	Prison Population Capacity		124%	132%							
Total Actual FTE		533	100%	100%	Diagnosics		\$16	\$16											

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

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HEALTHCARE SERVICES DASHBOARD

Ironwood State Prison (ISP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services			ISP	Statewide	Asthma Care			ISP	Statewide	Appropriate Placement High Risk Patients			ISP	Statewide					
Dental Services			90%	91%	Therapeutic Anticoagulation			97%	80%	High Risk Patient Care Plan			N/A	75%					
Mental Health Services			86%	96%	Diabetes Care			85%	82%	Follow-Up After MHCB/DSH Admission			-	92%					
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody			1.0%	1.7%	End Stage Liver Disease Care			100%	86%	30-Day Community Hospital Readmission			3.1%	6.5%					
Seen as Scheduled			88%	89%	Colon Cancer Screening			99%	97%	30-Day MHCB or DSH Readmission			-	23%					
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided			98%	97%	Breast Cancer Screening			N/A	98%	Potentially Avoidable Hospitalizations*			8.4	10.6					
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer			100%	85%	Diagnostic Monitoring			-	89%	CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling			67%	85%	Utilization Specialty Services			100%	92%	Primary Care Provider (PCP)			96%	88%					
Medication Administration			83%	88%	Polypharmacy Medication Review			93%	65%	Mental Health Primary Clinician			N/A	82%					
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists			0.0%	3.3%	AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers			1.2%	3.7%	Non-Dictated Documents			88%	78%	Specialty Notes			98%	90%					
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Community Hospital Records			75%	88%	Scanning Accuracy			98%	94%					
Medical FTE	166	177	94%	98%	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
Nursing FTE	7	7	104%	96%	Timely Appeals			100%	98%	CONTINUOUS EVALUATION & IMPROVEMENT									
Nursing FTE	79	76	103%	103%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Pharmacy FTE	6	5	110%	112%	LABOR	YTD 14/15	YTD 13/14	Statewide	Claims Processed			N/A	100%						
Dental Clinical FTE	22	22	100%	97%	Medical Staff	\$64	\$69	\$94	Specialty Teleservices			86%	64%						
Mental Health Clinical FTE	5	6	83%	93%	Nursing Staff	\$259	\$259	\$467	Health Care Staff Training										
Clinical Support FTE	4	4	100%	100%	Pharmacy Staff	\$17	\$18	\$36	WORKLOAD PER DAY										
Administrative Support FTE	44	57	77%	91%	Dental Clinical Staff	\$86	\$83	\$82	Appointments per PCP			11.6	12.1						
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE	166	100%	100%	100%	Mental Health Clinical Staff	\$31	\$24	\$190	Appointments per PCRN			7.2	6.5						
Civil Service FTE	153	92%	89%	89%	Clinical Support Staff	\$8	\$6	\$28	Encounters per Primary MH Clinician			3.8	8.9						
Overtime FTE	6	3.9%	4.8%	4.8%	Administrative Support Staff	\$92	\$84	\$107	Encounters per Psychiatrist			3.3	9.0						
Registry FTE	7	4.0%	6.2%	6.2%	NON LABOR					6 Mth Trend					6 Mth Trend				
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE	166	100%	100%	100%	Hospital	\$48	\$31	\$108	Hospital Admissions*			1.1	4.6						
Civil Service FTE	153	92%	89%	89%	Emergency Department	\$7	\$5	\$8	Emergency Department Visits*			5	5						
Overtime FTE	6	3.9%	4.8%	4.8%	Specialty	\$19	\$22	\$28	Specialty Care Referrals*			48	62						
Registry FTE	7	4.0%	6.2%	6.2%	Medications	\$42	\$22	\$132	Prescriptions Per Inmate			1.3	3.4						
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE	166	100%	100%	100%	Diagnostics	\$8	\$9	\$19	Diagnostics Per Inmate			0.3	1.0						
Civil Service FTE	153	92%	89%	89%	OTHER TRENDS					6 Mth Trend					6 Mth Trend				
Overtime FTE	6	3.9%	4.8%	4.8%	Hospital Admissions*			1.1	4.6	Hospital Admissions*			1.1	4.6					
Registry FTE	7	4.0%	6.2%	6.2%	Emergency Department Visits*			5	5	Emergency Department Visits*			5	5					
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE	166	100%	100%	100%	Specialty Care Referrals*			48	62	Specialty Care Referrals*			48	62					
Civil Service FTE	153	92%	89%	89%	Prescriptions Per Inmate			1.3	3.4	Prescriptions Per Inmate			1.3	3.4					
Overtime FTE	6	3.9%	4.8%	4.8%	Diagnostics Per Inmate			0.3	1.0	Diagnostics Per Inmate			0.3	1.0					
Registry FTE	7	4.0%	6.2%	6.2%	Appeals Received*			14	37	Appeals Received*			14	37					
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE	166	100%	100%	100%	Prison Population Capacity			166%	132%	Prison Population Capacity			166%	132%					

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

HEALTHCARE SERVICES DASHBOARD

Correctional Training Facility (CTF)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services		97%	91%		Asthma Care		95%	80%		Appropriate Placement High Risk Patients		N/A	75%						
Dental Services		99%	96%		Therapeutic Anticoagulation		80%	83%		High Risk Patient Care Plan									
Mental Health Services		95%	90%		Diabetes Care		82%	82%		Follow-Up After MHCB/DSH Admission		91%	92%						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody		0.2%	1.7%		End Stage Liver Disease Care		99%	86%		30-Day Community Hospital Readmission		3.7%	6.5%						
Seen as Scheduled		90%	89%		Colon Cancer Screening		98%	97%		30-Day MHCB or DSH Readmission		-	23%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided		98%	97%		Breast Cancer Screening		N/A	98%		Potentially Avoidable Hospitalizations*		4.7	10.6						
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer		98%	85%		Diagnosis Monitoring		91%	89%		CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling		100%	85%		Utilization Specialty Services		93%	92%		Primary Care Provider (PCP)		96%	88%						
Medication Administration		91%	88%		Polypharmacy Medication Review		23%	65%		Mental Health Primary Clinician		N/A	82%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists		1.2%	3.3%		AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers		1.0%	3.7%		Non-Dictated Documents		79%	78%		Specialty Notes		88%	90%						
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical FTE	274	266	103%	98%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Nursing FTE	11	14	80%	96%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Pharmacy FTE	108	93	116%	103%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Dental Clinical FTE	20	17	119%	112%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Mental Health Clinical FTE	27	29	91%	97%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Clinical Support FTE	29	31	93%	93%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Administrative Support FTE	7	8	89%	100%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Registry FTE	72	74	98%	91%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE		274	100%	100%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Civil Service FTE		239	87%	89%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Overtime FTE		14	5.3%	4.8%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Registry FTE		20	7.4%	6.2%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Staff					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Nursing Staff					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Pharmacy Staff					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Dental Clinical Staff					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Mental Health Clinical Staff					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Clinical Support Staff					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Administrative Support Staff					6 Mth Trend					6 Mth Trend					6 Mth Trend				
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics					6 Mth Trend					6 Mth Trend					6 Mth Trend				
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Timely Appeals		99%	98%		6 Mth Trend					6 Mth Trend					6 Mth Trend				
RESOURCE MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Claims Processed		N/A	100%		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty Teleservices		53%	64%		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Health Care Staff Training					6 Mth Trend					6 Mth Trend					6 Mth Trend				
CONTINUOUS EVALUATION & IMPROVEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
QM & Patient Safety Program					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Health Care Index					6 Mth Trend					6 Mth Trend					6 Mth Trend				
WORKLOAD PER DAY					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Appointments per PCP		12.6	12.1		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Appointments per PCRN		7.4	6.5		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Encounters per Primary MH Clinician		5.8	8.9		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Encounters per Psychiatrist		11.2	9.0		6 Mth Trend					6 Mth Trend					6 Mth Trend				
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital Admissions*		1.6	4.6		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department Visits*		7	5		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty Care Referrals*		49	62		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Prescriptions Per Inmate		3.3	3.4		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics Per Inmate		0.6	1.0		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Appeals Received*		43	37		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Prison Population Capacity		154%	132%		6 Mth Trend					6 Mth Trend					6 Mth Trend				

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

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HEALTHCARE SERVICES DASHBOARD

California State Prison, Corcoran (COR)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services		COR	Statewide		Asthma Care		COR	Statewide		Appropriate Placement High Risk Patients		COR	Statewide		High Risk Patient Care Plan		COR	Statewide	
Dental Services		95%	91%		Therapeutic Anticoagulation		92%	80%		Follow-Up After MHCB/DSH Admission		N/A	75%		Follow-Up After MHCB/DSH Admission		94%	92%	
Mental Health Services		98%	96%		Diabetes Care		78%	82%		30-Day Community Hospital Readmission		8.8%	6.5%		30-Day MHCB or DSH Readmission		14%	23%	
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody		7.2%	1.7%		End Stage Liver Disease Care		89%	86%		Potentially Avoidable Hospitalizations*		34.5	10.6		Potentially Avoidable Hospitalizations*				
Seen as Scheduled		86%	89%		Colon Cancer Screening		99%	97%		CONTINUITY OF CLINICIANS & SERVICES									
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided		98%	97%		Breast Cancer Screening		N/A	98%		Primary Care Provider (PCP)		86%	88%		Mental Health Primary Clinician		75%	82%	
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer		64%	85%		Non-Dictated Documents		81%	78%		Psychiatrist		81%	82%		RESOURCE MANAGEMENT				
Medication Non-Adherence Counseling		62%	85%		Specialty Notes		92%	90%		Claims Processed		N/A	100%		6 Mth Trend				
Medication Administration		73%	88%		Community Hospital Records		98%	88%		Specialty Teleservices		72%	64%		6 Mth Trend				
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists		3.5%	3.3%		Scanning Accuracy		59%	94%		Health Care Staff Training					CONTINUOUS EVALUATION & IMPROVEMENT				
Non-Formulary by Medical Providers		4.8%	3.7%		APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical FTE	519	466	112%	98%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Nursing FTE	11	13	87%	96%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Pharmacy FTE	291	247	118%	103%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Dental Clinical FTE	17	14	128%	112%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Mental Health Clinical FTE	26	26	100%	97%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Clinical Support FTE	78	65	119%	93%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Administrative Support FTE	10	12	90%	100%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
	86	90	96%	91%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Actual FTE	6 Mth Trend	Actual	COR	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Civil Service FTE		519	100%	100%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Overtime FTE		439	85%	89%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Registry FTE		37	7.1%	4.8%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
		43	8.4%	6.2%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Staff		YTD 14/15	YTD 13/14	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Nursing Staff		\$96	\$105	\$94	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Pharmacy Staff		\$701	\$659	\$467	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Dental Clinical Staff		\$45	\$38	\$36	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Mental Health Clinical Staff		\$69	\$72	\$82	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Clinical Support Staff		\$237	\$210	\$190	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Administrative Support Staff		\$32	\$33	\$28	6 Mth Trend					6 Mth Trend					6 Mth Trend				
		\$107	\$108	\$107	6 Mth Trend					6 Mth Trend					6 Mth Trend				
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital		YTD 14/15	YTD 13/14	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department		\$118	\$115	\$108	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty		\$15	\$4	\$8	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications		\$29	\$29	\$28	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics		\$89	\$78	\$132	6 Mth Trend					6 Mth Trend					6 Mth Trend				
		\$10	\$9	\$19	6 Mth Trend					6 Mth Trend					6 Mth Trend				
WORKLOAD PER DAY					6 Mth Trend					6 Mth Trend					6 Mth Trend				
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Appointments per PCP		COR	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Appointments per PCRN		10.8	12.1	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Encounters per Primary MH Clinician		8.2	6.5	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Encounters per Psychiatrist		8.4	8.9	6 Mth Trend					6 Mth Trend					6 Mth Trend					
		9.1	9.0	6 Mth Trend					6 Mth Trend					6 Mth Trend					
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital Admissions*		COR	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Emergency Department Visits*		8.5	4.6	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Specialty Care Referrals*		6	5	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Prescriptions Per Inmate		40	62	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Diagnostics Per Inmate		5.2	3.4	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Appeals Received*		0.5	1.0	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Prison Population Capacity		46	37	6 Mth Trend					6 Mth Trend					6 Mth Trend					
		139%	132%	6 Mth Trend					6 Mth Trend					6 Mth Trend					

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

HEALTHCARE SERVICES DASHBOARD

California Institution for Women (CIW)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT										
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical Services			CIW	Statewide	Asthma Care			CIW	Statewide	Appropriate Placement High Risk Patients			CIW	Statewide						
Dental Services		94%	91%		Therapeutic Anticoagulation		80%	80%		High Risk Patient Care Plan		N/A	75%							
Mental Health Services		99%	96%		Diabetes Care		50%	83%		Follow-Up After MHCB/DSH Admission										
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Cancelled Due to Custody			CIW	Statewide	End Stage Liver Disease Care			CIW	Statewide	30-Day Community Hospital Readmission		76%	92%							
Seen as Scheduled		2.2%	1.7%		Colon Cancer Screening		100%	86%		30-Day MHCB or DSH Readmission		5.5%	6.5%							
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Effective Communication Provided			CIW	Statewide	Breast Cancer Screening			CIW	Statewide	Potentially Avoidable Hospitalizations*		23%	23%							
		100%	97%		Diagnostic Monitoring		97%	98%				18.8	10.6							
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medication Continuity-Transfer			CIW	Statewide	Non-Dictated Documents			CIW	Statewide	CONTINUITY OF CLINICIANS & SERVICES										
Medication Non-Adherence Counseling		90%	85%		Specialty Notes		69%	78%		Primary Care Provider (PCP)		96%	88%							
Medication Administration		85%	85%		Community Hospital Records		87%	90%		Mental Health Primary Clinician		92%	82%							
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Non-Formulary by Psychiatrists			CIW	Statewide	Scanning Accuracy			CIW	Statewide	Psychiatrist		88%	82%							
Non-Formulary by Medical Providers		6.1%	3.3%				100%	94%		RESOURCE MANAGEMENT										
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					
Medical FTE	398	377	105%	98%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Nursing FTE	8	9	89%	96%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Pharmacy FTE	221	199	111%	103%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Dental Clinical FTE	13	10	133%	112%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Mental Health Clinical FTE	15	15	100%	97%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Clinical Support FTE	49	54	92%	93%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Administrative Support FTE	15	11	139%	100%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
	76	80	96%	91%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Total Actual FTE		398	100%	100%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Civil Service FTE		344	87%	89%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Overtime FTE		19	4.9%	4.8%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Registry FTE		34	8.6%	6.2%	6 Mth Trend					6 Mth Trend					6 Mth Trend					
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend					
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Medical Staff			YTD 14/15	YTD 13/14	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Nursing Staff			\$132	\$133	\$94	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Pharmacy Staff			\$1,118	\$848	\$467	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Dental Clinical Staff			\$78	\$66	\$36	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Mental Health Clinical Staff			\$134	\$92	\$82	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Clinical Support Staff			\$404	\$349	\$190	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Administrative Support Staff			\$62	\$47	\$28	6 Mth Trend					6 Mth Trend					6 Mth Trend				
			\$252	\$239	\$107	6 Mth Trend					6 Mth Trend					6 Mth Trend				
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Hospital			YTD 14/15	YTD 13/14	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department			\$170	\$127	\$108	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty			\$11	\$5	\$8	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications			\$30	\$24	\$28	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics			\$173	\$133	\$132	6 Mth Trend					6 Mth Trend					6 Mth Trend				
			\$26	\$23	\$19	6 Mth Trend					6 Mth Trend					6 Mth Trend				
WORKLOAD PER DAY					6 Mth Trend					6 Mth Trend					6 Mth Trend					
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Appointments per PCP			CIW	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Appointments per PCRN		12.7	12.1		6 Mth Trend					6 Mth Trend					6 Mth Trend					
Encounters per Primary MH Clinician		7.2	6.5		6 Mth Trend					6 Mth Trend					6 Mth Trend					
Encounters per Psychiatrist		6.0	8.9		6 Mth Trend					6 Mth Trend					6 Mth Trend					
		9.0	9.0		6 Mth Trend					6 Mth Trend					6 Mth Trend					
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend					
6 Mth Trend					6 Mth Trend					6 Mth Trend					6 Mth Trend					
Hospital Admissions*			CIW	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend					
Emergency Department Visits*		6.6	4.6		6 Mth Trend					6 Mth Trend					6 Mth Trend					
Specialty Care Referrals*		12	5		6 Mth Trend					6 Mth Trend					6 Mth Trend					
Prescriptions Per Inmate		88	62		6 Mth Trend					6 Mth Trend					6 Mth Trend					
Diagnostics Per Inmate		4.6	3.4		6 Mth Trend					6 Mth Trend					6 Mth Trend					
Appeals Received*		1.2	1.0		6 Mth Trend					6 Mth Trend					6 Mth Trend					
Prison Population Capacity		33	37		6 Mth Trend					6 Mth Trend					6 Mth Trend					
		142%	132%		6 Mth Trend					6 Mth Trend					6 Mth Trend					

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

HEALTHCARE SERVICES DASHBOARD

California Health Care Facility (CHCF)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT																			
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend														
					CHCF					CHCF					CHCF														
					Statewide					Statewide					Statewide														
Medical Services					89%	91%				Asthma Care					94%	80%				Appropriate Placement High Risk Patients					N/A	75%			
Dental Services					97%	96%				Therapeutic Anticoagulation					79%	83%				High Risk Patient Care Plan									
Mental Health Services					92%	90%				Diabetes Care					76%	82%				Follow-Up After MHCB/DSH Admission					71%	92%			
APPTS COMPLETED AS SCHEDULED																													
Cancelled Due to Custody					0.3%	1.7%				End Stage Liver Disease Care					71%	86%				30-Day Community Hospital Readmission					16.2%	6.5%			
Seen as Scheduled					91%	89%				Colon Cancer Screening					100%	97%				30-Day MHCB or DSH Readmission					30%	23%			
EFFECTIVE COMMUNICATION																													
Effective Communication Provided					96%	97%				Breast Cancer Screening					N/A	98%				Potentially Avoidable Hospitalizations*					64.2	10.6			
MEDICATION MANAGEMENT															CONTINUITY OF CLINICIANS & SERVICES														
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend														
					CHCF					CHCF					CHCF														
					Statewide					Statewide					Statewide														
Medication Continuity-Transfer					-	85%				Non-Dictated Documents					66%	78%				Primary Care Provider (PCP)					80%	88%			
Medication Non-Adherence Counseling					-	85%				Specialty Notes					92%	90%				Mental Health Primary Clinician					85%	82%			
Medication Administration					-	88%				Community Hospital Records					94%	88%				Psychiatrist					82%	82%			
FORMULARY MANAGEMENT																													
Non-Formulary by Psychiatrists					4.0%	3.3%				Scanning Accuracy					-	94%				RESOURCE MANAGEMENT									
Non-Formulary by Medical Providers					5.1%	3.7%				APPEAL PROCESSING					6 Mth Trend														
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HEALTHCARE SERVICES DASHBOARD

California State Prison, Centinela (CEN)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT											
ACCESS				6 Mth Trend				6 Mth Trend				6 Mth Trend							
Medical Services		CEN	Statewide	Asthma Care		CEN	Statewide	Appropriate Placement High Risk Patients		CEN	Statewide	High Risk Patient Care Plan		CEN	Statewide				
Dental Services		89%	91%	Therapeutic Anticoagulation		92%	80%	Follow-Up After MHCB/DSH Admission		N/A	75%	30-Day Community Hospital Readmission		-	92%				
Mental Health Services		99%	96%	Diabetes Care		84%	82%	30-Day MHC or DSH Readmission		-	2.6%	30-Day MHC or DSH Readmission		-	23%				
APPTS COMPLETED AS SCHEDULED				6 Mth Trend				6 Mth Trend				6 Mth Trend							
Cancelled Due to Custody		0.1%	1.7%	End Stage Liver Disease Care		75%	86%	Potentially Avoidable Hospitalizations*		1.3	10.6	CONTINUITY OF CLINICIANS & SERVICES							
Seen as Scheduled		93%	89%	Colon Cancer Screening		100%	97%	6 Mth Trend				6 Mth Trend							
EFFECTIVE COMMUNICATION				6 Mth Trend				6 Mth Trend				6 Mth Trend							
Effective Communication Provided		97%	97%	Breast Cancer Screening		N/A	98%	Primary Care Provider (PCP)		88%	88%	Mental Health Primary Clinician		N/A	82%				
MEDICATION MANAGEMENT				6 Mth Trend				6 Mth Trend				6 Mth Trend							
MAPIP				6 Mth Trend				6 Mth Trend				6 Mth Trend							
Medication Continuity-Transfer		75%	85%	Non-Dictated Documents		93%	78%	Psychiatrist		N/A	82%	RESOURCE MANAGEMENT							
Medication Non-Adherence Counseling		67%	85%	Specialty Notes		92%	90%	6 Mth Trend				6 Mth Trend							
Medication Administration		99%	88%	Community Hospital Records		75%	88%	Claims Processed		N/A	100%	Specialty Teleservices		80%	64%				
FORMULARY MANAGEMENT				6 Mth Trend				6 Mth Trend				6 Mth Trend							
Non-Formulary by Psychiatrists		0.0%	3.3%	Scanning Accuracy		99%	94%	Health Care Staff Training				CONTINUOUS EVALUATION & IMPROVEMENT							
Non-Formulary by Medical Providers		3.0%	3.7%	APPEAL PROCESSING				6 Mth Trend				6 Mth Trend							
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				6 Mth Trend				6 Mth Trend				6 Mth Trend							
Total Staffing FTE		0.0%	3.3%	Timely Appeals		100%	98%	6 Mth Trend				6 Mth Trend							
Medical FTE		7	7	MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend				6 Mth Trend							
Nursing FTE		85	82	LABOR				6 Mth Trend				6 Mth Trend							
Pharmacy FTE		7	4	Medical Staff		\$74	\$77	YTD 14/15	YTD 13/14	Statewide	6 Mth Trend				6 Mth Trend				
Dental Clinical FTE		20	21	Nursing Staff		\$283	\$283	\$94	\$77	\$94	6 Mth Trend				6 Mth Trend				
Mental Health Clinical FTE		7	8	Pharmacy Staff		\$25	\$25	\$36	\$25	\$36	6 Mth Trend				6 Mth Trend				
Clinical Support FTE		6	6	Dental Clinical Staff		\$86	\$90	\$82	\$90	\$82	6 Mth Trend				6 Mth Trend				
Administrative Support FTE		58	62	Mental Health Clinical Staff		\$38	\$38	\$190	\$38	\$190	6 Mth Trend				6 Mth Trend				
Actual				Authority				% of Auth				Statewide				Statewide			
Total Actual FTE		190	189	101%	98%	Clinical Support Staff		\$11	\$8	\$28	6 Mth Trend				6 Mth Trend				
Civil Service FTE		169	169	89%	89%	Administrative Support Staff		\$109	\$105	\$107	6 Mth Trend				6 Mth Trend				
Overtime FTE		10	10	5.1%	4.8%	NON LABOR				6 Mth Trend				6 Mth Trend					
Registry FTE		12	12	6.1%	6.2%	Hospital		\$38	\$62	\$108	6 Mth Trend				6 Mth Trend				
Actual				CEN				Statewide				6 Mth Trend				6 Mth Trend			
Total Actual FTE		190	100%	100%	Hospital Admissions*		2.3	4.6	6 Mth Trend				6 Mth Trend						
Civil Service FTE		169	89%	89%	Emergency Department Visits*		2	5	6 Mth Trend				6 Mth Trend						
Overtime FTE		10	5.1%	4.8%	Specialty Care Referrals*		45	62	6 Mth Trend				6 Mth Trend						
Registry FTE		12	6.1%	6.2%	Prescriptions Per Inmate		1.3	3.4	6 Mth Trend				6 Mth Trend						
Actual				CEN				Statewide				6 Mth Trend				6 Mth Trend			
Total Actual FTE		190	100%	100%	Diagnostics Per Inmate		0.4	1.0	6 Mth Trend				6 Mth Trend						
Civil Service FTE		169	89%	89%	Appeals Received*		14	37	6 Mth Trend				6 Mth Trend						
Overtime FTE		10	5.1%	4.8%	Prison Population Capacity		150%	132%	6 Mth Trend				6 Mth Trend						
Registry FTE		12	6.1%	6.2%	OTHER TRENDS				6 Mth Trend				6 Mth Trend						
Actual				CEN				Statewide				6 Mth Trend				6 Mth Trend			
Total Actual FTE		190	100%	100%	6 Mth Trend				6 Mth Trend				6 Mth Trend						
Civil Service FTE		169	89%	89%	6 Mth Trend				6 Mth Trend				6 Mth Trend						
Overtime FTE		10	5.1%	4.8%	6 Mth Trend				6 Mth Trend				6 Mth Trend						
Registry FTE		12	6.1%	6.2%	6 Mth Trend				6 Mth Trend				6 Mth Trend						

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

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

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HEALTHCARE SERVICES DASHBOARD

California Correctional Institution (CCI)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT																						
ACCESS				6 Mth Trend				6 Mth Trend				6 Mth Trend																		
Medical Services		96%	91%	Asthma Care		90%	80%	Appropriate Placement High Risk Patients		N/A	75%	Dental Services		99%	96%	High Risk Patient Care Plan				Mental Health Services		98%	90%	Follow-Up After MHCB/DSH Admission		100%	92%			
APPTS COMPLETED AS SCHEDULED				6 Mth Trend				6 Mth Trend				6 Mth Trend																		
Cancelled Due to Custody		0.6%	1.7%	End Stage Liver Disease Care		64%	86%	30-Day Community Hospital Readmission		6.0%	6.5%	Seen as Scheduled		95%	89%	30-Day MHCB or DSH Readmission		0%	23%	Effective Communication Provided		99%	97%	Potentially Avoidable Hospitalizations*		6.1	10.6			
EFFECTIVE COMMUNICATION				6 Mth Trend				6 Mth Trend				6 Mth Trend																		
MEDICATION MANAGEMENT				6 Mth Trend				6 Mth Trend				6 Mth Trend																		
Medication Continuity-Transfer		86%	85%	Non-Dictated Documents		96%	78%	Primary Care Provider (PCP)		97%	88%	Medication Non-Adherence Counseling		99%	85%	Mental Health Primary Clinician		N/A	82%	Psychiatrist		N/A	82%	Medication Administration		94%	88%			
FORMULARY MANAGEMENT				6 Mth Trend				6 Mth Trend				6 Mth Trend																		
Non-Formulary by Psychiatrists		0.8%	3.3%	Specialty Notes		87%	90%	Community Hospital Records		100%	88%	Non-Formulary by Medical Providers		3.7%	3.7%	Scanning Accuracy		97%	94%	RESOURCE MANAGEMENT										
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				6 Mth Trend				6 Mth Trend				6 Mth Trend																		
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Non-Dictated Documents		96%	78%	Claims Processed		N/A	100%	Medical FTE	12	12	103%	96%	Specialty Teleservices		57%	64%	Nursing FTE	135	134	100%	103%	Health Care Staff Training			
Medical FTE	12	12	103%	96%	Specialty Notes		87%	90%	Specialty Teleservices		57%	64%	Nursing FTE	135	134	100%	103%	Health Care Staff Training				Pharmacy FTE	15	11	134%	112%	QM & Patient Safety Program			
Nursing FTE	135	134	100%	103%	Community Hospital Records		100%	88%	Health Care Staff Training				Pharmacy FTE	15	11	134%	112%	Health Care Index				Dental Clinical FTE	28	28	100%	97%	Health Care Index			
Pharmacy FTE	15	11	134%	112%	Scanning Accuracy		97%	94%	CONTINUOUS EVALUATION & IMPROVEMENT				Pharmacy FTE	15	11	134%	112%	Health Care Index				Mental Health Clinical FTE	35	43	82%	93%	Health Care Index			
Dental Clinical FTE	28	28	100%	97%	Timely Appeals		100%	98%	WORKLOAD PER DAY				Mental Health Clinical FTE	35	43	82%	93%	Health Care Index				Clinical Support FTE	9	10	86%	100%	Appointments per PCP		13.0	12.1
Mental Health Clinical FTE	35	43	82%	93%	MAJOR COSTS PER INMATE PER MONTH**				Appointments per PCP		13.0	12.1	Clinical Support FTE	9	10	86%	100%	Health Care Index				Encounters per PCRN		5.1	6.5					
Clinical Support FTE	9	10	86%	100%	LABOR	YTD 14/15	YTD 13/14	Statewide	Encounters per PCRN		5.1	6.5	Administrative Support FTE	61	70	87%	91%	Health Care Index				Encounters per Primary MH Clinician		6.5	8.9					
Administrative Support FTE	61	70	87%	91%	Hospital	\$44	\$37	\$108	Encounters per Primary MH Clinician		6.5	8.9	Total Actual FTE	294	308	96%	98%	Health Care Index				Encounters per Psychiatrist		12.3	9.0					
Total Actual FTE	294	308	96%	98%	Emergency Department	\$9	\$3	\$8	Encounters per Psychiatrist		12.3	9.0	Civil Service FTE	266	266	90%	89%	Health Care Index				Other Trends	6 Mth Trend	CCI	Statewide					
Civil Service FTE	266	266	90%	89%	Specialty	\$17	\$17	\$28	Other Trends		3.3	4.6	Overtime FTE	13	13	4.6%	4.8%	Hospital Admissions*		3.3	4.6	Emergency Department Visits*		2	5					
Overtime FTE	13	13	4.6%	4.8%	Medications	\$52	\$39	\$132	Emergency Department Visits*		2	5	Specialty Care Referrals*		36	62	Specialty Care Referrals*		36	62	Prescriptions Per Inmate		2.2	3.4						
Registry FTE	15	15	5.2%	6.2%	Diagnostics	\$10	\$10	\$19	Prescriptions Per Inmate		2.2	3.4	Prescriptions Per Inmate		2.2	3.4	Diagnosics Per Inmate		0.5	1.0	Diagnosics Per Inmate		0.5	1.0						
Registry FTE	15	15	5.2%	6.2%	NON LABOR				YTD 14/15	YTD 13/14	Statewide	Diagnosics Per Inmate		0.5	1.0	Appeals Received*		38	37	Appeals Received*		38	37							
Registry FTE	15	15	5.2%	6.2%	Hospital	\$44	\$37	\$108	Prison Population Capacity		140%	132%	Prison Population Capacity		140%	132%	Prison Population Capacity		140%	132%										

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

HEALTHCARE SERVICES DASHBOARD

California Correctional Center (CCC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT																																																																																																																																																																											
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend																																																																																																																																																																						
Medical Services		91%	91%		Asthma Care		79%	80%		Appropriate Placement High Risk Patients		N/A	75%		Dental Services		99%	96%		Therapeutic Anticoagulation		-	83%		High Risk Patient Care Plan					Follow-Up After MHCB/DSH Admission		-	92%		Mental Health Services		96%	90%		Diabetes Care		88%	82%		30-Day Community Hospital Readmission		1.1%	6.5%		End Stage Liver Disease Care		100%	86%		30-Day MHCB or DSH Readmission		-	23%		Colon Cancer Screening		100%	97%		Potentially Avoidable Hospitalizations*		0.9	10.6		Breast Cancer Screening		N/A	98%		Diagnostic Monitoring		-	89%		Utilization Specialty Services		91%	92%		Polypharmacy Medication Review		0%	65%																																																																																													
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend																																																																																																																																																																						
Cancelled Due to Custody		0.6%	1.7%		Non-Dictated Documents		94%	78%		Primary Care Provider (PCP)		82%	88%		Medication Continuity-Transfer		96%	85%		Specialty Notes		94%	90%		Mental Health Primary Clinician		N/A	82%		Medication Non-Adherence Counseling		-	85%		Community Hospital Records		50%	88%		Psychiatrist		N/A	82%		Medication Administration		100%	88%		Scanning Accuracy		99%	94%																																																																																																																																
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend																																																																																																																																																																						
Effective Communication Provided		97%	97%		APPEAL PROCESSING					6 Mth Trend					6 Mth Trend																																																																																																																																																																						
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend																																																																																																																																																																						
MAPIP					Timely Appeals		100%	98%		6 Mth Trend					6 Mth Trend																																																																																																																																																																						
Medication Continuity-Transfer		96%	85%		MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend																																																																																																																																																																						
Medication Non-Adherence Counseling		-	85%		LABOR					6 Mth Trend					6 Mth Trend																																																																																																																																																																						
Medication Administration		100%	88%		Medical Staff	YTD 14/15	YTD 13/14	Statewide	Medical Staff					Medical FTE	8	9	86%	96%	Medical Staff	\$43	\$34	\$94	Nursing Staff					Nursing FTE	64	64	100%	103%	Nursing Staff	\$177	\$151	\$467	Nursing Staff					Pharmacy FTE	5	6	87%	112%	Pharmacy Staff	\$8	\$9	\$36	Pharmacy Staff					Pharmacy FTE	5	6	87%	112%	Pharmacy Staff	\$8	\$9	\$36	Pharmacy Staff					Dental Clinical FTE	23	22	105%	97%	Dental Clinical Staff	\$64	\$65	\$82	Dental Clinical Staff					Dental Clinical FTE	23	22	105%	97%	Dental Clinical Staff	\$64	\$65	\$82	Dental Clinical Staff					Mental Health Clinical FTE	6	6	100%	93%	Mental Health Clinical Staff	\$14	\$7	\$190	Mental Health Clinical Staff					Mental Health Clinical FTE	6	6	100%	93%	Mental Health Clinical Staff	\$14	\$7	\$190	Mental Health Clinical Staff					Clinical Support FTE	4	5	82%	100%	Clinical Support Staff	\$5	\$4	\$28	Clinical Support Staff					Clinical Support FTE	4	5	82%	100%	Clinical Support Staff	\$5	\$4	\$28	Clinical Support Staff					Administrative Support FTE	43	49	88%	91%	Administrative Support Staff	\$44	\$37	\$107	Administrative Support Staff					Administrative Support FTE	43	49	88%	91%	Administrative Support Staff	\$44	\$37	\$107	Administrative Support Staff				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend																																																																																																																																																																						
Total Staffing FTE	152	160	95%	98%	6 Mth Trend					6 Mth Trend					6 Mth Trend																																																																																																																																																																						
Medical FTE	8	9	86%	96%	6 Mth Trend					6 Mth Trend					6 Mth Trend																																																																																																																																																																						
Nursing FTE	64	64	100%	103%	6 Mth Trend					6 Mth Trend					6 Mth Trend																																																																																																																																																																						
Pharmacy FTE	5	6	87%	112%	6 Mth Trend					6 Mth Trend					6 Mth Trend																																																																																																																																																																						
Dental Clinical FTE	23	22	105%	97%	6 Mth Trend					6 Mth Trend					6 Mth Trend																																																																																																																																																																						
Mental Health Clinical FTE	6	6	100%	93%	6 Mth Trend					6 Mth Trend					6 Mth Trend																																																																																																																																																																						
Clinical Support FTE	4	5	82%	100%	6 Mth Trend					6 Mth Trend					6 Mth Trend																																																																																																																																																																						
Administrative Support FTE	43	49	88%	91%	6 Mth Trend					6 Mth Trend					6 Mth Trend																																																																																																																																																																						
Total Actual FTE		152	100%	100%	6 Mth Trend					6 Mth Trend					6 Mth Trend																																																																																																																																																																						
Civil Service FTE		142	93%	89%	6 Mth Trend					6 Mth Trend					6 Mth Trend																																																																																																																																																																						
Overtime FTE		7	4.6%	4.8%	6 Mth Trend					6 Mth Trend					6 Mth Trend																																																																																																																																																																						
Registry FTE		3	2.2%	6.2%	6 Mth Trend					6 Mth Trend					6 Mth Trend																																																																																																																																																																						
APPEAL PROCESSING					6 Mth Trend					6 Mth Trend					6 Mth Trend																																																																																																																																																																						
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HEALTHCARE SERVICES DASHBOARD

California City Correctional Facility (CAC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services		98%	91%		Asthma Care		97%	80%		Appropriate Placement High Risk Patients		N/A	75%						
Dental Services		95%	96%		Therapeutic Anticoagulation		-	83%		High Risk Patient Care Plan									
Mental Health Services		100%	90%		Diabetes Care		88%	82%		Follow-Up After MHCB/DSH Admission		100%	92%						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody		0.2%	1.7%		End Stage Liver Disease Care		-	86%		30-Day Community Hospital Readmission		0.0%	6.5%						
Seen as Scheduled		97%	89%		Colon Cancer Screening		100%	97%		30-Day MHCB or DSH Readmission		-	23%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided		86%	97%		Breast Cancer Screening		N/A	98%		Potentially Avoidable Hospitalizations*		1.9	10.6						
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer		96%	85%		Diagnostic Monitoring		-	89%		CONTINUITY OF CLINICIANS & SERVICES									
Medication Non-Adherence Counseling		96%	85%		Utilization Specialty Services		98%	92%		Primary Care Provider (PCP)		92%	88%						
Medication Administration		100%	88%		Polypharmacy Medication Review		93%	65%		Mental Health Primary Clinician		N/A	82%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists		-	3.3%		AVAILABILITY OF HEALTH INFORMATION					6 Mth Trend					6 Mth Trend				
Non-Formulary by Medical Providers		3.1%	3.7%		Non-Dictated Documents		94%	78%		Claims Processed		N/A	100%						
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Specialty Notes		95%	90%		Specialty Teleservices		65%	64%						
Medical FTE	5	6	92%	96%	Community Hospital Records		80%	88%		Health Care Staff Training									
Nursing FTE	58	54	108%	103%	Scanning Accuracy		-	94%		CONTINUOUS EVALUATION & IMPROVEMENT									
Pharmacy FTE	5	6	90%	112%	APPEAL PROCESSING					6 Mth Trend					6 Mth Trend				
Dental Clinical FTE	11	9	122%	97%	Timely Appeals		100%	98%		QM & Patient Safety Program									
Mental Health Clinical FTE	0	0	-	93%	MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend				
Clinical Support FTE	3	4	76%	100%	LABOR	YTD 14/15	YTD 13/14	Statewide		Health Care Index									
Administrative Support FTE	30	37	81%	91%	Medical Staff	\$66	\$93	\$94		WORKLOAD PER DAY									
Total Actual FTE	6 Mth Trend	Actual	CAC	Statewide	Nursing Staff	\$247	\$446	\$467		Appointments per PCP		14.7	12.1						
Civil Service FTE		113	100%	100%	Pharmacy Staff	\$21	\$19	\$36		Appointments per PCRN		4.0	6.5						
Overtime FTE		106	94%	89%	Dental Clinical Staff	\$74	\$83	\$82		Encounters per Primary MH Clinician		9.3	8.9						
Registry FTE		4	3.5%	4.8%	Mental Health Clinical Staff	\$7	\$6	\$190		Encounters per Psychiatrist		-	9.0						
		3	2.4%	6.2%	Clinical Support Staff	\$8	\$15	\$28		OTHER TRENDS									
					Administrative Support Staff	\$77	\$95	\$107		Hospital Admissions*		1.3	4.6						
					NON LABOR					6 Mth Trend					6 Mth Trend				
					Hospital	\$20	\$19	\$108		Emergency Department Visits*		6	5						
					Emergency Department	\$5	\$6	\$8		Specialty Care Referrals*		54	62						
					Specialty	\$15	\$12	\$28		Prescriptions Per Inmate		1.7	3.4						
					Medications	\$4	\$3	\$132		Diagnostics Per Inmate		0.7	1.0						
					Diagnostics	\$11	\$14	\$19		Appeals Received*		17	37						
										Prison Population Capacity		-	132%						

* 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									
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Services		ASP	Statewide		Asthma Care		ASP	Statewide		Appropriate Placement High Risk Patients		ASP	Statewide						
Dental Services		96%	91%		Therapeutic Anticoagulation		97%	80%		High Risk Patient Care Plan		N/A	75%						
Mental Health Services		99%	96%		Diabetes Care		89%	82%		Follow-Up After MHCB/DSH Admission		86%	92%						
APPTS COMPLETED AS SCHEDULED					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Cancelled Due to Custody		ASP	Statewide		End Stage Liver Disease Care		-	86%		30-Day Community Hospital Readmission		2.8%	6.5%						
Seen as Scheduled		0.1%	1.7%		Colon Cancer Screening		100%	97%		30-Day MHCB or DSH Readmission		-	23%						
EFFECTIVE COMMUNICATION					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Effective Communication Provided		ASP	Statewide		Breast Cancer Screening		N/A	98%		Potentially Avoidable Hospitalizations*		4.9	10.6						
		99%	97%		Diagnostic Monitoring		98%	89%		CONTINUITY OF CLINICIANS & SERVICES									
MEDICATION MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
MAPIP					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medication Continuity-Transfer		ASP	Statewide		Non-Dictated Documents		98%	89%		Primary Care Provider (PCP)		82%	88%						
Medication Non-Adherence Counseling		90%	85%		Specialty Notes		87%	90%		Mental Health Primary Clinician		N/A	82%						
Medication Administration		100%	85%		Community Hospital Records		88%	88%		Psychiatrist		N/A	82%						
FORMULARY MANAGEMENT					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Non-Formulary by Psychiatrists		ASP	Statewide		Scanning Accuracy		100%	94%		RESOURCE MANAGEMENT									
Non-Formulary by Medical Providers		1.0%	3.3%		APPEAL PROCESSING					6 Mth Trend									
STAFFING IN FULL TIME EQUIVALENTS (FTE)**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical FTE	234	252	93%	98%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Nursing FTE	9	10	92%	96%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Pharmacy FTE	88	99	89%	103%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Dental Clinical FTE	10	10	100%	112%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Mental Health Clinical FTE	28	28	100%	97%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Clinical Support FTE	27	30	89%	93%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Administrative Support FTE	8	6	136%	100%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
Registry FTE	64	70	92%	91%	6 Mth Trend					6 Mth Trend					6 Mth Trend				
MAJOR COSTS PER INMATE PER MONTH**					6 Mth Trend					6 Mth Trend					6 Mth Trend				
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medical Staff	YTD 14/15	YTD 13/14	Statewide		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Nursing Staff	\$58	\$68	\$94		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Pharmacy Staff	\$239	\$243	\$467		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Dental Clinical Staff	\$22	\$22	\$36		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Mental Health Clinical Staff	\$80	\$95	\$82		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Clinical Support Staff	\$98	\$89	\$190		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Administrative Support Staff	\$10	\$10	\$28		6 Mth Trend					6 Mth Trend					6 Mth Trend				
NON LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital	YTD 14/15	YTD 13/14	Statewide		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department	\$27	\$48	\$108		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty	\$6	\$5	\$8		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Medications	\$14	\$23	\$28		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics	\$49	\$34	\$132		6 Mth Trend					6 Mth Trend					6 Mth Trend				
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
LABOR					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital Admissions*	YTD 14/15	YTD 13/14	Statewide		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department Visits*	\$12	\$13	\$19		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty Care Referrals*	\$27	\$48	\$108		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Prescriptions Per Inmate	\$6	\$5	\$8		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics Per Inmate	\$14	\$23	\$28		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Appeals Received*	\$49	\$34	\$132		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Prison Population Capacity	\$12	\$13	\$19		6 Mth Trend					6 Mth Trend					6 Mth Trend				
WORKLOAD PER DAY					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Appointments per PCP	6 Mth Trend	ASP	Statewide		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Appointments per PCRN		10.3	12.1		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Encounters per Primary MH Clinician		5.4	6.5		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Encounters per Psychiatrist		6.8	8.9		6 Mth Trend					6 Mth Trend					6 Mth Trend				
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital Admissions*	6 Mth Trend	ASP	Statewide		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department Visits*		3.3	4.6		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty Care Referrals*		4	5		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Prescriptions Per Inmate		71	62		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics Per Inmate		2.0	3.4		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Appeals Received*		0.7	1.0		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Prison Population Capacity		25	37		6 Mth Trend					6 Mth Trend					6 Mth Trend				
WORKLOAD PER DAY					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Appointments per PCP	6 Mth Trend	ASP	Statewide		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Appointments per PCRN		10.2	9.0		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Encounters per Primary MH Clinician		5.4	6.5		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Encounters per Psychiatrist		6.8	8.9		6 Mth Trend					6 Mth Trend					6 Mth Trend				
OTHER TRENDS					6 Mth Trend					6 Mth Trend					6 Mth Trend				
Hospital Admissions*	6 Mth Trend	ASP	Statewide		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Emergency Department Visits*		3.3	4.6		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Specialty Care Referrals*		4	5		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Prescriptions Per Inmate		71	62		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Diagnostics Per Inmate		2.0	3.4		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Appeals Received*		0.7	1.0		6 Mth Trend					6 Mth Trend					6 Mth Trend				
Prison Population Capacity		25	37		6 Mth Trend					6 Mth Trend					6 Mth Trend				

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