

# 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											
<b>ACCESS</b>				<b>6 Mth Trend</b>				<b>Statewide</b>											
Medical Services			87%	Asthma Care			85%	Appropriate Placement High Risk Patients			75%								
Dental Services			96%	Therapeutic Anticoagulation			85%	High Risk Patient Care Plan											
Mental Health Services			89%	Diabetes Care			84%	Follow-Up After MHCB/DSH Admission			92%								
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>6 Mth Trend</b>				<b>Statewide</b>											
Cancelled Due to Custody			1.2%	End Stage Liver Disease Care			89%	30-Day Community Hospital Readmission			5.2%								
Seen as Scheduled			89%	Colon Cancer Screening			93%	30-Day MHCB or DSH Readmission			22%								
<b>EFFECTIVE COMMUNICATION</b>				<b>6 Mth Trend</b>				<b>Statewide</b>											
Effective Communication Provided			98%	Breast Cancer Screening			93%	Potentially Avoidable Hospitalizations*			9.1								
<b>MEDICATION MANAGEMENT</b>				<b>6 Mth Trend</b>				<b>Statewide</b>											
<b>Non-EHRS Institutions - MAPIP</b>				<b>6 Mth Trend</b>				<b>Statewide</b>											
Medication Continuity-Transfer			80%	Diagnostic Monitoring			91%	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>											
Medication Non-Adherence Counseling			89%	Utilization Specialty Services			92%	Primary Care Provider (PCP)			89%								
Medication Administration			96%	Polypharmacy Medication Review			79%	Mental Health Primary Clinician			81%								
<b>EHRS Institutions - Med Administration</b>				<b>6 Mth Trend</b>				<b>Statewide</b>											
All Medications Received Timely (EHRS)			86%	<b>AVAILABILITY OF HEALTH INFORMATION</b>				<b>6 Mth Trend</b>				<b>Statewide</b>							
<b>FORMULARY MANAGEMENT</b>				<b>6 Mth Trend</b>				<b>Statewide</b>				<b>6 Mth Trend</b>				<b>Statewide</b>			
Non-Formulary by Psychiatrists			4.1%	All Documents			79%	Specialty Notes			76%	<b>RESOURCE MANAGEMENT</b>							
Non-Formulary by Medical Providers			4.3%	Community Hospital Records			86%	Scanning Accuracy			97%	Claims Processed			100%				
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)</b>				<b>6 Mth Trend</b>				<b>Statewide</b>				<b>6 Mth Trend</b>				<b>Statewide</b>			
Total Staffing FTE	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>6 Mth Trend</b>				<b>Statewide</b>				<b>6 Mth Trend</b>				<b>Statewide</b>			
Medical FTE	442	483	92%	<b>6 Mth Trend</b>				<b>Statewide</b>				<b>6 Mth Trend</b>				<b>Statewide</b>			
Nursing FTE	6,202	5,912	105%	<b>6 Mth Trend</b>				<b>Statewide</b>				<b>6 Mth Trend</b>				<b>Statewide</b>			
Pharmacy FTE	577	506	114%	<b>6 Mth Trend</b>				<b>Statewide</b>				<b>6 Mth Trend</b>				<b>Statewide</b>			
Dental Clinical FTE	764	738	103%	<b>6 Mth Trend</b>				<b>Statewide</b>				<b>6 Mth Trend</b>				<b>Statewide</b>			
Mental Health Clinical FTE	1,641	1,942	85%	<b>6 Mth Trend</b>				<b>Statewide</b>				<b>6 Mth Trend</b>				<b>Statewide</b>			
Clinical Support FTE	475	520	91%	<b>6 Mth Trend</b>				<b>Statewide</b>				<b>6 Mth Trend</b>				<b>Statewide</b>			
Administrative Support FTE	3,797	4,134	92%	<b>6 Mth Trend</b>				<b>Statewide</b>				<b>6 Mth Trend</b>				<b>Statewide</b>			
Total Actual FTE		13,898	100%	<b>6 Mth Trend</b>				<b>Statewide</b>				<b>6 Mth Trend</b>				<b>Statewide</b>			
Civil Service FTE		12,386	89%	<b>6 Mth Trend</b>				<b>Statewide</b>				<b>6 Mth Trend</b>				<b>Statewide</b>			
Overtime FTE		648	4.7%	<b>6 Mth Trend</b>				<b>Statewide</b>				<b>6 Mth Trend</b>				<b>Statewide</b>			
Registry FTE		864	6.2%	<b>6 Mth Trend</b>				<b>Statewide</b>				<b>6 Mth Trend</b>				<b>Statewide</b>			
<b>LABOR</b>				<b>YTD 15/16</b>				<b>YTD 14/15</b>				<b>6 Mth Trend</b>				<b>Statewide</b>			
<b>Medical Staff</b>				\$105				\$103				<b>6 Mth Trend</b>				<b>Statewide</b>			
<b>Nursing Staff</b>				\$511				\$479				<b>6 Mth Trend</b>				<b>Statewide</b>			
<b>Pharmacy Staff</b>				\$44				\$39				<b>6 Mth Trend</b>				<b>Statewide</b>			
<b>Dental Clinical Staff</b>				\$95				\$89				<b>6 Mth Trend</b>				<b>Statewide</b>			
<b>Mental Health Clinical Staff</b>				\$212				\$198				<b>6 Mth Trend</b>				<b>Statewide</b>			
<b>Clinical Support Staff</b>				\$30				\$28				<b>6 Mth Trend</b>				<b>Statewide</b>			
<b>Administrative Support Staff</b>				\$200				\$182				<b>6 Mth Trend</b>				<b>Statewide</b>			
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<b>Diagnostics</b>				\$19				\$19				<b>6 Mth Trend</b>				<b>Statewide</b>			
<b>APPEAL PROCESSING</b>				<b>6 Mth Trend</b>				<b>Statewide</b>				<b>6 Mth Trend</b>				<b>Statewide</b>			
<b>Timely Appeals</b>												<b>6 Mth Trend</b>				<b>Statewide</b>			
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<b>Pharmacy Staff</b>				\$44															

# DASHBOARD COMPARISON

[Main Menu](#)

June 2016

All Institutions

[Dashboard Glossary](#)

Scheduling & Access to Care	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Medical Services	87%	99%	100%	94%	92%	96%	46%	93%	89%	96%	61%	70%	90%	86%	96%	96%	85%	97%	78%	84%	84%	95%	85%
RN FTF Triage 1 Day	95%	100%	100%	99%	100%	100%	93%	96%	91%	99%	76%	98%	100%	99%	98%	98%	91%	99%	96%	99%	93%	99%	100%
PCP Urgent Referrals 1 Day	95%	100%	100%	100%	100%	100%	0%	100%	100%	100%	-	0%	-	97%	100%	100%	50%	100%	-	83%	100%	-	-
PCP Routine Referrals 14 Days	78%	100%	100%	82%	74%	96%	39%	69%	94%	93%	43%	42%	84%	50%	98%	98%	100%	96%	84%	56%	64%	99%	66%
Chronic Care as Ordered	79%	100%	100%	85%	78%	95%	32%	79%	96%	87%	50%	30%	90%	54%	96%	99%	95%	97%	73%	67%	57%	94%	55%
High Priority Specialty 14 Days	74%	100%	100%	96%	100%	84%	43%	100%	46%	93%	57%	100%	77%	85%	93%	91%	41%	88%	38%	100%	71%	90%	91%
Routine Specialty 90 Days	89%	98%	96%	96%	95%	94%	38%	99%	88%	97%	80%	94%	91%	95%	95%	83%	95%	99%	80%	92%	95%	87%	93%
Return from HLOC 5 Days	93%	96%	100%	89%	98%	100%	58%	100%	96%	99%	71%	71%	90%	98%	100%	100%	96%	95%	100%	59%	83%	100%	87%
Laboratory Services as Ordered	88%	100%	100%	100%	86%	99%	68%	95%	95%	93%	48%	97%	96%	100%	89%	98%	95%	95%	65%	97%	99%	99%	98%
Radiology Services as Ordered	93%	100%	100%	100%	100%	99%	42%	100%	95%	99%	66%	100%	95%	100%	-	99%	99%	99%	87%	100%	92%	93%	90%
Dental Services	96%	99%	94%	99%	99%	99%	98%	99%	98%	96%	100%	97%	100%	97%	96%	99%	99%	92%	99%	98%	91%	99%	92%
7362 Triage 3 or 10 Days	98%	98%	91%	99%	98%	99%	98%	100%	97%	94%	100%	96%	99%	97%	100%	99%	100%	100%	99%	100%	98%	100%	95%
Treatment within Timeframes	98%	99%	87%	99%	99%	99%	96%	99%	100%	100%	100%	97%	99%	100%	97%	100%	96%	100%	97%	100%	95%	99%	97%
RC Screening 60 Days	90%	-	-	-	-	-	98%	-	-	88%	-	-	-	-	-	-	-	96%	-	-	-	-	-
Patient Requested Exam 90 Days	97%	100%	100%	97%	100%	100%	97%	98%	100%	99%	100%	96%	100%	90%	100%	99%	99%	100%	100%	100%	94%	98%	87%
Notice of Exam 50 Y.O. or Chronic Care	96%	100%	100%	100%	100%	99%	100%	100%	95%	99%	100%	100%	100%	100%	87%	100%	100%	66%	100%	90%	78%	100%	88%
Mental Health Services	89%	100%	-	100%	100%	98%	87%	100%	88%	98%	76%	99%	94%	79%	97%	98%	92%	95%	93%	88%	100%	79%	88%
Referral Timeframes	83%	100%	-	99%	100%	97%	87%	100%	88%	95%	62%	98%	95%	69%	96%	99%	86%	97%	90%	78%	100%	52%	72%
EOP Structured Treatment	90%	N/A	N/A	N/A	N/A	N/A	78%	N/A	83%	99%	78%	99%	89%	77%	N/A	N/A	N/A	88%	N/A	N/A	N/A	96%	98%
Contact Timeframes	94%	100%	-	100%	100%	99%	96%	100%	91%	100%	89%	98%	97%	91%	98%	97%	99%	99%	97%	98%	100%	90%	95%
Primary Clinician Contact Timeframes	96%	100%	-	100%	100%	100%	95%	100%	97%	100%	87%	99%	96%	90%	98%	97%	99%	98%	97%	99%	100%	96%	99%
Psychiatrist Contact Timeframes	87%	100%	-	-	-	98%	94%	100%	77%	99%	84%	96%	96%	87%	98%	97%	100%	100%	97%	97%	100%	73%	85%
IDTT Contact Timeframes	98%	100%	-	100%	100%	100%	98%	100%	99%	100%	95%	99%	99%	96%	99%	98%	97%	99%	97%	99%	100%	100%	100%
Cancelled Due to Custody	1.2%	0.1%	0.2%	0.0%	0.4%	0.1%	1.2%	0.1%	2.1%	0.6%	5.0%	1.0%	3.8%	0.7%	0.5%	0.2%	0.1%	0.1%	0.1%	0.7%	0.1%	0.7%	1.1%
Medical Services	0.6%	0.0%	0.1%	0.1%	0.9%	0.2%	0.3%	0.0%	1.0%	0.2%	2.0%	0.7%	0.9%	0.6%	0.0%	0.1%	0.2%	0.3%	0.0%	0.3%	0.2%	0.5%	0.4%
Mental Health Services	2.3%	0.1%	0.0%	0.0%	0.0%	0.1%	2.7%	0.0%	5.2%	0.3%	8.3%	0.8%	5.9%	1.3%	0.8%	0.3%	0.0%	0.0%	0.0%	0.3%	0.0%	1.5%	2.3%

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Medical Services	79%	84%	-	99%	90%	89%	97%	98%	85%	77%	80%	96%	92%
RN FTF Triage 1 Day	84%	69%	-	99%	98%	96%	99%	100%	97%	96%	94%	99%	98%
PCP Urgent Referrals 1 Day	-	-	-	100%	100%	-	100%	-	80%	0%	-	100%	100%
PCP Routine Referrals 14 Days	48%	73%	-	100%	93%	94%	92%	99%	72%	90%	75%	86%	78%
Chronic Care as Ordered	63%	65%	-	100%	91%	88%	92%	95%	61%	92%	60%	86%	82%
High Priority Specialty 14 Days	63%	92%	-	100%	72%	50%	100%	100%	83%	71%	42%	100%	93%
Routine Specialty 90 Days	89%	93%	-	99%	88%	87%	97%	93%	90%	83%	87%	93%	87%
Return from HLOC 5 Days	88%	88%	-	100%	95%	100%	96%	-	94%	93%	87%	100%	96%
Laboratory Services as Ordered	96%	95%	-	98%	93%	98%	95%	97%	94%	99%	97%	99%	91%
Radiology Services as Ordered	100%	96%	-	99%	75%	96%	99%	100%	96%	74%	99%	99%	99%
Dental Services	99%	80%	100%	100%	99%	99%	91%	99%	100%	99%	97%	99%	96%
7362 Triage 3 or 10 Days	99%	98%	100%	100%	99%	97%	95%	100%	99%	97%	100%	99%	99%
Treatment within Timeframes	99%	80%	100%	100%	99%	100%	97%	99%	100%	100%	100%	97%	99%
RC Screening 60 Days	-	88%	-	-	-	-	-	-	-	100%	-	-	88%
Patient Requested Exam 90 Days	100%	85%	100%	100%	98%	100%	82%	98%	100%	100%	100%	100%	96%
Notice of Exam 50 Y.O. or Chronic Care	98%	48%	100%	100%	100%	98%	92%	100%	100%	100%	89%	99%	97%
Mental Health Services	85%	97%	93%	100%	80%	90%	86%	99%	98%	96%	91%	83%	90%
Referral Timeframes	84%	92%	87%	100%	60%	91%	84%	98%	97%	95%	94%	71%	73%
EOP Structured Treatment	80%	100%	98%	N/A	95%	93%	84%	N/A	N/A	94%	87%	96%	99%
Contact Timeframes	92%	99%	93%	99%	84%	85%	92%	100%	99%	99%	93%	82%	98%
Primary Clinician Contact Timeframes	92%	99%	96%	100%	97%	88%	86%	100%	99%	99%	97%	94%	99%
Psychiatrist Contact Timeframes	83%	99%	87%	99%	56%	70%	95%	100%	99%	99%	83%	56%	97%
IDTT Contact Timeframes	99%	100%	98%	100%	99%	96%	95%	100%	100%	99%	98%	95%	99%
Cancelled Due to Custody	3.2%	0.1%	0.6%	0.2%	1.9%	2.6%	0.4%	0.2%	1.3%	0.2%	0.7%	0.3%	0.3%
Medical Services	2.4%	0.0%	0.1%	0.2%	1.7%	2.5%	0.3%	0.3%	0.9%	0.2%	0.4%	0.0%	0.4%
Mental Health Services	4.2%	0.0%	1.6%	0.3%	2.8%	3.2%	0.4%	0.0%	2.1%	0.1%	1.0%	0.8%	0.3%

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Dental Services	0.7%	0.0%	0.5%	0.0%	0.3%	0.1%	0.6%	0.3%	0.0%	1.3%	4.7%	1.4%	4.6%	0.1%	0.6%	0.3%	0.0%	0.1%	0.2%	1.4%	0.0%	0.2%	0.6%
Seen as Scheduled	89%	97%	95%	93%	94%	95%	81%	89%	87%	96%	80%	93%	84%	89%	90%	94%	91%	93%	89%	85%	92%	86%	85%
Medical Services	84%	99%	94%	90%	92%	93%	60%	79%	79%	95%	64%	90%	87%	83%	78%	91%	88%	92%	70%	72%	89%	87%	89%
Mental Health Services	93%	98%	100%	97%	99%	98%	93%	100%	88%	99%	87%	96%	81%	95%	97%	97%	93%	96%	100%	98%	98%	86%	94%
Dental Services	91%	96%	91%	92%	91%	94%	90%	88%	95%	94%	89%	92%	84%	90%	95%	94%	91%	91%	98%	85%	88%	84%	73%
Effective Communication Provided	98%	99%	86%	98%	100%	100%	96%	99%	98%	99%	99%	97%	99%	98%	99%	98%	99%	99%	99%	98%	100%	96%	95%
Medical Services	100%	100%	100%	100%	100%	100%	97%	100%	100%	100%	98%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Mental Health Services	97%	99%	60%	100%	100%	99%	97%	100%	95%	98%	98%	95%	97%	98%	100%	99%	97%	97%	100%	98%	100%	91%	97%
Dental Services	96%	97%	98%	95%	100%	100%	95%	96%	99%	99%	100%	97%	100%	98%	98%	94%	99%	100%	98%	96%	100%	97%	88%
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	85%	99%	96%	92%	100%	93%	88%	98%	85%	96%	80%	91%	85%	92%	99%	97%	99%	99%	92%	90%	98%	89%	95%
Asthma SABA Utilization	87%	99%	99%	97%	99%	96%	91%	99%	81%	94%	81%	94%	88%	92%	99%	96%	98%	99%	93%	93%	98%	94%	98%
Persistent Asthma ICS Treatment	83%	100%	93%	88%	100%	90%	86%	97%	88%	97%	79%	89%	83%	92%	100%	97%	100%	100%	91%	87%	97%	84%	92%
Therapeutic Anticoagulation	85%	-	-	-	-	80%	100%	100%	82%	91%	75%	89%	76%	100%	-	100%	100%	-	100%	100%	-	-	92%
Diabetes Care	84%	92%	87%	86%	94%	78%	81%	90%	86%	89%	84%	81%	80%	78%	84%	87%	83%	88%	90%	76%	78%	81%	82%
A1C <8%	74%	89%	96%	72%	95%	70%	72%	83%	73%	80%	83%	77%	68%	75%	76%	79%	66%	73%	86%	62%	61%	68%	71%
Blood Pressure <140/90 mm Hg	84%	89%	79%	92%	92%	67%	88%	90%	87%	90%	83%	76%	79%	70%	92%	83%	84%	100%	92%	68%	77%	82%	83%
Screened or Treated Nephropathy	94%	97%	87%	93%	95%	97%	83%	98%	99%	98%	88%	91%	93%	89%	83%	99%	98%	93%	93%	97%	96%	94%	93%
End Stage Liver Disease Care	89%	67%	-	100%	100%	88%	90%	90%	84%	97%	59%	96%	100%	92%	100%	69%	63%	100%	92%	50%	75%	100%	99%
EGD for Esophageal Varices	88%	50%	-	-	100%	67%	80%	100%	80%	100%	50%	100%	100%	100%	-	43%	50%	-	83%	50%	100%	100%	100%
HCC Screening	97%	50%	-	100%	100%	100%	100%	100%	94%	100%	100%	95%	100%	100%	100%	94%	100%	100%	94%	0%	100%	-	100%
NSAID	96%	100%	-	100%	100%	86%	79%	75%	95%	98%	87%	93%	100%	93%	100%	91%	100%	100%	100%	100%	100%	100%	97%
Diagnosis Medication Match	77%	-	-	-	-	100%	100%	83%	68%	89%	0%	-	100%	75%	-	50%	0%	100%	-	-	0%	-	100%
SBP or TIPS with Cipro. or Sulfa.	59%	-	-	-	-	-	-	50%	67%	67%	0%	-	-	100%	-	-	-	-	-	-	-	-	-
Ascites with Spironolactone	75%	-	-	-	-	100%	-	100%	67%	100%	0%	-	100%	50%	-	0%	0%	100%	-	-	0%	-	100%
Hepatic Enceph. w/ Lactulose and/or Rifaximin	96%	-	-	-	-	100%	100%	100%	71%	100%	-	-	-	-	-	100%	-	-	-	-	-	-	100%

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Scheduling & Access to Care	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Dental Services	3.1%	0.4%	0.2%	0.2%	1.1%	2.1%	0.6%	0.3%	0.8%	0.3%	0.6%	0.0%	0.2%
Seen as Scheduled	85%	88%	93%	98%	87%	87%	93%	94%	89%	90%	89%	90%	96%
Medical Services	80%	71%	92%	100%	84%	81%	94%	95%	81%	75%	82%	85%	93%
Mental Health Services	88%	98%	95%	99%	95%	95%	95%	95%	94%	98%	98%	95%	99%
Dental Services	87%	96%	91%	94%	83%	86%	89%	93%	91%	95%	87%	91%	96%
Effective Communication Provided	99%	97%	94%	100%	99%	96%	97%	99%	98%	98%	98%	100%	93%
Medical Services	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%
Mental Health Services	100%	99%	98%	100%	99%	93%	99%	99%	94%	96%	100%	99%	97%
Dental Services	97%	91%	83%	99%	99%	94%	93%	97%	100%	97%	94%	100%	82%
Population Health Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Asthma Care	91%	96%	93%	96%	94%	88%	93%	95%	96%	88%	92%	96%	85%
Asthma SABA Utilization	93%	97%	96%	99%	95%	94%	95%	98%	98%	93%	94%	98%	99%
Persistent Asthma ICS Treatment	90%	95%	89%	92%	94%	82%	91%	92%	95%	83%	91%	94%	71%
Therapeutic Anticoagulation	69%	100%	-	-	94%	100%	78%	-	81%	85%	100%	82%	100%
Diabetes Care	79%	90%	89%	100%	88%	88%	86%	79%	84%	82%	87%	88%	77%
A1C <8%	74%	85%	86%	100%	76%	77%	69%	71%	69%	74%	82%	81%	65%
Blood Pressure <140/90 mm Hg	70%	89%	82%	100%	90%	93%	93%	75%	86%	77%	80%	86%	81%
Screened or Treated Nephropathy	94%	96%	100%	100%	98%	94%	97%	92%	97%	96%	97%	98%	86%
End Stage Liver Disease Care	87%	83%	67%	-	88%	100%	89%	87%	94%	97%	96%	98%	100%
EGD for Esophageal Varices	100%	-	100%	-	91%	100%	100%	75%	83%	100%	100%	100%	100%
HCC Screening	100%	100%	0%	-	95%	100%	94%	100%	100%	96%	100%	100%	-
NSAID	98%	100%	100%	-	99%	100%	96%	86%	95%	91%	88%	92%	100%
Diagnosis Medication Match	50%	50%	-	-	67%	100%	67%	-	100%	100%	-	100%	100%
SBP or TIPS with Cipro. or Sulfa.	-	0%	-	-	0%	100%	50%	-	-	-	-	-	-
Ascites with Spironolactone	0%	-	-	-	100%	100%	50%	-	100%	100%	-	-	-
Hepatic Enceph. w/ Lactulose and/or Rifaximin	100%	100%	-	-	100%	100%	100%	-	100%	100%	-	100%	100%

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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
Colon Cancer Screening	93%	99%	99%	95%	100%	99%	81%	99%	99%	99%	97%	98%	96%	98%	98%	100%	100%	96%	76%	92%	99%	99%	92%
Breast Cancer Screening	93%	-	-	-	-	-	98%	-	-	-	95%	-	-	-	-	-	-	-	-	-	-	-	-
Diagnostic Monitoring	91%	96%	-	-	-	98%	82%	-	90%	96%	93%	94%	90%	87%	100%	99%	-	93%	87%	95%	-	87%	80%
QT Prolongation EKG 12 Months	80%	86%	-	-	-	100%	68%	-	81%	100%	94%	81%	63%	64%	100%	100%	-	100%	60%	100%	-	82%	75%
Antipsychotics	91%	100%	-	-	-	98%	78%	-	92%	97%	90%	98%	94%	93%	100%	99%	-	91%	95%	88%	-	90%	82%
Lipid Monitoring 12 Months	90%	100%	-	-	-	98%	67%	-	91%	98%	84%	98%	92%	90%	100%	96%	-	88%	92%	88%	-	94%	79%
Blood Sugar 12 Months	95%	100%	-	-	-	100%	97%	-	97%	98%	95%	99%	96%	93%	100%	100%	-	100%	97%	93%	-	96%	88%
EKG 12 Months	87%	100%	-	-	-	100%	56%	-	95%	100%	100%	100%	92%	100%	100%	100%	-	100%	100%	67%	-	77%	65%
AIMS 12 Months	89%	100%	-	-	-	98%	78%	-	83%	96%	77%	100%	95%	96%	100%	96%	-	100%	95%	80%	-	92%	81%
Med Consent 12 Months	85%	100%	-	-	-	95%	76%	-	81%	88%	90%	93%	88%	82%	100%	100%	-	53%	92%	95%	-	80%	83%
CBC with Platelets 12 Months	92%	97%	-	-	-	98%	74%	-	94%	100%	86%	98%	96%	90%	100%	99%	-	94%	95%	93%	-	93%	82%
CMP 12 Months	93%	100%	-	-	-	98%	80%	-	96%	98%	90%	98%	95%	93%	100%	100%	-	94%	92%	93%	-	93%	83%
Thyroid Monitoring 5 Years	99%	100%	-	-	-	100%	96%	-	100%	100%	100%	99%	100%	100%	100%	100%	-	100%	97%	100%	-	97%	97%
Clozapine	96%	-	-	-	-	-	-	-	93%	-	98%	-	100%	94%	-	-	-	-	-	-	-	-	-
CMP 12 Months	98%	-	-	-	-	-	-	-	-	-	100%	-	100%	100%	-	-	-	-	-	-	-	-	-
Lipid Monitoring 12 Months	96%	-	-	-	-	-	-	-	86%	-	100%	-	100%	100%	-	-	-	-	-	-	-	-	-
Blood Sugar 12 Months	98%	-	-	-	-	-	-	-	-	-	100%	-	100%	100%	-	-	-	-	-	-	-	-	-
CBC 30 Days	100%	-	-	-	-	-	-	-	100%	-	100%	-	100%	100%	-	-	-	-	-	-	-	-	-
EKG 12 Months	88%	-	-	-	-	-	-	-	-	-	100%	-	100%	50%	-	-	-	-	-	-	-	-	-
AIMS 12 Months	97%	-	-	-	-	-	-	-	-	-	80%	-	100%	100%	-	-	-	-	-	-	-	-	-
Thyroid Monitoring 5 Years	100%	-	-	-	-	-	-	-	-	-	100%	-	100%	100%	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	92%	-	-	-	-	-	-	-	-	-	100%	-	100%	100%	-	-	-	-	-	-	-	-	-
Mood Stabilizers	93%	100%	-	-	-	97%	97%	-	94%	95%	91%	98%	94%	89%	100%	98%	-	92%	99%	100%	-	84%	79%
Carbamazepine	94%	-	-	-	-	100%	100%	-	100%	-	88%	-	-	-	100%	100%	-	-	-	100%	-	75%	75%
CMP 12 Months	96%	-	-	-	-	100%	100%	-	100%	-	100%	-	-	-	100%	100%	-	-	-	100%	-	100%	0%
Carbamazepine Level 12 Months	92%	-	-	-	-	100%	100%	-	100%	-	100%	-	-	-	100%	100%	-	-	-	100%	-	0%	100%

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Population Health Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Colon Cancer Screening	84%	98%	100%	100%	99%	98%	100%	100%	97%	98%	98%	100%	98%
Breast Cancer Screening	-	-	-	-	-	-	-	-	-	-	-	-	-
Diagnostic Monitoring	91%	96%	90%	100%	91%	83%	95%	100%	96%	94%	84%	99%	84%
QT Prolongation EKG 12 Months	79%	100%	75%	100%	87%	67%	93%	100%	89%	87%	76%	100%	50%
Antipsychotics	93%	90%	93%	100%	90%	83%	95%	100%	99%	93%	86%	98%	95%
Lipid Monitoring 12 Months	92%	83%	100%	100%	88%	85%	94%	100%	99%	91%	83%	97%	100%
Blood Sugar 12 Months	98%	94%	100%	100%	91%	91%	97%	100%	98%	97%	89%	99%	100%
EKG 12 Months	93%	-	100%	-	91%	73%	86%	100%	100%	90%	80%	100%	75%
AIMS 12 Months	85%	89%	86%	100%	87%	76%	97%	100%	98%	97%	80%	99%	100%
Med Consent 12 Months	88%	94%	63%	100%	86%	62%	95%	96%	99%	86%	82%	96%	88%
CBC with Platelets 12 Months	94%	83%	97%	100%	90%	87%	95%	100%	99%	94%	87%	96%	100%
CMP 12 Months	95%	83%	100%	100%	90%	88%	95%	100%	97%	89%	87%	97%	100%
Thyroid Monitoring 5 Years	100%	100%	100%	100%	99%	99%	99%	100%	100%	98%	99%	98%	100%
Clozapine	97%	100%	-	-	-	91%	-	-	-	100%	80%	100%	-
CMP 12 Months	92%	100%	-	-	-	100%	-	-	-	100%	-	100%	-
Lipid Monitoring 12 Months	92%	100%	-	-	-	100%	-	-	-	100%	80%	100%	-
Blood Sugar 12 Months	92%	100%	-	-	-	100%	-	-	-	100%	-	100%	-
CBC 30 Days	100%	100%	-	-	-	100%	-	-	-	100%	-	100%	-
EKG 12 Months	100%	100%	-	-	-	67%	-	-	-	100%	-	100%	-
AIMS 12 Months	100%	100%	-	-	-	93%	-	-	-	100%	-	100%	-
Thyroid Monitoring 5 Years	100%	100%	-	-	-	100%	-	-	-	100%	-	100%	-
Med Consent 12 Months	100%	100%	-	-	-	67%	-	-	-	100%	-	100%	-
Mood Stabilizers	92%	100%	97%	100%	91%	89%	97%	100%	99%	100%	85%	98%	100%
Carbamazepine	88%	-	-	-	-	100%	100%	-	-	-	75%	100%	-
CMP 12 Months	100%	-	-	-	-	100%	100%	-	-	-	100%	100%	-
Carbamazepine Level 12 Months	75%	-	-	-	-	100%	100%	-	-	-	100%	100%	-

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CBC 12 Months	100%	-	-	-	-	100%	100%	-	100%	-	100%	-	-	-	100%	100%	-	-	-	100%	-	100%	100%
Med Consent 12 Months	87%	-	-	-	-	100%	100%	-	-	-	50%	-	-	-	100%	100%	-	-	-	100%	-	100%	100%
Depakote	93%	100%	-	-	-	94%	100%	-	92%	96%	92%	97%	96%	94%	100%	98%	-	92%	100%	100%	-	84%	75%
CMP 12 Months	97%	100%	-	-	-	89%	100%	-	96%	100%	100%	97%	98%	97%	100%	100%	-	100%	100%	100%	-	95%	80%
Depakote Level 12 Months	93%	100%	-	-	-	100%	100%	-	96%	100%	100%	97%	95%	97%	100%	94%	-	100%	100%	100%	-	91%	66%
CBC with Platelets 12 Months	97%	100%	-	-	-	89%	100%	-	96%	100%	100%	97%	100%	97%	100%	100%	-	100%	100%	100%	-	95%	80%
Med Consent 12 Months	86%	100%	-	-	-	100%	100%	-	82%	82%	67%	97%	92%	85%	100%	100%	-	67%	100%	100%	-	56%	72%
Lithium	92%	100%	-	-	-	98%	90%	-	89%	95%	95%	99%	92%	85%	100%	95%	-	-	98%	100%	-	93%	88%
Creatinine & BUN 12 Months	97%	100%	-	-	-	100%	100%	-	100%	100%	100%	100%	93%	94%	100%	100%	-	-	100%	100%	-	100%	100%
Lithium Level 12 Months	96%	100%	-	-	-	100%	82%	-	91%	100%	92%	100%	100%	94%	100%	100%	-	-	100%	100%	-	100%	100%
Thyroid Monitoring 12 Months	94%	100%	-	-	-	100%	91%	-	100%	100%	100%	95%	87%	82%	100%	75%	-	-	100%	100%	-	100%	88%
EKG 12 Months	90%	100%	-	-	-	89%	88%	-	86%	100%	100%	100%	100%	89%	100%	100%	-	-	100%	100%	-	100%	67%
Med Consent 12 Months	86%	100%	-	-	-	100%	91%	-	70%	75%	83%	100%	80%	64%	100%	100%	-	-	88%	100%	-	67%	86%
Antidepressants	96%	100%	-	-	-	97%	84%	-	92%	91%	94%	97%	98%	96%	99%	98%	-	88%	96%	91%	-	92%	85%
EKG 12 Months (Tricyclics)	100%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	89%	99%	-	-	-	97%	76%	-	83%	83%	89%	96%	94%	93%	99%	97%	-	79%	93%	84%	-	90%	73%
Thyroid Monitoring 5 Years	98%	100%	-	-	-	98%	92%	-	100%	99%	99%	98%	99%	98%	100%	99%	-	97%	99%	98%	-	95%	96%
Utilization Specialty Services	92%	98%	83%	100%	96%	95%	94%	96%	90%	96%	93%	90%	91%	79%	99%	87%	99%	96%	81%	97%	99%	97%	98%
Polypharmacy Medication Review	79%	84%	100%	100%	100%	83%	64%	87%	40%	99%	34%	86%	79%	86%	72%	97%	76%	98%	82%	98%	100%	94%	77%
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%	100%	-	-	100%	100%	83%	-	92%	94%	94%	90%	100%	90%	100%	100%	-	86%	-	100%	-	86%	100%
30-Day Community Hospital Readmission	5.2%	2.4%	1.5%	1.9%	0.0%	0.8%	2.9%	0.0%	17.4%	8.3%	2.6%	3.1%	5.9%	3.8%	5.4%	0.6%	0.0%	3.1%	1.2%	2.4%	0.7%	1.1%	4.3%
30-Day MHCB or DSH Readmission	22%	-	-	-	-	-	12%	-	26%	28%	16%	26%	31%	19%	-	-	-	0%	-	38%	-	17%	30%
Potentially Avoidable Hospitalizations*	9.1	3.6	1.8	4.2	1.0	5.2	5.0	2.3	65.3	29.6	10.3	6.9	23.7	8.2	5.7	3.5	3.0	14.0	2.8	1.8	6.0	6.0	12.0
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

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CBC 12 Months	100%	-	-	-	-	100%	100%	-	-	-	100%	100%	-
Med Consent 12 Months	75%	-	-	-	-	100%	100%	-	-	-	0%	100%	-
Depakote	96%	100%	94%	100%	91%	85%	99%	100%	98%	100%	90%	99%	100%
CMP 12 Months	98%	100%	100%	100%	95%	97%	100%	100%	100%	100%	92%	100%	100%
Depakote Level 12 Months	95%	100%	100%	100%	90%	88%	97%	100%	92%	100%	88%	96%	100%
CBC with Platelets 12 Months	98%	100%	75%	100%	95%	97%	100%	100%	100%	100%	94%	100%	100%
Med Consent 12 Months	92%	100%	100%	100%	82%	58%	97%	100%	100%	100%	85%	100%	100%
Lithium	92%	-	100%	100%	92%	82%	94%	100%	100%	100%	90%	96%	-
Creatinine & BUN 12 Months	97%	-	100%	100%	88%	96%	96%	100%	100%	100%	92%	100%	-
Lithium Level 12 Months	92%	-	100%	100%	88%	100%	96%	100%	100%	100%	92%	100%	-
Thyroid Monitoring 12 Months	92%	-	100%	100%	94%	89%	96%	100%	100%	100%	92%	100%	-
EKG 12 Months	95%	-	100%	100%	90%	61%	89%	100%	100%	100%	91%	100%	-
Med Consent 12 Months	82%	-	100%	100%	100%	64%	92%	100%	100%	100%	82%	78%	-
Antidepressants	96%	90%	95%	99%	94%	87%	97%	99%	98%	92%	92%	97%	92%
EKG 12 Months (Tricyclics)	100%	-	-	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	89%	82%	90%	99%	89%	75%	96%	99%	98%	87%	86%	95%	83%
Thyroid Monitoring 5 Years	98%	98%	100%	99%	99%	99%	97%	100%	99%	96%	99%	99%	100%
Utilization Specialty Services	98%	94%	100%	99%	95%	84%	93%	88%	96%	89%	82%	94%	80%
Polypharmacy Medication Review	86%	87%	83%	100%	85%	93%	88%	100%	95%	91%	88%	76%	98%
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	94%	100%	100%	80%	94%	95%	92%	100%	100%	86%	74%	100%	95%
30-Day Community Hospital Readmission	5.0%	3.7%	0.0%	0.0%	7.1%	6.7%	2.4%	0.0%	5.4%	2.5%	4.0%	2.3%	0.4%
30-Day MHCB or DSH Readmission	0%	15%	44%	25%	3%	17%	10%	-	8%	0%	8%	0%	21%
Potentially Avoidable Hospitalizations*	15.7	2.7	1.5	0.0	27.8	11.5	6.9	2.7	8.9	7.4	11.9	6.2	8.5
Continuity of Clinicians & Services	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP

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Primary Care Provider (PCP)	89%	95%	95%	92%	85%	96%	89%	85%	84%	98%	98%	88%	89%	83%	98%	95%	97%	97%	99%	92%	94%	90%	91%
Mental Health Primary Clinician	81%	N/A	N/A	N/A	N/A	N/A	78%	N/A	85%	N/A	79%	76%	93%	80%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	96%	85%
Psychiatrist	85%	N/A	N/A	N/A	N/A	N/A	73%	N/A	86%	N/A	56%	94%	85%	81%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	72%	73%
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	80%	94%	85%	100%	90%	88%	-	94%	-	74%	-	67%	94%	71%	100%	100%	89%	100%	-	69%	100%	76%	91%
M5: NA/DOT/KOP Meds Inter-Institutional	93%	100%	100%	100%	100%	100%	-	100%	-	80%	-	95%	100%	100%	100%	100%	90%	100%	-	55%	100%	100%	95%
M6: NA/DOT Meds Intra-Institutional	77%	100%	80%	100%	90%	71%	-	100%	-	54%	-	71%	100%	62%	100%	100%	100%	100%	-	33%	100%	62%	86%
M7: Mental Health Crisis Bed Transfers	75%	-	-	-	-	-	-	-	-	81%	-	69%	100%	50%	-	-	-	-	-	100%	-	64%	88%
M8: ASU/SHU/PSU Inter-Institutional	81%	-	100%	100%	100%	79%	-	100%	-	70%	-	66%	75%	63%	-	100%	100%	100%	-	83%	-	69%	87%
M9: Discharge from Community Hosp/DSH	76%	82%	60%	100%	70%	100%	-	75%	-	85%	-	33%	97%	82%	100%	100%	67%	100%	-	75%	100%	85%	100%
Medication Non-Adherence Counseling	89%	100%	-	-	-	89%	-	-	-	83%	-	99%	96%	74%	100%	98%	56%	97%	-	83%	100%	90%	78%
M11: Non-Adherence MH Prescribed	86%	100%	-	-	-	67%	-	-	-	87%	-	98%	100%	72%	100%	98%	56%	95%	-	73%	100%	75%	55%
Referral on MAR	95%	100%	-	-	-	89%	-	-	-	85%	-	95%	100%	100%	100%	100%	33%	95%	-	100%	100%	100%	80%
128 MH5 or 128 C	90%	100%	-	-	-	78%	-	-	-	85%	-	100%	100%	95%	100%	100%	33%	95%	-	85%	100%	100%	50%
Progress Note	72%	100%	-	-	-	33%	-	-	-	90%	-	100%	100%	20%	100%	94%	100%	95%	-	35%	100%	25%	35%
M12: Non-Adherence PC2602 Meds	95%	100%	-	-	-	100%	-	-	-	79%	-	100%	87%	100%	-	-	-	100%	-	93%	-	95%	100%
M14: Non-Adherence Insulin/HIV/Clozaril	87%	-	-	-	-	100%	-	-	-	-	-	-	100%	50%	-	-	-	-	-	-	-	100%	-
Medication Administration	96%	100%	100%	98%	100%	96%	-	100%	-	89%	-	96%	83%	98%	100%	100%	100%	100%	-	96%	100%	87%	98%
M22: New Outpatient Orders-Psychiatrist	93%	100%	-	-	-	93%	-	100%	-	93%	-	93%	82%	97%	100%	100%	100%	100%	-	94%	100%	74%	97%
M23: New Outpatient Orders-Medical	98%	100%	100%	98%	100%	100%	-	100%	-	85%	-	100%	85%	100%	100%	100%	100%	100%	-	98%	100%	100%	100%
All Medications Received Timely (EHRS)	86%	-	-	-	-	-	81%	-	-	-	88%	-	-	-	-	-	-	-	93%	-	-	-	-
By Transfer Type																							
Inter-System	76%	-	-	-	-	-	73%	-	-	-	72%	-	-	-	-	-	-	-	-	85%	-	-	-
Intra-Institution	80%	-	-	-	-	-	79%	-	-	-	82%	-	-	-	-	-	-	-	-	81%	-	-	-
Stable Housing	86%	-	-	-	-	-	82%	-	-	-	88%	-	-	-	-	-	-	-	-	94%	-	-	-
By Administration Type																							

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Continuity of Clinicians & Services	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Primary Care Provider (PCP)	91%	88%	99%	93%	91%	95%	97%	96%	94%	97%	89%	93%	97%
Mental Health Primary Clinician	70%	90%	78%	N/A	77%	79%	85%	N/A	N/A	94%	82%	86%	81%
Psychiatrist	85%	67%	96%	N/A	72%	82%	98%	N/A	N/A	99%	82%	87%	53%
Medication Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medication Continuity-Transfer	81%	53%	82%	100%	37%	84%	90%	94%	-	99%	74%	94%	79%
M5: NA/DOT/KOP Meds Inter-Institutional	90%	83%	100%	100%	30%	100%	90%	82%	-	95%	100%	95%	100%
M6: NA/DOT Meds Intra-Institutional	100%	27%	56%	100%	50%	77%	91%	100%	-	100%	50%	92%	100%
M7: Mental Health Crisis Bed Transfers	-	60%	71%	100%	30%	84%	82%	-	-	-	86%	-	75%
M8: ASU/SHU/PSU Inter-Institutional	90%	64%	100%	100%	26%	85%	95%	-	-	100%	58%	93%	100%
M9: Discharge from Community Hosp/DSH	42%	29%	-	100%	50%	74%	91%	100%	-	100%	78%	96%	21%
Medication Non-Adherence Counseling	95%	78%	61%	98%	71%	54%	93%	92%	-	98%	100%	97%	93%
M11: Non-Adherence MH Prescribed	100%	57%	83%	98%	65%	65%	98%	83%	-	95%	100%	100%	100%
Referral on MAR	100%	60%	100%	100%	100%	95%	100%	100%	-	100%	100%	100%	100%
128 MH5 or 128 C	100%	60%	90%	100%	85%	70%	95%	100%	-	100%	100%	100%	100%
Progress Note	100%	50%	60%	95%	10%	30%	100%	50%	-	86%	100%	100%	100%
M12: Non-Adherence PC2602 Meds	89%	100%	100%	-	77%	98%	96%	100%	-	100%	100%	100%	100%
M14: Non-Adherence Insulin/HIV/Clozaril	95%	-	0%	-	-	0%	83%	-	-	100%	-	90%	80%
Medication Administration	95%	96%	96%	100%	76%	95%	90%	100%	-	100%	98%	99%	100%
M22: New Outpatient Orders-Psychiatrist	100%	95%	94%	100%	52%	90%	79%	100%	-	100%	95%	98%	100%
M23: New Outpatient Orders-Medical	91%	98%	98%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%
All Medications Received Timely (EHRS)	-	-	-	-	-	-	-	-	-	-	-	-	-
By Transfer Type													
Inter-System	-	-	-	-	-	-	-	-	-	-	-	-	-
Intra-Institution	-	-	-	-	-	-	-	-	-	-	-	-	-
Stable Housing	-	-	-	-	-	-	-	-	-	-	-	-	-
By Administration Type													

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KOP	75%	-	-	-	-	-	54%	-	-	-	77%	-	-	-	-	-	-	-	90%	-	-	-	-
NA/DOT	86%	-	-	-	-	-	82%	-	-	-	88%	-	-	-	-	-	-	-	94%	-	-	-	-
By Prescription Type																							
New	86%	-	-	-	-	-	81%	-	-	-	88%	-	-	-	-	-	-	-	94%	-	-	-	-
Refill/Renewal	86%	-	-	-	-	-	81%	-	-	-	88%	-	-	-	-	-	-	-	92%	-	-	-	-
By Medication Type																							
Significant Medications	86%	-	-	-	-	-	82%	-	-	-	88%	-	-	-	-	-	-	-	93%	-	-	-	-
Other Medications	79%	-	-	-	-	-	78%	-	-	-	78%	-	-	-	-	-	-	-	89%	-	-	-	-
By Provider Type																							
Dental	81%	-	-	-	-	-	92%	-	-	-	75%	-	-	-	-	-	-	-	83%	-	-	-	-
Medical	87%	-	-	-	-	-	82%	-	-	-	89%	-	-	-	-	-	-	-	94%	-	-	-	-
Psychiatry	85%	-	-	-	-	-	81%	-	-	-	87%	-	-	-	-	-	-	-	92%	-	-	-	-
Non-Formulary by Medical Providers	4.3%	2.2%	1.6%	1.4%	2.0%	3.9%	5.6%	3.3%	5.7%	4.1%	7.0%	3.8%	6.6%	4.8%	2.9%	1.5%	1.7%	4.0%	2.4%	3.9%	1.5%	2.5%	4.2%
Non-Formulary by Psychiatrists	4.1%	1.1%	-	-	-	1.4%	5.2%	0.0%	4.4%	1.5%	11.0%	4.6%	4.6%	3.0%	2.6%	1.4%	0.0%	4.8%	1.1%	4.2%	0.0%	1.6%	2.4%
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
All Documents	79%	91%	94%	89%	94%	90%	69%	90%	75%	79%	98%	78%	76%	74%	88%	87%	91%	85%	96%	80%	89%	79%	70%
Medical Documents	83%	85%	95%	84%	93%	93%	-	89%	87%	79%	-	84%	87%	72%	86%	88%	91%	87%	-	84%	91%	79%	71%
Dental Documents	92%	96%	96%	95%	99%	97%	69%	100%	92%	90%	98%	94%	80%	99%	92%	95%	99%	88%	96%	94%	98%	96%	80%
Mental Health Documents	67%	94%	92%	93%	90%	89%	-	94%	57%	76%	-	63%	71%	62%	80%	89%	83%	91%	-	63%	83%	69%	62%
CDCR Inpatient Documents	77%	-	-	-	-	-	-	91%	70%	86%	-	79%	84%	78%	-	-	-	-	-	83%	-	83%	86%
Other Documents	75%	88%	93%	83%	93%	81%	-	78%	69%	67%	-	69%	57%	58%	94%	74%	92%	73%	-	75%	84%	68%	53%
Specialty Notes	76%	67%	84%	94%	80%	66%	62%	91%	67%	67%	75%	89%	90%	72%	78%	63%	88%	82%	77%	69%	96%	88%	76%
Community Hospital Records	86%	79%	100%	20%	71%	100%	100%	100%	86%	72%	86%	100%	100%	87%	100%	80%	80%	94%	75%	100%	11%	95%	100%
Scanning Accuracy	97%	100%	-	91%	99%	100%	99%	97%	-	100%	97%	98%	95%	100%	99%	100%	100%	99%	97%	98%	99%	94%	75%
Appeal Processing	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Timely Appeals	97%	100%	100%	100%	100%	100%	100%	100%	96%	100%	100%	100%	100%	91%	100%	100%	100%	100%	100%	87%	100%	100%	99%
Resource Management	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC

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Medication Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
KOP	-	-	-	-	-	-	-	-	-	-	-	-	-
NA/DOT	-	-	-	-	-	-	-	-	-	-	-	-	-
By Prescription Type													
New	-	-	-	-	-	-	-	-	-	-	-	-	-
Refill/Renewal	-	-	-	-	-	-	-	-	-	-	-	-	-
By Medication Type													
Significant Medications	-	-	-	-	-	-	-	-	-	-	-	-	-
Other Medications	-	-	-	-	-	-	-	-	-	-	-	-	-
By Provider Type													
Dental	-	-	-	-	-	-	-	-	-	-	-	-	-
Medical	-	-	-	-	-	-	-	-	-	-	-	-	-
Psychiatry	-	-	-	-	-	-	-	-	-	-	-	-	-
Non-Formulary by Medical Providers	7.4%	3.8%	2.1%	1.6%	5.8%	6.1%	2.6%	2.6%	4.0%	8.4%	4.3%	2.1%	5.0%
Non-Formulary by Psychiatrists	4.5%	2.9%	3.3%	1.0%	3.3%	4.3%	2.9%	3.6%	1.5%	11.5%	6.9%	2.5%	5.5%
Availability of Health Information	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
All Documents	73%	78%	80%	88%	72%	66%	82%	97%	87%	81%	76%	82%	92%
Medical Documents	72%	71%	86%	92%	71%	78%	87%	97%	86%	79%	80%	87%	93%
Dental Documents	90%	91%	95%	97%	83%	82%	91%	100%	91%	92%	90%	90%	97%
Mental Health Documents	59%	66%	71%	79%	54%	39%	75%	96%	74%	71%	49%	71%	83%
CDCR Inpatient Documents	-	91%	71%	81%	87%	81%	85%	-	93%	82%	85%	-	92%
Other Documents	72%	72%	79%	92%	66%	48%	74%	94%	90%	81%	75%	78%	95%
Specialty Notes	69%	69%	84%	80%	72%	61%	83%	96%	70%	59%	68%	81%	69%
Community Hospital Records	79%	100%	100%	90%	77%	100%	97%	100%	93%	50%	84%	84%	82%
Scanning Accuracy	99%	86%	99%	69%	91%	97%	99%	98%	93%	-	93%	99%	93%
Appeal Processing	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Timely Appeals	100%	100%	100%	100%	100%	83%	100%	100%	100%	100%	99%	100%	100%
Resource Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP

\* Rate Per 1,000 Inmates

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Resource Management	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Claims Processed	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A							
Specialty Teleservices	64%	75%	63%	86%	72%	57%	58%	70%	64%	59%	76%	26%	57%	74%	69%	52%	79%	56%	57%	63%	86%	72%	64%
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	99%	94%	96%	110%	93%	100%	113%	111%	86%	105%	111%	97%	99%	102%	92%	102%	103%	109%	84%	89%	99%	97%	97%
Medical FTE	91%	90%	102%	100%	80%	100%	104%	82%	80%	98%	89%	112%	88%	62%	94%	100%	103%	111%	105%	71%	86%	108%	74%
Nursing FTE	105%	99%	89%	118%	101%	104%	130%	121%	86%	110%	120%	109%	99%	121%	97%	112%	112%	118%	84%	89%	106%	103%	101%
Pharmacy FTE	117%	105%	100%	138%	94%	160%	143%	159%	79%	110%	187%	113%	111%	135%	125%	124%	100%	142%	144%	123%	100%	119%	115%
Dental Clinical FTE	103%	108%	121%	110%	97%	104%	114%	124%	128%	91%	115%	104%	99%	104%	105%	104%	106%	97%	97%	100%	100%	96%	104%
Mental Health Clinical FTE	85%	73%	100%	100%	100%	85%	88%	106%	71%	102%	91%	85%	94%	77%	76%	80%	83%	94%	64%	69%	71%	79%	90%
Clinical Support FTE	91%	108%	56%	119%	97%	84%	90%	118%	81%	110%	108%	81%	97%	63%	124%	104%	123%	134%	81%	110%	99%	98%	112%
Administrative Support FTE	92%	92%	103%	99%	82%	90%	100%	95%	96%	98%	99%	85%	103%	95%	83%	96%	93%	98%	76%	91%	93%	96%	92%
Total Actual FTE	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Civil Service FTE	88%	94%	96%	91%	92%	91%	86%	87%	90%	95%	78%	92%	86%	83%	93%	88%	89%	84%	93%	90%	94%	92%	87%
Overtime FTE	5.1%	0.8%	2.4%	2.7%	6.1%	4.5%	5.9%	5.7%	5.6%	2.3%	6.6%	4.0%	6.1%	6.2%	5.0%	4.6%	7.6%	5.6%	4.5%	7.6%	3.9%	4.7%	5.8%
Registry FTE	6.9%	4.9%	1.2%	6.8%	2.0%	4.5%	8.5%	7.0%	4.6%	3.1%	15.6%	3.9%	7.7%	11.3%	2.3%	7.8%	2.9%	10.5%	2.6%	2.5%	2.3%	3.2%	6.8%
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	\$95	\$63	\$85	\$61	\$66	\$86	\$137	\$68	\$364	\$176	\$121	\$138	\$183	\$67	\$106	\$66	\$66	\$92	\$98	\$75	\$55	\$68	\$86
Nursing Staff	\$503	\$267	\$266	\$231	\$213	\$373	\$602	\$285	\$3,168	\$682	\$1,229	\$646	\$1,221	\$732	\$320	\$243	\$323	\$464	\$329	\$392	\$247	\$348	\$471
Pharmacy Staff	\$40	\$28	\$28	\$14	\$9	\$33	\$59	\$23	\$132	\$54	\$74	\$52	\$110	\$46	\$34	\$31	\$13	\$32	\$35	\$20	\$15	\$25	\$35
Dental Clinical Staff	\$88	\$119	\$76	\$84	\$77	\$108	\$101	\$86	\$95	\$99	\$110	\$99	\$76	\$87	\$102	\$72	\$110	\$93	\$115	\$86	\$73	\$80	\$87
Mental Health Clinical Staff	\$204	\$118	\$10	\$33	\$17	\$102	\$253	\$35	\$562	\$289	\$420	\$393	\$521	\$265	\$139	\$86	\$39	\$174	\$92	\$70	\$19	\$154	\$299
Clinical Support Staff	\$30	\$14	\$10	\$6	\$5	\$16	\$33	\$13	\$172	\$40	\$69	\$64	\$110	\$25	\$17	\$8	\$13	\$21	\$8	\$14	\$9	\$17	\$42
Administrative Support Staff	\$116	\$119	\$86	\$81	\$56	\$93	\$144	\$106	\$326	\$162	\$226	\$144	\$238	\$113	\$115	\$80	\$111	\$119	\$87	\$98	\$78	\$108	\$136

\* Rate Per 1,000 Inmates

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Resource Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Claims Processed	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Specialty Teleservices	70%	60%	62%	58%	76%	55%	85%	49%	63%	44%	46%	63%	74%
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	92%	109%	94%	92%	111%	102%	94%	96%	93%	94%	103%	102%	113%
Medical FTE	62%	109%	91%	89%	120%	66%	89%	89%	83%	107%	77%	108%	90%
Nursing FTE	95%	125%	102%	100%	131%	118%	104%	109%	95%	100%	121%	125%	121%
Pharmacy FTE	109%	124%	124%	97%	139%	130%	123%	115%	106%	107%	118%	105%	112%
Dental Clinical FTE	115%	103%	102%	105%	95%	100%	97%	98%	120%	95%	100%	102%	100%
Mental Health Clinical FTE	90%	90%	79%	78%	97%	84%	82%	74%	93%	91%	77%	73%	-
Clinical Support FTE	99%	80%	96%	84%	97%	92%	50%	131%	106%	86%	77%	90%	129%
Administrative Support FTE	84%	98%	85%	85%	87%	93%	88%	85%	81%	82%	102%	95%	101%
Total Actual FTE	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Civil Service FTE	87%	82%	92%	94%	81%	85%	89%	95%	92%	89%	84%	92%	80%
Overtime FTE	4.7%	7.7%	3.8%	3.0%	3.7%	3.9%	4.8%	1.6%	3.8%	6.9%	9.1%	4.5%	7.2%
Registry FTE	7.9%	10.1%	4.8%	3.2%	15.5%	11.6%	6.6%	3.5%	3.8%	4.6%	6.7%	3.7%	13.3%
Major Costs per Inmate per Month	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Staff	\$92	\$83	\$64	\$74	\$189	\$130	\$67	\$49	\$97	\$124	\$79	\$83	\$71
Nursing Staff	\$517	\$420	\$458	\$332	\$758	\$1,191	\$356	\$171	\$331	\$592	\$607	\$383	\$342
Pharmacy Staff	\$45	\$33	\$23	\$26	\$66	\$60	\$34	\$13	\$45	\$38	\$66	\$32	\$22
Dental Clinical Staff	\$88	\$90	\$89	\$90	\$85	\$98	\$75	\$78	\$89	\$86	\$91	\$72	\$79
Mental Health Clinical Staff	\$395	\$193	\$122	\$134	\$495	\$751	\$128	\$56	\$138	\$602	\$221	\$173	\$161
Clinical Support Staff	\$69	\$17	\$24	\$16	\$73	\$107	\$13	\$11	\$19	\$34	\$45	\$28	\$18
Administrative Support Staff	\$164	\$93	\$133	\$113	\$143	\$200	\$83	\$58	\$92	\$129	\$133	\$101	\$82

\* Rate Per 1,000 Inmates

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Major Costs per Inmate per Month	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Hospital	\$97	\$20	\$20	\$31	\$17	\$28	\$59	\$32	\$1,037	\$241	\$170	\$57	\$287	\$59	\$69	\$40	\$50	\$163	\$56	\$45	\$26	\$54	\$97
Emergency Department	\$10	\$7	\$4	\$7	\$7	\$12	\$9	\$3	\$31	\$7	\$9	\$6	\$8	\$23	\$8	\$6	\$5	\$13	\$4	\$18	\$5	\$16	\$12
Specialty	\$29	\$16	\$18	\$18	\$12	\$18	\$29	\$17	\$100	\$41	\$30	\$44	\$73	\$28	\$22	\$24	\$18	\$23	\$17	\$23	\$18	\$18	\$47
Medications	\$150	\$52	\$4	\$30	\$23	\$58	\$122	\$61	\$672	\$486	\$214	\$231	\$542	\$114	\$74	\$118	\$34	\$124	\$89	\$60	\$34	\$53	\$196
Diagnostics	\$19	\$12	\$12	\$11	\$7	\$10	\$30	\$9	\$60	\$48	\$18	\$18	\$36	\$11	\$13	\$11	\$11	\$29	\$10	\$15	\$7	\$7	\$25
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	11.6	13.0	21.2	11.1	13.1	9.9	9.7	12.7	9.3	9.1	7.9	11.6	12.1	10.6	14.2	11.0	12.6	12.3	7.9	9.2	14.3	13.6	13.2
Appointments per PCRN	5.8	5.5	3.8	6.7	4.4	3.9	5.7	5.7	2.8	7.0	8.9	5.2	4.4	6.2	6.2	6.3	5.7	6.5	5.6	5.3	7.4	6.9	5.9
Encounters per Primary MH Clinician	8.2	5.2	1.7	2.4	2.0	5.8	4.1	3.6	9.7	5.0	2.6	10.1	10.6	8.1	4.8	5.2	4.8	9.2	4.3	7.3	2.9	12.8	9.9
Encounters per Psychiatrist	8.9	10.8	-	3.4	2.0	11.7	7.2	3.6	9.2	8.5	4.4	10.1	9.7	10.0	12.2	11.9	4.7	10.7	4.0	9.2	3.8	15.6	11.4
Other Trends	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Hospital Admissions*	5.1	4.9	2.2	1.6	2.1	3.8	4.5	1.4	31.7	12.2	7.2	5.1	8.9	13.0	3.2	2.3	2.9	7.2	2.3	2.7	1.2	5.7	3.1
Emergency Department Visits*	5	4	3	3	2	2	5	3	20	9	9	4	4	5	6	4	4	7	4	6	4	12	11
Specialty Care Referrals*	61	43	63	46	36	48	73	59	256	77	81	100	114	52	51	55	47	77	47	42	36	43	77
Prescriptions Per Inmate	3.0	1.9	2.0	1.2	0.6	2.4	2.9	1.4	9.7	4.6	4.3	4.1	7.6	2.8	1.8	3.0	1.9	2.3	2.7	1.7	1.3	2.0	3.8
Diagnostics Per Inmate	0.9	0.4	0.7	0.5	0.3	0.5	1.2	0.3	3.6	1.9	0.8	0.8	1.5	0.5	0.6	0.6	0.6	1.2	0.4	0.6	0.3	0.4	0.7
Appeals Received*	32	19	11	5	2	26	33	10	115	38	29	29	52	62	21	30	15	45	14	35	15	37	55
Prison Population Capacity	131%	111%	-	164%	99%	112%	142%	155%	76%	122%	131%	107%	109%	120%	126%	154%	138%	137%	124%	159%	149%	164%	153%

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Major Costs per Inmate per Month	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Hospital	\$234	\$53	\$20	\$20	\$258	\$177	\$50	\$31	\$135	\$84	\$114	\$65	\$49
Emergency Department	\$13	\$10	\$3	\$4	\$18	\$9	\$11	\$3	\$9	\$6	\$19	\$7	\$14
Specialty	\$56	\$23	\$4	\$12	\$72	\$25	\$31	\$12	\$32	\$42	\$29	\$34	\$22
Medications	\$449	\$74	\$59	\$49	\$469	\$244	\$110	\$25	\$218	\$223	\$169	\$111	\$68
Diagnostics	\$29	\$43	\$6	\$9	\$35	\$16	\$14	\$6	\$16	\$37	\$16	\$14	\$42
Workload Per Day	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Appointments per PCP	12.8	15.3	5.9	16.5	11.5	8.5	15.0	9.4	10.2	10.3	14.0	14.7	12.3
Appointments per PCRN	4.9	11.7	4.2	4.6	4.7	5.9	7.3	6.7	5.0	6.6	6.2	5.6	7.4
Encounters per Primary MH Clinician	8.5	10.2	4.8	6.4	8.3	8.5	11.1	5.3	5.9	6.3	9.4	14.3	11.7
Encounters per Psychiatrist	8.7	10.6	7.3	11.5	9.1	6.8	10.9	4.4	7.9	6.0	9.5	12.0	7.6
Other Trends	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Hospital Admissions*	6.1	3.7	0.5	3.4	19.0	8.7	6.0	1.7	7.5	2.7	4.8	5.3	6.1
Emergency Department Visits*	13	2	1	2	19	4	3	1	5	3	9	3	5
Specialty Care Referrals*	174	68	23	35	161	43	48	21	71	84	83	52	49
Prescriptions Per Inmate	5.5	1.8	0.9	1.6	6.1	3.5	3.4	1.1	4.5	3.8	4.0	4.0	1.5
Diagnostics Per Inmate	1.0	2.1	0.3	0.3	1.3	0.7	0.5	0.3	1.0	1.8	0.7	0.5	2.1
Appeals Received*	76	32	37	12	62	61	24	9	15	21	73	49	17
Prison Population Capacity	95%	164%	91%	140%	142%	131%	154%	110%	146%	131%	153%	172%	160%

\* Rate Per 1,000 Inmates

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# DASHBOARD COMPARISON

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Institution & Population Characteristics	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	
High Risk Priority 1	4.3%	0.1%	0.0%	0.1%	0.0%	0.7%	4.3%	0.6%	44.7%	12.6%	6.4%	3.6%	21.5%	1.7%	0.3%	1.6%	0.4%	1.3%	2.0%	0.6%	0.3%	0.9%	6.0%	
High Risk Priority 2	7.7%	1.3%	0.1%	0.2%	0.4%	2.7%	6.0%	1.0%	17.4%	28.9%	14.9%	11.8%	28.3%	5.6%	1.6%	5.0%	2.3%	5.1%	6.8%	1.8%	1.5%	3.3%	12.3%	
Medium Risk	38%	43%	18%	15%	9%	51%	46%	17%	25%	33%	40%	44%	40%	52%	47%	44%	20%	34%	40%	40%	17%	45%	48%	
Low Risk	50%	56%	82%	85%	91%	46%	44%	82%	13%	25%	39%	40%	11%	40%	51%	49%	77%	60%	52%	58%	82%	51%	34%	
Mental Health EOP	5.3%	N/A	N/A	N/A	N/A	N/A	3.0%	N/A	21.5%	1.3%	5.0%	13.1%	18.5%	7.3%	N/A	N/A	N/A	1.3%	N/A	N/A	N/A	3.5%	10.7%	
Patients with Disability (ADA)	7.5%	2.8%	1.5%	1.5%	0.7%	2.3%	7.5%	2.4%	36.9%	13.2%	8.8%	7.9%	39.3%	4.9%	2.2%	6.4%	2.8%	7.1%	4.0%	3.9%	2.2%	3.4%	7.5%	
Inmates 50 Years or Older	23%	24%	18%	6%	7%	21%	18%	11%	53%	48%	23%	34%	46%	16%	16%	40%	26%	19%	33%	9%	13%	10%	26%	
Men and Women Institutions	-	M	M	M	M	M	W	M	M	M	W	M	M	M	M	M	M	M	M	M/W	M	M	M	M
Specialized Health Care Beds	2,867	28	-	18	19	16	38	13	1,867	78	25	87	169	88	10	17	-	24	-	30	14	22	16	
Institution Population	119,578	3,258	1,815	3,821	3,850	3,131	2,886	3,616	2,271	3,695	1,818	4,146	2,586	3,775	3,145	5,125	2,406	2,346	3,071	3,703	3,292	4,034	3,559	

\* Rate Per 1,000 Inmates

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Institution & Population Characteristics	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
High Risk Priority 1	12.5%	0.7%	0.2%	0.1%	17.3%	4.8%	2.8%	0.6%	8.5%	5.0%	4.1%	2.9%	1.0%
High Risk Priority 2	26.9%	3.0%	2.1%	0.6%	19.7%	14.1%	6.7%	1.1%	14.3%	12.3%	9.3%	8.0%	3.6%
Medium Risk	44%	41%	22%	39%	49%	52%	52%	18%	39%	37%	52%	58%	39%
Low Risk	16%	56%	76%	60%	14%	29%	38%	80%	38%	46%	34%	32%	56%
Mental Health EOP	21.9%	1.4%	3.3%	N/A	21.7%	30.4%	6.2%	N/A	N/A	1.4%	17.5%	10.0%	2.9%
Patients with Disability (ADA)	11.7%	3.0%	1.2%	2.6%	24.4%	5.3%	14.0%	1.1%	10.0%	7.5%	9.2%	12.7%	3.4%
Inmates 50 Years or Older	40%	12%	7%	12%	38%	17%	26%	11%	39%	40%	18%	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	3,137	4,566	2,177	3,265	3,150	2,402	5,297	4,205	3,844	4,111	3,769	3,416	4,890

\* Rate Per 1,000 Inmates

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# HEALTHCARE SERVICES DASHBOARD

## San Quentin State Prison (SQ)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
<b>ACCESS</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Medical Services		<b>SQ</b>	<b>Statewide</b>	Asthma Care		<b>SQ</b>	<b>Statewide</b>	Appropriate Placement High Risk Patients		<b>SQ</b>	<b>Statewide</b>	
Dental Services		77%	87%	Therapeutic Anticoagulation		88%	85%	High Risk Patient Care Plan		N/A	75%	
Mental Health Services		99%	96%	Diabetes Care		85%	85%	Follow-Up After MHCB/DSH Admission		86%	92%	
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Cancelled Due to Custody		0.2%	1.2%	End Stage Liver Disease Care		82%	84%	30-Day Community Hospital Readmission		2.5%	5.2%	
Seen as Scheduled		90%	89%	Colon Cancer Screening		97%	89%	30-Day MHCB or DSH Readmission		0%	22%	
<b>EFFECTIVE COMMUNICATION</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Effective Communication Provided		98%	98%	Breast Cancer Screening		N/A	93%	Potentially Avoidable Hospitalizations*		7.4	9.1	
<b>MEDICATION MANAGEMENT</b>				<b>AVAILABILITY OF HEALTH INFORMATION</b>				<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>				
<b>Non-EHRS Institutions - MAPIP</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Medication Continuity-Transfer		99%	80%	All Documents		81%	79%	Primary Care Provider (PCP)		97%	89%	
Medication Non-Adherence Counseling		98%	89%	Specialty Notes		59%	76%	Mental Health Primary Clinician		94%	81%	
Medication Administration		100%	96%	Community Hospital Records		50%	86%	Psychiatrist		99%	85%	
<b>EHRS Institutions - Med Administration</b>				<b>6 Mth Trend</b>				<b>RESOURCE MANAGEMENT</b>				
All Medications Received Timely (EHRS)		-	86%	Scanning Accuracy		-	97%	Claims Processed		N/A	100%	
<b>FORMULARY MANAGEMENT</b>				<b>APPEAL PROCESSING</b>				<b>6 Mth Trend</b>				
Non-Formulary by Psychiatrists		11.5%	4.1%	Timely Appeals		100%	97%	Specialty Teleservices		44%	64%	
Non-Formulary by Medical Providers		8.4%	4.3%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>LABOR</b>				<b>6 Mth Trend</b>				
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>		<b>YTD 15/16</b>	<b>YTD 14/15</b>	<b>Statewide</b>	QM & Patient Safety Program		<b>SQ</b>	<b>Statewide</b>
Total Staffing FTE	433	460	94%	99%	Medical Staff	\$124	\$107	\$95	Health Care Index			
Medical FTE	16	15	107%	91%	Nursing Staff	\$592	\$533	\$503	<b>WORKLOAD PER DAY</b>			
Nursing FTE	218	219	100%	105%	Pharmacy Staff	\$38	\$31	\$40		<b>6 Mth Trend</b>	<b>SQ</b>	<b>Statewide</b>
Pharmacy FTE	17	16	107%	117%	Dental Clinical Staff	\$86	\$76	\$88	Appointments per PCP		10.3	11.6
Dental Clinical FTE	18	19	95%	103%	Mental Health Clinical Staff	\$602	\$501	\$204	Appointments per PCRN		6.6	5.8
Mental Health Clinical FTE	71	78	91%	85%	Clinical Support Staff	\$34	\$31	\$30	Encounters per Primary MH Clinician		6.3	8.2
Clinical Support FTE	14	16	86%	91%	Administrative Support Staff	\$129	\$114	\$116	Encounters per Psychiatrist		6.0	8.9
Administrative Support FTE	79	97	82%	92%	<b>NON LABOR</b>				<b>OTHER TRENDS</b>			
	<b>Actual</b>	<b>SQ</b>	<b>Statewide</b>			<b>YTD 15/16</b>	<b>YTD 14/15</b>	<b>Statewide</b>	Hospital Admissions*		2.7	5.1
Total Actual FTE	433	100%	100%	Hospital	\$84	\$90	\$97	Emergency Department Visits*		3	5	
Civil Service FTE	383	89%	88%	Emergency Department	\$6	\$6	\$10	Specialty Care Referrals*		84	61	
Overtime FTE	30	6.9%	5.1%	Specialty	\$42	\$41	\$29	Prescriptions Per Inmate		3.8	3.0	
Registry FTE	20	4.6%	6.9%	Medications	\$223	\$189	\$150	Diagnostics Per Inmate		1.8	0.9	
				Diagnostics	\$37	\$33	\$19	Appeals Received*		21	32	
								Prison Population Capacity		131%	131%	

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























# HEALTHCARE SERVICES DASHBOARD

## Ironwood State Prison (ISP)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT									
<b>ACCESS</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>					<b>6 Mth Trend</b>				
					<b>ISP</b>					<b>ISP</b>					<b>ISP</b>				
					<b>Statewide</b>					<b>Statewide</b>					<b>Statewide</b>				
Medical Services										98%					75%				
Dental Services										-					-				
Mental Health Services										78%					92%				
<b>APPTS COMPLETED AS SCHEDULED</b>																			
Cancelled Due to Custody										0.1%					0.7%				
Seen as Scheduled										92%					22%				
<b>EFFECTIVE COMMUNICATION</b>																			
Effective Communication Provided										100%					9.1				
<b>ASTHMA CARE</b>																			
Asthma Care										98%					85%				
<b>THERAPEUTIC ANTICOAGULATION</b>																			
Therapeutic Anticoagulation										-					85%				
<b>DIABETES CARE</b>																			
Diabetes Care										78%					84%				
<b>END STAGE LIVER DISEASE CARE</b>																			
End Stage Liver Disease Care										75%					89%				
<b>COLON CANCER SCREENING</b>																			
Colon Cancer Screening										99%					93%				
<b>BREAST CANCER SCREENING</b>																			
Breast Cancer Screening										N/A					93%				
<b>DIAGNOSTIC MONITORING</b>																			
Diagnostic Monitoring										-					91%				
<b>UTILIZATION SPECIALTY SERVICES</b>																			
Utilization Specialty Services										99%					92%				
<b>POLYPHARMACY MEDICATION REVIEW</b>																			
Polypharmacy Medication Review										100%					79%				
<b>APPROPRIATE PLACEMENT HIGH RISK PATIENTS</b>																			
Appropriate Placement High Risk Patients										N/A					75%				
<b>HIGH RISK PATIENT CARE PLAN</b>																			
High Risk Patient Care Plan										-					-				
<b>FOLLOW-UP AFTER MHCB/DSH ADMISSION</b>																			
Follow-Up After MHCB/DSH Admission										-					92%				
<b>30-DAY COMMUNITY HOSPITAL READMISSION</b>																			
30-Day Community Hospital Readmission										0.7%					5.2%				
<b>30-DAY MHCB OR DSH READMISSION</b>																			
30-Day MHCB or DSH Readmission										-					22%				
<b>POTENTIALLY AVOIDABLE HOSPITALIZATIONS*</b>																			
Potentially Avoidable Hospitalizations*										6.0					9.1				
<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>																			
					<b>6 Mth Trend</b>					<b>ISP</b>					<b>Statewide</b>				
Primary Care Provider (PCP)										94%					89%				
Mental Health Primary Clinician										N/A					81%				
Psychiatrist										N/A					85%				
<b>RESOURCE MANAGEMENT</b>																			
					<b>6 Mth Trend</b>					<b>ISP</b>					<b>Statewide</b>				
Claims Processed										N/A					100%				
Specialty Teleservices										86%					64%				
Health Care Staff Training										-					-				
<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>																			
					<b>6 Mth Trend</b>					<b>ISP</b>					<b>Statewide</b>				
QM & Patient Safety Program										-					-				
Health Care Index										-					-				
<b>WORKLOAD PER DAY</b>																			
					<b>6 Mth Trend</b>					<b>ISP</b>					<b>Statewide</b>				
Appointments per PCP										14.3					11.6				
Appointments per PCRN										7.4					5.8				
Encounters per Primary MH Clinician										2.9					8.2				
Encounters per Psychiatrist										3.8					8.9				
<b>OTHER TRENDS</b>																			
					<b>6 Mth Trend</b>					<b>ISP</b>					<b>Statewide</b>				
Hospital Admissions*										1.2					5.1				
Emergency Department Visits*										4					5				
Specialty Care Referrals*										36					61				
Prescriptions Per Inmate										1.3					3.0				
Diagnostics Per Inmate										0.3					0.9				
Appeals Received*										15					32				
Prison Population Capacity										149%					131%				

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



# HEALTHCARE SERVICES DASHBOARD

## Folsom State Prison (FSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT											
<b>ACCESS</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Medical Services		FSP: 78%	Statewide: 87%	Asthma Care		FSP: 92%	Statewide: 85%	Appropriate Placement High Risk Patients		FSP: N/A	Statewide: 75%	Dental Services		FSP: 99%	Statewide: 96%	High Risk Patient Care Plan		FSP: -	Statewide: 92%
Mental Health Services		FSP: 93%	Statewide: 89%	Therapeutic Anticoagulation		FSP: 100%	Statewide: 85%	Follow-Up After MHCB/DSH Admission		FSP: -	Statewide: 92%	<b>APPTS COMPLETED AS SCHEDULED</b>							
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Cancelled Due to Custody		FSP: 0.1%	Statewide: 1.2%	Diabetes Care		FSP: 90%	Statewide: 84%	30-Day Community Hospital Readmission		FSP: 1.2%	Statewide: 5.2%	Seen as Scheduled		FSP: 89%	Statewide: 89%	30-Day MHCB or DSH Readmission		FSP: -	Statewide: 22%
<b>EFFECTIVE COMMUNICATION</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Effective Communication Provided		FSP: 99%	Statewide: 98%	End Stage Liver Disease Care		FSP: 92%	Statewide: 89%	Potentially Avoidable Hospitalizations*		FSP: 2.8	Statewide: 9.1	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>							
<b>MEDICATION MANAGEMENT</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
<b>Non-EHRS Institutions - MAPIP</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Medication Continuity-Transfer		FSP: -	Statewide: 80%	Colon Cancer Screening		FSP: 76%	Statewide: 93%	Primary Care Provider (PCP)		FSP: 99%	Statewide: 89%	Mental Health Primary Clinician		FSP: N/A	Statewide: 81%	Psychiatrist		FSP: N/A	Statewide: 85%
Medication Non-Adherence Counseling		FSP: -	Statewide: 89%	Breast Cancer Screening		FSP: -	Statewide: 93%	<b>RESOURCE MANAGEMENT</b>											
Medication Administration		FSP: -	Statewide: 96%	Diagnostic Monitoring		FSP: 87%	Statewide: 91%	Claims Processed		FSP: N/A	Statewide: 100%	Specialty Teleservices		FSP: 57%	Statewide: 64%	<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>			
<b>EHRS Institutions - Med Administration</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
All Medications Received Timely (EHRS)		FSP: 93%	Statewide: 86%	Utilization Specialty Services		FSP: 81%	Statewide: 92%	Health Care Staff Training		FSP: -	Statewide: -	<b>WORKLOAD PER DAY</b>							
<b>FORMULARY MANAGEMENT</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Non-Formulary by Psychiatrists		FSP: 1.1%	Statewide: 4.1%	Polypharmacy Medication Review		FSP: 82%	Statewide: 79%	<b>APPEAL PROCESSING</b>				<b>6 Mth Trend</b>							
Non-Formulary by Medical Providers		FSP: 2.4%	Statewide: 4.3%	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Total Staffing FTE	Actual: 194	Authority: 231	% of Auth: 84%	Statewide: 99%	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>						
Medical FTE	Actual: 10	Authority: 10	% of Auth: 105%	Statewide: 91%	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>						
Nursing FTE	Actual: 86	Authority: 103	% of Auth: 84%	Statewide: 105%	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>						
Pharmacy FTE	Actual: 13	Authority: 9	% of Auth: 144%	Statewide: 117%	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>						
Dental Clinical FTE	Actual: 19	Authority: 20	% of Auth: 97%	Statewide: 103%	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>						
Mental Health Clinical FTE	Actual: 14	Authority: 22	% of Auth: 64%	Statewide: 85%	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>						
Clinical Support FTE	Actual: 4	Authority: 6	% of Auth: 81%	Statewide: 91%	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>						
Administrative Support FTE	Actual: 47	Authority: 62	% of Auth: 76%	Statewide: 92%	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>						
Total Actual FTE	Actual: 194	FSP: 100%	Statewide: 100%	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Civil Service FTE	Actual: 180	FSP: 93%	Statewide: 88%	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Overtime FTE	Actual: 9	FSP: 4.5%	Statewide: 5.1%	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Registry FTE	Actual: 5	FSP: 2.6%	Statewide: 6.9%	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
<b>LABOR</b>				<b>YTD 15/16</b>				<b>YTD 14/15</b>				<b>Statewide</b>							
Medical Staff	\$98	\$88	\$95	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Nursing Staff	\$329	\$293	\$503	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Pharmacy Staff	\$35	\$27	\$40	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Dental Clinical Staff	\$115	\$95	\$88	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Mental Health Clinical Staff	\$92	\$83	\$204	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Clinical Support Staff	\$8	\$6	\$30	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Administrative Support Staff	\$87	\$88	\$116	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
<b>NON LABOR</b>				<b>YTD 15/16</b>				<b>YTD 14/15</b>				<b>Statewide</b>							
Hospital	\$56	\$74	\$97	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Emergency Department	\$4	\$3	\$10	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Specialty	\$17	\$15	\$29	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Medications	\$89	\$65	\$150	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Diagnostics	\$10	\$11	\$19	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
<b>OTHER TRENDS</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Hospital Admissions*		FSP: 2.3	Statewide: 5.1	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Emergency Department Visits*		FSP: 4	Statewide: 5	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Specialty Care Referrals*		FSP: 47	Statewide: 61	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Prescriptions Per Inmate		FSP: 2.7	Statewide: 3.0	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Diagnostics Per Inmate		FSP: 0.4	Statewide: 0.9	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Appeals Received*		FSP: 14	Statewide: 32	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							
Prison Population Capacity		FSP: 124%	Statewide: 131%	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>							

\* Rate Per 1,000 Inmates

\*\* Statewide figures exclude HQ positions

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

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# HEALTHCARE SERVICES DASHBOARD

California State Prison, Centinela (CEN)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT																											
<b>ACCESS</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>																							
				<b>CEN</b>				<b>CEN</b>				<b>CEN</b>																							
				<b>Statewide</b>				<b>Statewide</b>				<b>Statewide</b>																							
Medical Services		93%	87%	Asthma Care		98%	85%	Appropriate Placement High Risk Patients		N/A	75%	Dental Services		99%	96%	Therapeutic Anticoagulation		100%	85%	High Risk Patient Care Plan		-	-	Mental Health Services		100%	89%	Diabetes Care		90%	84%	Follow-Up After MHCB/DSH Admission		-	92%
<b>APPTS COMPLETED AS SCHEDULED</b>																																			
Cancelled Due to Custody		0.1%	1.2%	End Stage Liver Disease Care		90%	89%	30-Day Community Hospital Readmission		0.0%	5.2%	Seen as Scheduled		89%	89%	Breast Cancer Screening		99%	93%	30-Day MHCB or DSH Readmission		-	22%												
<b>EFFECTIVE COMMUNICATION</b>																																			
Effective Communication Provided		99%	98%	Colon Cancer Screening		99%	93%	Potentially Avoidable Hospitalizations*		2.3	9.1	<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>																							
												<b>6 Mth Trend</b>																							
												<b>CEN</b>																							
												<b>Statewide</b>																							
												Primary Care Provider (PCP)																							
												85%																							
												89%																							
												Mental Health Primary Clinician																							
												N/A																							
												81%																							
												Psychiatrist																							
												N/A																							
												85%																							
<b>MEDICATION MANAGEMENT</b>				<b>AVAILABILITY OF HEALTH INFORMATION</b>				<b>RESOURCE MANAGEMENT</b>																											
<b>Non-EHRS Institutions - MAPIP</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>																							
				<b>CEN</b>				<b>CEN</b>				<b>CEN</b>																							
				<b>Statewide</b>				<b>Statewide</b>				<b>Statewide</b>																							
Medication Continuity-Transfer		94%	80%	All Documents		90%	79%	Claims Processed		N/A	100%	Medication Non-Adherence Counseling		-	89%	Specialty Notes		91%	76%	Specialty Teleservices		70%	64%												
Medication Administration		100%	96%	Specialty Notes		91%	76%	Health Care Staff Training		-	-	Medication Administration		100%	96%	Community Hospital Records		100%	86%	Health Care Staff Training		-	-												
<b>EHRS Institutions - Med Administration</b>																																			
All Medications Received Timely (EHRS)		-	86%	Community Hospital Records		100%	86%	<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>																											
												<b>6 Mth Trend</b>																							
												<b>CEN</b>																							
												<b>Statewide</b>																							
												QM & Patient Safety Program																							
												Health Care Index																							
												-																							
												-																							
<b>FORMULARY MANAGEMENT</b>																																			
Non-Formulary by Psychiatrists		0.0%	4.1%	<b>APPEAL PROCESSING</b>																															
Non-Formulary by Medical Providers		3.3%	4.3%	<b>6 Mth Trend</b>				<b>6 Mth Trend</b>																											
												<b>CEN</b>																							
												<b>Statewide</b>																							
												100%																							
												97%																							
												Timely Appeals																							
												100%																							
												97%																							
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>LABOR</b>																											
												<b>YTD 15/16</b>																							
												<b>YTD 14/15</b>																							
												<b>Statewide</b>																							
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	Medical Staff	\$68	\$72	\$95	<b>WORKLOAD PER DAY</b>																										
Medical FTE	6	7	82%	91%	Nursing Staff	\$285	\$281	\$503	<b>6 Mth Trend</b>																										
Nursing FTE	92	76	121%	105%	Pharmacy Staff	\$23	\$24	\$40	<b>CEN</b>																										
Pharmacy FTE	7	5	159%	117%	Dental Clinical Staff	\$86	\$84	\$88	<b>Statewide</b>																										
Dental Clinical FTE	21	17	124%	103%	Mental Health Clinical Staff	\$35	\$37	\$204	Appointments per PCP		12.7	11.6																							
Mental Health Clinical FTE	8	8	106%	85%	Clinical Support Staff	\$13	\$11	\$30	Appointments per PCRN		5.7	5.8																							
Clinical Support FTE	6	6	118%	91%	Administrative Support Staff	\$106	\$107	\$116	Encounters per Primary MH Clinician		3.6	8.2																							
Administrative Support FTE	58	61	95%	92%	<b>NON LABOR</b>				<b>OTHER TRENDS</b>																										
												<b>6 Mth Trend</b>																							
												<b>CEN</b>																							
												<b>Statewide</b>																							
												Hospital Admissions*																							
												1.4																							
												5.1																							
												Emergency Department Visits*																							
												3																							
												5																							
												Specialty Care Referrals*																							
												59																							
												61																							
												Prescriptions Per Inmate																							
												1.4																							
												3.0																							
												Diagnostics Per Inmate																							
												0.3																							
												0.9																							
												Appeals Received*																							
												10																							
												32																							
												Prison Population Capacity																							
												155%																							
												131%																							

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











# HEALTHCARE SERVICES DASHBOARD

## Avenal State Prison (ASP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
<b>ACCESS</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Medical Services		ASP 99%	Statewide 87%	Asthma Care		ASP 99%	Statewide 85%	Appropriate Placement High Risk Patients		ASP N/A	Statewide 75%	
Dental Services		ASP 99%	Statewide 96%	Therapeutic Anticoagulation		ASP -	Statewide 85%	High Risk Patient Care Plan		ASP -	Statewide -	
Mental Health Services		ASP 100%	Statewide 89%	Diabetes Care		ASP 92%	Statewide 84%	Follow-Up After MHCB/DSH Admission		ASP 100%	Statewide 92%	
<b>APPTS COMPLETED AS SCHEDULED</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Cancelled Due to Custody		ASP 0.1%	Statewide 1.2%	End Stage Liver Disease Care		ASP 67%	Statewide 89%	30-Day Community Hospital Readmission		ASP 2.4%	Statewide 5.2%	
Seen as Scheduled		ASP 97%	Statewide 89%	Colon Cancer Screening		ASP 99%	Statewide 93%	30-Day MHCB or DSH Readmission		ASP -	Statewide 22%	
<b>EFFECTIVE COMMUNICATION</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Effective Communication Provided		ASP 99%	Statewide 98%	Breast Cancer Screening		ASP N/A	Statewide 93%	Potentially Avoidable Hospitalizations*		ASP 3.6	Statewide 9.1	
<b>MEDICATION MANAGEMENT</b>				<b>AVAILABILITY OF HEALTH INFORMATION</b>				<b>CONTINUITY OF CLINICIANS &amp; SERVICES</b>				
<b>Non-EHRS Institutions - MAPIP</b>				<b>6 Mth Trend</b>				<b>6 Mth Trend</b>				
Medication Continuity-Transfer		ASP 94%	Statewide 80%	All Documents		ASP 91%	Statewide 79%	Primary Care Provider (PCP)		ASP 95%	Statewide 89%	
Medication Non-Adherence Counseling		ASP 100%	Statewide 89%	Specialty Notes		ASP 67%	Statewide 76%	Mental Health Primary Clinician		ASP N/A	Statewide 81%	
Medication Administration		ASP 100%	Statewide 96%	Community Hospital Records		ASP 79%	Statewide 86%	Psychiatrist		ASP N/A	Statewide 85%	
<b>EHRS Institutions - Med Administration</b>				<b>6 Mth Trend</b>				<b>RESOURCE MANAGEMENT</b>				
All Medications Received Timely (EHRS)		ASP -	Statewide 86%	Scanning Accuracy		ASP 100%	Statewide 97%	Claims Processed		ASP N/A	Statewide 100%	
<b>FORMULARY MANAGEMENT</b>				<b>APPEAL PROCESSING</b>				<b>CONTINUOUS EVALUATION &amp; IMPROVEMENT</b>				
Non-Formulary by Psychiatrists		ASP 1.1%	Statewide 4.1%	Timely Appeals		ASP 100%	Statewide 97%	Specialty Teleservices		ASP 75%	Statewide 64%	
Non-Formulary by Medical Providers		ASP 2.2%	Statewide 4.3%	<b>MAJOR COSTS PER INMATE PER MONTH**</b>				<b>6 Mth Trend</b>				
<b>STAFFING IN FULL TIME EQUIVALENTS (FTE)**</b>				<b>LABOR</b>				<b>6 Mth Trend</b>				
	<b>Actual</b>	<b>Authority</b>	<b>% of Auth</b>	<b>Statewide</b>	<b>YTD 15/16</b>	<b>YTD 14/15</b>	<b>Statewide</b>	<b>6 Mth Trend</b>				
Total Staffing FTE	231	245	94%	99%	Medical Staff	\$63	\$60	\$95				
Medical FTE	9	10	90%	91%	Nursing Staff	\$267	\$247	\$503				
Nursing FTE	88	89	99%	105%	Pharmacy Staff	\$28	\$23	\$40				
Pharmacy FTE	10	10	105%	117%	Dental Clinical Staff	\$119	\$85	\$88				
Dental Clinical FTE	28	26	108%	103%	Mental Health Clinical Staff	\$118	\$104	\$204				
Mental Health Clinical FTE	25	35	73%	85%	Clinical Support Staff	\$14	\$11	\$30				
Clinical Support FTE	6	6	108%	91%	Administrative Support Staff	\$119	\$94	\$116				
Administrative Support FTE	66	71	92%	92%	<b>NON LABOR</b>				<b>6 Mth Trend</b>			
	<b>Actual</b>	<b>ASP</b>	<b>Statewide</b>	<b>YTD 15/16</b>	<b>YTD 14/15</b>	<b>Statewide</b>	<b>6 Mth Trend</b>					
Total Actual FTE	231	100%	100%	Hospital	\$20	\$28	\$97					
Civil Service FTE	218	94%	88%	Emergency Department	\$7	\$6	\$10					
Overtime FTE	2	0.8%	5.1%	Specialty	\$16	\$15	\$29					
Registry FTE	11	4.9%	6.9%	Medications	\$52	\$48	\$150					
	<b>Actual</b>	<b>ASP</b>	<b>Statewide</b>	Diagnostics	\$12	\$12	\$19					

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