

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				87%						87%					
Dental Services				96%						96%					
Mental Health Services				88%						88%					
APPTS COMPLETED AS SCHEDULED				6 Mth Trend				Statewide							
Cancelled Due to Custody				1.2%						1.2%					
Seen as Scheduled				90%						90%					
EFFECTIVE COMMUNICATION				6 Mth Trend				Statewide							
Effective Communication Provided				98%						98%					
ASTHMA CARE				6 Mth Trend				Statewide							
Asthma Care				86%						86%					
THERAPEUTIC ANTICOAGULATION				6 Mth Trend				Statewide							
Therapeutic Anticoagulation				83%						83%					
DIABETES CARE				6 Mth Trend				Statewide							
Diabetes Care				85%						85%					
END STAGE LIVER DISEASE CARE				6 Mth Trend				Statewide							
End Stage Liver Disease Care				91%						91%					
COLON CANCER SCREENING				6 Mth Trend				Statewide							
Colon Cancer Screening				94%						94%					
BREAST CANCER SCREENING				6 Mth Trend				Statewide							
Breast Cancer Screening				93%						93%					
DIAGNOSTIC MONITORING				6 Mth Trend				Statewide							
Diagnostic Monitoring				92%						92%					
UTILIZATION SPECIALTY SERVICES				6 Mth Trend				Statewide							
Utilization Specialty Services				92%						92%					
POLYPHARMACY MEDICATION REVIEW				6 Mth Trend				Statewide							
Polypharmacy Medication Review				80%						80%					
APPROPRIATE PLACEMENT HIGH RISK PATIENTS				6 Mth Trend				Statewide							
Appropriate Placement High Risk Patients				77%						77%					
HIGH RISK PATIENT CARE PLAN				6 Mth Trend				Statewide							
High Risk Patient Care Plan															
FOLLOW-UP AFTER MHCB/DSH ADMISSION				6 Mth Trend				Statewide							
Follow-Up After MHCB/DSH Admission				89%						89%					
30-DAY COMMUNITY HOSPITAL READMISSION				6 Mth Trend				Statewide							
30-Day Community Hospital Readmission				5.5%						5.5%					
30-DAY MHCB OR DSH READMISSION				6 Mth Trend				Statewide							
30-Day MHCB or DSH Readmission				20%						20%					
POTENTIALLY AVOIDABLE HOSPITALIZATIONS*				6 Mth Trend				Statewide							
Potentially Avoidable Hospitalizations*				9.7						9.7					
CONTINUITY OF CLINICIANS & SERVICES															
6 Mth Trend				Statewide				6 Mth Trend				Statewide			
Primary Care Provider (PCP)								89%							
Mental Health Primary Clinician								82%							
Psychiatrist								84%							
RESOURCE MANAGEMENT															
6 Mth Trend				Statewide				6 Mth Trend				Statewide			
Claims Processed								100%							
Specialty Teleservices								63%							
Health Care Staff Training															
CONTINUOUS EVALUATION & IMPROVEMENT															
6 Mth Trend				Statewide				6 Mth Trend				Statewide			
QM & Patient Safety Program															
Health Care Index															
WORKLOAD PER DAY															
6 Mth Trend				Statewide				6 Mth Trend				Statewide			
Appointments per PCP								11.6							
Appointments per PCRN								5.8							
Encounters per Primary MH Clinician								8.3							
Encounters per Psychiatrist								9.2							
OTHER TRENDS															
6 Mth Trend				Statewide				6 Mth Trend				Statewide			
Hospital Admissions*								5.1							
Emergency Department Visits*								5							
Specialty Care Referrals*								63							
Prescriptions Per Inmate								3.0							
Diagnostics Per Inmate								0.9							
Appeals Received*								33							
Prison Population Capacity								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	87%	100%	98%	94%	95%	97%	64%	92%	87%	96%	72%	77%	95%	86%	84%	95%	94%	91%	75%	81%	88%	98%	83%	
RN FTF Triage 1 Day	95%	100%	98%	98%	100%	100%	95%	99%	94%	100%	89%	95%	100%	99%	98%	100%	97%	100%	75%	100%	96%	100%	99%	
PCP Urgent Referrals 1 Day	98%	100%	100%	100%	100%	100%	80%	100%	100%	100%	100%	-	100%	100%	0%	100%	100%	-	50%	100%	100%	100%	-	
PCP Routine Referrals 14 Days	79%	100%	99%	89%	93%	96%	37%	73%	86%	85%	55%	37%	97%	54%	100%	95%	91%	89%	80%	48%	60%	100%	61%	
Chronic Care as Ordered	79%	100%	96%	67%	96%	97%	31%	78%	93%	99%	71%	28%	89%	53%	96%	88%	89%	89%	93%	58%	63%	97%	57%	
High Priority Specialty 14 Days	75%	100%	96%	100%	100%	86%	53%	96%	43%	90%	50%	86%	80%	78%	90%	96%	95%	84%	80%	62%	88%	100%	80%	
Routine Specialty 90 Days	88%	98%	98%	95%	87%	95%	69%	98%	80%	95%	78%	92%	95%	93%	95%	83%	97%	99%	75%	93%	96%	93%	84%	
Return from HLOC 5 Days	89%	100%	100%	96%	88%	100%	67%	93%	94%	100%	85%	78%	96%	94%	100%	94%	90%	75%	67%	73%	90%	100%	92%	
Laboratory Services as Ordered	87%	100%	99%	100%	88%	99%	69%	98%	92%	98%	52%	98%	98%	100%	91%	99%	88%	95%	64%	98%	100%	98%	98%	
Radiology Services as Ordered	95%	100%	98%	99%	100%	99%	79%	98%	98%	97%	70%	100%	100%	100%	-	99%	99%	100%	93%	98%	96%	96%	92%	
Dental Services	96%	99%	98%	99%	99%	99%	95%	99%	99%	95%	99%	98%	99%	98%	97%	100%	100%	89%	97%	100%	98%	99%	95%	
7362 Triage 3 or 10 Days	98%	100%	96%	98%	97%	97%	98%	100%	99%	93%	98%	99%	98%	98%	99%	99%	100%	99%	100%	100%	100%	97%	99%	96%
Treatment within Timeframes	98%	100%	96%	99%	99%	100%	96%	97%	100%	100%	100%	97%	99%	100%	97%	100%	99%	100%	90%	100%	97%	99%	92%	
RC Screening 60 Days	91%	-	-	-	-	-	88%	-	-	87%	-	-	-	-	-	-	-	99%	-	-	-	-	-	
Patient Requested Exam 90 Days	98%	99%	100%	100%	100%	99%	91%	99%	100%	99%	98%	98%	100%	99%	98%	100%	100%	100%	100%	100%	99%	99%	96%	
Notice of Exam 50 Y.O. or Chronic Care	96%	99%	100%	100%	100%	99%	100%	100%	99%	98%	100%	98%	100%	97%	94%	100%	100%	48%	97%	100%	98%	100%	94%	
Mental Health Services	88%	100%	100%	98%	100%	95%	92%	98%	87%	98%	80%	98%	94%	81%	96%	99%	93%	94%	91%	91%	93%	80%	88%	
Referral Timeframes	83%	100%	-	99%	100%	91%	91%	99%	92%	94%	68%	99%	97%	78%	94%	98%	88%	95%	85%	83%	87%	65%	71%	
EOP Structured Treatment	88%	N/A	N/A	N/A	N/A	N/A	90%	N/A	76%	99%	83%	99%	87%	72%	N/A	N/A	N/A	88%	N/A	N/A	N/A	89%	97%	
Contact Timeframes	93%	100%	100%	97%	100%	99%	96%	96%	91%	100%	87%	98%	97%	93%	98%	99%	98%	98%	97%	99%	99%	87%	95%	
Primary Clinician Contact Timeframes	96%	100%	100%	94%	100%	99%	97%	89%	96%	100%	78%	99%	97%	93%	97%	99%	99%	97%	97%	99%	98%	96%	99%	
Psychiatrist Contact Timeframes	86%	100%	-	-	-	99%	92%	100%	79%	100%	86%	95%	94%	90%	98%	100%	100%	99%	97%	98%	100%	65%	86%	
IDTT Contact Timeframes	98%	100%	-	100%	100%	100%	99%	100%	99%	100%	96%	99%	100%	97%	99%	99%	95%	99%	96%	99%	100%	100%	100%	
Cancelled Due to Custody	1.2%	0.0%	0.0%	0.7%	1.1%	0.1%	0.8%	0.3%	0.3%	0.3%	2.3%	0.7%	2.1%	1.0%	1.0%	0.6%	0.0%	0.2%	0.1%	1.2%	0.1%	1.0%	4.2%	
Medical Services	0.4%	0.0%	0.0%	0.1%	0.2%	0.2%	0.7%	0.0%	0.2%	0.3%	0.5%	0.2%	0.4%	0.5%	0.4%	0.1%	0.1%	0.3%	0.0%	0.4%	0.1%	0.4%	1.0%	
Mental Health Services	2.5%	0.0%	0.0%	0.4%	0.4%	0.2%	1.2%	0.0%	0.3%	0.0%	1.3%	0.5%	1.5%	2.1%	0.2%	0.5%	0.0%	0.0%	0.1%	0.3%	0.0%	1.7%	9.5%	

* Rate Per 1,000 Inmates

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DASHBOARD COMPARISON

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All Institutions

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Scheduling & Access to Care	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Services	67%	81%	-	99%	94%	92%	93%	95%	90%	92%	78%	96%	90%
RN FTF Triage 1 Day	88%	75%	-	100%	99%	99%	99%	99%	93%	97%	95%	99%	98%
PCP Urgent Referrals 1 Day	0%	-	-	100%	100%	-	100%	-	100%	100%	100%	100%	100%
PCP Routine Referrals 14 Days	40%	66%	-	100%	96%	94%	90%	98%	95%	95%	46%	97%	88%
Chronic Care as Ordered	65%	75%	-	100%	90%	92%	92%	96%	80%	84%	50%	93%	82%
High Priority Specialty 14 Days	64%	78%	-	95%	85%	89%	79%	-	69%	93%	56%	92%	87%
Routine Specialty 90 Days	84%	80%	-	100%	83%	82%	96%	89%	91%	79%	77%	95%	96%
Return from HLOC 5 Days	69%	87%	-	100%	96%	-	90%	90%	92%	91%	75%	94%	79%
Laboratory Services as Ordered	98%	95%	-	99%	100%	98%	96%	97%	95%	99%	99%	99%	78%
Radiology Services as Ordered	96%	95%	-	99%	100%	92%	99%	100%	98%	86%	100%	99%	100%
Dental Services	99%	82%	100%	100%	99%	98%	85%	99%	100%	100%	98%	97%	93%
7362 Triage 3 or 10 Days	97%	92%	100%	100%	98%	97%	94%	98%	100%	100%	99%	99%	99%
Treatment within Timeframes	99%	92%	100%	100%	99%	100%	94%	99%	100%	99%	100%	89%	98%
RC Screening 60 Days	-	87%	-	-	-	-	-	-	-	100%	-	-	89%
Patient Requested Exam 90 Days	100%	86%	100%	100%	97%	100%	72%	100%	100%	100%	98%	99%	95%
Notice of Exam 50 Y.O. or Chronic Care	98%	52%	100%	100%	100%	96%	78%	100%	100%	100%	95%	100%	85%
Mental Health Services	83%	91%	95%	100%	76%	90%	89%	99%	96%	99%	92%	87%	87%
Referral Timeframes	89%	76%	91%	100%	52%	91%	92%	99%	94%	98%	93%	84%	65%
EOP Structured Treatment	66%	99%	98%	N/A	95%	95%	86%	N/A	N/A	99%	89%	95%	97%
Contact Timeframes	93%	99%	94%	100%	80%	83%	90%	100%	99%	99%	92%	82%	99%
Primary Clinician Contact Timeframes	94%	99%	97%	100%	96%	91%	84%	100%	99%	99%	96%	92%	100%
Psychiatrist Contact Timeframes	85%	99%	88%	99%	44%	61%	92%	100%	99%	99%	81%	60%	96%
IDTT Contact Timeframes	100%	100%	98%	100%	100%	96%	93%	100%	99%	99%	98%	95%	100%
Cancelled Due to Custody	3.5%	0.1%	0.8%	0.1%	2.9%	1.4%	0.2%	0.7%	0.1%	0.4%	0.5%	0.1%	0.2%
Medical Services	1.5%	0.2%	0.0%	0.1%	1.3%	1.8%	0.1%	0.7%	0.2%	0.8%	0.3%	0.2%	0.2%
Mental Health Services	8.5%	0.0%	2.2%	0.2%	6.4%	1.3%	0.0%	1.0%	0.1%	0.2%	0.3%	0.2%	0.4%

* 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	0.8%	0.0%	0.0%	1.7%	2.6%	0.0%	0.6%	1.0%	0.5%	0.6%	5.0%	1.4%	4.5%	0.5%	2.4%	1.1%	0.0%	0.2%	0.0%	2.8%	0.4%	0.8%	2.0%
Seen as Scheduled	90%	98%	96%	92%	93%	94%	83%	91%	89%	97%	85%	93%	91%	88%	90%	92%	90%	96%	92%	83%	91%	86%	84%
Medical Services	84%	98%	94%	90%	92%	92%	59%	85%	78%	96%	68%	91%	92%	80%	77%	87%	86%	94%	78%	67%	89%	87%	87%
Mental Health Services	93%	98%	100%	98%	98%	98%	95%	100%	97%	100%	96%	97%	90%	94%	98%	96%	93%	96%	99%	97%	100%	85%	83%
Dental Services	92%	97%	94%	88%	89%	92%	94%	87%	93%	97%	90%	91%	89%	90%	95%	91%	92%	98%	98%	84%	84%	86%	82%
Effective Communication Provided	98%	99%	100%	99%	99%	99%	96%	99%	97%	99%	98%	97%	99%	99%	99%	97%	100%	99%	99%	99%	99%	99%	96%
Medical Services	100%	100%	100%	100%	100%	100%	94%	99%	99%	100%	98%	99%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%
Mental Health Services	97%	100%	100%	100%	96%	98%	97%	100%	94%	99%	98%	95%	98%	98%	100%	100%	100%	98%	100%	99%	100%	97%	97%
Dental Services	97%	97%	100%	97%	100%	99%	98%	98%	99%	99%	98%	96%	100%	99%	98%	92%	100%	100%	98%	98%	98%	99%	92%
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	86%	99%	98%	92%	100%	93%	89%	97%	86%	96%	83%	92%	86%	93%	99%	96%	100%	98%	95%	93%	96%	91%	95%
Asthma SABA Utilization	88%	99%	99%	95%	100%	94%	89%	99%	80%	94%	84%	94%	90%	94%	99%	95%	100%	95%	93%	95%	98%	96%	98%
Persistent Asthma ICS Treatment	84%	100%	97%	89%	100%	92%	89%	95%	93%	97%	82%	90%	81%	93%	100%	98%	100%	100%	96%	91%	94%	87%	92%
Therapeutic Anticoagulation	83%	-	-	-	-	67%	100%	100%	80%	86%	100%	92%	77%	100%	-	75%	100%	-	83%	100%	-	-	85%
Diabetes Care	85%	92%	92%	77%	95%	83%	83%	89%	84%	89%	90%	86%	77%	84%	90%	86%	89%	90%	92%	80%	84%	87%	83%
A1C <8%	75%	86%	93%	59%	100%	73%	74%	84%	73%	82%	85%	76%	68%	73%	78%	78%	69%	76%	87%	63%	60%	69%	69%
Blood Pressure <140/90 mm Hg	85%	90%	83%	79%	86%	77%	86%	83%	80%	87%	86%	90%	70%	83%	93%	80%	97%	97%	92%	80%	97%	93%	87%
Screened or Treated Nephropathy	95%	100%	100%	93%	100%	99%	88%	98%	99%	99%	98%	93%	93%	95%	97%	99%	100%	97%	97%	97%	97%	98%	94%
End Stage Liver Disease Care	91%	67%	100%	-	100%	96%	96%	91%	83%	97%	75%	95%	100%	77%	67%	72%	100%	100%	92%	100%	75%	100%	98%
EGD for Esophageal Varices	92%	0%	100%	-	100%	100%	100%	100%	77%	100%	100%	100%	100%	50%	0%	50%	100%	-	75%	100%	100%	100%	100%
HCC Screening	98%	100%	100%	-	100%	100%	100%	100%	96%	100%	100%	95%	100%	91%	100%	93%	100%	100%	100%	100%	100%	-	96%
NSAID	97%	100%	100%	-	100%	86%	83%	80%	94%	99%	100%	90%	100%	93%	100%	95%	100%	100%	100%	100%	100%	100%	97%
Diagnosis Medication Match	77%	-	-	-	-	100%	100%	83%	65%	89%	0%	-	100%	75%	-	50%	-	-	-	-	0%	-	100%
SBP or TIPS with Cipro. or Sulfa.	57%	-	-	-	-	-	-	50%	57%	67%	0%	-	-	100%	-	-	-	-	-	-	-	-	-
Ascites with Spironolactone	78%	-	-	-	-	100%	-	100%	67%	100%	0%	-	100%	50%	-	0%	-	-	-	-	0%	-	100%
Hepatic Enceph. w/ Lactulose and/or Rifaximin	95%	-	-	-	-	100%	100%	100%	71%	100%	-	-	-	-	-	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	0.4%	0.1%	0.2%	0.0%	1.1%	1.0%	0.5%	0.3%	0.1%	0.1%	0.8%	0.0%	0.0%
Seen as Scheduled	84%	89%	93%	97%	89%	92%	92%	92%	91%	92%	88%	91%	97%
Medical Services	81%	73%	89%	98%	86%	83%	93%	94%	83%	77%	81%	84%	95%
Mental Health Services	82%	97%	97%	99%	91%	97%	95%	88%	97%	99%	99%	97%	98%
Dental Services	89%	97%	92%	94%	90%	94%	86%	92%	93%	98%	85%	93%	97%
Effective Communication Provided	100%	97%	97%	100%	99%	96%	97%	99%	99%	95%	99%	100%	98%
Medical Services	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%	100%
Mental Health Services	99%	100%	96%	100%	98%	93%	99%	100%	97%	99%	100%	100%	97%
Dental Services	99%	93%	95%	99%	99%	94%	92%	96%	99%	86%	97%	100%	99%
Population Health Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Asthma Care	92%	96%	91%	98%	95%	93%	94%	97%	97%	89%	94%	97%	99%
Asthma SABA Utilization	94%	98%	98%	99%	96%	97%	96%	99%	98%	93%	95%	97%	98%
Persistent Asthma ICS Treatment	90%	95%	83%	97%	94%	88%	93%	95%	96%	86%	94%	98%	100%
Therapeutic Anticoagulation	73%	100%	-	-	97%	83%	90%	-	77%	58%	90%	80%	100%
Diabetes Care	85%	90%	88%	96%	83%	85%	84%	80%	86%	86%	83%	88%	84%
A1C <8%	76%	73%	88%	100%	76%	79%	71%	73%	70%	73%	80%	82%	74%
Blood Pressure <140/90 mm Hg	83%	96%	75%	87%	73%	83%	83%	70%	90%	90%	73%	83%	79%
Screened or Treated Nephropathy	95%	100%	100%	100%	99%	92%	97%	97%	97%	96%	97%	99%	100%
End Stage Liver Disease Care	86%	83%	100%	0%	99%	99%	86%	95%	97%	97%	95%	97%	100%
EGD for Esophageal Varices	96%	-	100%	-	98%	100%	100%	100%	91%	100%	100%	-	100%
HCC Screening	100%	100%	100%	-	99%	100%	100%	100%	100%	96%	100%	100%	-
NSAID	98%	100%	100%	0%	100%	95%	96%	86%	96%	91%	86%	90%	100%
Diagnosis Medication Match	50%	50%	-	-	100%	100%	50%	-	100%	100%	-	100%	100%
SBP or TIPS with Cipro. or Sulfa.	-	0%	-	-	100%	100%	50%	-	-	-	-	-	-
Ascites with Spironolactone	0%	-	-	-	100%	-	0%	-	100%	100%	-	-	-
Hepatic Enceph. w/ Lactulose and/or Rifaximin	100%	100%	-	-	100%	100%	100%	-	100%	100%	-	100%	100%

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Colon Cancer Screening	94%	99%	100%	99%	100%	100%	80%	99%	98%	99%	97%	99%	97%	98%	97%	100%	99%	98%	83%	89%	100%	99%	90%
Breast Cancer Screening	93%	-	-	-	-	-	97%	-	-	-	96%	-	-	-	-	-	-	-	100%	-	-	-	-
Diagnostic Monitoring	92%	100%	-	-	-	99%	80%	-	92%	97%	94%	95%	89%	90%	100%	98%	-	93%	89%	93%	-	91%	82%
QT Prolongation EKG 12 Months	80%	100%	-	-	-	100%	68%	-	81%	100%	98%	85%	64%	65%	100%	100%	-	100%	71%	100%	-	92%	71%
Antipsychotics	92%	100%	-	-	-	100%	74%	-	92%	97%	91%	98%	93%	95%	99%	96%	-	91%	94%	95%	-	93%	81%
Lipid Monitoring 12 Months	91%	100%	-	-	-	100%	68%	-	92%	97%	87%	97%	93%	91%	98%	93%	-	89%	94%	89%	-	93%	79%
Blood Sugar 12 Months	95%	100%	-	-	-	100%	87%	-	97%	97%	93%	99%	96%	94%	100%	99%	-	100%	94%	98%	-	96%	88%
EKG 12 Months	86%	100%	-	-	-	100%	41%	-	87%	100%	100%	100%	85%	100%	100%	86%	-	100%	100%	100%	-	90%	50%
AIMS 12 Months	88%	100%	-	-	-	100%	72%	-	85%	100%	74%	100%	95%	96%	100%	96%	-	94%	92%	82%	-	93%	82%
Med Consent 12 Months	90%	100%	-	-	-	98%	79%	-	88%	90%	94%	98%	88%	93%	99%	100%	-	56%	92%	98%	-	88%	89%
CBC with Platelets 12 Months	93%	100%	-	-	-	100%	72%	-	94%	98%	87%	98%	95%	90%	99%	97%	-	94%	92%	96%	-	93%	82%
CMP 12 Months	93%	100%	-	-	-	100%	76%	-	95%	97%	92%	97%	95%	94%	100%	99%	-	94%	92%	98%	-	93%	83%
Thyroid Monitoring 5 Years	99%	100%	-	-	-	100%	96%	-	99%	100%	100%	99%	99%	100%	100%	100%	-	100%	100%	98%	-	97%	97%
Clozapine	97%	-	-	-	-	-	-	-	100%	-	98%	-	100%	100%	-	-	-	-	-	-	-	-	-
CMP 12 Months	98%	-	-	-	-	-	-	-	-	-	100%	-	100%	100%	-	-	-	-	-	-	-	-	-
Lipid Monitoring 12 Months	96%	-	-	-	-	-	-	-	100%	-	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%	100%	-	-	-	-	-	-	-	-	-
AIMS 12 Months	92%	-	-	-	-	-	-	-	-	-	80%	-	100%	100%	-	-	-	-	-	-	-	-	-
Thyroid Monitoring 5 Years	100%	-	-	-	-	-	-	-	-	-	100%	-	100%	100%	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	100%	-	-	-	-	-	-	-	-	-	100%	-	100%	100%	-	-	-	-	-	-	-	-	-
Mood Stabilizers	93%	100%	-	-	-	98%	95%	-	96%	99%	87%	98%	92%	92%	100%	99%	-	92%	94%	83%	-	88%	90%
Carbamazepine	92%	-	-	-	-	100%	100%	-	100%	-	75%	-	-	-	100%	100%	-	-	-	50%	-	75%	100%
CMP 12 Months	96%	-	-	-	-	100%	100%	-	100%	-	100%	-	-	-	100%	100%	-	-	-	0%	-	100%	100%
Carbamazepine Level 12 Months	91%	-	-	-	-	100%	100%	-	100%	-	100%	-	-	-	100%	100%	-	-	-	100%	-	0%	100%

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Colon Cancer Screening	84%	98%	100%	99%	98%	94%	99%	100%	99%	98%	98%	100%	98%
Breast Cancer Screening	-	-	-	-	-	-	-	-	-	-	-	-	-
Diagnostic Monitoring	92%	97%	95%	100%	91%	84%	96%	99%	94%	94%	84%	99%	90%
QT Prolongation EKG 12 Months	82%	100%	100%	100%	90%	65%	93%	100%	78%	87%	75%	100%	75%
Antipsychotics	94%	94%	94%	100%	89%	85%	95%	99%	100%	92%	89%	99%	94%
Lipid Monitoring 12 Months	93%	92%	100%	100%	87%	88%	94%	100%	100%	89%	85%	99%	100%
Blood Sugar 12 Months	98%	100%	100%	100%	91%	93%	97%	100%	100%	96%	91%	99%	100%
EKG 12 Months	93%	-	100%	-	89%	70%	89%	100%	100%	91%	88%	100%	75%
AIMS 12 Months	87%	92%	85%	100%	79%	76%	95%	100%	99%	97%	82%	100%	96%
Med Consent 12 Months	90%	92%	67%	100%	85%	75%	96%	97%	99%	85%	90%	99%	84%
CBC with Platelets 12 Months	95%	92%	100%	100%	89%	91%	95%	97%	100%	93%	88%	99%	100%
CMP 12 Months	96%	92%	100%	100%	91%	90%	95%	97%	99%	89%	88%	99%	100%
Thyroid Monitoring 5 Years	100%	100%	100%	100%	100%	99%	99%	100%	100%	99%	100%	99%	100%
Clozapine	96%	100%	-	-	-	91%	-	-	-	100%	80%	100%	-
CMP 12 Months	93%	100%	-	-	-	100%	-	-	-	100%	-	100%	-
Lipid Monitoring 12 Months	93%	100%	-	-	-	93%	-	-	-	100%	80%	100%	-
Blood Sugar 12 Months	93%	100%	-	-	-	100%	-	-	-	100%	-	100%	-
CBC 30 Days	100%	100%	-	-	-	100%	-	-	-	100%	-	100%	-
EKG 12 Months	100%	100%	-	-	-	53%	-	-	-	100%	-	100%	-
AIMS 12 Months	93%	100%	-	-	-	80%	-	-	-	100%	-	100%	-
Thyroid Monitoring 5 Years	100%	100%	-	-	-	100%	-	-	-	100%	-	100%	-
Med Consent 12 Months	100%	100%	-	-	-	100%	-	-	-	100%	-	100%	-
Mood Stabilizers	93%	100%	98%	100%	91%	91%	98%	98%	99%	100%	84%	99%	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	96%	-	-	-	-	100%	100%	-	100%	-	100%	-	-	-	100%	100%	-	-	-	0%	-	100%	100%
Med Consent 12 Months	86%	-	-	-	-	100%	100%	-	-	-	0%	-	-	-	100%	100%	-	-	-	100%	-	100%	100%
Depakote	94%	100%	-	-	-	100%	100%	-	91%	97%	94%	97%	97%	94%	100%	100%	-	92%	100%	100%	-	90%	82%
CMP 12 Months	96%	100%	-	-	-	100%	100%	-	96%	100%	100%	97%	98%	100%	100%	100%	-	100%	100%	100%	-	96%	87%
Depakote Level 12 Months	93%	100%	-	-	-	100%	100%	-	93%	100%	100%	95%	95%	87%	100%	100%	-	100%	100%	100%	-	96%	71%
CBC with Platelets 12 Months	97%	100%	-	-	-	100%	100%	-	96%	100%	100%	97%	100%	100%	100%	100%	-	100%	100%	100%	-	96%	89%
Med Consent 12 Months	91%	100%	-	-	-	100%	100%	-	79%	89%	75%	100%	93%	88%	100%	100%	-	67%	100%	100%	-	73%	79%
Lithium	93%	100%	-	-	-	95%	84%	-	96%	100%	92%	99%	88%	90%	100%	97%	-	-	88%	100%	-	100%	88%
Creatinine & BUN 12 Months	97%	100%	-	-	-	100%	91%	-	100%	100%	100%	100%	92%	93%	100%	100%	-	-	100%	100%	-	100%	88%
Lithium Level 12 Months	96%	100%	-	-	-	100%	82%	-	92%	100%	83%	100%	100%	93%	100%	100%	-	-	100%	100%	-	100%	100%
Thyroid Monitoring 12 Months	94%	100%	-	-	-	88%	91%	-	100%	100%	92%	95%	75%	87%	100%	86%	-	-	100%	100%	-	100%	100%
EKG 12 Months	86%	100%	-	-	-	100%	75%	-	88%	100%	100%	100%	100%	90%	100%	100%	-	-	40%	100%	-	100%	50%
Med Consent 12 Months	91%	100%	-	-	-	88%	82%	-	100%	100%	83%	100%	75%	88%	100%	100%	-	-	100%	100%	-	100%	100%
Antidepressants	96%	99%	-	-	-	97%	83%	-	92%	91%	96%	99%	97%	98%	100%	98%	-	88%	98%	92%	-	92%	84%
EKG 12 Months (Tricyclics)	100%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	89%	98%	-	-	-	95%	75%	-	85%	82%	93%	98%	93%	97%	100%	96%	-	79%	95%	86%	-	88%	73%
Thyroid Monitoring 5 Years	98%	100%	-	-	-	99%	92%	-	99%	100%	99%	99%	98%	99%	99%	99%	-	98%	100%	99%	-	96%	96%
Utilization Specialty Services	92%	98%	96%	98%	94%	95%	84%	91%	90%	96%	91%	92%	93%	78%	98%	88%	95%	98%	73%	96%	100%	99%	96%
Polypharmacy Medication Review	80%	100%	100%	100%	100%	100%	59%	64%	39%	99%	32%	88%	83%	93%	100%	93%	78%	94%	60%	93%	100%	95%	84%
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	77%	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	89%	100%	-	-	-	100%	83%	-	88%	91%	83%	91%	100%	89%	100%	100%	-	84%	-	100%	-	84%	98%
30-Day Community Hospital Readmission	5.5%	1.1%	1.7%	1.5%	0.0%	0.7%	3.4%	1.4%	17.3%	9.2%	2.1%	3.0%	5.9%	3.0%	6.3%	1.1%	1.1%	4.0%	1.1%	1.9%	1.4%	1.2%	4.7%
30-Day MHCB or DSH Readmission	20%	-	-	-	-	-	20%	-	22%	31%	13%	24%	22%	24%	0%	-	-	0%	-	21%	-	20%	13%
Potentially Avoidable Hospitalizations*	9.7	2.7	0.9	5.2	1.0	8.3	10.4	0.6	72.9	28.8	9.0	10.0	22.5	11.0	6.4	3.5	2.1	15.3	2.8	2.4	6.6	4.8	13.7
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	95%	100%	95%	100%	89%	91%	99%	100%	98%	100%	90%	97%	100%
CMP 12 Months	97%	100%	100%	100%	90%	98%	100%	100%	92%	100%	92%	97%	100%
Depakote Level 12 Months	94%	100%	100%	100%	90%	88%	98%	100%	100%	100%	90%	97%	100%
CBC with Platelets 12 Months	97%	100%	80%	100%	93%	98%	100%	100%	100%	100%	94%	97%	100%
Med Consent 12 Months	94%	100%	100%	100%	82%	79%	97%	100%	100%	100%	84%	100%	100%
Lithium	95%	-	100%	100%	92%	84%	95%	96%	100%	100%	86%	100%	-
Creatinine & BUN 12 Months	100%	-	100%	100%	89%	96%	100%	100%	100%	100%	92%	100%	-
Lithium Level 12 Months	100%	-	100%	100%	89%	100%	100%	100%	100%	100%	83%	100%	-
Thyroid Monitoring 12 Months	97%	-	100%	100%	94%	89%	96%	100%	100%	100%	92%	100%	-
EKG 12 Months	95%	-	100%	100%	90%	61%	84%	100%	100%	100%	78%	100%	-
Med Consent 12 Months	84%	-	100%	100%	100%	74%	96%	80%	100%	100%	84%	100%	-
Antidepressants	95%	89%	90%	100%	92%	87%	96%	99%	98%	91%	94%	99%	91%
EKG 12 Months (Tricyclics)	100%	-	-	-	-	-	-	-	-	-	-	-	-
Med Consent 12 Months	88%	80%	81%	100%	86%	76%	94%	99%	98%	85%	89%	97%	82%
Thyroid Monitoring 5 Years	98%	98%	100%	99%	99%	99%	97%	100%	99%	96%	99%	100%	100%
Utilization Specialty Services	96%	93%	98%	95%	95%	67%	96%	94%	94%	91%	81%	95%	77%
Polypharmacy Medication Review	95%	93%	100%	100%	88%	81%	93%	100%	97%	81%	90%	81%	88%
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	83%	90%	96%	100%	93%	92%	89%	-	-	90%	75%	100%	100%
30-Day Community Hospital Readmission	6.8%	3.0%	0.0%	0.0%	6.0%	7.7%	2.8%	0.0%	6.2%	2.7%	4.1%	2.4%	1.1%
30-Day MHCB or DSH Readmission	0%	9%	28%	11%	10%	29%	21%	-	20%	0%	15%	0%	23%
Potentially Avoidable Hospitalizations*	16.5	2.7	0.7	1.5	33.0	13.4	9.1	1.8	7.8	7.0	9.2	3.3	8.9
Continuity of Clinicians & Services	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP

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Continuity of Clinicians & Services	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Primary Care Provider (PCP)	89%	94%	95%	91%	83%	96%	90%	85%	83%	97%	98%	90%	92%	82%	98%	94%	99%	97%	99%	91%	95%	91%	90%
Mental Health Primary Clinician	82%	N/A	N/A	N/A	N/A	N/A	90%	N/A	83%	N/A	88%	79%	91%	79%	N/A	N/A	N/A	82%	N/A	N/A	N/A	98%	88%
Psychiatrist	84%	N/A	N/A	N/A	N/A	N/A	91%	N/A	89%	N/A	67%	98%	83%	82%	N/A	N/A	N/A	100%	N/A	N/A	N/A	70%	68%
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%	78%	98%	93%	79%	-	91%	-	84%	-	77%	95%	61%	100%	97%	90%	94%	-	75%	100%	78%	76%
M5: NA/DOT/KOP Meds Inter-Institutional	91%	100%	90%	100%	95%	100%	-	100%	-	85%	-	100%	100%	55%	100%	100%	95%	100%	-	45%	100%	100%	95%
M6: NA/DOT Meds Intra-Institutional	78%	82%	67%	92%	77%	65%	-	100%	-	70%	-	75%	100%	53%	100%	89%	100%	100%	-	60%	100%	71%	44%
M7: Mental Health Crisis Bed Transfers	71%	-	-	-	-	-	-	-	-	83%	-	44%	90%	58%	-	-	-	-	-	100%	-	63%	69%
M8: ASU/SHU/PSU Inter-Institutional	79%	-	-	100%	100%	73%	-	75%	-	81%	-	64%	87%	53%	-	100%	100%	75%	-	71%	-	68%	74%
M9: Discharge from Community Hosp/DSH	83%	100%	-	100%	100%	80%	-	88%	-	100%	-	100%	100%	87%	100%	100%	67%	100%	-	100%	100%	89%	100%
Medication Non-Adherence Counseling	91%	83%	-	-	-	85%	-	33%	-	92%	-	98%	98%	82%	100%	98%	67%	89%	-	91%	67%	93%	81%
M11: Non-Adherence MH Prescribed	86%	83%	-	-	-	63%	-	33%	-	100%	-	95%	95%	78%	100%	98%	67%	95%	-	80%	67%	87%	62%
Referral on MAR	92%	100%	-	-	-	61%	-	0%	-	100%	-	100%	100%	95%	100%	100%	100%	84%	-	95%	0%	100%	70%
128 MH5 or 128 C	92%	75%	-	-	-	67%	-	0%	-	100%	-	90%	100%	95%	100%	100%	100%	100%	-	100%	100%	100%	65%
Progress Note	73%	75%	-	-	-	61%	-	100%	-	100%	-	95%	85%	45%	100%	93%	0%	100%	-	45%	100%	60%	50%
M12: Non-Adherence PC2602 Meds	94%	-	-	-	-	92%	-	-	-	83%	-	100%	100%	100%	-	-	-	83%	-	92%	-	92%	100%
M14: Non-Adherence Insulin/HIV/Clozaril	93%	-	-	-	-	100%	-	-	-	-	-	100%	100%	67%	-	-	-	-	-	100%	-	100%	-
Medication Administration	95%	100%	100%	100%	100%	94%	-	100%	-	98%	-	98%	94%	100%	100%	98%	100%	99%	-	97%	100%	93%	93%
M22: New Outpatient Orders-Psychiatrist	91%	100%	-	-	-	88%	-	100%	-	100%	-	97%	88%	100%	100%	96%	100%	100%	-	93%	100%	87%	86%
M23: New Outpatient Orders-Medical	99%	100%	100%	100%	100%	100%	-	100%	-	95%	-	100%	100%	100%	100%	100%	100%	98%	-	100%	100%	100%	100%
All Medications Received Timely (EHRS)	85%	-	-	-	-	-	80%	-	-	-	89%	-	-	-	-	-	-	-	93%	-	-	-	-
By Transfer Type																							
Inter-System	76%	-	-	-	-	-	70%	-	-	-	78%	-	-	-	-	-	-	-	85%	-	-	-	-
Intra-Institution	77%	-	-	-	-	-	74%	-	-	-	80%	-	-	-	-	-	-	-	94%	-	-	-	-
Stable Housing	86%	-	-	-	-	-	81%	-	-	-	89%	-	-	-	-	-	-	-	93%	-	-	-	-
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%	92%	100%	93%	90%	97%	97%	94%	92%	97%	90%	93%	97%
Mental Health Primary Clinician	73%	93%	73%	N/A	79%	80%	86%	N/A	N/A	95%	81%	86%	74%
Psychiatrist	80%	60%	96%	N/A	63%	82%	98%	N/A	N/A	99%	82%	82%	56%
Medication Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medication Continuity-Transfer	74%	59%	77%	94%	40%	85%	85%	89%	-	99%	81%	99%	79%
M5: NA/DOT/KOP Meds Inter-Institutional	90%	94%	100%	95%	25%	100%	90%	90%	-	100%	100%	95%	95%
M6: NA/DOT Meds Intra-Institutional	73%	62%	69%	80%	31%	74%	100%	100%	-	100%	60%	100%	100%
M7: Mental Health Crisis Bed Transfers	-	25%	80%	-	47%	74%	64%	-	-	-	87%	-	75%
M8: ASU/SHU/PSU Inter-Institutional	81%	14%	87%	100%	41%	77%	83%	80%	-	95%	100%	100%	97%
M9: Discharge from Community Hosp/DSH	52%	100%	50%	100%	58%	100%	87%	86%	-	100%	56%	100%	29%
Medication Non-Adherence Counseling	95%	75%	92%	100%	83%	86%	78%	100%	-	97%	87%	98%	100%
M11: Non-Adherence MH Prescribed	100%	50%	83%	100%	67%	72%	100%	100%	-	90%	98%	100%	100%
Referral on MAR	100%	55%	90%	100%	95%	100%	100%	100%	-	100%	100%	100%	100%
128 MH5 or 128 C	100%	60%	85%	100%	100%	95%	100%	100%	-	90%	100%	100%	100%
Progress Note	100%	35%	75%	100%	5%	20%	100%	100%	-	80%	95%	100%	100%
M12: Non-Adherence PC2602 Meds	85%	100%	100%	100%	83%	100%	93%	100%	-	100%	75%	100%	100%
M14: Non-Adherence Insulin/HIV/Clozaril	100%	-	-	-	100%	-	43%	-	-	100%	-	95%	100%
Medication Administration	93%	74%	95%	100%	77%	100%	87%	98%	-	100%	100%	100%	88%
M22: New Outpatient Orders-Psychiatrist	90%	48%	94%	100%	53%	100%	73%	96%	-	100%	100%	100%	77%
M23: New Outpatient Orders-Medical	95%	100%	95%	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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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
KOP	76%	-	-	-	-	-	61%	-	-	-	73%	-	-	-	-	-	-	-	88%	-	-	-	-
NA/DOT	86%	-	-	-	-	-	81%	-	-	-	89%	-	-	-	-	-	-	-	94%	-	-	-	-
By Prescription Type																							
New	85%	-	-	-	-	-	79%	-	-	-	89%	-	-	-	-	-	-	-	95%	-	-	-	-
Refill/Renewal	86%	-	-	-	-	-	81%	-	-	-	88%	-	-	-	-	-	-	-	93%	-	-	-	-
By Medication Type																							
Significant Medications	86%	-	-	-	-	-	81%	-	-	-	89%	-	-	-	-	-	-	-	93%	-	-	-	-
Other Medications	79%	-	-	-	-	-	77%	-	-	-	80%	-	-	-	-	-	-	-	88%	-	-	-	-
By Provider Type																							
Dental	79%	-	-	-	-	-	80%	-	-	-	70%	-	-	-	-	-	-	-	88%	-	-	-	-
Medical	86%	-	-	-	-	-	81%	-	-	-	89%	-	-	-	-	-	-	-	94%	-	-	-	-
Psychiatry	85%	-	-	-	-	-	79%	-	-	-	88%	-	-	-	-	-	-	-	92%	-	-	-	-
Non-Formulary by Medical Providers	4.5%	2.3%	1.8%	1.5%	2.2%	3.9%	5.4%	3.6%	5.9%	4.1%	7.5%	4.0%	6.8%	4.6%	3.5%	1.6%	1.8%	4.7%	2.6%	4.4%	1.6%	2.6%	4.5%
Non-Formulary by Psychiatrists	4.2%	0.8%	-	-	-	1.3%	5.1%	0.0%	4.9%	1.5%	11.2%	4.8%	5.4%	3.0%	2.5%	1.3%	0.0%	4.5%	0.7%	3.9%	0.0%	1.8%	2.3%
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	81%	91%	96%	92%	93%	94%	85%	92%	76%	77%	94%	81%	82%	74%	91%	89%	89%	90%	98%	77%	88%	87%	80%
Medical Documents	84%	87%	97%	91%	92%	97%	-	88%	91%	74%	-	85%	87%	70%	89%	90%	90%	91%	-	75%	87%	88%	77%
Dental Documents	95%	95%	97%	98%	98%	99%	85%	100%	92%	88%	94%	98%	92%	100%	98%	98%	99%	93%	98%	91%	98%	97%	95%
Mental Health Documents	70%	93%	95%	95%	89%	91%	-	94%	56%	71%	-	72%	78%	61%	81%	90%	77%	94%	-	68%	85%	85%	71%
CDCR Inpatient Documents	75%	-	-	-	-	-	-	91%	67%	78%	-	82%	85%	75%	-	-	-	-	-	85%	-	82%	84%
Other Documents	80%	89%	94%	84%	91%	89%	-	85%	76%	74%	-	69%	70%	64%	95%	79%	89%	84%	-	65%	82%	84%	73%
Specialty Notes	79%	76%	80%	94%	85%	74%	72%	95%	80%	66%	83%	87%	90%	87%	83%	57%	76%	76%	79%	70%	93%	86%	74%
Community Hospital Records	87%	91%	100%	90%	57%	100%	100%	89%	90%	81%	72%	100%	96%	90%	100%	83%	50%	89%	100%	80%	100%	100%	100%
Scanning Accuracy	97%	100%	-	99%	100%	99%	95%	99%	-	100%	98%	99%	99%	99%	100%	97%	-	95%	98%	93%	100%	89%	99%
Appeal Processing	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC
Timely Appeals	96%	100%	100%	100%	100%	100%	100%	100%	92%	100%	100%	100%	100%	84%	100%	100%	100%	100%	100%	72%	100%	100%	100%
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	7.2%	3.6%	2.2%	1.7%	5.9%	6.4%	2.6%	2.8%	4.7%	8.9%	4.5%	2.2%	5.0%
Non-Formulary by Psychiatrists	4.6%	2.8%	3.5%	1.2%	2.9%	4.4%	3.0%	3.7%	1.5%	9.8%	6.9%	2.6%	7.1%
Availability of Health Information	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
All Documents	77%	80%	78%	93%	80%	58%	85%	97%	85%	85%	78%	87%	94%
Medical Documents	75%	73%	85%	94%	78%	78%	88%	97%	81%	79%	82%	90%	95%
Dental Documents	92%	90%	92%	98%	95%	81%	94%	100%	92%	99%	95%	93%	97%
Mental Health Documents	64%	72%	62%	90%	60%	16%	77%	94%	72%	78%	57%	82%	86%
CDCR Inpatient Documents	78%	91%	69%	88%	86%	74%	86%	-	94%	83%	82%	-	93%
Other Documents	76%	75%	83%	94%	79%	42%	79%	95%	88%	85%	75%	84%	96%
Specialty Notes	81%	62%	86%	86%	76%	76%	88%	96%	70%	66%	83%	97%	77%
Community Hospital Records	25%	100%	100%	100%	85%	92%	88%	92%	100%	61%	60%	80%	89%
Scanning Accuracy	96%	100%	100%	100%	100%	96%	100%	100%	100%	-	100%	99%	97%
Appeal Processing	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Timely Appeals	100%	100%	100%	100%	100%	82%	100%	100%	100%	100%	99%	100%	100%
Resource Management	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP

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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	63%	79%	66%	88%	72%	58%	54%	68%	61%	56%	74%	25%	56%	74%	62%	51%	75%	58%	53%	63%	85%	72%	67%
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%	94%	96%	106%	94%	101%	108%	113%	87%	104%	114%	96%	100%	102%	90%	104%	98%	105%	84%	88%	97%	96%	99%
Medical FTE	90%	94%	100%	100%	71%	100%	96%	87%	77%	98%	102%	95%	83%	71%	94%	99%	103%	107%	105%	68%	86%	108%	81%
Nursing FTE	105%	100%	91%	116%	103%	105%	126%	124%	87%	111%	122%	106%	102%	118%	100%	115%	104%	114%	85%	89%	108%	105%	104%
Pharmacy FTE	116%	105%	101%	130%	90%	160%	134%	150%	82%	113%	175%	114%	111%	134%	119%	128%	100%	138%	134%	118%	100%	106%	122%
Dental Clinical FTE	103%	108%	130%	110%	91%	100%	111%	129%	130%	87%	115%	109%	99%	104%	100%	100%	106%	94%	90%	100%	95%	96%	104%
Mental Health Clinical FTE	84%	72%	100%	100%	100%	87%	84%	100%	72%	102%	97%	86%	92%	77%	74%	76%	86%	89%	64%	70%	71%	74%	88%
Clinical Support FTE	93%	108%	75%	74%	96%	101%	91%	130%	85%	108%	107%	73%	101%	58%	103%	126%	115%	133%	76%	98%	72%	102%	120%
Administrative Support FTE	93%	91%	97%	95%	87%	91%	94%	96%	101%	97%	100%	86%	101%	97%	79%	99%	89%	95%	76%	91%	90%	93%	96%
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%	95%	91%	91%	90%	86%	89%	90%	94%	79%	93%	85%	84%	93%	88%	91%	84%	93%	92%	94%	93%	86%
Overtime FTE	5.1%	1.3%	3.1%	3.1%	7.1%	5.0%	5.8%	5.5%	5.4%	2.4%	7.1%	3.5%	7.1%	6.5%	5.0%	4.8%	6.0%	6.0%	4.3%	6.5%	3.6%	4.3%	7.0%
Registry FTE	6.6%	4.4%	2.4%	5.9%	1.5%	5.0%	8.4%	5.9%	4.4%	3.4%	14.1%	3.6%	8.4%	9.3%	1.9%	7.7%	3.1%	9.6%	2.8%	1.8%	2.8%	3.0%	6.5%
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	\$88	\$60	\$66	\$86	\$134	\$67	\$372	\$176	\$122	\$137	\$182	\$65	\$101	\$68	\$65	\$92	\$98	\$74	\$56	\$68	\$85
Nursing Staff	\$503	\$264	\$272	\$232	\$211	\$377	\$600	\$285	\$3,185	\$678	\$1,244	\$643	\$1,222	\$728	\$313	\$245	\$322	\$466	\$330	\$386	\$245	\$346	\$473
Pharmacy Staff	\$40	\$29	\$29	\$15	\$10	\$34	\$60	\$22	\$132	\$55	\$75	\$53	\$110	\$46	\$34	\$31	\$13	\$33	\$36	\$20	\$15	\$25	\$35
Dental Clinical Staff	\$88	\$117	\$78	\$84	\$76	\$108	\$100	\$85	\$95	\$98	\$111	\$98	\$77	\$86	\$100	\$72	\$108	\$93	\$116	\$86	\$74	\$80	\$86
Mental Health Clinical Staff	\$204	\$117	\$10	\$32	\$17	\$103	\$254	\$35	\$554	\$291	\$427	\$393	\$522	\$265	\$137	\$86	\$38	\$175	\$92	\$69	\$19	\$155	\$301
Clinical Support Staff	\$30	\$14	\$10	\$6	\$6	\$16	\$33	\$13	\$173	\$40	\$69	\$64	\$108	\$25	\$17	\$8	\$13	\$21	\$8	\$14	\$9	\$17	\$42
Administrative Support Staff	\$117	\$119	\$89	\$81	\$57	\$93	\$144	\$105	\$328	\$163	\$227	\$143	\$238	\$114	\$113	\$80	\$110	\$119	\$87	\$98	\$80	\$108	\$136

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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	68%	60%	57%	65%	75%	51%	85%	52%	62%	38%	44%	58%	76%
Health Care Staff Training													
Continuous Evaluation & Improvement	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
QM & Patient Safety Program													
Health Care Index													
Staffing in Full Time Equivalents (FTE)	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Total Staffing FTE	93%	108%	93%	91%	108%	104%	95%	96%	93%	94%	100%	100%	113%
Medical FTE	61%	110%	89%	89%	114%	67%	88%	89%	79%	105%	71%	106%	94%
Nursing FTE	94%	124%	100%	97%	126%	120%	106%	107%	95%	97%	116%	122%	120%
Pharmacy FTE	114%	134%	105%	100%	134%	129%	120%	115%	108%	104%	119%	100%	107%
Dental Clinical FTE	120%	98%	100%	105%	95%	100%	100%	92%	122%	102%	100%	100%	100%
Mental Health Clinical FTE	89%	85%	76%	74%	93%	85%	77%	79%	90%	91%	76%	75%	-
Clinical Support FTE	101%	86%	96%	100%	111%	102%	53%	137%	113%	84%	76%	81%	126%
Administrative Support FTE	88%	98%	86%	84%	87%	99%	90%	85%	80%	87%	101%	92%	105%
Total Actual FTE	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Civil Service FTE	90%	81%	92%	96%	82%	83%	89%	94%	92%	90%	86%	92%	82%
Overtime FTE	3.5%	7.4%	3.9%	2.1%	4.0%	4.2%	5.5%	1.1%	3.6%	6.0%	7.5%	4.6%	6.6%
Registry FTE	6.1%	11.2%	4.0%	2.3%	14.1%	13.1%	5.9%	4.4%	4.4%	4.1%	6.3%	3.7%	11.0%
Major Costs per Inmate per Month	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Medical Staff	\$93	\$84	\$63	\$75	\$189	\$128	\$67	\$49	\$97	\$123	\$79	\$83	\$70
Nursing Staff	\$527	\$419	\$464	\$332	\$761	\$1,174	\$357	\$169	\$331	\$585	\$613	\$381	\$344
Pharmacy Staff	\$46	\$33	\$23	\$25	\$67	\$61	\$34	\$13	\$45	\$38	\$66	\$32	\$22
Dental Clinical Staff	\$90	\$91	\$91	\$89	\$86	\$97	\$75	\$77	\$90	\$84	\$91	\$73	\$78
Mental Health Clinical Staff	\$400	\$193	\$123	\$132	\$494	\$752	\$131	\$56	\$137	\$595	\$221	\$175	\$160
Clinical Support Staff	\$71	\$17	\$24	\$15	\$74	\$107	\$14	\$11	\$19	\$33	\$45	\$28	\$18
Administrative Support Staff	\$165	\$93	\$135	\$112	\$144	\$200	\$84	\$58	\$92	\$128	\$133	\$103	\$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	\$22	\$18	\$30	\$16	\$31	\$64	\$32	\$1,020	\$245	\$161	\$55	\$272	\$64	\$68	\$51	\$49	\$156	\$58	\$44	\$30	\$51	\$111
Emergency Department	\$10	\$6	\$4	\$6	\$7	\$12	\$9	\$3	\$31	\$7	\$9	\$6	\$8	\$23	\$8	\$6	\$5	\$12	\$4	\$18	\$5	\$16	\$11
Specialty	\$29	\$16	\$17	\$18	\$12	\$18	\$29	\$17	\$101	\$42	\$29	\$43	\$74	\$28	\$20	\$24	\$17	\$22	\$17	\$24	\$18	\$18	\$46
Medications	\$151	\$60	\$4	\$27	\$22	\$57	\$118	\$67	\$678	\$493	\$208	\$225	\$549	\$112	\$70	\$121	\$39	\$127	\$88	\$61	\$37	\$56	\$203
Diagnostics	\$19	\$12	\$11	\$11	\$7	\$10	\$30	\$9	\$60	\$48	\$19	\$18	\$36	\$11	\$13	\$11	\$10	\$29	\$10	\$15	\$7	\$8	\$24
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	11.7	23.4	12.3	11.8	10.4	9.0	14.4	9.9	8.8	6.4	12.6	14.0	10.1	13.8	11.0	11.8	13.1	6.5	9.0	12.2	13.2	13.2
Appointments per PCRN	5.8	6.1	3.9	6.0	4.9	3.6	6.1	5.9	2.6	7.0	5.5	5.5	5.1	5.8	7.2	6.4	5.2	6.6	7.1	5.6	6.6	7.6	6.3
Encounters per Primary MH Clinician	8.3	5.3	1.3	2.5	2.6	6.4	4.3	3.0	9.4	5.1	2.8	10.6	11.3	8.3	4.6	5.2	4.8	9.6	4.3	6.9	3.6	12.4	11.0
Encounters per Psychiatrist	9.2	10.7	-	4.3	-	12.3	7.4	3.2	9.7	7.8	4.4	10.7	10.3	9.7	11.6	12.6	4.7	9.7	5.0	10.0	5.5	13.6	11.3
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	2.8	0.6	2.6	1.6	1.9	5.2	2.2	32.4	10.6	8.2	4.1	9.2	19.0	3.1	2.2	1.7	6.7	1.3	3.0	3.1	7.0	5.1
Emergency Department Visits*	5	4	2	3	2	4	10	2	26	9	11	4	6	10	8	3	8	9	3	7	7	7	6
Specialty Care Referrals*	63	49	69	40	33	50	76	55	236	87	80	119	112	79	54	63	37	74	48	36	38	50	91
Prescriptions Per Inmate	3.0	1.9	1.9	1.2	0.6	2.4	3.0	1.4	9.9	4.6	4.3	4.2	7.5	2.8	1.8	3.0	1.8	2.4	2.5	1.8	1.3	1.9	3.7
Diagnostics Per Inmate	0.9	0.5	0.6	0.5	0.3	0.5	1.3	0.3	3.7	1.8	1.1	0.9	1.6	0.6	0.5	0.6	0.4	1.4	0.5	0.6	0.3	0.5	0.7
Appeals Received*	33	20	18	8	4	27	38	13	136	38	22	27	29	55	25	31	13	40	16	34	12	49	58
Prison Population Capacity	132%	111%	-	164%	98%	113%	140%	155%	76%	122%	135%	107%	110%	116%	127%	152%	135%	139%	125%	159%	148%	162%	153%

* Rate Per 1,000 Inmates

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Major Costs per Inmate per Month	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Hospital	\$233	\$54	\$20	\$19	\$246	\$174	\$52	\$33	\$132	\$88	\$112	\$64	\$51
Emergency Department	\$13	\$10	\$3	\$5	\$17	\$8	\$11	\$2	\$9	\$5	\$17	\$7	\$14
Specialty	\$56	\$23	\$4	\$12	\$68	\$25	\$30	\$12	\$33	\$41	\$29	\$33	\$22
Medications	\$440	\$77	\$60	\$54	\$453	\$243	\$107	\$27	\$217	\$219	\$167	\$108	\$68
Diagnostics	\$30	\$44	\$6	\$8	\$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	11.5	16.1	5.2	15.3	11.6	9.5	14.3	8.9	10.8	10.9	14.5	14.7	11.3
Appointments per PCRN	5.2	10.7	2.6	4.8	4.9	6.0	6.8	6.1	4.7	7.2	6.5	5.1	6.9
Encounters per Primary MH Clinician	8.7	9.8	5.1	6.6	7.6	7.8	12.1	4.9	5.6	7.3	9.1	13.9	12.1
Encounters per Psychiatrist	7.9	10.9	8.3	8.8	9.1	7.7	11.7	4.5	8.6	6.4	9.9	11.5	9.4
Other Trends	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP
Hospital Admissions*	5.6	5.0	0.4	0.9	16.3	4.6	5.8	2.6	7.0	3.6	5.0	3.6	6.7
Emergency Department Visits*	10	5	-	3	14	3	2	1	6	2	7	5	6
Specialty Care Referrals*	172	76	26	36	149	9	31	20	69	99	76	63	50
Prescriptions Per Inmate	5.6	1.8	0.9	1.6	6.3	3.5	3.3	1.0	4.1	3.8	4.0	3.8	1.5
Diagnostics Per Inmate	1.2	2.3	0.3	0.3	1.4	0.7	0.6	0.3	0.9	1.8	0.7	0.6	2.1
Appeals Received*	62	27	46	14	54	76	29	9	15	21	57	56	21
Prison Population Capacity	104%	157%	96%	140%	140%	131%	154%	110%	147%	133%	151%	171%	171%

* Rate Per 1,000 Inmates

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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%	0.0%	0.0%	0.0%	0.0%	0.7%	4.5%	0.5%	45.6%	12.3%	7.6%	4.1%	21.6%	1.9%	0.3%	1.5%	0.4%	1.3%	2.0%	0.7%	0.4%	0.8%	6.0%	
High Risk Priority 2	7.6%	0.6%	0.1%	0.3%	0.2%	2.4%	5.7%	0.9%	16.7%	29.5%	13.9%	12.0%	28.8%	6.0%	1.5%	4.8%	2.2%	5.3%	6.8%	1.8%	1.4%	3.1%	12.2%	
Medium Risk	38%	43%	18%	15%	9%	53%	47%	16%	26%	33%	39%	43%	39%	52%	47%	44%	20%	34%	40%	40%	17%	46%	48%	
Low Risk	50%	56%	82%	85%	91%	44%	43%	82%	12%	26%	40%	41%	11%	40%	51%	49%	78%	60%	52%	57%	82%	51%	33%	
Mental Health EOP	5.4%	N/A	N/A	N/A	N/A	N/A	3.1%	N/A	21.7%	1.5%	5.2%	13.8%	18.3%	7.7%	N/A	N/A	N/A	1.2%	N/A	N/A	N/A	3.3%	10.4%	
Patients with Disability (ADA)	7.5%	2.7%	1.6%	1.4%	0.8%	2.3%	7.6%	2.2%	37.4%	13.4%	9.0%	8.0%	39.7%	4.9%	2.1%	6.4%	3.0%	7.6%	3.9%	4.2%	2.2%	3.3%	7.8%	
Inmates 50 Years or Older	23%	24%	18%	6%	7%	22%	18%	10%	53%	48%	23%	35%	46%	16%	16%	40%	26%	20%	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	119,909	3,231	1,794	3,817	3,803	3,162	2,883	3,616	2,255	3,682	1,834	4,143	2,605	3,684	3,198	5,084	2,365	2,372	3,094	3,716	3,247	3,978	3,560	

* 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	13.4%	0.5%	0.3%	0.0%	17.0%	5.3%	2.5%	0.5%	8.1%	5.2%	4.2%	2.0%	1.1%
High Risk Priority 2	28.5%	3.3%	2.0%	0.5%	20.0%	14.6%	6.5%	1.1%	14.0%	11.8%	8.6%	6.7%	3.2%
Medium Risk	42%	40%	23%	40%	49%	52%	52%	18%	40%	36%	52%	59%	37%
Low Risk	16%	56%	75%	60%	14%	28%	38%	80%	38%	47%	35%	32%	59%
Mental Health EOP	21.3%	1.3%	3.5%	N/A	21.6%	31.7%	6.1%	N/A	N/A	1.3%	17.9%	10.6%	2.5%
Patients with Disability (ADA)	14.0%	3.0%	1.0%	2.5%	24.7%	5.6%	13.7%	1.1%	10.1%	7.2%	9.4%	11.9%	3.4%
Inmates 50 Years or Older	42%	12%	6%	13%	39%	18%	26%	11%	39%	40%	18%	34%	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	3,406	4,408	2,279	3,238	3,122	2,395	5,309	4,203	3,874	4,173	3,770	3,374	5,235

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HEALTHCARE SERVICES DASHBOARD

California State Prison, Sacramento (SAC)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT			
ACCESS				6 Mth Trend				6 Mth Trend			
Medical Services		SAC	Statewide	Asthma Care		SAC	Statewide	Appropriate Placement High Risk Patients		SAC	Statewide
Dental Services		92%	87%	Therapeutic Anticoagulation		93%	86%	High Risk Patient Care Plan		N/A	77%
Mental Health Services		98%	96%	Diabetes Care		83%	83%	Follow-Up After MHCB/DSH Admission		92%	89%
APPTS COMPLETED AS SCHEDULED				6 Mth Trend				6 Mth Trend			
Cancelled Due to Custody		1.4%	1.2%	End Stage Liver Disease Care		85%	85%	30-Day Community Hospital Readmission		7.7%	5.5%
Seen as Scheduled		92%	90%	Colon Cancer Screening		99%	91%	30-Day MHCB or DSH Readmission		29%	20%
EFFECTIVE COMMUNICATION				6 Mth Trend				6 Mth Trend			
Effective Communication Provided		96%	98%	Breast Cancer Screening		N/A	93%	Potentially Avoidable Hospitalizations*		13.4	9.7
MEDICATION MANAGEMENT				AVAILABILITY OF HEALTH INFORMATION				CONTINUITY OF CLINICIANS & SERVICES			
Non-EHRS Institutions - MAPIP				6 Mth Trend				6 Mth Trend			
Medication Continuity-Transfer		85%	80%	All Documents		58%	81%	Primary Care Provider (PCP)		97%	89%
Medication Non-Adherence Counseling		86%	91%	Specialty Notes		76%	79%	Mental Health Primary Clinician		80%	82%
Medication Administration		100%	95%	Community Hospital Records		92%	87%	Psychiatrist		82%	84%
EHRS Institutions - Med Administration				6 Mth Trend				6 Mth Trend			
All Medications Received Timely (EHRS)		-	85%	Scanning Accuracy		96%	97%	RESOURCE MANAGEMENT			
FORMULARY MANAGEMENT				6 Mth Trend				6 Mth Trend			
Non-Formulary by Psychiatrists		4.4%	4.2%	APPEAL PROCESSING				6 Mth Trend			
Non-Formulary by Medical Providers		6.4%	4.5%	Timely Appeals		82%	96%	CLAIMS PROCESSED			
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend			
LABOR				YTD 15/16				YTD 14/15			
Statewide				Statewide				Statewide			
Total Staffing FTE	Actual	Authority	% of Auth	Medical Staff	\$128	\$116	\$95	6 Mth Trend			
Medical FTE	7	10	67%	Nursing Staff	\$1,174	\$1,142	\$503	6 Mth Trend			
Nursing FTE	260	218	120%	Pharmacy Staff	\$61	\$58	\$40	6 Mth Trend			
Pharmacy FTE	15	12	129%	Dental Clinical Staff	\$97	\$96	\$88	6 Mth Trend			
Dental Clinical FTE	17	17	100%	Mental Health Clinical Staff	\$752	\$794	\$204	6 Mth Trend			
Mental Health Clinical FTE	125	147	85%	Clinical Support Staff	\$107	\$110	\$30	6 Mth Trend			
Clinical Support FTE	38	37	102%	Administrative Support Staff	\$200	\$191	\$117	6 Mth Trend			
Administrative Support FTE	95	96	99%	NON LABOR				6 Mth Trend			
6 Mth Trend				YTD 15/16				YTD 14/15			
Statewide				Statewide				Statewide			
Total Actual FTE		557	100%	Hospital	\$174	\$123	\$97	6 Mth Trend			
Civil Service FTE		461	83%	Emergency Department	\$8	\$10	\$10	6 Mth Trend			
Overtime FTE		24	4.2%	Specialty	\$25	\$21	\$29	6 Mth Trend			
Registry FTE		73	13.1%	Medications	\$243	\$251	\$151	6 Mth Trend			
				Diagnostics	\$16	\$15	\$19	6 Mth Trend			
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								Statewide			
								6 Mth Trend			
								SAC			
								Statewide			
								6 Mth Trend			
								SAC			
								Statewide			
								6 Mth Trend			
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								Statewide			
								6 Mth Trend			
								SAC			
								Statewide			
								6 Mth Trend			
								SAC			
								Statewide			
								6 Mth Trend			
								SAC			
								Statewide			
								6 Mth Trend			
								SAC			

HEALTHCARE SERVICES DASHBOARD

Pleasant Valley State Prison (PVSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT								
ACCESS				6 Mth Trend				6 Mth Trend				6 Mth Trend				
		PVSP	Statewide			PVSP	Statewide			PVSP	Statewide			PVSP	Statewide	
Medical Services		99%	87%	Asthma Care		98%	86%	Appropriate Placement High Risk Patients		N/A	77%					
Dental Services		100%	96%	Therapeutic Anticoagulation		-	83%	High Risk Patient Care Plan								
Mental Health Services		100%	88%	Diabetes Care		96%	85%	Follow-Up After MHCB/DSH Admission		100%	89%					
APPTS COMPLETED AS SCHEDULED				6 Mth Trend				6 Mth Trend				6 Mth Trend				
Cancelled Due to Custody		0.1%	1.2%	End Stage Liver Disease Care		0%	91%	30-Day Community Hospital Readmission		0.0%	5.5%					
Seen as Scheduled		97%	90%	Colon Cancer Screening		99%	94%	30-Day MHCB or DSH Readmission		11%	20%					
EFFECTIVE COMMUNICATION				6 Mth Trend				6 Mth Trend				6 Mth Trend				
Effective Communication Provided		100%	98%	Breast Cancer Screening		N/A	93%	Potentially Avoidable Hospitalizations*		1.5	9.7					
MEDICATION MANAGEMENT				AVAILABILITY OF HEALTH INFORMATION				CONTINUITY OF CLINICIANS & SERVICES								
Non-EHRS Institutions - MAPIP				6 Mth Trend				6 Mth Trend				6 Mth Trend				
		PVSP	Statewide			PVSP	Statewide			PVSP	Statewide			PVSP	Statewide	
Medication Continuity-Transfer		94%	80%	All Documents		93%	81%	Primary Care Provider (PCP)		93%	89%					
Medication Non-Adherence Counseling		100%	91%	Specialty Notes		86%	79%	Mental Health Primary Clinician		N/A	82%					
Medication Administration		100%	95%	Community Hospital Records		100%	87%	Psychiatrist		N/A	84%					
EHRS Institutions - Med Administration				6 Mth Trend				6 Mth Trend				6 Mth Trend				
All Medications Received Timely (EHRS)		-	85%	Scanning Accuracy		100%	97%	RESOURCE MANAGEMENT								
FORMULARY MANAGEMENT				6 Mth Trend				6 Mth Trend				6 Mth Trend				
		PVSP	Statewide			PVSP	Statewide			PVSP	Statewide			PVSP	Statewide	
Non-Formulary by Psychiatrists		1.2%	4.2%	APPEAL PROCESSING				6 Mth Trend				6 Mth Trend				
Non-Formulary by Medical Providers		1.7%	4.5%			PVSP	Statewide			PVSP	Statewide			PVSP	Statewide	
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				6 Mth Trend				6 Mth Trend				6 Mth Trend				
	Actual	Authority	% of Auth	Statewide			Statewide			PVSP	Statewide			PVSP	Statewide	
Total Staffing FTE	232	255	91%	98%	Timely Appeals		100%	96%	CONTINUOUS EVALUATION & IMPROVEMENT							
Medical FTE	8	9	89%	90%	MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend				6 Mth Trend			
Nursing FTE	105	108	97%	105%	LABOR	YTD 15/16	YTD 14/15	Statewide			PVSP	Statewide			PVSP	Statewide
Pharmacy FTE	8	8	100%	116%	Medical Staff	\$75	\$66	\$95	WORKLOAD PER DAY							
Dental Clinical FTE	22	21	105%	103%	Nursing Staff	\$332	\$300	\$503			PVSP	Statewide			PVSP	Statewide
Mental Health Clinical FTE	25	34	74%	84%	Pharmacy Staff	\$25	\$24	\$40			PVSP	Statewide			PVSP	Statewide
Clinical Support FTE	6	6	100%	93%	Dental Clinical Staff	\$89	\$83	\$88	Appointments per PCP		15.3	11.6				
Administrative Support FTE	58	69	84%	93%	Mental Health Clinical Staff	\$132	\$124	\$204	Appointments per PCRN		4.8	5.8				
6 Mth Trend				6 Mth Trend				6 Mth Trend				6 Mth Trend				
	Actual	PVSP	Statewide			PVSP	Statewide			PVSP	Statewide			PVSP	Statewide	
Total Actual FTE	232	100%	100%	Encounters per Primary MH Clinician		6.6	8.3	OTHER TRENDS								
Civil Service FTE	222	96%	88%	Encounters per Psychiatrist		8.8	9.2			PVSP	Statewide			PVSP	Statewide	
Overtime FTE	5	2.1%	5.1%	LABOR				YTD 15/16	YTD 14/15	Statewide	6 Mth Trend					
Registry FTE	5	2.3%	6.6%	Administrative Support Staff	\$112	\$101	\$117			PVSP	Statewide			PVSP	Statewide	
6 Mth Trend				6 Mth Trend				6 Mth Trend				6 Mth Trend				
	Actual	PVSP	Statewide	NON LABOR	YTD 15/16	YTD 14/15	Statewide			PVSP	Statewide			PVSP	Statewide	
Total Actual FTE	232	100%	100%	Hospital	\$19	\$25	\$97	WORKLOAD PER DAY								
Civil Service FTE	222	96%	88%	Emergency Department	\$5	\$5	\$10			PVSP	Statewide			PVSP	Statewide	
Overtime FTE	5	2.1%	5.1%	Specialty	\$12	\$13	\$29	Appointments per PCP		15.3	11.6					
Registry FTE	5	2.3%	6.6%	Medications	\$54	\$44	\$151	Appointments per PCRN		4.8	5.8					
6 Mth Trend				6 Mth Trend				6 Mth Trend				6 Mth Trend				
	Actual	PVSP	Statewide	Administrative Support Staff	\$112	\$101	\$117	Encounters per Primary MH Clinician		6.6	8.3					
Total Actual FTE	232	100%	100%	Diagnosics	\$8	\$9	\$19	Encounters per Psychiatrist		8.8	9.2					
Civil Service FTE	222	96%	88%	NON LABOR				YTD 15/16	YTD 14/15	Statewide	6 Mth Trend					
Overtime FTE	5	2.1%	5.1%	Hospital	\$19	\$25	\$97			PVSP	Statewide			PVSP	Statewide	
Registry FTE	5	2.3%	6.6%	Emergency Department	\$5	\$5	\$10	WORKLOAD PER DAY								
6 Mth Trend				6 Mth Trend				6 Mth Trend				6 Mth Trend				
	Actual	PVSP	Statewide	Specialty	\$12	\$13	\$29			PVSP	Statewide			PVSP	Statewide	
Total Actual FTE	232	100%	100%	Medications	\$54	\$44	\$151	Appointments per PCP		15.3	11.6					
Civil Service FTE	222	96%	88%	Diagnosics	\$8	\$9	\$19	Appointments per PCRN		4.8	5.8					
Overtime FTE	5	2.1%	5.1%	NON LABOR				YTD 15/16	YTD 14/15	Statewide	6 Mth Trend					
Registry FTE	5	2.3%	6.6%	Hospital	\$19	\$25	\$97			PVSP	Statewide			PVSP	Statewide	
6 Mth Trend				6 Mth Trend				6 Mth Trend				6 Mth Trend				
	Actual	PVSP	Statewide	Emergency Department	\$5	\$5	\$10	WORKLOAD PER DAY								
Total Actual FTE	232	100%	100%	Specialty	\$12	\$13	\$29			PVSP	Statewide			PVSP	Statewide	
Civil Service FTE	222	96%	88%	Medications	\$54	\$44	\$151	Appointments per PCP		15.3	11.6					
Overtime FTE	5	2.1%	5.1%	Diagnosics	\$8	\$9	\$19	Appointments per PCRN		4.8	5.8					
Registry FTE	5	2.3%	6.6%	NON LABOR				YTD 15/16	YTD 14/15	Statewide	6 Mth Trend					
6 Mth Trend				6 Mth Trend				6 Mth Trend				6 Mth Trend				
	Actual	PVSP	Statewide	Hospital	\$19	\$25	\$97			PVSP	Statewide			PVSP	Statewide	
Total Actual FTE	232	100%	100%	Emergency Department	\$5	\$5	\$10	WORKLOAD PER DAY								
Civil Service FTE	222	96%	88%	Specialty	\$12	\$13	\$29			PVSP	Statewide			PVSP	Statewide	
Overtime FTE	5	2.1%	5.1%	Medications	\$54	\$44	\$151	Appointments per PCP		15.3	11.6					
Registry FTE	5	2.3%	6.6%	Diagnosics	\$8	\$9	\$19	Appointments per PCRN		4.8	5.8					
6 Mth Trend				6 Mth Trend				6 Mth Trend				6 Mth Trend				
	Actual	PVSP	Statewide	Administrative Support Staff	\$112	\$101	\$117	Encounters per Primary MH Clinician		6.6	8.3					
Total Actual FTE	232	100%	100%	Diagnosics	\$8	\$9	\$19	Encounters per Psychiatrist		8.8	9.2					
Civil Service FTE	222	96%	88%	NON LABOR				YTD 15/16	YTD 14/15	Statewide	6 Mth Trend					
Overtime FTE	5	2.1%	5.1%	Hospital	\$19	\$25	\$97			PVSP	Statewide			PVSP	Statewide	
Registry FTE	5	2.3%	6.6%	Emergency Department	\$5	\$5	\$10	WORKLOAD PER DAY								
6 Mth Trend				6 Mth Trend				6 Mth Trend				6 Mth Trend				
	Actual	PVSP	Statewide	Specialty	\$12	\$13	\$29			PVSP	Statewide			PVSP	Statewide	
Total Actual FTE	232	100%	100%	Medications	\$54	\$44	\$151	Appointments per PCP		15.3	11.6					
Civil Service FTE	222	96%	88%	Diagnosics	\$8	\$9	\$19	Appointments per PCRN		4.8	5.8					
Overtime FTE	5	2.1%	5.1%	NON LABOR				YTD 15/16	YTD 14/15	Statewide	6 Mth Trend					
Registry FTE	5	2.3%	6.6%	Hospital	\$19	\$25	\$97			PVSP	Statewide			PVSP	Statewide	
6 Mth Trend				6 Mth Trend				6 Mth Trend				6 Mth Trend				
	Actual	PVSP	Statewide	Emergency Department	\$5	\$5	\$10	WORKLOAD PER DAY								
Total Actual FTE	232	100%	100%	Specialty	\$12	\$13	\$29			PVSP	Statewide			PVSP	Statewide	
Civil Service FTE	222	96%	88%	Medications	\$54	\$44	\$151	Appointments per PCP		15.3	11.6					
Overtime FTE	5	2.1%	5.1%	Diagnosics	\$8	\$9	\$19	Appointments per PCRN		4.8	5.8					
Registry FTE	5	2.3%	6.6%	Administrative Support Staff	\$112	\$101	\$117	Encounters per Primary MH Clinician		6.6	8.3					
6 Mth Trend				6 Mth Trend				6 Mth Trend				6 Mth Trend				
	Actual	PVSP	Statewide	Diagnosics	\$8	\$9	\$19	Encounters per Psychiatrist		8.8	9.2					
Total Actual FTE	232	100%	100%	NON LABOR				YTD 15/16	YTD 14/15	Statewide	6 Mth Trend					
Civil Service FTE	222	96%	88%	Hospital	\$19	\$25	\$97			PVSP	Statewide			PVSP	Statewide	
Overtime FTE	5	2.1%	5.1%	Emergency Department	\$5	\$5	\$10	WORKLOAD PER DAY								
Registry FTE	5	2.3%	6.6%	Specialty	\$12	\$13	\$29			PVSP	Statewide			PVSP	Statewide	
6 Mth Trend				6 Mth Trend				6 Mth Trend				6 Mth Trend				
	Actual	PVSP	Statewide	Medications	\$54	\$44	\$151	Appointments per PCP		15.3	11.6					
Total Actual FTE	232	100%	100%	Diagnosics	\$8	\$9	\$19	Appointments per PCRN		4.8	5.8					
Civil Service FTE	222	96%	88%	Administrative Support Staff	\$112	\$101	\$117	Encounters per Primary MH Clinician		6.6	8.3					

HEALTHCARE SERVICES DASHBOARD

Mule Creek State Prison (MCSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT								
ACCESS				6 Mth Trend				6 Mth Trend				6 Mth Trend				
		MCSP	Statewide			MCSP	Statewide			MCSP	Statewide			MCSP	Statewide	
Medical Services		67%	87%	Asthma Care		92%	86%	Appropriate Placement High Risk Patients		N/A	77%					
Dental Services		99%	96%	Therapeutic Anticoagulation		73%	83%	High Risk Patient Care Plan								
Mental Health Services		83%	88%	Diabetes Care		85%	85%	Follow-Up After MHCB/DSH Admission		83%	89%					
APPTS COMPLETED AS SCHEDULED				6 Mth Trend				6 Mth Trend				6 Mth Trend				
Cancelled Due to Custody		3.5%	1.2%	End Stage Liver Disease Care		86%	91%	30-Day Community Hospital Readmission		6.8%	5.5%					
Seen as Scheduled		84%	90%	Colon Cancer Screening		84%	94%	30-Day MHCB or DSH Readmission		0%	20%					
EFFECTIVE COMMUNICATION				6 Mth Trend				6 Mth Trend				6 Mth Trend				
Effective Communication Provided		100%	98%	Breast Cancer Screening		N/A	93%	Potentially Avoidable Hospitalizations*		16.5	9.7					
MEDICATION MANAGEMENT				6 Mth Trend				6 Mth Trend				6 Mth Trend				
Non-EHRS Institutions - MAPIP								6 Mth Trend				6 Mth Trend				
Medication Continuity-Transfer		74%	80%	All Documents		77%	81%	Primary Care Provider (PCP)		91%	89%					
Medication Non-Adherence Counseling		95%	91%	Specialty Notes		81%	79%	Mental Health Primary Clinician		73%	82%					
Medication Administration		93%	95%	Community Hospital Records		25%	87%	Psychiatrist		80%	84%					
EHRS Institutions - Med Administration								6 Mth Trend				6 Mth Trend				
All Medications Received Timely (EHRS)		-	85%	Scanning Accuracy		96%	97%	Claims Processed		N/A	100%					
FORMULARY MANAGEMENT				6 Mth Trend				6 Mth Trend				6 Mth Trend				
Non-Formulary by Psychiatrists		4.6%	4.2%	APPEAL PROCESSING				6 Mth Trend				6 Mth Trend				
Non-Formulary by Medical Providers		7.2%	4.5%	Timely Appeals		100%	96%	Specialty Teleservices		68%	63%					
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				6 Mth Trend				6 Mth Trend				6 Mth Trend				
	Actual	Authority	% of Auth	Statewide	6 Mth Trend				6 Mth Trend				6 Mth Trend			
Total Staffing FTE	440	475	93%	98%	6 Mth Trend				6 Mth Trend				6 Mth Trend			
Medical FTE	11	18	61%	90%	6 Mth Trend				6 Mth Trend				6 Mth Trend			
Nursing FTE	182	193	94%	105%	6 Mth Trend				6 Mth Trend				6 Mth Trend			
Pharmacy FTE	16	15	114%	116%	6 Mth Trend				6 Mth Trend				6 Mth Trend			
Dental Clinical FTE	24	20	120%	103%	6 Mth Trend				6 Mth Trend				6 Mth Trend			
Mental Health Clinical FTE	86	96	89%	84%	6 Mth Trend				6 Mth Trend				6 Mth Trend			
Clinical Support FTE	29	29	101%	93%	6 Mth Trend				6 Mth Trend				6 Mth Trend			
Administrative Support FTE	92	104	88%	93%	6 Mth Trend				6 Mth Trend				6 Mth Trend			
	Actual	MCSP	Statewide	6 Mth Trend				6 Mth Trend				6 Mth Trend				
Total Actual FTE	440	100%	100%	6 Mth Trend				6 Mth Trend				6 Mth Trend				
Civil Service FTE	398	90%	88%	6 Mth Trend				6 Mth Trend				6 Mth Trend				
Overtime FTE	16	3.5%	5.1%	6 Mth Trend				6 Mth Trend				6 Mth Trend				
Registry FTE	27	6.1%	6.6%	6 Mth Trend				6 Mth Trend				6 Mth Trend				
LABOR				YTD 15/16				YTD 14/15				Statewide				
Medical Staff		\$93	\$101	\$95	6 Mth Trend				6 Mth Trend				6 Mth Trend			
Nursing Staff		\$527	\$474	\$503	6 Mth Trend				6 Mth Trend				6 Mth Trend			
Pharmacy Staff		\$46	\$35	\$40	6 Mth Trend				6 Mth Trend				6 Mth Trend			
Dental Clinical Staff		\$90	\$82	\$88	6 Mth Trend				6 Mth Trend				6 Mth Trend			
Mental Health Clinical Staff		\$400	\$348	\$204	6 Mth Trend				6 Mth Trend				6 Mth Trend			
Clinical Support Staff		\$71	\$47	\$30	6 Mth Trend				6 Mth Trend				6 Mth Trend			
Administrative Support Staff		\$165	\$144	\$117	6 Mth Trend				6 Mth Trend				6 Mth Trend			
NON LABOR				YTD 15/16				YTD 14/15				Statewide				
Hospital		\$233	\$218	\$97	6 Mth Trend				6 Mth Trend				6 Mth Trend			
Emergency Department		\$13	\$12	\$10	6 Mth Trend				6 Mth Trend				6 Mth Trend			
Specialty		\$56	\$49	\$29	6 Mth Trend				6 Mth Trend				6 Mth Trend			
Medications		\$440	\$523	\$151	6 Mth Trend				6 Mth Trend				6 Mth Trend			
Diagnostics		\$30	\$28	\$19	6 Mth Trend				6 Mth Trend				6 Mth Trend			
MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend				6 Mth Trend				6 Mth Trend				
LABOR				YTD 15/16				YTD 14/15				Statewide				
Hospital Admissions*		5.6	5.1	6 Mth Trend				6 Mth Trend				6 Mth Trend				
Emergency Department Visits*		10	5	6 Mth Trend				6 Mth Trend				6 Mth Trend				
Specialty Care Referrals*		172	63	6 Mth Trend				6 Mth Trend				6 Mth Trend				
Prescriptions Per Inmate		5.6	3.0	6 Mth Trend				6 Mth Trend				6 Mth Trend				
Diagnostics Per Inmate		1.2	0.9	6 Mth Trend				6 Mth Trend				6 Mth Trend				
Appeals Received*		62	33	6 Mth Trend				6 Mth Trend				6 Mth Trend				
Prison Population Capacity		104%	132%	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 State Prison, Los Angeles County (LAC)

SCHEDULING & ACCESS TO CARE					POPULATION HEALTH MANAGEMENT					CARE MANAGEMENT																																												
ACCESS					6 Mth Trend					6 Mth Trend					6 Mth Trend																																							
					LAC					LAC					LAC																																							
					Statewide					Statewide					Statewide																																							
Medical Services										Asthma Care										Appropriate Placement High Risk Patients																																		
Dental Services					83%					87%					95%					86%					N/A					77%																								
Mental Health Services					95%					96%					85%					83%					88%					88%					98%					89%														
APPTS COMPLETED AS SCHEDULED																																																						
Cancelled Due to Custody					4.2%					1.2%					98%					91%					4.7%					5.5%																								
Seen as Scheduled					84%					90%					N/A					93%					13%					20%																								
EFFECTIVE COMMUNICATION																																																						
Effective Communication Provided					96%					98%					82%					92%					84%					80%					13.7					9.7														
MEDICATION MANAGEMENT																																																						
Non-EHRS Institutions - MAPIP					6 Mth Trend					LAC					Statewide					6 Mth Trend					LAC					Statewide																								
Medication Continuity-Transfer										76%					80%					80%					81%					81%																								
Medication Non-Adherence Counseling										81%					91%					74%					79%					100%					87%																			
Medication Administration										93%					95%					100%					87%					99%					97%																			
EHRS Institutions - Med Administration																																																						
All Medications Received Timely (EHRS)										-					85%																																							
FORMULARY MANAGEMENT																																																						
Non-Formulary by Psychiatrists										2.3%					4.2%																																							
Non-Formulary by Medical Providers										4.5%					4.5%																																							
STAFFING IN FULL TIME EQUIVALENTS (FTE)**																																																						
					Actual					Authority					% of Auth					Statewide					YTD 15/16					YTD 14/15					Statewide																			
Total Staffing FTE					403					406					99%					98%					\$85					\$86					\$95																			
Medical FTE					11					13					81%					90%					\$473					\$457					\$503																			
Nursing FTE					163					157					104%					105%					\$35					\$32					\$40																			
Pharmacy FTE					16					14					122%					116%					\$86					\$83					\$88																			
Dental Clinical FTE					24					23					104%					103%					\$301					\$288					\$204																			
Mental Health Clinical FTE					78					89					88%					84%					\$42					\$34					\$30																			
Clinical Support FTE					24					20					120%					93%					\$136					\$123					\$117																			
Administrative Support FTE					87					91					96%					93%																																		
					6 Mth Trend					Actual					LAC					Statewide																																		
Total Actual FTE										403					100%					100%																																		
Civil Service FTE										349					86%					88%																																		
Overtime FTE										28					7.0%					5.1%																																		
Registry FTE										26					6.5%					6.6%																																		
LABOR																																																						
Hospital																																																						
Emergency Department																																																						
Specialty																																																						
Medications																																																						
Diagnostics																																																						
NON LABOR																																																						
Hospital Admissions*										5.1					5.1																																							
Emergency Department Visits*										6					5																																							
Specialty Care Referrals*										91					63																																							
Prescriptions Per Inmate										3.7					3.0																																							
Diagnostics Per Inmate										0.7					0.9																																							
Appeals Received*										58					33																																							
Prison Population Capacity										153%					132%																																							

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

HEALTHCARE SERVICES DASHBOARD

Kern Valley State Prison (KVSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT								
ACCESS				6 Mth Trend				6 Mth Trend				6 Mth Trend				
		KVSP	Statewide			KVSP	Statewide			KVSP	Statewide			KVSP	Statewide	
Medical Services		98%	87%	Asthma Care		91%	86%	Appropriate Placement High Risk Patients		N/A	77%					
Dental Services		99%	96%	Therapeutic Anticoagulation		-	83%	High Risk Patient Care Plan								
Mental Health Services		80%	88%	Diabetes Care		87%	85%	Follow-Up After MHCB/DSH Admission		84%	89%					
APPTS COMPLETED AS SCHEDULED				6 Mth Trend				6 Mth Trend				6 Mth Trend				
Cancelled Due to Custody		1.0%	1.2%	End Stage Liver Disease Care		100%	91%	30-Day Community Hospital Readmission		1.2%	5.5%					
Seen as Scheduled		86%	90%	Colon Cancer Screening		99%	94%	30-Day MHCB or DSH Readmission		20%	20%					
EFFECTIVE COMMUNICATION				6 Mth Trend				6 Mth Trend				6 Mth Trend				
Effective Communication Provided		99%	98%	Breast Cancer Screening		N/A	93%	Potentially Avoidable Hospitalizations*		4.8	9.7					
MEDICATION MANAGEMENT				AVAILABILITY OF HEALTH INFORMATION				CONTINUITY OF CLINICIANS & SERVICES								
Non-EHRS Institutions - MAPIP				6 Mth Trend				6 Mth Trend				6 Mth Trend				
		KVSP	Statewide			KVSP	Statewide			KVSP	Statewide			KVSP	Statewide	
Medication Continuity-Transfer		78%	80%	All Documents		87%	81%	Primary Care Provider (PCP)		91%	89%					
Medication Non-Adherence Counseling		93%	91%	Specialty Notes		86%	79%	Mental Health Primary Clinician		98%	82%					
Medication Administration		93%	95%	Community Hospital Records		100%	87%	Psychiatrist		70%	84%					
EHRS Institutions - Med Administration				6 Mth Trend				6 Mth Trend				6 Mth Trend				
All Medications Received Timely (EHRS)		-	85%	Scanning Accuracy		89%	97%	RESOURCE MANAGEMENT								
FORMULARY MANAGEMENT				6 Mth Trend				6 Mth Trend				6 Mth Trend				
		KVSP	Statewide			KVSP	Statewide			KVSP	Statewide			KVSP	Statewide	
Non-Formulary by Psychiatrists		1.8%	4.2%	APPEAL PROCESSING				6 Mth Trend				6 Mth Trend				
Non-Formulary by Medical Providers		2.6%	4.5%			KVSP	Statewide			KVSP	Statewide			KVSP	Statewide	
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				6 Mth Trend				6 Mth Trend				6 Mth Trend				
	Actual	Authority	% of Auth	Statewide			Statewide			KVSP	Statewide			KVSP	Statewide	
Total Staffing FTE	307	320	96%	98%	Timely Appeals		100%	96%	CONTINUOUS EVALUATION & IMPROVEMENT							
Medical FTE	12	11	108%	90%	MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend				6 Mth Trend			
Nursing FTE	139	133	105%	105%	LABOR	YTD 15/16	YTD 14/15	Statewide			KVSP	Statewide			KVSP	Statewide
Pharmacy FTE	9	9	106%	116%	Medical Staff	\$68	\$70	\$95	WORKLOAD PER DAY							
Dental Clinical FTE	24	25	96%	103%	Nursing Staff	\$346	\$320	\$503			KVSP	Statewide			KVSP	Statewide
Mental Health Clinical FTE	40	55	74%	84%	Pharmacy Staff	\$25	\$24	\$40			KVSP	Statewide			KVSP	Statewide
Clinical Support FTE	11	11	102%	93%	Dental Clinical Staff	\$80	\$82	\$88	Appointments per PCP		13.2	11.6				
Administrative Support FTE	72	77	93%	93%	Mental Health Clinical Staff	\$155	\$158	\$204	Appointments per PCRN		7.6	5.8				
6 Mth Trend				6 Mth Trend				6 Mth Trend				6 Mth Trend				
	Actual	KVSP	Statewide			KVSP	Statewide			KVSP	Statewide			KVSP	Statewide	
Total Actual FTE	307	100%	100%	Administrative Support Staff	\$108	\$105	\$117	Encounters per Primary MH Clinician		12.4	8.3					
Civil Service FTE	285	93%	88%	NON LABOR				6 Mth Trend				6 Mth Trend				
Overtime FTE	13	4.3%	5.1%	LABOR	YTD 15/16	YTD 14/15	Statewide			KVSP	Statewide			KVSP	Statewide	
Registry FTE	9	3.0%	6.6%	Hospital	\$51	\$43	\$97	Encounters per Psychiatrist		13.6	9.2					
6 Mth Trend				6 Mth Trend				6 Mth Trend				6 Mth Trend				
	Actual	KVSP	Statewide	Emergency Department	\$16	\$9	\$10	OTHER TRENDS								
	Actual	KVSP	Statewide	Specialty	\$18	\$15	\$29			KVSP	Statewide			KVSP	Statewide	
	Actual	KVSP	Statewide	Medications	\$56	\$67	\$151	Hospital Admissions*		7.0	5.1					
	Actual	KVSP	Statewide	Diagnostics	\$8	\$8	\$19	Emergency Department Visits*		7	5					
	Actual	KVSP	Statewide	OTHER TRENDS				6 Mth Trend				6 Mth Trend				
	Actual	KVSP	Statewide			KVSP	Statewide			KVSP	Statewide			KVSP	Statewide	
	Actual	KVSP	Statewide	Hospital Admissions*		7.0	5.1	Specialty Care Referrals*		50	63					
	Actual	KVSP	Statewide	Emergency Department Visits*		7	5	Prescriptions Per Inmate		1.9	3.0					
	Actual	KVSP	Statewide	Specialty Care Referrals*		50	63	Diagnostics Per Inmate		0.5	0.9					
	Actual	KVSP	Statewide	Prescriptions Per Inmate		1.9	3.0	Appeals Received*		49	33					
	Actual	KVSP	Statewide	Diagnostics Per Inmate		0.5	0.9	Prison Population Capacity		162%	132%					
	Actual	KVSP	Statewide	Appeals Received*		49	33									
	Actual	KVSP	Statewide	Prison Population Capacity		162%	132%									

* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

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HEALTHCARE SERVICES DASHBOARD

High Desert State Prison (HDSP)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT																							
ACCESS				6 Mth Trend				6 Mth Trend				6 Mth Trend																			
Medical Services		81%	87%	Asthma Care		93%	86%	Appropriate Placement High Risk Patients		N/A	77%	Dental Services		100%	96%	High Risk Patient Care Plan				Mental Health Services		91%	88%	Follow-Up After MHCB/DSH Admission		100%	89%				
APPTS COMPLETED AS SCHEDULED				6 Mth Trend				6 Mth Trend				6 Mth Trend																			
Cancelled Due to Custody		1.2%	1.2%	End Stage Liver Disease Care		100%	91%	30-Day Community Hospital Readmission		1.9%	5.5%	Seen as Scheduled		83%	90%	30-Day MHCB or DSH Readmission		21%	20%	Effective Communication Provided		99%	98%	Potentially Avoidable Hospitalizations*		2.4	9.7				
EFFECTIVE COMMUNICATION				6 Mth Trend				6 Mth Trend				6 Mth Trend																			
Effective Communication Provided		99%	98%	Colon Cancer Screening		89%	94%	CONTINUITY OF CLINICIANS & SERVICES																							
MEDICATION MANAGEMENT				6 Mth Trend				6 Mth Trend				6 Mth Trend																			
Non-EHRS Institutions - MAPIP		75%	80%	Breast Cancer Screening		N/A	93%	Primary Care Provider (PCP)		91%	89%	Medication Continuity-Transfer		91%	91%	Mental Health Primary Clinician		N/A	82%	Medication Non-Adherence Counseling		97%	95%	Psychiatrist		N/A	84%				
Medication Administration		97%	95%	Diagnostic Monitoring		93%	92%	RESOURCE MANAGEMENT																							
EHRS Institutions - Med Administration				6 Mth Trend				6 Mth Trend				6 Mth Trend																			
All Medications Received Timely (EHRS)		-	85%	Utilization Specialty Services		96%	92%	Claims Processed		N/A	100%	Medication Administration		97%	95%	Specialty Teleservices		63%	63%	EHRS Institutions - Med Administration		-	85%	Health Care Staff Training							
FORMULARY MANAGEMENT				6 Mth Trend				6 Mth Trend				6 Mth Trend																			
Non-Formulary by Psychiatrists		3.9%	4.2%	Scanning Accuracy		93%	97%	CONTINUOUS EVALUATION & IMPROVEMENT																							
Non-Formulary by Medical Providers		4.4%	4.5%	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		243	100%	Timely Appeals		72%	96%	QM & Patient Safety Program				Non-Formulary by Psychiatrists		3.9%	4.2%	Health Care Index				Non-Formulary by Medical Providers		4.4%	4.5%	Workload per Day		9.0	11.6				
Medical FTE		7	68%	MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend				6 Mth Trend																			
Nursing FTE		114	89%	LABOR	YTD 15/16	YTD 14/15	Statewide	Appointments per PCP		9.0	11.6	Medical FTE		7	10	68%	90%	Appointments per PCRN		5.6	5.8	Nursing FTE		114	128	89%	105%	Encounters per Primary MH Clinician		6.9	8.3
Pharmacy FTE		8	7	Medical Staff	\$74	\$84	\$95	Encounters per Psychiatrist		10.0	9.2	Dental Clinical FTE		23	23	100%	103%	OTHER TRENDS													
Mental Health Clinical FTE		23	32	Nursing Staff	\$386	\$378	\$503	Hospital Admissions*		3.0	5.1	Pharmacy FTE		8	7	118%	116%	Emergency Department Visits*		7	5	6 Mth Trend									
Clinical Support FTE		6	6	Pharmacy Staff	\$20	\$19	\$40	Emergency Department Visits*		7	5	6 Mth Trend																			
Administrative Support FTE		63	70	Dental Clinical Staff	\$86	\$83	\$88	Specialty Care Referrals*		36	63	6 Mth Trend																			
Actual Authority % of Auth Statewide				6 Mth Trend				6 Mth Trend				6 Mth Trend																			
Total Actual FTE		243	100%	100%	Mental Health Clinical Staff	\$69	\$73	\$204	Prescriptions Per Inmate		1.8	3.0	6 Mth Trend																		
Civil Service FTE		223	92%	88%	Clinical Support Staff	\$14	\$13	\$30	Diagnostics Per Inmate		0.6	0.9	6 Mth Trend																		
Overtime FTE		16	6.5%	5.1%	Administrative Support Staff	\$98	\$91	\$117	Appeals Received*		34	33	6 Mth Trend																		
Registry FTE		4	1.8%	6.6%	NON LABOR				6 Mth Trend				6 Mth Trend																		
Actual Authority % of Auth Statewide				6 Mth Trend				6 Mth Trend				6 Mth Trend																			
Total Actual FTE		243	100%	100%	Hospital	\$44	\$55	\$97	Prison Population Capacity		159%	132%	6 Mth Trend																		
Civil Service FTE		223	92%	88%	Emergency Department	\$18	\$10	\$10																							
Overtime FTE		16	6.5%	5.1%	Specialty	\$24	\$19	\$29																							
Registry FTE		4	1.8%	6.6%	Medications	\$61	\$40	\$151																							
Actual Authority % of Auth Statewide				6 Mth Trend				6 Mth Trend				6 Mth Trend																			
Total Actual FTE		243	100%	100%	Diagnosics	\$15	\$10	\$19																							
Civil Service FTE		223	92%	88%																											
Overtime FTE		16	6.5%	5.1%																											
Registry FTE		4	1.8%	6.6%																											

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

HEALTHCARE SERVICES DASHBOARD

Deuel Vocational Institution (DVI)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT															
ACCESS				6 Mth Trend				6 Mth Trend				6 Mth Trend											
Medical Services		DVI: 91%	Statewide: 87%	Asthma Care		DVI: 98%	Statewide: 86%	Appropriate Placement High Risk Patients		DVI: N/A	Statewide: 77%	Dental Services		DVI: 89%	Statewide: 96%	Therapeutic Anticoagulation		DVI: -	Statewide: 83%	High Risk Patient Care Plan		DVI: -	Statewide: -
Mental Health Services		DVI: 94%	Statewide: 88%	Diabetes Care		DVI: 90%	Statewide: 85%	Follow-Up After MHCB/DSH Admission		DVI: 84%	Statewide: 89%	APPTS COMPLETED AS SCHEDULED				End Stage Liver Disease Care		DVI: 100%	Statewide: 91%	30-Day Community Hospital Readmission		DVI: 4.0%	Statewide: 5.5%
Cancelled Due to Custody		DVI: 0.2%	Statewide: 1.2%	Colon Cancer Screening		DVI: 98%	Statewide: 94%	30-Day MHCB or DSH Readmission		DVI: 0%	Statewide: 20%	Seen as Scheduled		DVI: 96%	Statewide: 90%	Breast Cancer Screening		DVI: N/A	Statewide: 93%	Potentially Avoidable Hospitalizations*		DVI: 15.3	Statewide: 9.7
Effective Communication Provided		DVI: 99%	Statewide: 98%	Diagnostic Monitoring		DVI: 93%	Statewide: 92%									Utilization Specialty Services		DVI: 98%	Statewide: 92%				
EFFECTIVE COMMUNICATION				6 Mth Trend				6 Mth Trend				6 Mth Trend											
Effective Communication Provided		DVI: 99%	Statewide: 98%	Polypharmacy Medication Review		DVI: 94%	Statewide: 80%																
MEDICATION MANAGEMENT				AVAILABILITY OF HEALTH INFORMATION				CONTINUITY OF CLINICIANS & SERVICES															
Non-EHRS Institutions - MAPIP				6 Mth Trend				6 Mth Trend				6 Mth Trend											
Medication Continuity-Transfer		DVI: 94%	Statewide: 80%	All Documents		DVI: 90%	Statewide: 81%	Primary Care Provider (PCP)		DVI: 97%	Statewide: 89%	Mental Health Primary Clinician		DVI: 82%	Statewide: 82%								
Medication Non-Adherence Counseling		DVI: 89%	Statewide: 91%	Specialty Notes		DVI: 76%	Statewide: 79%	Psychiatrist		DVI: 100%	Statewide: 84%												
Medication Administration		DVI: 99%	Statewide: 95%	Community Hospital Records		DVI: 89%	Statewide: 87%																
EHRS Institutions - Med Administration				6 Mth Trend				6 Mth Trend				6 Mth Trend											
All Medications Received Timely (EHRS)		DVI: -	Statewide: 85%	Scanning Accuracy		DVI: 95%	Statewide: 97%																
FORMULARY MANAGEMENT				6 Mth Trend				6 Mth Trend				6 Mth Trend											
Non-Formulary by Psychiatrists		DVI: 4.5%	Statewide: 4.2%																				
Non-Formulary by Medical Providers		DVI: 4.7%	Statewide: 4.5%																				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				APPEAL PROCESSING				RESOURCE MANAGEMENT															
	Actual	Authority	% of Auth	Statewide	6 Mth Trend				6 Mth Trend														
Total Staffing FTE	237	225	105%	98%	Timely Appeals		DVI: 100%	Statewide: 96%	Claims Processed		DVI: N/A	Statewide: 100%											
Medical FTE	9	8	107%	90%					Specialty Teleservices		DVI: 58%	Statewide: 63%											
Nursing FTE	114	100	114%	105%					Health Care Staff Training		DVI: -	Statewide: -											
Pharmacy FTE	10	7	138%	116%																			
Dental Clinical FTE	16	17	94%	103%																			
Mental Health Clinical FTE	28	31	89%	84%																			
Clinical Support FTE	7	5	133%	93%																			
Administrative Support FTE	55	58	95%	93%																			
	6 Mth Trend	Actual	DVI	Statewide	MAJOR COSTS PER INMATE PER MONTH**				CONTINUOUS EVALUATION & IMPROVEMENT														
Total Actual FTE		237	100%	100%	LABOR				6 Mth Trend														
Civil Service FTE		200	84%	88%	Medical Staff	YTD 15/16: \$92	YTD 14/15: \$101	Statewide: \$95	QM & Patient Safety Program		DVI: -	Statewide: -											
Overtime FTE		14	6.0%	5.1%	Nursing Staff	\$466	\$410	\$503	Health Care Index		DVI: -	Statewide: -											
Registry FTE		23	9.6%	6.6%	Pharmacy Staff	\$33	\$34	\$40															
					Dental Clinical Staff	\$93	\$80	\$88	WORKLOAD PER DAY														
					Mental Health Clinical Staff	\$175	\$170	\$204	6 Mth Trend														
					Clinical Support Staff	\$21	\$16	\$30	Appointments per PCP		DVI: 13.1	Statewide: 11.6											
					Administrative Support Staff	\$119	\$115	\$117	Appointments per PCRN		DVI: 6.6	Statewide: 5.8											
									Encounters per Primary MH Clinician		DVI: 9.6	Statewide: 8.3											
									Encounters per Psychiatrist		DVI: 9.7	Statewide: 9.2											
									OTHER TRENDS														
									6 Mth Trend														
									Hospital Admissions*		DVI: 6.7	Statewide: 5.1											
									Emergency Department Visits*		DVI: 9	Statewide: 5											
									Specialty Care Referrals*		DVI: 74	Statewide: 63											
									Prescriptions Per Inmate		DVI: 2.4	Statewide: 3.0											
									Diagnostics Per Inmate		DVI: 1.4	Statewide: 0.9											
									Appeals Received*		DVI: 40	Statewide: 33											
									Prison Population Capacity		DVI: 139%	Statewide: 132%											

* 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																							
				COR				COR				COR																							
				Statewide				Statewide				Statewide																							
Medical Services		86%	87%	Asthma Care		93%	86%	Appropriate Placement High Risk Patients		N/A	77%	Dental Services		98%	96%	Therapeutic Anticoagulation		100%	83%	High Risk Patient Care Plan				Mental Health Services		81%	88%	Diabetes Care		84%	85%	Follow-Up After MHCB/DSH Admission		89%	89%
APPTS COMPLETED AS SCHEDULED																																			
Cancelled Due to Custody		1.0%	1.2%	End Stage Liver Disease Care		77%	91%	30-Day Community Hospital Readmission		3.0%	5.5%	Seen as Scheduled		88%	90%	Breast Cancer Screening		N/A	93%	30-Day MHCB or DSH Readmission		24%	20%												
EFFECTIVE COMMUNICATION																																			
Effective Communication Provided		99%	98%	Colon Cancer Screening		98%	94%	Potentially Avoidable Hospitalizations*		11.0	9.7	CONTINUITY OF CLINICIANS & SERVICES																							
												6 Mth Trend																							
												COR																							
												Statewide																							
												Primary Care Provider (PCP)																							
												82%																							
												89%																							
												Mental Health Primary Clinician																							
												79%																							
												82%																							
												Psychiatrist																							
												82%																							
												84%																							
MEDICATION MANAGEMENT				AVAILABILITY OF HEALTH INFORMATION				RESOURCE MANAGEMENT																											
Non-EHRS Institutions - MAPIP				6 Mth Trend				6 Mth Trend				6 Mth Trend																							
				COR				COR				COR																							
				Statewide				Statewide				Statewide																							
Medication Continuity-Transfer		61%	80%	All Documents		74%	81%	Claims Processed		N/A	100%	Medication Non-Adherence Counseling		82%	91%	Specialty Teleservices		74%	63%	Health Care Staff Training															
Medication Administration		100%	95%	Specialty Notes		87%	79%	Specialty Telecommunications		74%	63%	Medication Administration		100%	95%	Community Hospital Records		90%	87%	Health Care Staff Training															
EHRS Institutions - Med Administration																																			
All Medications Received Timely (EHRS)		-	85%	Community Hospital Records		90%	87%	Health Care Staff Training				CONTINUOUS EVALUATION & IMPROVEMENT																							
FORMULARY MANAGEMENT												6 Mth Trend																							
												COR																							
												Statewide																							
Non-Formulary by Psychiatrists		3.0%	4.2%	Scanning Accuracy		99%	97%	QM & Patient Safety Program				WORKLOAD PER DAY																							
Non-Formulary by Medical Providers		4.6%	4.5%	APPEAL PROCESSING				6 Mth Trend				6 Mth Trend																							
												COR																							
												Statewide																							
												Appointments per PCP																							
												10.1																							
												11.6																							
												Appointments per PCRN																							
												5.8																							
												5.8																							
												Encounters per Primary MH Clinician																							
												8.3																							
												8.3																							
												Encounters per Psychiatrist																							
												9.7																							
												9.2																							
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				MAJOR COSTS PER INMATE PER MONTH**				OTHER TRENDS																											
												6 Mth Trend																							
												COR																							
												Statewide																							
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	LABOR	YTD 15/16	YTD 14/15	Statewide	Hospital Admissions*		19.0	5.1																							
Medical FTE	543	533	102%	98%	Medical Staff	\$65	\$91	\$95	Emergency Department Visits*		10	5																							
Nursing FTE	9	13	71%	90%	Nursing Staff	\$728	\$698	\$503	Specialty Care Referrals*		79	63																							
Pharmacy FTE	298	252	118%	105%	Pharmacy Staff	\$46	\$44	\$40	Prescriptions Per Inmate		2.8	3.0																							
Dental Clinical FTE	17	13	134%	116%	Dental Clinical Staff	\$86	\$70	\$88	Diagnostics Per Inmate		0.6	0.9																							
Mental Health Clinical FTE	27	26	104%	103%	Mental Health Clinical Staff	\$265	\$238	\$204	Appeals Received*		55	33																							
Clinical Support FTE	86	111	77%	84%	Clinical Support Staff	\$25	\$31	\$30	Prison Population Capacity		116%	132%																							
Administrative Support FTE	14	24	58%	93%	Administrative Support Staff	\$114	\$107	\$117																											
												NON LABOR																							
												YTD 15/16																							
												YTD 14/15																							
												Statewide																							
												Hospital																							
												\$64																							
												\$119																							
												\$97																							
												Emergency Department																							
												\$23																							
												\$16																							
												\$10																							
												Specialty																							
												\$28																							
												\$28																							
												\$29																							
												Medications																							
												\$112																							
												\$91																							
												\$151																							
												Diagnostics																							
												\$11																							
												\$11																							
												\$19																							

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

HEALTHCARE SERVICES DASHBOARD

California Medical Facility (CMF)

SCHEDULING & ACCESS TO CARE				POPULATION HEALTH MANAGEMENT				CARE MANAGEMENT				
ACCESS				6 Mth Trend				6 Mth Trend				
Medical Services		CMF	Statewide	Asthma Care		CMF	Statewide	Appropriate Placement High Risk Patients		CMF	Statewide	
Dental Services		95%	87%	Therapeutic Anticoagulation		86%	86%	High Risk Patient Care Plan		N/A	77%	
Mental Health Services		99%	96%	Diabetes Care		77%	83%	Follow-Up After MHCB/DSH Admission		100%	89%	
APPTS COMPLETED AS SCHEDULED				6 Mth Trend				6 Mth Trend				
Cancelled Due to Custody		2.1%	1.2%	End Stage Liver Disease Care		100%	91%	30-Day Community Hospital Readmission		5.9%	5.5%	
Seen as Scheduled		91%	90%	Colon Cancer Screening		97%	94%	30-Day MHCB or DSH Readmission		22%	20%	
EFFECTIVE COMMUNICATION				6 Mth Trend				6 Mth Trend				
Effective Communication Provided		99%	98%	Breast Cancer Screening		N/A	93%	Potentially Avoidable Hospitalizations*		22.5	9.7	
MEDICATION MANAGEMENT				6 Mth Trend				6 Mth Trend				
Non-EHRS Institutions - MAPIP				6 Mth Trend				6 Mth Trend				
Medication Continuity-Transfer		95%	80%	All Documents		82%	81%	CONTINUITY OF CLINICIANS & SERVICES				
Medication Non-Adherence Counseling		98%	91%	Specialty Notes		90%	79%	Primary Care Provider (PCP)		92%	89%	
Medication Administration		94%	95%	Community Hospital Records		96%	87%	Mental Health Primary Clinician		91%	82%	
EHRS Institutions - Med Administration				6 Mth Trend				6 Mth Trend				
All Medications Received Timely (EHRS)		-	85%	Scanning Accuracy		99%	97%	Psychiatrist		83%	84%	
FORMULARY MANAGEMENT				6 Mth Trend				6 Mth Trend				
Non-Formulary by Psychiatrists		5.4%	4.2%	APPEAL PROCESSING				6 Mth Trend				
Non-Formulary by Medical Providers		6.8%	4.5%	Timely Appeals		100%	96%	6 Mth Trend				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				6 Mth Trend				6 Mth Trend				
Total Staffing FTE	Actual	Authority	% of Auth	Statewide	6 Mth Trend				6 Mth Trend			
Medical FTE	14	17	83%	90%	6 Mth Trend				6 Mth Trend			
Nursing FTE	316	311	102%	105%	6 Mth Trend				6 Mth Trend			
Pharmacy FTE	31	28	111%	116%	6 Mth Trend				6 Mth Trend			
Dental Clinical FTE	17	17	99%	103%	6 Mth Trend				6 Mth Trend			
Mental Health Clinical FTE	83	90	92%	84%	6 Mth Trend				6 Mth Trend			
Clinical Support FTE	36	36	101%	93%	6 Mth Trend				6 Mth Trend			
Administrative Support FTE	120	119	101%	93%	6 Mth Trend				6 Mth Trend			
Total Actual FTE		617	100%	100%	6 Mth Trend				6 Mth Trend			
Civil Service FTE		522	85%	88%	6 Mth Trend				6 Mth Trend			
Overtime FTE		44	7.1%	5.1%	6 Mth Trend				6 Mth Trend			
Registry FTE		52	8.4%	6.6%	6 Mth Trend				6 Mth Trend			
LABOR				YTD 15/16				YTD 14/15				
Medical Staff	\$182	\$253	\$95	YTD 15/16				YTD 14/15				
Nursing Staff	\$1,222	\$1,346	\$503	YTD 15/16				YTD 14/15				
Pharmacy Staff	\$110	\$142	\$40	YTD 15/16				YTD 14/15				
Dental Clinical Staff	\$77	\$90	\$88	YTD 15/16				YTD 14/15				
Mental Health Clinical Staff	\$522	\$557	\$204	YTD 15/16				YTD 14/15				
Clinical Support Staff	\$108	\$135	\$30	YTD 15/16				YTD 14/15				
Administrative Support Staff	\$238	\$283	\$117	YTD 15/16				YTD 14/15				
NON LABOR				YTD 15/16				YTD 14/15				
Hospital	\$272	\$379	\$97	YTD 15/16				YTD 14/15				
Emergency Department	\$8	\$8	\$10	YTD 15/16				YTD 14/15				
Specialty	\$74	\$82	\$29	YTD 15/16				YTD 14/15				
Medications	\$549	\$505	\$151	YTD 15/16				YTD 14/15				
Diagnostics	\$36	\$38	\$19	YTD 15/16				YTD 14/15				
MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend				6 Mth Trend				
LABOR				6 Mth Trend				6 Mth Trend				
NON LABOR				6 Mth Trend				6 Mth Trend				
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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				
Medical Services		CCI	Statewide	Asthma Care		CCI	Statewide	Appropriate Placement High Risk Patients		CCI	Statewide	
Dental Services		97%	87%	Therapeutic Anticoagulation		93%	86%	High Risk Patient Care Plan		N/A	77%	
Mental Health Services		99%	96%	Diabetes Care		67%	83%	Follow-Up After MHCB/DSH Admission		100%	89%	
APPTS COMPLETED AS SCHEDULED				6 Mth Trend				6 Mth Trend				
Cancelled Due to Custody		0.1%	1.2%	End Stage Liver Disease Care		83%	85%	30-Day Community Hospital Readmission		0.7%	5.5%	
Seen as Scheduled		94%	90%	Colon Cancer Screening		96%	91%	30-Day MHCB or DSH Readmission		-	20%	
EFFECTIVE COMMUNICATION				6 Mth Trend				6 Mth Trend				
Effective Communication Provided		99%	98%	Breast Cancer Screening		N/A	93%	Potentially Avoidable Hospitalizations*		8.3	9.7	
MEDICATION MANAGEMENT				AVAILABILITY OF HEALTH INFORMATION				CONTINUITY OF CLINICIANS & SERVICES				
Non-EHRS Institutions - MAPIP				6 Mth Trend				6 Mth Trend				
Medication Continuity-Transfer		79%	80%	All Documents		94%	81%	Primary Care Provider (PCP)		96%	89%	
Medication Non-Adherence Counseling		85%	91%	Specialty Notes		74%	79%	Mental Health Primary Clinician		N/A	82%	
Medication Administration		94%	95%	Community Hospital Records		100%	87%	Psychiatrist		N/A	84%	
EHRS Institutions - Med Administration				6 Mth Trend				RESOURCE MANAGEMENT				
All Medications Received Timely (EHRS)		-	85%	Scanning Accuracy		99%	97%	Claims Processed		N/A	100%	
FORMULARY MANAGEMENT				APPEAL PROCESSING				CONTINUOUS EVALUATION & IMPROVEMENT				
Non-Formulary by Psychiatrists		1.3%	4.2%	Timely Appeals		100%	96%	Specialty Teleservices		58%	63%	
Non-Formulary by Medical Providers		3.9%	4.5%	MAJOR COSTS PER INMATE PER MONTH**				6 Mth Trend				
STAFFING IN FULL TIME EQUIVALENTS (FTE)**				LABOR				6 Mth Trend				
	Actual	Authority	% of Auth	Statewide		YTD 15/16	YTD 14/15	Statewide	QM & Patient Safety Program		CCI	Statewide
Total Staffing FTE	294	292	101%	98%	Medical Staff	\$86	\$79	\$95	Health Care Index			
Medical FTE	12	12	100%	90%	Nursing Staff	\$377	\$308	\$503	WORKLOAD PER DAY			
Nursing FTE	139	132	105%	105%	Pharmacy Staff	\$34	\$29	\$40	Appointments per PCP		10.4	11.6
Pharmacy FTE	18	11	160%	116%	Dental Clinical Staff	\$108	\$89	\$88	Appointments per PCRN		3.6	5.8
Dental Clinical FTE	25	25	100%	103%	Mental Health Clinical Staff	\$103	\$104	\$204	Encounters per Primary MH Clinician		6.4	8.3
Mental Health Clinical FTE	32	37	87%	84%	Clinical Support Staff	\$16	\$14	\$30	Encounters per Psychiatrist		12.3	9.2
Clinical Support FTE	8	8	101%	93%	Administrative Support Staff	\$93	\$79	\$117	OTHER TRENDS			
Administrative Support FTE	61	67	91%	93%	NON LABOR				6 Mth Trend			
	Actual	CCI	Statewide			YTD 15/16	YTD 14/15	Statewide	Hospital Admissions*		1.9	5.1
Total Actual FTE	294	100%	100%	Hospital	\$31	\$41	\$97	Emergency Department Visits*		4	5	
Civil Service FTE	265	90%	88%	Emergency Department	\$12	\$8	\$10	Specialty Care Referrals*		50	63	
Overtime FTE	15	5.0%	5.1%	Specialty	\$18	\$16	\$29	Prescriptions Per Inmate		2.4	3.0	
Registry FTE	15	5.0%	6.6%	Medications	\$57	\$52	\$151	Diagnostics Per Inmate		0.5	0.9	
	Actual	CCI	Statewide	Diagnostics	\$10	\$10	\$19	Appeals Received*		27	33	
								Prison Population Capacity		113%	132%	

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

