

WHAT IS THE HEALTH CARE SERVICES DASHBOARD?

The Health Care Services Dashboard is 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.

The Dashboard Glossary is currently being updated to comply with new ADA regulations. If you would like to request a copy, please email us at: QMStaff@cdcr.ca.gov

State Institution Abbreviations used on the Health Care Services Dashboard:

Institution Name	Abbreviation
Avenal State Prison	ASP
California City Correctional Facility	CAC
Calipatria State Prison	CAL
California Correctional Center	CCC
California Correctional Institution	CCI
Central California Women's Facility	CCWF
Centinela State Prison	CEN
California Health Care Facility	CHCF
California Institution for Men	CIM
California Institution for Women	CIW
California Men's Colony	CMC
California Medical Facility	CMF
California State Prison, Corcoran	COR
California Rehabilitation Center	CRC
Correctional Training Facility	CF
Chuckawalla Valley State Prison	CVSP
Deuel Vocational Institution	DVI
Folsom State Prison	FSP
High Desert State Prison	HDSP
Ironwood State Prison	ISP
Kern Valley State Prison	KVSP
California State Prison, Los Angeles County	LAC
Mule Creek State Prison	MCSP
North Kern State Prison	NKSP
Pelican Bay State Prison	PBSP
Pleasant Valley State Prison	PVSP
R. J. Donovan Correctional Facility	RJD
California State Prison, Sacramento	SAC
California Substance Abuse Treatment Facility	SATF
Sierra Conservation Center	SCC
California State Prison, Solano	SOL
San Quentin State Prison	SQ
Salinas Valley State Prison	SVSP
Valley State Prison	VSP
Wasco State Prison	WSP

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 some of the data has 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.

HEALTH CARE SERVICES DASHBOARD - Public Version

March 2019

Domain	SubDomain	Element	Equality	Measure Goal	Near Goal	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP	
Medication Management	Medications Received Timely	Refill/Renewal	>=	90%	75%	90%	98%	93%	95%	97%	95%	86%	96%	92%	96%	87%	96%	89%	80%	99%	96%	98%	96%	97%	84%	95%	81%	80%	84%	93%	95%	96%	87%	86%	94%	97%	91%	96%	83%	96%	91%	
Medication Management	EHRS	By Medication Type		N/A	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medication Management	Medications Received Timely	Significant Medications	>=	90%	75%	90%	97%	94%	95%	97%	95%	86%	97%	92%	96%	87%	95%	90%	80%	98%	96%	98%	96%	97%	85%	95%	81%	80%	84%	93%	95%	96%	87%	86%	94%	97%	92%	97%	84%	96%	91%	
Medication Management	Medications Received Timely	Other Medications	>=	90%	75%	83%	92%	77%	84%	92%	82%	80%	91%	89%	82%	84%	88%	80%	74%	95%	89%	87%	90%	81%	74%	88%	80%	67%	80%	87%	83%	93%	82%	81%	83%	90%	57%	88%	75%	88%	82%	
Medication Management	EHRS	By Provider Type		N/A	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medication Management	Medications Received Timely	Dental: Dental Stock	>=	90%	75%	98%	97%	99%	100%	99%	100%	100%	100%	-	100%	-	100%	-	91%	100%	100%	100%	-	-	93%	100%	-	100%	100%	-	100%	96%	100%	100%	100%	100%	-	96%	100%	-	-	
Medication Management	Medications Received Timely	Dental: Non Dental Stock	>=	90%	75%	90%	98%	89%	95%	100%	91%	76%	98%	88%	87%	88%	96%	94%	94%	97%	100%	100%	99%	93%	97%	93%	92%	94%	82%	92%	100%	100%	77%	82%	88%	85%	99%	79%	88%	92%	95%	
Medication Management	Medications Received Timely	Medical	>=	90%	75%	89%	98%	93%	95%	97%	94%	86%	96%	91%	95%	88%	94%	87%	81%	98%	96%	98%	96%	95%	85%	94%	85%	79%	82%	93%	95%	96%	87%	84%	92%	97%	90%	95%	81%	94%	89%	
Medication Management	Medications Received Timely	Psychiatry	>=	90%	75%	90%	97%	100%	94%	100%	96%	85%	90%	93%	95%	86%	96%	92%	79%	98%	96%	97%	96%	97%	84%	98%	77%	81%	86%	92%	95%	96%	86%	87%	94%	97%	91%	97%	86%	96%	91%	
Medication Management	Medications Refused	Medications Refused		N/A	N/A	4%	1%	4%	2%	1%	3%	6%	1%	4%	1%	1%	3%	4%	12%	1%	2%	1%	3%	1%	4%	3%	5%	4%	2%	4%	4%	2%	2%	11%	4%	1%	1%	1%	4%	3%	6%	
Medication Management	EHRS	By Transfer Type		N/A	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medication Management	Medications Refused	Inter-System- Refused		N/A	N/A	6%	5%	8%	2%	1%	8%	6%	1%	11%	3%	5%	8%	8%	8%	3%	3%	5%	4%	4%	5%	3%	12%	6%	5%	4%	10%	6%	4%	8%	7%	5%	4%	2%	5%	4%	5%	
Medication Management	Medications Refused	Intra-Institution- Refused		N/A	N/A	7%	0%	16%	0%	7%	2%	7%	0%	6%	2%	4%	9%	6%	10%	0%	0%	0%	7%	3%	11%	0%	9%	8%	8%	6%	9%	4%	5%	12%	14%	1%	1%	3%	7%	7%	8%	
Medication Management	Medications Refused	Stable Housing- Refused		N/A	N/A	4%	1%	4%	2%	1%	3%	6%	1%	4%	1%	1%	3%	4%	12%	0%	2%	1%	3%	1%	4%	3%	5%	4%	2%	4%	3%	2%	2%	11%	4%	1%	1%	1%	3%	2%	6%	
Medication Management	EHRS	By Administration Type		N/A	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medication Management	Medications Refused	KOP- Refused		N/A	N/A	2%	1%	1%	1%	1%	1%	1%	0%	7%	0%	1%	1%	2%	4%	1%	1%	0%	2%	0%	1%	2%	1%	2%	2%	1%	1%	0%	1%	4%	1%	1%	0%	1%	3%	0%	1%	
Medication Management	Medications Refused	NA/DOT- Refused		N/A	N/A	4%	1%	4%	2%	1%	3%	6%	1%	4%	1%	1%	3%	4%	12%	1%	2%	1%	3%	1%	4%	3%	5%	4%	2%	4%	4%	2%	3%	11%	4%	1%	1%	2%	4%	3%	6%	
Medication Management	EHRS	By Prescription Type		N/A	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medication Management	Medications Refused	New- Refused		N/A	N/A	5%	2%	6%	1%	1%	5%	7%	1%	6%	3%	2%	6%	6%	10%	2%	3%	1%	3%	3%	4%	3%	7%	4%	3%	5%	5%	3%	4%	11%	8%	1%	2%	2%	4%	4%	6%	
Medication Management	Medications Refused	Refill/Renewal- Refused		N/A	N/A	4%	1%	3%	2%	1%	2%	5%	1%	4%	1%	1%	3%	4%	12%	0%	2%	1%	3%	1%	4%	3%	5%	4%	2%	4%	4%	2%	2%	11%	4%	1%	1%	1%	3%	2%	5%	
Medication Management	EHRS	By Medication Type		N/A	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medication Management	Medications Refused	Significant Medications- Refused		N/A	N/A	4%	1%	4%	2%	1%	3%	6%	1%	4%	1%	1%	3%	3%	12%	1%	2%	0%	3%	1%	4%	3%	5%	4%	2%	4%	4%	2%	2%	10%	4%	1%	1%	1%	3%	2%	6%	
Medication Management	Medications Refused	Other Medications- Refused		N/A	N/A	7%	1%	2%	4%	2%	6%	8%	2%	6%	3%	4%	8%	9%	15%	1%	2%	3%	3%	2%	6%	3%	9%	9%	2%	6%	3%	1%	4%	15%	7%	1%	2%	3%	8%	7%	7%	
Medication Management	EHRS	By Provider Type		N/A	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medication Management	Medications Refused	Dental: Dental Stock- Refused		N/A	N/A	0%	0%	0%	0%	0%	0%	0%	0%	-	0%	-	0%	-	0%	0%	0%	0%	-	-	0%	0%	-	0%	0%	-	0%	0%	0%	0%	0%	0%	0%	-	0%	0%	-	-
Medication Management	Medications Refused	Dental: Non Dental Stock- Refused		N/A	N/A	3%	0%	11%	0%	0%	0%	3%	0%	2%	2%	2%	1%	1%	0%	0%	0%	0%	1%	5%	0%	5%	5%	3%	3%	4%	0%	0%	1%	14%	5%	8%	0%	7%	6%	3%	3%	
Medication Management	Medications Refused	Medical- Refused		N/A	N/A	4%	1%	4%	2%	1%	3%	6%	1%	4%	1%	2%	3%	5%	12%	0%	2%	1%	3%	1%	4%	3%	5%	5%	2%	3%	4%	2%	2%	12%	4%	1%	1%	2%	5%	3%	6%	
Medication Management	Medications Refused	Psychiatry- Refused		N/A	N/A	4%	1%	0%	4%	0%	3%	6%	7%	3%	1%	1%	3%	3%	13%	1%	2%	1%	3%	2%	5%	1%	6%	3%	3%	5%	4%	2%	2%	10%	4%	1%	1%	1%	2%	2%	6%	
Medication Management	Formulary Management	Non-Formulary by Medical Providers	<	3%	5%	5%	2%	3%	4%	2%	5%	5%	5%	7%	6%	7%	6%	11%	5%	2%	4%	3%	3%	3%	9%	4%	5%	6%	4%	4%	4%	4%	3%	9%	6%	3%	3%	4%	9%	3%	2%	3%
Medication Management	Formulary Management	Non-Formulary by Psychiatrists	<	3%	5%	4%	2%	-	0%	-	2%	6%	0%	6%	2%	9%	2%	5%	3%	2%	1%	0%	4%	1%	3%	0%	2%	1%	3%	3%	0%	1%	5%	5%	4%	2%	2%	14%	3%	2%	5%	
Medication Management	Central Fill	Central Fill Prescriptions	>=	90%	75%	65%	75%	55%	66%	68%	59%	56%	72%	68%	83%	57%	74%	69%	55%	65%	76%	82%	38%	69%	65%	65%	55%	70%	73%	45%	83%	69%	68%	44%	60%	67%	73%	51%	65%	73%	40%	
Availability of Health Information	HIM-eUHR	All Documents	>=	85%	75%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Availability of Health Information	HIM-eUHR	Medical Documents	>=	85%	75%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Availability of Health Information	HIM-eUHR	Dental Documents	>=	85%	75%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Availability of Health Information	HIM-eUHR	Mental Health Documents	>=	85%	75%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

HEALTH CARE SERVICES DASHBOARD - Public Version

March 2019

Domain	SubDomain	Element	Equality	Measure Goal	Near Goal	SW	ASP	CAC	CAL	CCC	CCI	CCWF	CEN	CHCF	CIM	CIW	CMC	CMF	COR	CRC	CTF	CVSP	DVI	FSP	HDSP	ISP	KVSP	LAC	MCSP	NKSP	PBSP	PVSP	RJD	SAC	SATF	SCC	SOL	SQ	SVSP	VSP	WSP	
Workload Per Day	Workload Per Day	Appointments per PCRN		N/A	N/A	5.2	7.0	2.4	5.1	4.2	4.1	13.9	5.2	3.5	3.9	6.3	4.9	3.1	6.7	5.8	6.5	5.8	4.2	5.1	3.8	4.0	3.9	7.2	6.1	5.6	3.5	3.7	5.2	3.9	9.0	2.8	5.4	4.2	4.9	5.6	6.6	
Workload per Day	Workload per Day	Encounters per Primary MH Clinician		N/A	N/A	4.2	3.7	2.0	3.2	3.1	4.9	5.5	3.2	3.4	3.1	3.5	4.5	2.8	5.1	3.5	3.5	2.2	5.8	4.4	5.0	1.9	5.4	5.1	4.1	5.0	3.0	3.6	4.4	4.1	4.3	2.7	3.5	3.7	4.4	3.8	6.5	
Workload per Day	Workload per Day	Encounters per Psychiatrist		N/A	N/A	3.3	5.0	1.0	3.1	1.0	6.0	4.8	3.1	2.9	3.1	2.6	2.9	2.9	3.5	5.7	6.5	1.3	4.2	3.7	4.2	1.3	4.4	3.5	3.0	4.8	3.4	5.0	3.4	2.7	3.4	3.4	3.4	2.6	3.4	3.6	5.0	
Other Trends	Other Trends	Hospital Admissions*		N/A	N/A	5.3	1.7	2.1	2.5	0.2	1.5	3.8	0.9	37.9	9.7	5.5	5.6	14.4	5.6	1.9	3.7	1.1	3.0	1.4	1.5	5.7	5.6	8.8	5.9	4.0	1.6	2.4	17.8	10.1	5.9	1.2	3.5	5.3	6.7	4.9	2.9	
Other Trends	Other Trends	Emergency Department Visits*		N/A	N/A	8	3	6	7	1	7	6	5	19	6	7	5	18	18	7	4	7	7	6	5	8	17	19	12	10	1	4	21	10	13	3	3	3	23	7	4	
Other Trends	Other Trends	Specialty Care Referrals*		N/A	N/A	74	32	40	59	12	51	76	26	374	129	66	78	155	79	44	77	86	43	54	60	48	50	123	145	64	38	38	198	54	52	28	52	93	35	62	32	
Other Trends	Other Trends	Prescriptions Per Inmate		N/A	N/A	2.8	1.4	1.2	0.9	0.5	2.2	3.5	1.1	9.0	4.7	4.5	3.8	7.5	2.8	2.0	2.8	2.0	2.0	1.9	1.8	1.0	2.0	3.8	6.4	1.3	1.1	1.0	5.8	3.5	3.4	0.8	3.3	4.0	3.1	3.6	1.3	
Other Trends	Other Trends	Diagnostics Per Inmate		N/A	N/A	0.9	0.4	0.6	0.4	0.3	0.5	1.5	0.6	2.4	1.4	1.0	0.8	1.6	0.8	0.4	0.5	0.5	1.7	0.5	0.5	0.6	0.4	1.0	1.4	2.7	0.4	0.5	1.3	1.0	0.7	0.3	0.5	1.3	0.8	0.7	1.9	
Other Trends	Other Trends	Grievances Received*		N/A	N/A	24	13	4	5	6	20	26	7	96	24	31	15	73	33	17	19	8	14	15	28	6	34	54	46	21	14	6	44	61	25	6	21	19	40	25	12	
Other Trends	Other Trends	Prison Population Capacity		N/A	N/A	131%	139%	-	154%	103%	141%	143%	151%	90%	127%	129%	92%	100%	108%	105%	165%	159%	153%	139%	139%	117%	152%	136%	123%	154%	107%	141%	126%	113%	161%	102%	165%	126%	139%	155%	161%	
Institution & Population Characteristics	Dashboard Composite View	High Risk Priority 1		N/A	N/A	5.5%	0.0%	0.1%	0.1%	0.1%	0.9%	5.0%	0.2%	43.9%	17.8%	6.9%	7.3%	25.8%	2.2%	0.2%	2.1%	0.8%	1.4%	2.4%	0.8%	0.5%	1.5%	8.9%	20.1%	0.5%	0.6%	0.0%	18.3%	5.9%	3.8%	0.4%	9.1%	8.6%	3.5%	3.6%	0.8%	
Institution & Population Characteristics	Dashboard Composite View	High Risk Priority 2		N/A	N/A	8.5%	0.8%	0.5%	0.8%	0.4%	3.7%	7.5%	1.5%	22.0%	31.4%	14.0%	13.2%	25.4%	7.4%	1.7%	6.6%	4.2%	4.0%	8.1%	2.8%	2.3%	4.4%	17.2%	26.4%	2.5%	3.0%	0.5%	19.9%	17.2%	7.6%	1.3%	14.7%	15.0%	6.8%	9.5%	1.7%	
Institution & Population Characteristics	Dashboard Composite View	Medium Risk		N/A	N/A	35%	35%	13%	15%	6%	52%	52%	15%	26%	26%	46%	37%	34%	52%	56%	43%	18%	32%	32%	41%	13%	40%	43%	36%	30%	20%	28%	41%	46%	53%	15%	28%	37%	51%	52%	35%	
Institution & Population Characteristics	Dashboard Composite View	Low Risk		N/A	N/A	51%	65%	87%	85%	93%	44%	35%	83%	9%	25%	33%	42%	14%	38%	42%	48%	77%	63%	58%	55%	84%	54%	31%	17%	67%	76%	72%	20%	31%	35%	83%	49%	40%	39%	35%	62%	
Institution & Population Characteristics	Dashboard Composite View	Mental Health EOP		N/A	N/A	5.5%	0.0%	0.0%	0.0%	0.0%	0.2%	3.9%	0.0%	19.9%	1.0%	4.8%	15.2%	20.5%	12.0%	0.3%	0.1%	0.0%	0.4%	0.1%	0.1%	0.0%	3.2%	19.0%	15.2%	1.3%	0.0%	0.0%	19.5%	34.2%	10.7%	0.0%	0.1%	3.4%	11.3%	11.6%	1.2%	
Institution & Population Characteristics	Dashboard Composite View	Patients with Disability (ADA)		N/A	N/A	8.6%	2.6%	1.2%	1.0%	0.4%	2.4%	8.2%	1.6%	43.8%	18.4%	9.0%	7.7%	38.5%	4.9%	2.3%	8.2%	4.2%	6.2%	2.8%	6.4%	2.7%	5.6%	11.9%	17.5%	1.7%	2.1%	2.1%	25.8%	5.2%	16.0%	1.8%	11.7%	7.8%	9.9%	15.5%	1.8%	
Institution & Population Characteristics	Dashboard Composite View	Inmates 50 Years or Older		N/A	N/A	24%	27%	11%	7%	6%	21%	18%	9%	60%	51%	23%	37%	49%	16%	18%	42%	29%	15%	27%	10%	10%	12%	28%	44%	11%	13%	8%	40%	16%	28%	10%	36%	43%	17%	43%	10%	
Institution & Population Characteristics	Dashboard Composite View	Men and Women Institutions		N/A	N/A	-	M	M	M	M	M	F	M	M	M	F	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M	M
Institution & Population Characteristics	Dashboard Composite View	Specialized Health Care Beds		N/A	N/A	2,528	28	-	18	19	16	38	13	1494	78	53	87	169	88	10	17	-	24	-	30	14	22	16	10	16	19	15	28	66	38	10	15	16	22	23	16	
Institution & Population Characteristics	Dashboard Composite View	Institution Population		N/A	N/A	121,403.00	4,064.00	2,434.00	3,604.00	4,001.00	3,955.00	2,906.00	3,525.00	2,692.00	3,907.00	1,817.00	3,555.00	2,366.00	3,386.00	2,630.00	5,478.00	2,763.00	2,665.00	3,469.00	3,236.00	2,611.00	3,753.00	3,165.00	4,072.00	4,258.00	2,560.00	3,289.00	3,815.00	2,081.00	5,552.00	4,033.00	4,333.00	3,995.00	3,449.00	3,083.00	4,901.00	