

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 | CTF |
| 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
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| 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 | |
|-----------------------------|-------------------------------|--|----------|--------------|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|-------|--------|-------|-------|------|-------|-------|--------|-------|-------|-------|-------|--------|-------|-------|-------|-----|
| Scheduling & Access to Care | Access to Medical Services | Medical Services | >= | 85% | 75% | 70% | 91% | 70% | 77% | 65% | 70% | 79% | 84% | 68% | 92% | 76% | 66% | 78% | 81% | 82% | 84% | 82% | 93% | 84% | 53% | 79% | 46% | 78% | 55% | 97% | 63% | 69% | 61% | 66% | 66% | 66% | 75% | 63% | 77% | 68% | 78% | |
| Scheduling & Access to Care | Access to Medical Services | RN FTF Triage 1 Day | >= | 85% | 75% | 82% | 99% | 96% | 90% | 68% | 98% | 87% | 92% | 99% | 99% | 99% | 70% | 90% | 92% | 96% | 96% | 78% | 96% | 98% | 94% | 92% | 60% | 93% | 65% | 93% | 65% | 68% | 78% | 90% | 41% | 75% | 39% | 88% | 99% | 96% | 84% | |
| Scheduling & Access to Care | Access to Medical Services | PCP Urgent Referrals 1 Day | >= | 85% | 75% | 92% | 96% | 100% | 100% | 75% | 25% | 67% | 80% | 100% | 96% | 100% | 100% | 100% | 95% | 94% | 100% | 94% | 83% | 40% | 75% | 100% | 87% | 86% | 93% | 100% | - | 0% | 100% | 50% | 97% | 75% | 100% | 89% | 94% | 69% | 100% | |
| Scheduling & Access to Care | Access to Medical Services | PCP Routine Referrals 14 Days | >= | 85% | 75% | 74% | 82% | 43% | 81% | 88% | 89% | 69% | 83% | 85% | 99% | 88% | 51% | 91% | 78% | 91% | 89% | 97% | 95% | 99% | 23% | 67% | 41% | 87% | 36% | 95% | 82% | 95% | 52% | 90% | 79% | 34% | 60% | 73% | 93% | 67% | 79% | |
| Scheduling & Access to Care | Access to Medical Services | Episodic Care Follow-Up as Ordered | >= | 85% | 75% | 75% | 89% | 33% | 86% | 95% | 88% | 59% | 84% | 81% | 93% | 96% | 66% | 87% | 81% | 82% | 96% | 93% | 99% | 100% | 48% | 85% | 46% | 92% | 24% | 93% | 96% | 93% | 47% | 80% | 75% | 49% | 79% | 59% | 95% | 61% | 85% | |
| Scheduling & Access to Care | Access to Medical Services | Chronic Care as Ordered | >= | 85% | 75% | 74% | 90% | 98% | 93% | 92% | 91% | 65% | 73% | 80% | 98% | 99% | 54% | 91% | 68% | 38% | 97% | 92% | 98% | 99% | 27% | 82% | 36% | 60% | 40% | 94% | 88% | 95% | 41% | 83% | 74% | 42% | 95% | 58% | 96% | 51% | 90% | |
| Scheduling & Access to Care | Access to Medical Services | High Priority Specialty 14 Days | >= | 85% | 75% | 55% | 100% | 50% | 80% | 14% | 29% | 79% | 100% | 37% | 69% | 100% | 80% | 43% | 73% | 73% | 83% | 83% | 100% | 82% | 27% | 69% | 40% | 36% | 44% | 100% | 40% | 44% | 40% | 43% | 62% | 83% | 70% | 58% | 39% | 69% | 87% | |
| Scheduling & Access to Care | Access to Medical Services | Medium Priority Specialty 45 Days | >= | 85% | 75% | 46% | 80% | 50% | 41% | 26% | 54% | 65% | 60% | 33% | 82% | 83% | 45% | 55% | 49% | 75% | 44% | 67% | 84% | 70% | 25% | 54% | 28% | 47% | 23% | 90% | 11% | 77% | 62% | 30% | 17% | 44% | 62% | 40% | 35% | 54% | 76% | |
| Scheduling & Access to Care | Access to Medical Services | Routine Specialty 90 Days | >= | 85% | 75% | 56% | 80% | 85% | 54% | 25% | 50% | 67% | 77% | 30% | 86% | 84% | 53% | 63% | 80% | 61% | 50% | 56% | 96% | 54% | 31% | 65% | 46% | 61% | 52% | 100% | 47% | 61% | 40% | 44% | 41% | 55% | 67% | 38% | 45% | 53% | 80% | |
| Scheduling & Access to Care | Access to Medical Services | Return from HLOC 5 Days | >= | 85% | 75% | 80% | 88% | 86% | 83% | 100% | 85% | 84% | 91% | 31% | 87% | 93% | 95% | 91% | 82% | 93% | 100% | 86% | 94% | 92% | 71% | 100% | 54% | 88% | 67% | 90% | 89% | 59% | 84% | 63% | 84% | 74% | 78% | 81% | 92% | 67% | 61% | |
| Scheduling & Access to Care | Access to Medical Services | Laboratory Services as Ordered | >= | 85% | 75% | 85% | 98% | 98% | 91% | 94% | 53% | 95% | 65% | 90% | 98% | 86% | 90% | 88% | 82% | 100% | 71% | 96% | 90% | 96% | 66% | 87% | 69% | 91% | 89% | 100% | 92% | 95% | 68% | 91% | 95% | 91% | 89% | 55% | 88% | 94% | 72% | |
| Scheduling & Access to Care | Access to Medical Services | Transfers Seen Timely: Medium/Low Risk with Chronic Conditions | >= | 85% | 75% | 68% | - | 0% | 44% | 67% | 84% | 100% | 100% | - | 100% | 0% | 73% | 100% | 84% | - | 92% | 50% | - | - | 60% | 50% | 5% | 75% | 75% | 100% | 0% | 50% | 25% | 25% | - | 75% | 67% | - | 90% | 54% | 80% | |
| Scheduling & Access to Care | Access to Medical Services | Transfers Seen Timely: High Risk/Complex Care | >= | 85% | 75% | 66% | - | - | - | 0% | - | - | - | - | - | 0% | 0% | 50% | 93% | - | - | - | - | - | - | - | 0% | 100% | 18% | - | - | - | 67% | 71% | - | - | - | - | 60% | - | 100% | |
| Scheduling & Access to Care | Access to Medical Services | Radiology Services as Ordered | >= | 85% | 75% | 87% | 99% | 100% | 85% | 99% | 98% | 94% | 99% | 85% | 94% | 63% | 82% | 64% | 94% | 94% | 88% | 97% | 86% | 95% | 92% | 94% | 86% | 98% | 86% | 99% | 89% | 96% | 91% | 98% | 57% | 95% | 90% | 51% | 79% | 80% | 97% | |
| Scheduling & Access to Care | Access to Medical Services | RC Screening 7 Days | >= | 85% | 75% | 35% | - | - | - | - | - | 100% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 100% | - | - | - | - | - | - | - | - | - | - | 0% |
| Scheduling & Access to Care | Access to Dental Services | Dental Services | >= | 85% | 75% | 57% | 58% | 50% | 54% | 43% | 50% | 58% | 37% | 53% | 54% | 47% | 41% | 38% | 55% | 48% | 49% | 51% | 50% | 48% | 52% | 43% | 61% | 41% | 39% | 45% | 48% | 55% | 48% | 39% | 45% | 54% | 54% | 44% | 53% | 50% | 57% | |
| Scheduling & Access to Care | Access to Dental Services | 7362 Triage 3 or 10 Days | >= | 85% | 75% | 60% | 100% | 69% | 78% | 34% | 64% | 69% | 17% | 82% | 64% | 52% | 49% | 27% | 95% | 52% | 73% | 47% | 77% | 68% | 81% | 48% | 85% | 34% | 18% | 33% | 69% | 96% | 66% | 38% | 53% | 78% | 74% | 64% | 65% | 79% | 59% | |
| Scheduling & Access to Care | Access to Dental Services | Treatment within Timeframes | >= | 85% | 75% | 30% | 31% | 34% | 36% | 29% | 32% | 22% | 32% | 33% | 48% | 41% | 19% | 24% | 24% | 15% | 22% | 43% | 21% | 25% | 27% | 15% | 57% | 28% | 32% | 62% | 26% | 24% | 31% | 20% | 26% | 35% | 27% | 45% | 60% | 21% | 38% | |
| Scheduling & Access to Care | Access to Dental Services | RC Screening 60 Days | >= | 85% | 75% | 94% | - | - | - | - | - | 100% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 87% | - | - | - | - | - | - | - | 0% | - | - | 99% |
| Scheduling & Access to Care | Access to Dental Services | Patient Requested Exam 90 Days | >= | 85% | 75% | 3% | 0% | 0% | 2% | 11% | 3% | 0% | 0% | 0% | 5% | 0% | 0% | 0% | 3% | 28% | 0% | 15% | 4% | 0% | 1% | 7% | 8% | 4% | 5% | 11% | 0% | 0% | 4% | 0% | 4% | 2% | 13% | 10% | 1% | 3% | 8% | |
| Scheduling & Access to Care | Access to Dental Services | Notice of Exam | >= | 85% | 75% | 96% | 100% | 99% | 99% | 98% | 100% | 96% | 100% | 100% | 97% | 96% | 98% | 100% | 99% | 99% | 100% | 99% | 100% | 100% | 100% | 100% | 93% | 97% | 99% | 31% | 99% | 98% | 91% | 99% | 98% | 100% | 100% | 99% | 83% | 98% | 79% | |
| Scheduling & Access to Care | Apts Cancelled due to Custody | Apts Cancelled due to Custody- Medical | < | 1.1% | 5.1% | 0.9% | 0.0% | 2.0% | 0.8% | 1.1% | 0.1% | 1.2% | 0.4% | 0.1% | 0.0% | 0.4% | 2.5% | 1.0% | 0.2% | 0.1% | 0.4% | 0.0% | 0.1% | 0.1% | 0.5% | 0.2% | 1.0% | 1.4% | 1.9% | 0.1% | 1.2% | 0.1% | 3.0% | 8.1% | 1.2% | 0.3% | 1.4% | 0.5% | 0.2% | 0.4% | 0.0% | |
| Scheduling & Access to Care | Apts Completed as Scheduled | Seen as Scheduled- Medical | >= | 85% | 75% | 69% | 88% | 50% | 79% | 67% | 72% | 72% | 81% | 78% | 88% | 72% | 66% | 58% | 75% | 64% | 71% | 89% | 55% | 86% | 45% | 68% | 78% | 64% | 65% | 78% | 54% | 55% | 58% | 54% | 57% | 76% | 42% | 69% | 72% | 68% | 77% | |
| Scheduling & Access to Care | Effective Communication | Effective Communication Provided | >= | 85% | 75% | 97% | 100% | 94% | 91% | 100% | 95% | 98% | 100% | 97% | 99% | 99% | 97% | 91% | 94% | 100% | 94% | 96% | 95% | 96% | 93% | 87% | 95% | 95% | 100% | 96% | 100% | 92% | 91% | 92% | 96% | 99% | 95% | 100% | 95% | 97% | 97% | |
| Scheduling & Access to Care | Effective Communication | Medical Services | >= | 85% | 75% | 99% | 100% | 100% | 87% | 100% | 100% | 99% | 100% | 98% | 100% | 99% | 99% | 98% | 90% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 98% | 99% | 100% | 96% | 100% | 100% | 99% | 99% | 99% | 98% | 97% | 100% | 98% | 100% | 99% | |
| Scheduling & Access to Care | Effective Communication | Dental Services | >= | 85% | 75% | 95% | 100% | 89% | 94% | 100% | 90% | 96% | 100% | 96% | 98% | 100% | 96% | 83% | 98% | 100% | 88% | 92% | 90% | 93% | 86% | 75% | 92% | 90% | 100% | 96% | 100% | 84% | 82% | 86% | 93% | 100% | 94% | 100% | 92% | 94% | 94% | |
| Scheduling & Access to Care | Effective Communication | Sign Language Interpreter (SLI) Provided | >= | 85% | 75% | 87% | - | - | - | - | - | 92% | - | 83% | 95% | - | - | 82% | - | - | - | - | - | - | - | - | - | 71% | - | 67% | - | - | 90% | - | 92% | - | - | 89% | - | - | 50% | |
| Scheduling & Access to Care | Backlog | Medical Backlog | < | 70.05 | 140.05 | 623.5 | 184.5 | 161.4 | 257.8 | 445.2 | 789.7 | 530.1 | 679.3 | 728.3 | 183.7 | 215.7 | 481.3 | 394.8 | 292.6 | 308.3 | 915.8 | 630.4 | 340.3 | 194.5 | 1529.4 | 438.0 | 1057.0 | 360.7 | 734.7 | 27.8 | 742.6 | 273.4 | 1675.2 | 340.5 | 685.5 | 600.1 | 963.8 | 1218.2 | 211.5 | 607.8 | 907.4 | |
| Scheduling & Access to Care | Backlog | Allied Health Backlog | < | 10.05 | 20.05 | 6.1 | 0.0 | 1.5 | 4.4 | 1.4 | 0.0 | 3.4 | 0.0 | 21.7 | 2.3 | 0.0 | 0.0 | 2.5 | 0.3 | 1.0 | 1.9 | 152.9 | 43.3 | 0.9 | 3.6 | 1.8 | 0.3 | 0.0 | 12.8 | 0.0 | 0.0 | 0.0 | 1.7 | 0.0 | 7.5 | 4.0 | 1.5 | 2.5 | 1.8 | 2.2 | 0.4 | |
| Scheduling & Access to Care | Backlog | Laboratory Backlog | < | 10.05 | 20.05 | 228.7 | 2.1 | 1.5 | 151.7 | 172.1 | 566.6 | 17.1 | 590.6 | 43.3 | 3.3 | 80.1 | 174.9 | 141.1 | 179.5 | 1.4 | 827.3 | 32.2 | 133.4 | 12.4 | 678.4 | 190.2 | 411.0 | 25.2 | 94.0 | 0.0 | 163.1 | 40.5 | 823.7 | 213.5 | 24.0 | 167.7 | 561.2 | 282.9 | 9.5 | 54.7 | 28.9 | |
| Scheduling & Access to Care | Backlog | LVN Backlog | < | 10.05 | 20.05 | 49.9 | 11.0 | 4.4 | 48.2 | 58.3 | 2.7 | 4.4 | 26.0 | 1.3 | 0.5 | 0.9 | 13.5 | 11.3 | 11.1 | 3.4 | 14.9 | 9.1 | 31.7 | 0.5 | 519.8 | 18.8 | 4.6 | 5.8 | 13.3 | 2.3 | 133.9 | 11.1 | 44.6 | 1.3 | 28.5 | 102.2 | 88.4 | 195.6 | 3.5 | 58.4 | 127.9 | |
| Scheduling & Access to Care | Backlog | PCP Backlog | < | 10.05 | 20.05 | 58.2 | 11.3 | 4.9 | 4.7 | 2.8 | 42.8 | 109.0 | 15.4 | 56.3 | 7.0 | 2.7 | 92.8 | 53.1 | 53.2 | 84.3 | 0.0 | 47.2 | 8.7 | 0.9 | 61.8 | 94.2 | 278.1 | 18.7 | 121.4 | 8.3 | 4.0 | 6.4 | 219.5 | 47.6 | 58.4 | 74.9 | 18.2 | 99.3 | 8.1 | 90.6 | 26.6 | |
| Scheduling & Access to Care | Backlog | Radiology Backlog | < | 10.05 | 20.05 | 11.8 | 3.6 | 0.0 | 4.4 | 0.0 | 1.4 | 5.9 | 0.3 | 12.9 | 5.6 | 71.9 | 12.2 | 57.0 | 2.7 | 2.4 | 7.0 | 1.1 | 13.0 | 26.2 | 5.4 | 2.8 | 4.9 | 1.8 | 10.5 | 0.0 | 4.5 | 1.1 | 12.4 | 0.9 | 34.2 | 2.4 | 2.8 | 96.4 | 20. | | | |

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|------------------------------|---------------------------------------|---|----------|--------------|-----------|------|------|------|------|-----|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|---|
| Population Health Management | Adult Immunizations | Hepatitis B | >= | 60% | 50% | 39% | 46% | 26% | 34% | 61% | 46% | 37% | 42% | 59% | 35% | 55% | 37% | 44% | 37% | 28% | 42% | 39% | 61% | 34% | 38% | 44% | 49% | 37% | 40% | 29% | 56% | 56% | 51% | 46% | 31% | 34% | 42% | 33% | 38% | 47% | 27% | |
| Population Health Management | Adult Immunizations | Pneumococcal | >= | 60% | 50% | 73% | 100% | - | - | 67% | 84% | 69% | 0% | 81% | 76% | 69% | 52% | 76% | 58% | 67% | 65% | 81% | 0% | 44% | 60% | 100% | 86% | 63% | 84% | 83% | 62% | - | 85% | 69% | 80% | 60% | 77% | 58% | 76% | 71% | 80% | |
| Population Health Management | Adult Immunizations | Varicella | >= | 60% | 50% | 22% | 12% | 49% | 31% | 72% | 49% | 26% | 19% | 33% | 10% | 26% | 23% | 7% | 12% | 27% | 11% | 9% | 42% | 37% | 21% | 19% | 10% | 11% | 17% | 40% | 27% | 53% | 17% | 15% | 23% | 24% | 50% | 26% | 9% | 29% | 19% | |
| Population Health Management | Adult Immunizations | Zoster | >= | 60% | 50% | 28% | 18% | 11% | 31% | 56% | 4% | 43% | 30% | 63% | 16% | 72% | 12% | 29% | 24% | 48% | 10% | 33% | 37% | 15% | 51% | 7% | 13% | 31% | 31% | 5% | 32% | 40% | 46% | 17% | 24% | 21% | 45% | 18% | 11% | 45% | 2% | |
| Population Health Management | Annual Influenza | Annual Influenza | >= | 60% | 50% | 54% | 59% | 35% | 51% | 72% | 51% | 59% | 50% | 72% | 73% | 68% | 52% | 63% | 49% | 65% | 61% | 75% | 54% | 58% | 53% | 59% | 37% | 46% | 69% | 27% | 54% | 34% | 56% | 36% | 56% | 47% | 48% | 68% | 43% | 73% | 41% | |
| Population Health Management | Asthma Care | Asthma Care | >= | 85% | 75% | 93% | 93% | 91% | 88% | 91% | 94% | 97% | 95% | 95% | 93% | 94% | 93% | 87% | 90% | 98% | 95% | 97% | 99% | 94% | 94% | 91% | 92% | 90% | 94% | 97% | 89% | 100% | 95% | 91% | 95% | 91% | 96% | 91% | 93% | 97% | 92% | |
| Population Health Management | Asthma Care | Asthma SABA Utilization | >= | 85% | 75% | 99% | 99% | 100% | 100% | 97% | 100% | 99% | 100% | 100% | 99% | 96% | 99% | 98% | 99% | 98% | 100% | 99% | 99% | 100% | 99% | 96% | 100% | 99% | 98% | 99% | 100% | 100% | 99% | 100% | 98% | 100% | 99% | 99% | 100% | 100% | 98% | |
| Population Health Management | Asthma Care | Persistent Asthma ICS Treatment | >= | 85% | 75% | 87% | 88% | 81% | 76% | 86% | 88% | 95% | 90% | 91% | 88% | 92% | 86% | 77% | 81% | 98% | 89% | 94% | 100% | 87% | 89% | 85% | 84% | 82% | 89% | 95% | 78% | 100% | 91% | 83% | 91% | 83% | 93% | 83% | 87% | 94% | 85% | |
| Population Health Management | Colon Cancer Screening | Colon Cancer Screening | >= | 75% | 65% | 76% | 63% | 77% | 82% | 87% | 76% | 86% | 81% | 79% | 83% | 83% | 78% | 71% | 68% | 81% | 75% | 87% | 79% | 84% | 73% | 79% | 75% | 73% | 77% | 72% | 77% | 77% | 75% | 68% | 72% | 76% | 83% | 75% | 76% | 77% | 66% | |
| Population Health Management | Hypertension | Controlling High Blood Pressure (<140/90) | >= | 85% | 75% | 82% | 66% | 87% | 77% | 87% | 79% | 94% | 74% | 92% | 96% | 95% | 74% | 81% | 76% | 89% | 80% | 93% | 80% | 79% | 77% | 91% | 85% | 75% | 82% | 91% | 70% | 84% | 91% | 78% | 79% | 71% | 83% | 68% | 88% | 91% | 51% | |
| Population Health Management | Diabetes Care | Diabetes Care | >= | 90% | 75% | 85% | 90% | 90% | 80% | 87% | 84% | 88% | 86% | 88% | 92% | 91% | 82% | 83% | 84% | 92% | 85% | 90% | 92% | 84% | 77% | 91% | 83% | 76% | 82% | 78% | 86% | 95% | 85% | 79% | 85% | 81% | 85% | 79% | 85% | 89% | 76% | |
| Population Health Management | Diabetes Care | A1C <8% | >= | 90% | 75% | 77% | 92% | 83% | 77% | 84% | 66% | 83% | 77% | 80% | 85% | 84% | 76% | 75% | 72% | 83% | 76% | 73% | 89% | 73% | 77% | 84% | 77% | 62% | 74% | 69% | 68% | 95% | 75% | 76% | 74% | 76% | 71% | 69% | 72% | 80% | 55% | |
| Population Health Management | Diabetes Care | Blood Pressure <140/90 mm Hg | >= | 90% | 75% | 80% | 79% | 83% | 77% | 79% | 82% | 86% | 84% | 82% | 90% | 95% | 65% | 77% | 82% | 91% | 84% | 93% | 82% | 88% | 69% | 90% | 85% | 72% | 70% | 83% | 86% | 90% | 82% | 84% | 75% | 74% | 80% | 72% | 88% | 81% | 77% | |
| Population Health Management | Diabetes Care | Screened or Treated Nephropathy | >= | 90% | 75% | 93% | 96% | 100% | 85% | 97% | 95% | 99% | 92% | 93% | 97% | 95% | 96% | 89% | 95% | 98% | 94% | 97% | 100% | 93% | 83% | 97% | 85% | 82% | 93% | 83% | 100% | 100% | 94% | 83% | 95% | 91% | 96% | 87% | 96% | 99% | 86% | |
| Population Health Management | Diabetes Care | Statin | >= | 90% | 75% | 90% | 92% | 95% | 80% | 86% | 94% | 84% | 91% | 96% | 95% | 92% | 90% | 91% | 89% | 94% | 85% | 98% | 95% | 82% | 78% | 91% | 86% | 87% | 90% | 76% | 88% | 94% | 90% | 74% | 96% | 83% | 94% | 88% | 87% | 95% | 87% | |
| Population Health Management | Diagnostic Monitoring | Diagnostic Monitoring | >= | 90% | 75% | 87% | 99% | 50% | 50% | - | 90% | 92% | 63% | 91% | 95% | 85% | 93% | 85% | 89% | 100% | 96% | 100% | 92% | 81% | 71% | 100% | 94% | 90% | 85% | 95% | 98% | 98% | 87% | 83% | 92% | 99% | 92% | 92% | 82% | 92% | 83% | |
| Population Health Management | Diagnostic Monitoring-QT Prolongation | QT Prolongation EKG 12 Months | >= | 90% | 75% | 85% | 100% | - | 0% | - | 82% | 94% | 50% | 88% | 90% | 71% | 86% | 88% | 72% | 100% | 92% | 100% | 100% | 50% | 48% | - | 95% | 92% | 64% | 100% | 100% | 100% | 88% | 69% | 97% | 100% | 86% | 92% | 85% | 89% | 89% | |
| Population Health Management | Diagnostic Monitoring-Antipsychotics | Antipsychotics | >= | 90% | 75% | 89% | 100% | 100% | - | - | 90% | 91% | 56% | 93% | 97% | 93% | 95% | 88% | 89% | 100% | 94% | - | 97% | 91% | 82% | 100% | 92% | 87% | 86% | 87% | 92% | 90% | 85% | 76% | 94% | 99% | 95% | 90% | 88% | 94% | 79% | |
| Population Health Management | Diagnostic Monitoring-Antipsychotics | Lipid Monitoring | >= | 90% | 75% | 75% | 100% | 100% | - | - | 76% | 91% | 0% | 81% | 91% | 79% | 88% | 71% | 72% | 100% | 77% | - | 100% | 90% | 72% | - | 79% | 74% | 79% | 72% | 100% | 67% | 68% | 30% | 82% | 100% | 81% | 71% | 62% | 79% | 55% | |
| Population Health Management | Diagnostic Monitoring-Antipsychotics | Blood Sugar | >= | 90% | 75% | 90% | 100% | 100% | - | - | 83% | 94% | 0% | 96% | 96% | 96% | 93% | 93% | 88% | 100% | 94% | - | 100% | 86% | 79% | - | 87% | 89% | 90% | 81% | 100% | 78% | 91% | 81% | 91% | 100% | 96% | 88% | 87% | 92% | 62% | |
| Population Health Management | Diagnostic Monitoring-Antipsychotics | EKG | >= | 90% | 75% | 79% | - | - | - | - | 100% | 33% | - | 100% | - | 100% | 100% | 67% | 100% | 100% | 100% | - | - | 100% | - | - | 100% | 67% | 40% | 100% | - | 100% | 56% | 50% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | |
| Population Health Management | Diagnostic Monitoring-Antipsychotics | AIMS | >= | 90% | 75% | 85% | 100% | 100% | - | - | 78% | 98% | 100% | 81% | 98% | 83% | 96% | 79% | 89% | 100% | 85% | - | 67% | 100% | 57% | - | 100% | 88% | 80% | 87% | 50% | 100% | 77% | 72% | 97% | 100% | 94% | 77% | 70% | 97% | 71% | |
| Population Health Management | Diagnostic Monitoring-Antipsychotics | Med Consent | >= | 90% | 75% | 92% | 100% | 100% | - | - | 96% | 99% | 100% | 89% | 100% | 84% | 91% | 88% | 72% | 100% | 100% | - | 100% | 83% | 91% | - | 94% | 90% | 91% | 97% | 80% | 100% | 90% | 79% | 92% | 100% | 100% | 96% | 92% | 96% | 90% | |
| Population Health Management | Diagnostic Monitoring-Antipsychotics | CBC with Platelets | >= | 90% | 75% | 85% | 100% | 100% | - | - | 78% | 93% | 0% | 93% | 94% | 93% | 92% | 89% | 83% | 100% | 91% | - | 100% | 73% | 74% | - | 83% | 80% | 86% | 81% | 100% | 78% | 79% | 71% | 86% | 89% | 87% | 84% | 78% | 84% | 60% | |
| Population Health Management | Diagnostic Monitoring-Antipsychotics | CMP | >= | 90% | 75% | 84% | 100% | 100% | - | - | 81% | 93% | 0% | 91% | 93% | 92% | 92% | 88% | 80% | 100% | 91% | - | 100% | 85% | 75% | - | 85% | 81% | 85% | 81% | 100% | 78% | 81% | 67% | 88% | 100% | 86% | 78% | 78% | 85% | 59% | |
| Population Health Management | Diagnostic Monitoring-Antipsychotics | Thyroid Monitoring | >= | 90% | 75% | 100% | 100% | - | - | - | 100% | 100% | - | 100% | 100% | 100% | 100% | 100% | 100% | - | - | - | 100% | - | - | - | - | 100% | 100% | - | - | - | 100% | 100% | 100% | - | 100% | 100% | 100% | 100% | - | |
| Population Health Management | Diagnostic Monitoring-Antipsychotics | Blood Pressure | >= | 90% | 75% | 99% | 100% | 100% | - | - | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99% | 99% | 100% | 100% | - | 100% | 100% | 99% | - | 98% | 97% | 99% | 95% | 100% | 100% | 99% | 98% | 100% | 100% | 100% | 99% | 100% | 100% | 98% | |
| Population Health Management | Diagnostic Monitoring-Antipsychotics | Height | >= | 90% | 75% | 98% | 100% | 100% | - | - | 100% | 100% | 100% | 93% | 99% | 100% | 96% | 93% | 99% | 100% | 100% | - | 100% | 97% | 99% | 100% | 99% | 98% | 97% | 91% | 100% | 100% | 98% | 97% | 99% | 100% | 100% | 99% | 99% | 98% | 96% | |
| Population Health Management | Diagnostic Monitoring-Antipsychotics | Weight | >= | 90% | 75% | 98% | 100% | 100% | - | - | 99% | 100% | 100% | 99% | 97% | 100% | 99% | 97% | 96% | 100% | 100% | - | 100% | 100% | 96% | - | 98% | 95% | 96% | 89% | 100% | 100% | 99% | 96% | 98% | 100% | 100% | 95% | 99% | 99% | 96% | |
| Population Health Management | Diagnostic Monitoring-Clozapine | Clozapine | >= | 90% | 75% | 90% | - | - | - | - | 88% | - | 91% | - | 87% | - | 86% | 100% | - | - | - | - | - | - | - | - | - | - | 78% | 91% | 100% | - | - | - | 96% | - | - | - | 98% | 90% | 100% | - |
| Population Health Management | Diagnostic Monitoring-Clozapine | Blood Sugar | >= | 90% | 75% | 100% | - | - | - | - | 100% | - | 100% | - | 100% | - | 100% | 100% | - | - | - | - | - | - | - | - | - | 100% | 100% | - | - | - | - | 100% | - | - | - | 100% | 100% | 100% | - | |
| Population Health Management | Diagnostic Monitoring-Clozapine | Lipid Monitoring | >= | 90% | 75% | 79% | - | - | - | - | 100% | - | 67% | - | 100% | - | 67% | - | - | - | - | - | - | - | - | - | - | 0% | 100% | - | - | - | - | - | - | - | - | 100% | 100% | - | - | |
| Population Health Management | Diagnostic Monitoring-Clozapine | CBC | >= | 90% | 75% | 100% | - | - | - | - | 100% | - | 100% | - | 100% | - | 100% | 100% | - | - | - | - | - | - | - | - | - | 100% | 100% | - | - | - | - | 100% | - | - | - | 100% | 100% | 100% | - | |
| Population Health Management | Diagnostic Monitoring-Clozapine | CMP | >= | 90% | 75% | 90% | - | - | - | - | 100% | - | 100% | - | 100% | - | 75% | 100% | - | - | - | - | - | - | - | - | - | 100% | 100% | - | - | - | - | 100% | - | - | - | 75% | 100% | - | - | |
| Population Health Management | Diagnostic Monitoring-Clozapine | EKG | >= | 90% | 75% | 60% | - | - | - | - | 0% | - | 100% | - | 0% | - | 50% | - | - | - | - | - | - | - | - | - | - | 100% | 20% | - | - | - | - | 67% | - | -</ | | | | | | |

HEALTH CARE SERVICES DASHBOARD - Public Version
December 2020

| 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 | | |
|-------------------------------------|-----------------------------|--|----------|--------------|-----------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|------|-------|-------|-------|-------|-------|-------|-------|-------|-------|---|---|
| Care Management | High Risk Patients | Appropriate Placement High Risk Patients | >= | 90% | 75% | 75% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Care Management | High Risk Patients | High Risk Patient Care Plan | >= | 90% | 75% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Care Management | High Risk Patients | ED/Hospital Returns Within 30 days | < | 15.1% | 20.1% | 19.5% | 15.7% | 14.5% | 13.6% | 11.1% | 20.3% | 23.3% | 20.6% | 31.7% | 17.7% | 23.7% | 16.7% | 17.4% | 11.1% | 6.5% | 13.8% | 21.3% | 24.3% | 10.2% | 13.5% | 10.3% | 15.7% | 28.1% | 14.0% | 13.4% | 11.6% | 4.2% | 27.9% | 18.0% | 12.8% | 18.3% | 21.2% | 18.4% | 26.6% | 18.5% | 17.1% | | |
| Care Management | High Risk Patients | Possibly Preventable ED/Hospital Stay | < | 45.05 | 100.05 | 62.6 | 13.3 | 29.8 | 43.2 | 21.4 | 61.6 | 68.5 | 58.8 | 216.4 | 49.5 | 70.6 | 33.0 | 73.4 | 69.6 | 64.1 | 24.9 | 54.0 | 52.2 | 29.8 | 47.8 | 41.8 | 170.7 | 156.7 | 86.6 | 51.7 | 18.9 | 19.2 | 163.0 | 72.7 | 56.6 | 30.1 | 34.5 | 31.3 | 139.9 | 45.7 | 22.9 | | |
| Care Management | High Risk Patients | Overdose | < | 5.05 | 10.05 | 7.8 | 1.0 | 7.5 | 11.8 | 2.1 | 11.2 | 12.7 | 7.2 | 8.8 | 3.2 | 14.9 | 1.6 | 9.4 | 11.5 | 8.7 | 1.2 | 1.7 | 3.3 | 6.8 | 4.7 | 5.2 | 24.7 | 26.5 | 15.1 | 2.1 | 0.8 | 1.3 | 18.4 | 7.6 | 7.0 | 3.1 | 2.1 | 4.9 | 28.3 | 0.0 | 2.5 | | |
| Care Management | High Risk Patients | AHRQ Ambulatory Care Sensitive Conditions | < | 5.05 | 10.05 | 6.9 | 0.5 | 3.7 | 0.7 | 2.7 | 2.2 | 9.6 | 6.6 | 38.3 | 12.1 | 8.1 | 4.9 | 11.1 | 4.6 | 2.5 | 2.9 | 9.4 | 9.8 | 3.4 | 2.3 | 5.2 | 11.5 | 14.5 | 10.1 | 3.5 | 0.8 | 0.0 | 18.4 | 4.2 | 8.2 | 2.6 | 7.4 | 5.5 | 11.7 | 11.4 | 0.0 | | |
| Care Management | High Risk Patients | CCHCS Ambulatory Care Sensitive Conditions | < | 5.05 | 20.05 | 11.1 | 0.5 | 1.9 | 3.9 | 0.0 | 4.5 | 21.5 | 4.2 | 69.2 | 8.9 | 20.4 | 6.6 | 21.3 | 8.6 | 3.7 | 2.9 | 9.4 | 7.6 | 1.4 | 8.2 | 5.2 | 16.5 | 39.8 | 14.1 | 7.1 | 3.9 | 1.3 | 36.3 | 19.4 | 6.6 | 3.1 | 6.9 | 5.5 | 28.3 | 8.7 | 5.6 | | |
| Care Management | High Risk Patients | Skin and Soft Tissue Infections | < | 5.05 | 10.05 | 5.7 | 0.5 | 5.6 | 2.6 | 0.5 | 3.9 | 4.0 | 10.2 | 16.2 | 5.1 | 2.7 | 3.8 | 6.0 | 4.6 | 6.2 | 2.9 | 2.6 | 5.4 | 2.7 | 8.2 | 2.6 | 18.1 | 20.8 | 11.6 | 5.0 | 0.0 | 3.8 | 12.1 | 5.9 | 5.3 | 5.1 | 2.1 | 2.2 | 6.9 | 2.7 | 1.2 | | |
| Care Management | High Risk Patients | Injury or Other Poisoning | < | 25.05 | 50.05 | 31.0 | 10.8 | 11.2 | 24.2 | 16.0 | 39.7 | 20.7 | 30.6 | 83.9 | 20.3 | 24.4 | 15.9 | 25.6 | 40.3 | 42.9 | 15.0 | 30.9 | 26.1 | 15.6 | 24.5 | 23.8 | 99.9 | 55.0 | 35.8 | 34.0 | 13.4 | 12.8 | 77.8 | 35.5 | 29.5 | 16.3 | 15.9 | 13.2 | 64.8 | 22.8 | 13.6 | | |
| Continuity of Clinicians & Services | Continuity of Care | Primary Care Provider (PCP) | >= | 85% | 75% | 94% | 94% | 95% | 100% | 99% | 99% | 96% | 94% | 90% | 95% | 97% | 99% | 95% | 98% | 97% | 97% | 98% | 95% | 99% | 97% | 98% | 97% | 97% | 93% | 97% | 88% | 96% | 95% | 96% | 98% | 93% | 92% | 87% | 97% | 97% | | | |
| Medication Management | Medications Received Timely | All Medications Received Timely (EHR) | >= | 90% | 75% | 91% | 98% | 91% | 93% | 98% | 94% | 92% | 96% | 95% | 96% | 93% | 95% | 91% | 93% | 99% | 96% | 98% | 93% | 97% | 85% | 94% | 92% | 90% | 83% | 94% | 92% | 99% | 83% | 86% | 92% | 98% | 96% | 97% | 88% | 95% | 93% | | |
| Medication Management | EHR | By Transfer Type | | N/A | N/A | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Medication Management | Medications Received Timely | Inter-System | >= | 0.895 | 0.745 | 85% | 93% | 92% | 99% | 98% | 98% | 97% | 100% | 86% | 87% | 80% | 86% | 61% | 87% | 92% | 100% | 88% | 87% | 96% | - | 84% | 95% | 59% | 85% | 86% | 75% | 96% | 81% | 78% | 97% | 73% | 90% | 89% | 81% | 98% | 94% | | |
| Medication Management | Medications Received Timely | Intra-Institution | >= | 90% | 75% | 85% | - | 100% | 78% | 99% | 88% | 85% | 90% | 71% | 86% | 89% | 92% | 83% | 91% | - | 96% | - | 95% | 96% | 82% | 97% | 92% | 83% | 80% | 96% | 91% | 97% | 82% | 83% | 84% | 86% | 86% | 93% | 84% | 87% | 93% | | |
| Medication Management | Medications Received Timely | Stable Housing | >= | 90% | 75% | 91% | 98% | 91% | 93% | 98% | 94% | 92% | 96% | 95% | 96% | 93% | 95% | 91% | 93% | 99% | 96% | 98% | 93% | 97% | 85% | 94% | 92% | 90% | 83% | 94% | 92% | 99% | 83% | 86% | 92% | 98% | 96% | 97% | 89% | 95% | 93% | | |
| Medication Management | EHR | By Administration Type | | N/A | N/A | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Medication Management | Medications Received Timely | KOP | >= | 90% | 75% | 90% | 97% | 88% | 91% | 98% | 93% | 92% | 91% | 93% | 89% | 94% | 93% | 82% | 81% | 99% | 94% | 94% | 89% | 91% | 80% | 92% | 89% | 91% | 91% | 92% | 89% | 99% | 85% | 88% | 79% | 97% | 91% | 90% | 93% | 88% | 95% | | |
| Medication Management | Medications Received Timely | NA/DOT | >= | 90% | 75% | 91% | 99% | 91% | 93% | 98% | 94% | 92% | 96% | 95% | 97% | 93% | 95% | 91% | 94% | 99% | 96% | 99% | 93% | 98% | 85% | 94% | 92% | 90% | 82% | 94% | 92% | 99% | 83% | 86% | 93% | 98% | 96% | 97% | 88% | 95% | 93% | | |
| Medication Management | EHR | By Prescription Type | | N/A | N/A | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Medication Management | Medications Received Timely | New | >= | 90% | 75% | 84% | 96% | 87% | 92% | 97% | 94% | 87% | 91% | 89% | 93% | 90% | 92% | 88% | 92% | 97% | 85% | 98% | 90% | 95% | 86% | 92% | 93% | 89% | 43% | 95% | 90% | 98% | 81% | 87% | 89% | 97% | 89% | 96% | 87% | 90% | 92% | | |
| Medication Management | Medications Received Timely | Refill/Renewal | >= | 1 | 1 | 92% | 99% | 91% | 93% | 98% | 94% | 93% | 97% | 95% | 97% | 93% | 96% | 92% | 93% | 99% | 96% | 98% | 94% | 98% | 85% | 95% | 92% | 90% | 89% | 94% | 92% | 99% | 83% | 86% | 92% | 98% | 96% | 97% | 89% | 96% | 93% | | |
| Medication Management | EHR | By Medication Type | | N/A | N/A | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Medication Management | Medications Received Timely | Significant Medications | >= | 90% | 75% | 92% | 99% | 91% | 93% | 98% | 94% | 92% | 97% | 95% | 97% | 93% | 96% | 93% | 94% | 99% | 96% | 99% | 94% | 98% | 86% | 95% | 92% | 90% | 89% | 95% | 92% | 99% | 83% | 87% | 93% | 98% | 96% | 97% | 89% | 95% | 93% | | |
| Medication Management | Medications Received Timely | Other Medications | >= | 90% | 75% | 79% | 92% | 78% | 82% | 93% | 82% | 86% | 90% | 91% | 76% | 90% | 87% | 81% | 80% | 94% | 81% | 84% | 86% | 85% | 74% | 83% | 89% | 86% | 41% | 92% | 80% | 97% | 76% | 79% | 75% | 96% | 85% | 91% | 79% | 82% | 90% | | |
| Medication Management | EHR | By Provider Type | | N/A | N/A | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Medication Management | Medications Received Timely | Dental: Dental Stock | >= | 90% | 75% | 97% | 100% | 100% | 100% | 100% | 93% | 100% | - | - | 100% | - | 100% | - | 100% | - | 100% | - | - | - | - | 83% | 40% | - | 100% | 100% | - | 100% | 100% | 97% | 100% | 100% | 100% | - | 94% | - | 100% | - | |
| Medication Management | Medications Received Timely | Dental: Non Dental Stock | >= | 90% | 75% | 91% | 36% | 93% | 97% | - | 100% | 76% | 88% | 84% | - | 100% | 98% | 92% | 87% | 100% | 100% | 100% | 100% | 81% | 97% | 100% | 98% | 98% | 93% | 90% | 100% | 98% | 76% | 59% | 89% | 100% | 93% | 100% | 96% | 94% | 98% | | |
| Medication Management | Medications Received Timely | Medical | >= | 90% | 75% | 91% | 98% | 91% | 93% | 98% | 93% | 91% | 96% | 94% | 95% | 93% | 94% | 90% | 93% | 99% | 96% | 98% | 93% | 97% | 84% | 94% | 91% | 90% | 78% | 94% | 92% | 99% | 83% | 86% | 91% | 98% | 95% | 96% | 86% | 93% | 93% | | |
| Medication Management | Medications Received Timely | Psychiatry | >= | 90% | 75% | 92% | 99% | 92% | 91% | 100% | 94% | 93% | 95% | 96% | 98% | 93% | 97% | 94% | 93% | 99% | 96% | 98% | 95% | 98% | 86% | 94% | 92% | 90% | 90% | 95% | 91% | 99% | 83% | 86% | 93% | 98% | 97% | 98% | 91% | 97% | 93% | | |
| Medication Management | Medications Refused | Medications Refused | | N/A | N/A | 4% | 1% | 4% | 2% | 0% | 4% | 5% | 1% | 4% | 1% | 1% | 3% | 4% | 5% | 0% | 2% | 0% | 5% | 1% | 5% | 3% | 6% | 4% | 1% | 4% | 3% | 0% | 2% | 13% | 3% | 1% | 2% | 2% | 6% | 3% | 5% | | |
| Medication Management | EHR | By Transfer Type | | N/A | N/A | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | | |
| Medication Management | Medications Refused | Inter-System- Refused | | N/A | N/A | 5% | 1% | 0% | 0% | 0% | 0% | 3% | 0% | 3% | 6% | 0% | 5% | 7% | 3% | 0% | 0% | 0% | 6% | 0% | - | 0% | 0% | 37% | 0% | 3% | 6% | 0% | 2% | 11% | 0% | 9% | 0% | 0% | 15% | 2% | 3% | | |
| Medication Management | Medications Refused | Intra-Institution- Refused | | N/A | N/A | 9% | - | 0% | 3% | 0% | 9% | 10% | 2% | 21% | 9% | 3% | 7% | 7% | 6% | - | 2% | - | 4% | 2% | 4% | 3% | 6% | 10% | 4% | 3% | 6% | 3% | 10% | 16% | 6% | 5% | 8% | 3% | 10% | 10% | 5% | | |
| Medication Management | Medications Refused | Stable Housing- Refused | | N/A | N/A | 4% | 1% | 4% | 2% | 0% | 4% | 5% | 1% | 4% | 1% | 1% | 3% | 4% | 5% | 0% | 2% | 0% | 5% | 1% | 5% | 3% | 6% | 4% | 1% | 4% | 3% | 0% | 2% | 13% | 3% | 1% | 2% | 2% | 6% | 3% | 5% | | |
| Medication Management | EHR | By Administration Type | | N/A | N/A | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | | |
| Medication Management | Medications Refused | KOP- Refused | | N/A | N/A | 2% | 1% | 0% | 0% | 0% | 2% | 1% | 0% | 5% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| 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 | |
|------------------------------------|--------------------------|-------------------------|----------|--------------|-----------|------|------|------|------|------|------|------|------|------|------|------|------|------|-----|------|------|------|-----|-----|------|-----|------|-----|------|------|------|------|------|-----|------|------|-----|-----|------|-----|-----|----|
| Complete Care Model Infrastructure | QM | Patient Safety Program | | N/A | N/A | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Staffing | Actual Vacancies | Actual Vacancies | <= | 10% | 15% | 14% | 12% | 8% | 13% | 18% | 10% | 11% | 7% | 16% | 9% | 10% | 11% | 15% | 10% | 7% | 13% | 21% | 11% | 20% | 19% | 15% | 15% | 12% | 17% | 8% | 24% | 13% | 12% | 18% | 13% | 21% | 17% | 20% | 24% | 10% | 9% | |
| Staffing | Actual Vacancies-Medical | Medical Vacancies | <= | 10% | 15% | 19% | 25% | 20% | 32% | 33% | 11% | 12% | 9% | 22% | 19% | 6% | 8% | 10% | 5% | 1% | 14% | 32% | 12% | 16% | 24% | 36% | 20% | 12% | 16% | 8% | 18% | 24% | 19% | 11% | 14% | 33% | 22% | 20% | 17% | 9% | 12% | |
| Staffing | Actual Vacancies-Medical | Admin Support | <= | 10% | 15% | 15% | 16% | 5% | 8% | 21% | 10% | 2% | 1% | 27% | 6% | 14% | 11% | 16% | 1% | 9% | 11% | 24% | 21% | 31% | 1% | 14% | 18% | 9% | 10% | 17% | 17% | 14% | 14% | 20% | 14% | 22% | 31% | 21% | 27% | 19% | 7% | |
| Staffing | Actual Vacancies-Medical | Administration | <= | 10% | 15% | 8% | 0% | 0% | 100% | 0% | 0% | 0% | 0% | 33% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 100% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Staffing | Actual Vacancies-Medical | Allied Health | <= | 10% | 15% | 22% | 46% | 47% | 48% | 33% | 11% | 33% | -12% | 35% | 6% | -3% | 14% | 15% | 15% | 0% | 27% | 66% | 33% | 34% | 18% | 39% | 34% | 23% | 39% | -4% | 9% | -2% | 6% | 8% | 21% | 20% | 18% | 51% | 18% | 12% | 19% | |
| Staffing | Actual Vacancies-Medical | Dental | <= | 10% | 15% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Staffing | Actual Vacancies-Medical | Dietary Services | <= | 10% | 15% | 27% | - | - | - | - | - | 17% | 44% | 74% | 18% | 24% | 17% | 9% | 3% | - | - | - | - | - | 44% | - | 31% | 3% | 31% | 31% | 3% | 100% | 17% | 17% | 17% | - | 31% | 17% | 31% | - | 44% | |
| Staffing | Actual Vacancies-Medical | Executive | <= | 10% | 15% | 13% | 25% | 0% | 25% | 50% | 0% | 0% | 25% | 0% | 25% | 25% | 0% | 25% | 0% | 0% | 25% | 25% | 0% | 25% | 0% | 0% | 0% | 50% | 0% | 0% | 0% | 25% | 0% | 0% | 25% | 50% | 25% | 0% | 0% | 0% | 0% | |
| Staffing | Actual Vacancies-Medical | HIM | <= | 10% | 15% | 9% | 17% | -14% | -11% | 28% | 25% | 32% | 0% | 5% | 8% | -29% | 2% | -4% | 11% | -22% | 0% | 23% | 17% | 21% | 0% | 39% | 0% | 7% | 14% | 9% | 29% | -9% | 9% | 5% | 31% | 48% | 3% | 6% | -6% | 18% | 2% | |
| Staffing | Actual Vacancies-Medical | Janitorial | <= | 10% | 15% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Staffing | Actual Vacancies-Medical | Maintenance | <= | 10% | 15% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Staffing | Actual Vacancies-Medical | Medical | <= | 10% | 15% | 24% | 15% | 11% | 4% | 52% | 20% | 12% | 26% | 23% | 11% | 13% | 24% | 16% | 18% | 5% | 48% | 46% | 5% | 16% | 39% | 80% | 9% | 10% | 22% | 9% | 58% | 4% | 33% | 20% | 11% | 27% | 41% | 45% | 67% | 17% | 16% | |
| Staffing | Actual Vacancies-Medical | Mental Health | <= | 10% | 15% | 55% | 100% | 100% | 100% | 100% | - | - | - | 0% | 100% | - | - | 0% | - | 0% | 0% | 100% | - | 0% | 100% | - | 100% | - | - | 0% | - | 100% | 100% | - | - | 100% | 50% | - | - | - | 0% | |
| Staffing | Actual Vacancies-Medical | Nursing | <= | 10% | 15% | 11% | 8% | 7% | 15% | 15% | 8% | 13% | 7% | 9% | 9% | 10% | 5% | 11% | 4% | 4% | 8% | 13% | 8% | 19% | 21% | 8% | 10% | 10% | 14% | 4% | 30% | 11% | 8% | 22% | 7% | 18% | 11% | 22% | 10% | 7% | 4% | |
| Staffing | Actual Vacancies-Medical | Pharmacy | <= | 10% | 15% | 7% | 0% | 25% | 0% | 0% | 12% | -4% | -10% | 18% | 10% | 0% | -3% | 14% | -3% | 11% | 6% | -5% | 10% | 0% | 19% | 11% | 4% | 0% | 10% | 13% | 18% | 0% | 0% | 7% | 0% | 9% | 13% | 17% | 2% | 0% | 26% | |
| Staffing | Actual Vacancies-MH | Mental Health Vacancies | <= | 10% | 15% | 63% | 12% | 50% | 14% | 8% | 39% | 39% | 0% | 60% | 11% | 42% | 18% | 63% | 34% | 21% | 42% | 54% | 15% | 25% | 51% | 19% | 17% | 18% | 47% | 8% | 49% | 21% | 46% | 19% | 35% | 31% | 7% | 47% | 45% | 17% | 11% | |
| Staffing | Actual Vacancies-MH | Admin Support | <= | 10% | 15% | 20% | 0% | - | 0% | 0% | 8% | 9% | 0% | 27% | 13% | 18% | 18% | 30% | 19% | 25% | 9% | 75% | 14% | 27% | 31% | 0% | 15% | 16% | 25% | 13% | 33% | 31% | 24% | 22% | 6% | 27% | 6% | 32% | 26% | 13% | 24% | |
| Staffing | Actual Vacancies-MH | Administration | <= | 10% | 15% | 100% | - | - | - | - | - | - | - | - | - | - | - | 100% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 100% | - | - | - |
| Staffing | Actual Vacancies-MH | Allied Health | <= | 10% | 15% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Staffing | Actual Vacancies-MH | Dental | <= | 10% | 15% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Staffing | Actual Vacancies-MH | Dietary Services | <= | 10% | 15% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Staffing | Actual Vacancies-MH | Executive | <= | 10% | 15% | 100% | - | - | - | - | - | - | - | - | - | 100% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Staffing | Actual Vacancies-MH | HIM | <= | 10% | 15% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | | |
| Staffing | Actual Vacancies-MH | Janitorial | <= | 10% | 15% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | | |
| Staffing | Actual Vacancies-MH | Maintenance | <= | 10% | 15% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | | |
| Staffing | Actual Vacancies-MH | Medical | <= | 10% | 15% | 72% | - | - | - | - | 100% | 100% | - | 100% | - | - | - | 100% | 50% | - | 100% | - | - | - | 100% | - | 0% | - | 100% | 0% | 100% | - | 100% | - | 80% | - | - | - | 60% | 33% | 0% | |
| Staffing | Actual Vacancies-MH | Mental Health | <= | 10% | 15% | 21% | 24% | 50% | 29% | 17% | 9% | 7% | 0% | 53% | 8% | 8% | 17% | 23% | 33% | 16% | 17% | 33% | 17% | 22% | 21% | 38% | 37% | 20% | 17% | 12% | 15% | 10% | 13% | 15% | 19% | 35% | 8% | 9% | 48% | 6% | 10% | |
| Staffing | Actual Vacancies-MH | Nursing | <= | 10% | 15% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | | |
| Staffing | Actual Vacancies-MH | Pharmacy | <= | 10% | 15% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | | |
| Staffing | Actual Vacancies-Dental | Dental Vacancies | <= | 10% | 15% | 9% | 1% | 0% | 4% | 0% | 7% | 3% | 2% | 2% | 1% | 0% | 47% | 9% | 7% | 0% | 0% | 10% | 8% | 9% | 5% | 0% | 1% | 7% | 4% | 6% | 48% | 33% | 7% | 0% | 19% | 8% | 10% | 10% | 23% | 14% | 13% | |
| Staffing | Actual Vacancies-Dental | Admin Support | <= | 10% | 15% | 14% | 0% | 0% | 0% | 0% | 14% | 0% | 0% | 0% | 0% | 0% | 33% | 17% | 13% | 0% | 0% | 29% | 17% | 17% | 14% | 0% | 0% | 13% | 9% | 19% | 43% | 0% | 13% | 0% | 44% | 17% | 17% | 29% | 57% | 29% | 33% | |
| Staffing | Actual Vacancies-Dental | Administration | <= | 10% | 15% | 9% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 100% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 100% | 100% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | |
| Staffing | Actual Vacancies-Dental | Allied Health | <= | 10% | 15% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | | |
| Staffing | Actual Vacancies-Dental | Dental | <= | 10% | 15% | 6% | 4% | 0% | 13% | 0% | 8% | 10% | 6% | 7% | 4% | 0% | 9% | 9% | 9% | 0% | 0% | 0% | 6% | 10% | 0% | 0% | 4% | 8% | 4% | 0% | 0% | 0% | 8% | 0% | 13% | 8% | 14% | 0% | 13% | 14% | 7% | |
| Staffing | Actual Vacancies-Dental | Dietary Services | <= | 10% | 15% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | | | |
| Staffing | Actual Vacancies-Dental | Executive | <= | 10% | 15% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | | | |

HEALTH CARE SERVICES DASHBOARD - Public Version
December 2020

| 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 | | | | |
|----------------------------------|-------------------------|--|----------|--------------|-----------|---------|-------|-------|-------|-------|---------|---------|-------|---------|---------|---------|---------|---------|---------|---------|-------|-------|---------|---------|-------|-------|-------|---------|---------|---------|-------|-------|---------|---------|---------|-------|---------|---------|---------|---------|---------|---------|------|---|---|
| Staffing | Actual Vacancies-Dental | HIM | <= | 10% | 15% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | | |
| Staffing | Actual Vacancies-Dental | Janitorial | <= | 10% | 15% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Staffing | Actual Vacancies-Dental | Maintenance | <= | 10% | 15% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Staffing | Actual Vacancies-Dental | Medical | <= | 10% | 15% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Staffing | Actual Vacancies-Dental | Mental Health | <= | 10% | 15% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Staffing | Actual Vacancies-Dental | Nursing | <= | 10% | 15% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Staffing | FTE Usage | FTE Usage | | N/A | N/A | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Staffing | Actual Vacancies-Dental | Pharmacy | <= | 10% | 15% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Staffing | Time to Hire | Hires Completed Timely: Non-PCP (87/108 Days) | >= | 90% | 75% | 33% | 57% | 100% | 33% | 67% | 67% | 60% | 57% | 14% | 43% | 43% | 50% | 31% | 35% | - | 90% | 75% | 0% | 11% | 0% | 50% | 21% | 0% | 30% | 0% | 0% | 75% | 47% | 19% | 62% | 50% | 17% | 0% | 57% | 75% | 50% | 50% | | | |
| Staffing | Time to Hire | Advertising and Cert: Non-PCP (7 Days) | >= | 90% | 75% | 98% | 87% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 96% | 100% | 94% | 100% | 98% | 98% | 100% | 100% | 100% | 100% | 90% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 98% | 75% | 100% | 100% | 81% | 100% | 100% | 100% | | |
| Staffing | Time to Hire | Candidate Pool Received: Non-PCP (19 Days) | >= | 90% | 75% | 90% | 75% | 27% | 100% | 100% | 45% | 83% | 100% | 100% | 100% | 100% | 92% | 100% | 74% | 100% | 86% | 94% | 100% | 100% | 100% | 100% | 39% | 100% | 100% | 50% | 100% | 100% | 94% | 100% | 91% | 100% | 100% | 100% | 95% | 80% | 100% | 100% | 100% | | |
| Staffing | Time to Hire | Application Review: Non-PCP (10 Days) | >= | 90% | 75% | 78% | 100% | 57% | 100% | 60% | 89% | 95% | 100% | 100% | 100% | 85% | 38% | 28% | 94% | 75% | 100% | 92% | 100% | 92% | 100% | 100% | 64% | 100% | 96% | 40% | 27% | 78% | 49% | 100% | 96% | 75% | 100% | 14% | 96% | 100% | 100% | 100% | 100% | | |
| Staffing | Time to Hire | Interview Process: Non-PCP (14 Days) | >= | 90% | 75% | 41% | 0% | 100% | 100% | 46% | 33% | 53% | 100% | 7% | 33% | 94% | 76% | 5% | 76% | 33% | 55% | 38% | 0% | 3% | 31% | 92% | 29% | 56% | 54% | 0% | 0% | 56% | 4% | 58% | 33% | 31% | 30% | 50% | 75% | 20% | 50% | 50% | 50% | | |
| Staffing | Time to Hire | Candidate Selection: Non-PCP (9 Days) | >= | 90% | 75% | 26% | 38% | 33% | 70% | 30% | 80% | 29% | 100% | 7% | 38% | 21% | 2% | 35% | 18% | 60% | 13% | 24% | 0% | 9% | 18% | 83% | 38% | 33% | 27% | 0% | 75% | 43% | 29% | 15% | 36% | 35% | 0% | 8% | 5% | 38% | 69% | 69% | | | |
| Staffing | Time to Hire | Tentative Offer: Non-PCP (5 Days) | >= | 90% | 75% | 39% | 25% | 0% | 89% | 75% | 100% | 13% | 0% | 68% | 0% | 11% | 0% | 38% | 0% | 0% | 14% | 60% | 67% | 0% | 50% | 67% | 11% | 80% | 17% | 67% | 25% | 88% | 100% | 36% | 14% | 0% | 0% | 88% | 17% | 67% | 11% | 11% | | | |
| Staffing | Time to Hire | Pre-Employment Clearance: Non-PCP (14 Days) | >= | 90% | 75% | 57% | 67% | 67% | 71% | 75% | 50% | 40% | 50% | 100% | 50% | 63% | 17% | 41% | 0% | 67% | 63% | 50% | 0% | 67% | 100% | 88% | 75% | 86% | 65% | 100% | 38% | 40% | 71% | 43% | 71% | 50% | 30% | 0% | 57% | 50% | 40% | 40% | | | |
| Staffing | Time to Hire | Credentialing Package: Non-PCP (7 Days) | >= | 90% | 75% | 77% | - | - | - | - | - | - | 100% | - | - | - | - | 100% | - | - | 100% | - | - | - | - | - | 100% | 100% | - | - | - | - | 100% | - | - | - | - | 0% | - | - | - | - | - | - | |
| Staffing | Time to Hire | Credentialing Approval: Non-PCP (14 Days) | >= | 90% | 75% | 60% | - | - | - | - | - | - | 100% | - | - | - | - | - | - | - | 100% | - | - | - | - | - | 50% | 43% | 100% | - | - | - | 100% | - | - | - | - | 0% | - | - | - | - | - | - | |
| Staffing | Time to Hire | Hire Package Approval: Non-PCP (5 Days) | >= | 90% | 75% | 75% | 100% | 100% | 100% | 50% | 100% | 100% | 86% | 47% | 100% | 100% | 100% | 55% | 100% | 100% | 100% | 100% | - | 100% | 100% | 86% | 82% | 79% | 17% | 0% | 33% | 100% | 94% | 8% | 100% | 50% | 80% | 0% | 100% | 100% | 100% | 100% | | | |
| Staffing | Time to Hire | Formal Offer: Non-PCP (4 Days) | >= | 90% | 75% | 80% | 100% | 100% | 80% | 100% | 100% | 20% | 100% | 85% | 100% | 40% | 60% | 81% | 100% | 100% | 100% | 75% | - | 100% | 100% | 100% | 90% | 100% | 100% | - | 25% | 100% | 33% | 50% | 67% | 100% | 78% | 100% | 100% | 50% | 83% | 83% | | | |
| Staffing | Time to Hire - PCP | Hires Completed Timely: PCP (66 Days) | >= | 90% | 75% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Staffing | Time to Hire - PCP | Interview Process: PCP (14 Days) | >= | 90% | 75% | 100% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 100% | - | - | - | - | - | - | - | - | - | - | - |
| Staffing | Time to Hire - PCP | Candidate Selection: PCP (9 Days) | >= | 90% | 75% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Staffing | Time to Hire - PCP | Tentative Offer: PCP (5 Days) | >= | 90% | 75% | 100% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 100% | - | - | - | - | - | - | - | - | - | - | - |
| Staffing | Time to Hire - PCP | Credentialing Requested: PCP (4 Days) | >= | 90% | 75% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Staffing | Time to Hire - PCP | Credentialing Approval/Pre-Employment Clearance: PCP (30 Days) | >= | 90% | 75% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Staffing | Time to Hire - PCP | Formal Offer: PCP (4 Days) | >= | 90% | 75% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Major Costs per Inmate per Month | Labor Cost | Total Labor Cost | | N/A | N/A | \$1,759 | \$806 | \$759 | \$747 | \$788 | \$1,147 | \$2,258 | \$782 | \$9,446 | \$2,228 | \$5,119 | \$1,957 | \$5,908 | \$1,955 | \$1,150 | \$814 | \$997 | \$1,797 | \$1,193 | \$862 | \$676 | \$987 | \$1,787 | \$1,482 | \$2,134 | \$938 | \$831 | \$1,901 | \$2,953 | \$1,259 | \$639 | \$1,030 | \$2,454 | \$2,825 | \$1,270 | \$2,039 | \$2,039 | | | |
| Major Costs per Inmate per Month | Labor Cost | Medical Staff | | N/A | N/A | \$148 | \$85 | \$79 | \$67 | \$62 | \$97 | \$216 | \$52 | \$612 | \$285 | \$315 | \$165 | \$507 | \$106 | \$123 | \$86 | \$74 | \$182 | \$128 | \$75 | \$30 | \$93 | \$162 | \$184 | \$226 | \$54 | \$81 | \$185 | \$152 | \$129 | \$75 | \$102 | \$158 | \$229 | \$125 | \$206 | \$206 | | | |
| Major Costs per Inmate per Month | Labor Cost | Nursing Staff | | N/A | N/A | \$990 | \$399 | \$385 | \$399 | \$484 | \$607 | \$1,124 | \$420 | \$7,116 | \$1,094 | \$3,093 | \$982 | \$3,598 | \$1,176 | \$468 | \$366 | \$580 | \$884 | \$575 | \$440 | \$356 | \$480 | \$888 | \$663 | \$982 | \$456 | \$382 | \$900 | \$1,527 | \$596 | \$273 | \$501 | \$1,559 | \$1,644 | \$572 | \$1,043 | \$1,043 | | | |
| Major Costs per Inmate per Month | Labor Cost | Pharmacy Staff | | N/A | N/A | \$49 | \$18 | \$29 | \$17 | \$16 | \$38 | \$103 | \$20 | \$132 | \$75 | \$114 | \$67 | \$129 | \$55 | \$34 | \$38 | \$13 | \$70 | \$44 | \$20 | \$25 | \$31 | \$51 | \$43 | \$83 | \$21 | \$23 | \$69 | \$78 | \$48 | \$18 | \$56 | \$59 | \$93 | \$52 | \$57 | \$57 | | | |
| Major Costs per Inmate per Month | Labor Cost | Dental Clinical Staff | | N/A | N/A | \$110 | \$102 | \$102 | \$100 | \$99 | \$111 | \$130 | \$108 | \$75 | \$144 | \$225 | \$105 | \$108 | \$102 | \$122 | \$98 | \$146 | \$143 | \$111 | \$92 | \$97 | \$94 | \$116 | \$96 | \$221 | \$93 | \$90 | \$106 | \$122 | \$85 | \$101 | \$96 | \$89 | \$109 | \$109 | \$186 | \$186 | | | |
| Major Costs per Inmate per Month | Labor Cost | Mental Health Clinical Staff | | N/A | N/A | \$263 | \$70 | \$6 | \$15 | \$19 | \$147 | \$417 | \$29 | \$971 | \$354 | \$854 | \$424 | \$1,001 | \$327 | \$233 | \$101 | \$29 | \$273 | \$167 | \$90 | \$28 | \$128 | \$389 | \$315 | \$321 | \$104 | \$97 | \$444 | \$798 | \$249 | \$67 | \$132 | \$406 | \$410 | \$255 | \$289 | \$289 | | | |
| Major Costs per Inmate per Month | Labor Cost | Executive Staff | | N/A | N/A | \$29 | \$24 | \$40 | \$28 | \$27 | \$24 | \$38 | \$26 | \$48 | \$38 | \$71 | \$25 | \$47 | \$24 | \$31 | \$19 | \$14 | \$53 | \$41 | \$25 | \$28 | \$27 | \$11 | \$23 | \$47 | \$38 | \$32 | \$21 | \$39 | \$19 | \$24 | \$23 | \$24 | \$32 | \$27 | \$39 | \$39 | | | |
| Major Costs per Inmate per Month | Labor Cost | Administration Staff | | N/A | N/A | \$7 | \$3 | \$8 | \$6 | \$5 | \$5 | \$8 | \$6 | \$19 | \$7 | \$13 | \$5 | \$14 | \$5 | \$6 | \$4 | \$7 | \$12 | \$11 | \$7 | \$5 | \$5 | \$2 | \$4 | \$9 | \$4 | \$6 | \$6 | \$9 | \$4 | \$8 | \$6 | \$6 | \$13 | \$7 | \$8 | \$8 | | | |
| Major Costs per Inmate per Month | Labor Cost | Administrative Support Staff | | N/A | N/A | \$121 | \$90 | \$86 | \$94 | \$63 | \$91 | \$163 | \$85 | \$354 | \$152 | \$303 | \$127 | \$277 | \$126 | \$105 | \$81 | \$109 | \$151 | \$99 | \$87 | \$93 | \$96 | \$124 | \$119 | \$167 | \$118 | \$96 | \$126 | \$172 | \$104 | \$61 | \$71 | \$100 | \$191 | \$99 | \$151 | \$151 | | | |
| Major Costs per Inmate per Month | Labor Cost | Allied Health Staff | | N/A | N/A | \$15 | \$6 | \$8 | \$10 | \$5 | \$15 | \$18 | \$14 | \$39 | \$29 | \$33 | \$16 | \$23 | \$10 | \$15 | \$12 | \$16 | \$18 | \$10 | \$9 | \$7 | \$10 | \$15 | \$14 | \$43 | \$12 | \$11 | \$18 | \$18 | \$9 | \$7 | \$15 | \$11 | \$10 | \$15 | \$30 | \$30 | | | |

HEALTH CARE SERVICES DASHBOARD - Public Version
December 2020

| 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 | |
|--|--------------------------|------------------------------|----------|--------------|-----------|--------|-------|-------|-------|-------|-------|-------|-------|---------|---------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|---------|-------|-------|---------|---|
| Major Costs per Inmate per Month | Labor Cost | Dietary Services Staff | | N/A | N/A | \$15 | - | - | - | - | - | \$26 | \$12 | \$22 | \$35 | \$71 | \$30 | \$145 | \$14 | - | - | - | - | - | \$9 | - | \$12 | \$16 | \$10 | \$16 | \$25 | \$2 | \$15 | \$26 | \$8 | - | \$14 | \$15 | \$61 | - | \$13 | |
| Major Costs per Inmate per Month | Labor Cost | HIM Staff | | N/A | N/A | \$14 | \$8 | \$16 | \$10 | \$9 | \$10 | \$14 | \$11 | \$58 | \$16 | \$25 | \$11 | \$51 | \$11 | \$12 | \$9 | \$10 | \$11 | \$8 | \$8 | \$7 | \$10 | \$13 | \$11 | \$19 | \$13 | \$11 | \$10 | \$10 | \$8 | \$5 | \$14 | \$26 | \$31 | \$10 | \$17 | |
| Major Costs per Inmate per Month | Labor Cost | Janitorial Staff | | N/A | N/A | \$0 | - | - | - | - | - | - | - | - | - | - | - | \$7 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Major Costs per Inmate per Month | Labor Cost | Maintenance Staff | | N/A | N/A | \$0 | - | - | - | - | - | - | - | - | - | - | - | \$0 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Major Costs per Inmate per Month | Non Labor Cost | Total Non Labor Cost | | N/A | N/A | \$412 | \$133 | \$200 | \$125 | \$180 | \$268 | \$466 | \$210 | \$1,449 | \$1,116 | \$707 | \$305 | \$740 | \$265 | \$276 | \$184 | \$209 | \$452 | \$322 | \$338 | \$133 | \$263 | \$524 | \$540 | \$243 | \$130 | \$130 | \$960 | \$399 | \$262 | \$137 | \$353 | \$1,514 | \$487 | \$328 | \$221 | |
| Major Costs per Inmate per Month | Non Labor Cost | Hospital | | N/A | N/A | \$154 | \$34 | \$31 | \$30 | \$14 | \$100 | \$67 | \$62 | \$699 | \$472 | \$150 | \$67 | \$89 | \$52 | \$97 | \$23 | \$104 | \$167 | \$48 | \$219 | \$54 | \$53 | \$119 | \$142 | \$29 | \$20 | \$30 | \$515 | \$120 | \$61 | \$32 | \$108 | \$1,017 | \$193 | \$83 | \$34 | |
| Major Costs per Inmate per Month | Non Labor Cost | Emergency Department | | N/A | N/A | \$12 | \$5 | \$10 | \$9 | \$6 | \$31 | \$6 | \$10 | \$36 | \$8 | \$15 | \$4 | \$10 | \$9 | \$9 | \$3 | \$7 | \$10 | \$5 | \$13 | \$8 | \$19 | \$20 | \$23 | \$7 | \$4 | \$3 | \$23 | \$10 | \$12 | \$4 | \$11 | \$27 | \$25 | \$7 | \$4 | |
| Major Costs per Inmate per Month | Non Labor Cost | Specialty | | N/A | N/A | \$27 | \$10 | \$9 | \$10 | \$2 | \$9 | \$23 | \$21 | \$114 | \$72 | \$27 | \$33 | \$45 | \$19 | \$16 | \$27 | \$20 | \$27 | \$9 | \$13 | \$10 | \$20 | \$40 | \$48 | \$20 | \$5 | \$10 | \$75 | \$27 | \$25 | \$8 | \$20 | \$58 | \$30 | \$32 | \$14 | |
| Major Costs per Inmate per Month | Non Labor Cost | Medications | | N/A | N/A | \$124 | \$17 | \$13 | \$24 | \$12 | \$29 | \$213 | \$28 | \$450 | \$468 | \$292 | \$77 | \$486 | \$69 | \$59 | \$63 | \$37 | \$113 | \$117 | \$46 | \$23 | \$45 | \$253 | \$211 | \$73 | \$24 | \$25 | \$280 | \$159 | \$92 | \$22 | \$162 | \$271 | \$160 | \$109 | \$67 | |
| Major Costs per Inmate per Month | Non Labor Cost | Diagnostics | | N/A | N/A | \$95 | \$66 | \$137 | \$52 | \$146 | \$100 | \$157 | \$89 | \$151 | \$97 | \$223 | \$124 | \$110 | \$117 | \$95 | \$67 | \$41 | \$135 | \$144 | \$45 | \$38 | \$126 | \$92 | \$116 | \$113 | \$77 | \$62 | \$66 | \$83 | \$72 | \$71 | \$51 | \$142 | \$79 | \$97 | \$101.2 | |
| Workload Per Day | Workload Per Day | Appointments per PCP | | N/A | N/A | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Workload Per Day | Workload Per Day | Appointments per PCRN | | N/A | N/A | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | |
| Other Trends | Other Trends | ED/Hospital Stay* | | N/A | N/A | 12.6 | 6.7 | 14.7 | 7.1 | 4.1 | 14.4 | 11.0 | 9.1 | 45.0 | 11.6 | 21.1 | 7.2 | 11.5 | 8.3 | 17.6 | 3.1 | 8.7 | 13.3 | 10.2 | 5.9 | 11.8 | 13.7 | 20.9 | 21.8 | 3.9 | 3.8 | 4.1 | 25.1 | 12.2 | 11.6 | 3.9 | 10.9 | 25.8 | 20.4 | 9.9 | 4.9 | |
| Other Trends | Other Trends | Specialty Care Referrals* | | N/A | N/A | 37 | 47 | 6 | 14 | 11 | 42 | 89 | 15 | 118 | 86 | 86 | 30 | 9 | 49 | 29 | 17 | 74 | 29 | 35 | 6 | 11 | 22 | 53 | 35 | 42 | 20 | 19 | 84 | 17 | 26 | 9 | 32 | 98 | 53 | 37 | 17 | |
| Other Trends | Other Trends | Prescriptions Per Inmate | | N/A | N/A | 3.4 | 1.7 | 1.5 | 1.3 | 0.9 | 2.3 | 4.5 | 1.6 | 10.3 | 5.7 | 6.5 | 4.6 | 8.4 | 3.2 | 2.3 | 3.1 | 2.6 | 2.0 | 2.1 | 2.5 | 1.2 | 2.3 | 4.3 | 7.7 | 1.7 | 1.3 | 1.3 | 6.5 | 3.4 | 4.0 | 1.5 | 3.4 | 5.6 | 4.2 | 3.9 | 1.7 | |
| Other Trends | Other Trends | Diagnostics Per Inmate | | N/A | N/A | 0.8 | 0.4 | 0.5 | 0.7 | 0.2 | 0.5 | 1.4 | 0.7 | 2.5 | 1.3 | 2.0 | 0.3 | 1.5 | 0.9 | 0.7 | 0.5 | 0.6 | 0.7 | 0.4 | 0.7 | 0.4 | 0.6 | 1.1 | 1.5 | 0.8 | 0.3 | 0.8 | 1.3 | 1.0 | 1.4 | 0.4 | 0.9 | 0.6 | 1.2 | 0.8 | 0.6 | |
| Other Trends | Other Trends | Grievances Received* | | N/A | N/A | 44 | 25 | 8 | 17 | 20 | 31 | 49 | 18 | 90 | 73 | 49 | 37 | 96 | 37 | 18 | 39 | 17 | 22 | 16 | 60 | 19 | 47 | 81 | 77 | 39 | 28 | 40 | 63 | 82 | 53 | 24 | 23 | 37 | 68 | 57 | 41 | |
| Other Trends | Other Trends | Prison Population Capacity | | N/A | N/A | 103% | 114% | - | 127% | 55% | 105% | 100% | 133% | 80% | 68% | 76% | 80% | 85% | 94% | 83% | 128% | 107% | 79% | 100% | 142% | 126% | 148% | 118% | 118% | 94% | 93% | 119% | 119% | 122% | 126% | 77% | 122% | 86% | 114% | 138% | 84% | |
| Institution & Population Characteristics | Dashboard Composite View | High Risk Priority 1 | | N/A | N/A | 6.8% | 0.3% | 0.1% | 0.6% | 0.4% | 1.1% | 6.8% | 0.6% | 46.3% | 20.0% | 10.7% | 8.5% | 28.1% | 4.8% | 0.8% | 2.8% | 1.2% | 2.0% | 2.9% | 1.5% | 0.6% | 2.3% | 10.5% | 22.3% | 1.0% | 0.9% | 0.1% | 17.3% | 4.8% | 4.9% | 0.9% | 10.6% | 14.0% | 5.0% | 6.3% | 1.4% | |
| Institution & Population Characteristics | Dashboard Composite View | High Risk Priority 2 | | N/A | N/A | 9.6% | 1.8% | 0.8% | 1.0% | 1.2% | 5.0% | 9.3% | 1.2% | 19.4% | 32.6% | 14.9% | 17.3% | 24.7% | 6.1% | 4.5% | 8.1% | 6.0% | 2.7% | 10.5% | 2.9% | 1.6% | 5.6% | 17.9% | 23.8% | 3.6% | 4.0% | 0.9% | 19.8% | 14.1% | 8.6% | 1.9% | 16.2% | 22.6% | 9.7% | 12.8% | 3.4% | |
| Institution & Population Characteristics | Dashboard Composite View | Medium Risk | | N/A | N/A | 35% | 32% | 13% | 17% | 9% | 45% | 53% | 17% | 27% | 27% | 44% | 39% | 34% | 42% | 39% | 39% | 21% | 29% | 30% | 40% | 15% | 42% | 42% | 39% | 38% | 21% | 29% | 44% | 48% | 53% | 22% | 24% | 32% | 49% | 48% | 43% | |
| Institution & Population Characteristics | Dashboard Composite View | Low Risk | | N/A | N/A | 49% | 66% | 86% | 82% | 89% | 49% | 31% | 81% | 8% | 20% | 30% | 35% | 13% | 47% | 56% | 51% | 72% | 66% | 56% | 55% | 83% | 50% | 29% | 15% | 58% | 74% | 70% | 19% | 33% | 33% | 75% | 49% | 31% | 36% | 33% | 52% | |
| Institution & Population Characteristics | Dashboard Composite View | Mental Health EOP | | N/A | N/A | 6.4% | 0.1% | 0.0% | 0.0% | 0.0% | 0.2% | 3.8% | 0.0% | 21.5% | 1.0% | 4.2% | 16.6% | 25.4% | 4.1% | 0.1% | 0.3% | 0.0% | 0.1% | 0.1% | 0.5% | 0.0% | 3.8% | 18.3% | 16.9% | 3.0% | 0.2% | 0.3% | 22.3% | 33.6% | 8.7% | 0.1% | 0.1% | 7.9% | 12.7% | 8.6% | 2.9% | |
| Institution & Population Characteristics | Dashboard Composite View | Patients with Disability | | N/A | N/A | 10.4% | 3.3% | 2.0% | 1.6% | 1.2% | 3.2% | 10.3% | 1.7% | 47.8% | 20.0% | 11.1% | 9.6% | 38.5% | 7.0% | 2.9% | 9.8% | 6.3% | 4.1% | 3.0% | 6.0% | 2.5% | 5.8% | 14.1% | 22.9% | 3.0% | 2.9% | 1.9% | 26.0% | 5.1% | 16.9% | 3.3% | 14.8% | 11.9% | 12.4% | 21.5% | 2.6% | |
| Institution & Population Characteristics | Dashboard Composite View | Inmates 50 Years or Older | | N/A | N/A | 28% | 31% | 12% | 9% | 10% | 22% | 21% | 10% | 62% | 60% | 29% | 43% | 52% | 24% | 23% | 47% | 37% | 20% | 36% | 11% | 14% | 14% | 30% | 46% | 12% | 15% | 8% | 40% | 15% | 30% | 16% | 38% | 57% | 18% | 49% | 11% | |
| 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 | 3,808 | 28 | - | 18 | 19 | 16 | 38 | 13 | 2,008 | 78 | 98 | 87 | 633 | 88 | 10 | 17 | - | 24 | - | 30 | 14 | 22 | 16 | 10 | 16 | 19 | 15 | 28 | 46 | 38 | 10 | 15 | 50 | 268 | 20 | 16 | |
| Institution & Population Characteristics | Dashboard Composite View | Institution Population | | N/A | N/A | 95,897 | 3,361 | 2,044 | 2,987 | 2,161 | 2,944 | 2,045 | 3,112 | 2,400 | 2,128 | 1,099 | 3,104 | 2,034 | 2,970 | 2,089 | 4,309 | 1,864 | 1,387 | 2,175 | 3,336 | 2,813 | 3,686 | 2,778 | 3,905 | 2,665 | 2,226 | 2,791 | 3,636 | 2,267 | 4,382 | 2,976 | 3,234 | 2,750 | 2,846 | 2,759 | 2,634 | |