

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

March 2021

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	Care Team Services	>=	85%	75%	84%	92%	97%	94%	95%	95%	79%	99%	72%	99%	99%	63%	88%	77%	97%	97%	96%	96%	99%	68%	92%	81%	84%	85%	59%	95%	99%	91%	84%	82%	87%	73%	79%	97%	91%	63%	
Scheduling & Access to Care	Access to Medical Services	RN FTF Triage 1 Day	>=	85%	75%	94%	99%	100%	99%	99%	100%	92%	99%	98%	99%	99%	68%	93%	96%	100%	99%	94%	100%	99%	94%	88%	86%	88%	91%	91%	96%	99%	98%	97%	97%	95%	91%	96%	98%	99%	97%	
Scheduling & Access to Care	Access to Medical Services	PCP Urgent Referrals 1 Day	>=	85%	75%	91%	89%	100%	100%	78%	82%	92%	100%	97%	100%	92%	50%	85%	85%	96%	100%	100%	100%	75%	60%	-	91%	96%	92%	93%	100%	100%	97%	78%	94%	0%	94%	86%	98%	0%	100%	
Scheduling & Access to Care	Access to Medical Services	PCP Routine Referrals 14 Days	>=	85%	75%	84%	90%	97%	88%	96%	95%	69%	97%	61%	99%	98%	66%	83%	70%	99%	100%	99%	94%	100%	70%	84%	87%	84%	88%	96%	92%	97%	83%	90%	76%	87%	65%	74%	98%	95%	92%	
Scheduling & Access to Care	Access to Medical Services	Episodic Care Follow-Up as Ordered	>=	85%	75%	83%	88%	89%	88%	91%	89%	62%	99%	66%	99%	99%	65%	86%	72%	95%	95%	98%	96%	100%	59%	97%	79%	79%	81%	83%	96%	99%	88%	81%	75%	88%	65%	74%	98%	89%	96%	
Scheduling & Access to Care	Access to Medical Services	Chronic Care as Ordered	>=	85%	75%	80%	87%	94%	85%	95%	93%	50%	99%	57%	99%	100%	50%	88%	61%	95%	98%	96%	96%	99%	40%	95%	71%	82%	76%	84%	96%	99%	86%	72%	72%	86%	68%	69%	98%	77%	92%	
Scheduling & Access to Care	Access to Medical Services	Return from HLOC 5 Days	>=	85%	75%	87%	73%	100%	91%	95%	95%	95%	92%	80%	98%	100%	76%	80%	97%	100%	100%	100%	73%	100%	73%	83%	87%	71%	88%	86%	87%	87%	93%	70%	84%	80%	84%	88%	90%	90%	89%	
Scheduling & Access to Care	Access to Medical Services	RC Screening 7 Days	>=	85%	75%	13%	-	-	-	-	-	99%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5%	-	-	-	-	-	-	-	0%	-	-	4%
Scheduling & Access to Care	Access to Medical Services	Transfers Seen Timely: Medium/Low Risk with Chronic Conditions	>=	85%	75%	77%	100%	80%	96%	83%	69%	100%	73%	100%	92%	-	94%	100%	89%	50%	78%	33%	-	77%	55%	80%	79%	100%	30%	54%	91%	100%	82%	67%	76%	32%	86%	-	82%	79%	80%	
Scheduling & Access to Care	Access to Medical Services	Transfers Seen Timely: High Risk/Complex Care	>=	85%	75%	54%	-	-	100%	0%	40%	100%	100%	30%	82%	86%	33%	60%	23%	-	76%	-	-	-	38%	-	69%	70%	69%	0%	0%	100%	81%	45%	34%	67%	86%	-	62%	73%	33%	
Scheduling & Access to Care	Access to Specialty Services	Specialty Services	>=	85%	75%	65%	86%	81%	89%	47%	86%	71%	89%	52%	79%	71%	64%	61%	73%	80%	66%	71%	92%	74%	39%	45%	58%	77%	55%	92%	59%	77%	39%	58%	64%	77%	73%	52%	50%	62%	87%	
Scheduling & Access to Care	Access to Medical Services	High Priority Specialty 14 Days	>=	85%	75%	60%	76%	78%	95%	50%	88%	50%	100%	55%	67%	50%	62%	58%	80%	75%	88%	60%	100%	100%	36%	38%	71%	67%	56%	89%	67%	83%	38%	67%	68%	86%	100%	64%	52%	41%	86%	
Scheduling & Access to Care	Access to Medical Services	Medium Priority Specialty 45 Days	>=	85%	75%	67%	85%	82%	86%	53%	76%	75%	80%	55%	85%	83%	64%	50%	74%	79%	83%	78%	82%	85%	54%	60%	55%	78%	58%	84%	33%	78%	40%	58%	63%	59%	79%	61%	35%	79%	75%	
Scheduling & Access to Care	Access to Medical Services	Routine Specialty 90 Days	>=	85%	75%	65%	90%	86%	86%	0%	88%	72%	87%	43%	78%	68%	65%	68%	72%	83%	46%	70%	100%	60%	27%	42%	50%	76%	51%	100%	71%	75%	40%	52%	63%	91%	65%	45%	56%	64%	100%	
Scheduling & Access to Care	Access to Diagnostic Services	Diagnostic Services	>=	85%	75%	90%	98%	98%	68%	99%	58%	93%	94%	94%	98%	95%	93%	94%	93%	100%	93%	100%	91%	96%	79%	94%	55%	92%	95%	100%	98%	98%	88%	88%	91%	97%	87%	90%	89%	94%	69%	
Scheduling & Access to Care	Access to Medical Services	Laboratory Services as Ordered	>=	85%	75%	90%	98%	98%	67%	99%	56%	93%	94%	94%	99%	95%	93%	94%	93%	100%	93%	100%	91%	96%	79%	94%	52%	92%	95%	100%	98%	98%	88%	88%	91%	97%	87%	91%	89%	94%	68%	
Scheduling & Access to Care	Access to Medical Services	Radiology Services as Ordered	>=	85%	75%	94%	98%	100%	89%	97%	99%	95%	100%	89%	94%	90%	91%	91%	94%	97%	95%	100%	96%	92%	97%	93%	95%	100%	95%	100%	91%	100%	90%	96%	95%	94%	93%	68%	87%	96%	94%	
Scheduling & Access to Care	Access to Dental Services	Dental Services	>=	85%	75%	70%	81%	73%	66%	74%	78%	65%	71%	75%	81%	70%	69%	54%	75%	69%	78%	74%	77%	66%	69%	59%	69%	74%	62%	73%	69%	77%	60%	57%	64%	74%	62%	77%	62%	66%	75%	
Scheduling & Access to Care	Access to Dental Services	7362 Triage 3 or 10 Days	>=	85%	75%	74%	99%	80%	98%	70%	81%	78%	81%	78%	76%	68%	60%	42%	97%	56%	81%	73%	89%	65%	75%	52%	95%	93%	72%	61%	82%	98%	69%	50%	51%	83%	73%	74%	67%	76%	77%	
Scheduling & Access to Care	Access to Dental Services	Treatment within Timeframes	>=	85%	75%	40%	50%	48%	36%	34%	60%	29%	46%	44%	52%	51%	40%	27%	52%	42%	47%	62%	38%	42%	38%	22%	46%	45%	41%	65%	28%	41%	34%	37%	28%	37%	28%	60%	27%	31%	40%	
Scheduling & Access to Care	Access to Dental Services	RC Dental Screening	>=	85%	75%	98%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	99%	-	-	-	-	-	-	-	100%	-	-	98%
Scheduling & Access to Care	Access to Dental Services	Patient Requested Exam 90 Days	>=	85%	75%	7%	0%	0%	0%	6%	5%	0%	6%	0%	10%	0%	4%	2%	2%	28%	2%	11%	8%	4%	0%	4%	27%	39%	6%	14%	0%	9%	8%	0%	12%	3%	0%	3%	0%	27%	14%	
Scheduling & Access to Care	Access to Dental Services	Notice of Exam	>=	85%	75%	96%	100%	96%	97%	99%	98%	97%	99%	100%	100%	99%	97%	99%	98%	100%	98%	98%	100%	100%	100%	97%	92%	99%	99%	77%	98%	100%	96%	98%	95%	96%	100%	97%	100%	99%	79%	
Scheduling & Access to Care	Appts Cancelled due to Custody	Appts Cancelled due to Custody- Medical	<	1.1%	5.1%	0.5%	0.1%	0.1%	0.0%	0.5%	0.0%	0.4%	0.1%	0.2%	0.1%	0.2%	1.2%	0.2%	0.1%	0.0%	0.1%	0.0%	0.0%	0.1%	0.2%	0.0%	0.3%	0.3%	0.2%	0.2%	0.0%	0.0%	4.0%	0.8%	0.1%	0.1%	0.1%	0.8%	0.0%	0.0%	0.1%	
Scheduling & Access to Care	Appts Completed as Scheduled	Seen as Scheduled- Medical	>=	85%	75%	82%	87%	92%	87%	85%	83%	81%	94%	80%	90%	81%	83%	79%	82%	87%	86%	86%	80%	89%	76%	80%	86%	81%	83%	75%	89%	86%	77%	81%	83%	89%	70%	72%	80%	86%	84%	
Scheduling & Access to Care	Effective Communication	Effective Communication Provided	>=	85%	75%	98%	100%	100%	100%	100%	99%	100%	99%	98%	99%	99%	99%	97%	88%	100%	99%	99%	100%	99%	99%	99%	97%	99%	99%	98%	100%	99%	98%	99%	99%	98%	99%	99%	99%	99%	99%	99%
Scheduling & Access to Care	Effective Communication	Medical Services	>=	85%	75%	98%	100%	100%	100%	100%	99%	100%	100%	98%	100%	99%	99%	97%	87%	100%	99%	100%	100%	100%	99%	100%	97%	99%	99%	98%	100%	99%	98%	99%	99%	98%	100%	100%	99%	99%	99%	100%
Scheduling & Access to Care	Effective Communication	Dental Services	>=	85%	75%	96%	100%	97%	96%	96%	93%	98%	95%	99%	95%	100%	91%	96%	100%	99%	91%	95%	85%	88%	94%	87%	100%	94%	91%	97%	87%	96%	90%	98%	99%	96%	84%	95%	95%	97%	98%	
Scheduling & Access to Care	Effective Communication	Sign Language Interpreter (SLI) Provided	>=	85%	75%	85%	-	-	-	-	-	89%	-	97%	97%	-	-	78%	-	-	-	-	-	-	-	-	-	-	47%	-	100%	-	-	71%	-	95%	-	-	88%	-	-	-
Scheduling & Access to Care	Backlog	Medical Backlog*	<	70.05	140.05	380.2	133.0	142.2	59.5	368.9	579.1	690.0	102.0	535.8	125.0	114.1	573.2	317.2	210.6	42.0	157.2	228.1	159.0	144.7	867.0	281.7	762.9	164.5	693.7	114.5	567.7	117.0	429.9	208.1	482.6	281.5	373.8	746.6	201.9	631.3	866.8	
Scheduling & Access to Care	Backlog	Allied Health Backlog*	<	10.05	20.05	5.1	0.0	0.0	0.7	0.5	0.0	0.0	1.0	1.2	0.0	0.0	0.0	6.2	4.6	0.0	1.1	1.0	96.7	0.5	5.7	0.0	1.1	0.4	51.2	0.0	0.0	0.0	0.0	0.0	7.2	0.7	1.0	6.3	8.7	0.4	12.8	
Scheduling & Access to Care	Backlog	Laboratory Backlog*	<	10.05	20.05	73.5	5.7	5.9	16.5	85.5	431.6	107.5	62.0	35.6	14.5	0.0	9.3	36.1	18.3	0.0	80.0	2.1	7.3	2.5	365.8	47.0	519.1	26.0	32.9	0.0	33.2	5.5	18.8	42.4	27.6	38.9	8.3	92.5	6.5	38.2	23.6	
Scheduling & Access to Care	Backlog	LVN Backlog*	<	10.05	20.05	25.4	12.7	0.0	11.2	141.0	1.4	0.0	18.4	0.0	0.5	3.0	11.7	35.6	10.2	1.1	31.9	1.0	8.3	0.5	22.3	59.3	3.0	15.0	5.9	2.6	85.3	25.4	4.6	1.3	40.9	40.6	7.7	128.9	1.6	82.8	67.4	
Scheduling & Access to Care	Backlog																																									

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Population Health Management	Adult Immunizations	Adult Immunizations	>=	60%	50%	53%	48%	38%	61%	76%	45%	65%	62%	74%	52%	71%	46%	50%	50%	50%	43%	45%	71%	45%	57%	48%	55%	48%	60%	44%	69%	72%	66%	52%	55%	48%	61%	46%	47%	62%	28%		
Population Health Management	Adult Immunizations	Tdap/Td	>=	60%	50%	72%	69%	49%	72%	93%	51%	83%	83%	87%	82%	86%	67%	75%	71%	73%	65%	65%	83%	64%	74%	61%	77%	67%	85%	59%	86%	82%	87%	66%	81%	66%	76%	72%	69%	84%	36%		
Population Health Management	Adult Immunizations	Hepatitis B	>=	60%	50%	41%	45%	25%	52%	54%	47%	50%	47%	65%	34%	57%	39%	42%	37%	27%	44%	39%	66%	34%	39%	43%	48%	36%	40%	28%	54%	60%	52%	50%	35%	34%	44%	33%	39%	49%	22%		
Population Health Management	Adult Immunizations	Pneumococcal	>=	60%	50%	72%	75%	100%	100%	78%	81%	75%	0%	79%	76%	71%	52%	72%	67%	63%	68%	78%	0%	45%	57%	100%	77%	64%	83%	60%	62%	-	84%	69%	76%	61%	74%	59%	69%	68%	80%		
Population Health Management	Adult Immunizations	Varicella	>=	60%	50%	23%	11%	50%	30%	74%	49%	26%	20%	39%	11%	27%	24%	6%	13%	29%	12%	8%	46%	40%	22%	22%	11%	12%	20%	38%	28%	55%	19%	18%	24%	23%	50%	24%	10%	30%	20%		
Population Health Management	Adult Immunizations	Zoster	>=	60%	50%	30%	20%	12%	31%	60%	6%	52%	39%	66%	25%	72%	14%	31%	28%	55%	10%	32%	42%	15%	51%	6%	13%	31%	32%	5%	40%	44%	50%	19%	27%	21%	48%	19%	15%	47%	5%		
Population Health Management	Annual Influenza	Annual Influenza	>=	60%	50%	55%	59%	35%	55%	73%	51%	58%	54%	70%	73%	70%	52%	62%	53%	65%	62%	75%	55%	58%	54%	58%	38%	47%	69%	28%	54%	34%	56%	39%	57%	50%	48%	67%	45%	74%	42%		
Population Health Management	Asthma Care	Asthma Care	>=	85%	75%	95%	95%	96%	96%	97%	95%	96%	97%	96%	97%	96%	97%	93%	96%	98%	96%	98%	100%	96%	97%	94%	96%	94%	95%	97%	96%	100%	95%	96%	97%	97%	97%	94%	96%	98%	94%		
Population Health Management	Asthma Care	Asthma SABA Utilization	>=	85%	75%	98%	99%	100%	100%	100%	100%	98%	100%	100%	99%	95%	99%	99%	99%	99%	99%	100%	100%	100%	100%	98%	100%	98%	98%	99%	100%	99%	97%	100%	97%	99%	99%	99%	99%	99%	100%	99%	
Population Health Management	Asthma Care	Persistent Asthma ICS Treatment	>=	85%	75%	87%	89%	83%	79%	83%	83%	94%	90%	90%	89%	97%	89%	82%	87%	97%	88%	94%	100%	85%	88%	84%	85%	81%	88%	89%	82%	100%	91%	84%	95%	84%	90%	83%	87%	94%	76%		
Population Health Management	Colon Cancer Screening	Colon Cancer Screening	>=	75%	65%	79%	77%	84%	81%	92%	73%	85%	85%	80%	85%	84%	82%	71%	71%	81%	83%	87%	80%	77%	72%	73%	75%	75%	75%	73%	81%	83%	76%	70%	76%	90%	83%	81%	78%	78%	55%		
Population Health Management	Hypertension	Controlling High Blood Pressure (<140/90)	>=	85%	75%	82%	76%	81%	75%	83%	75%	94%	76%	92%	95%	95%	72%	80%	77%	87%	81%	93%	86%	87%	72%	79%	83%	76%	79%	90%	66%	89%	87%	73%	87%	77%	82%	69%	90%	90%	58%		
Population Health Management	Diabetes Care	Diabetes Care	>=	90%	75%	85%	88%	92%	83%	88%	83%	91%	87%	87%	90%	89%	83%	82%	84%	90%	85%	89%	95%	84%	80%	88%	85%	80%	82%	86%	82%	95%	85%	79%	85%	85%	84%	80%	83%	88%	77%		
Population Health Management	Diabetes Care	A1C <8%	>=	90%	75%	74%	79%	84%	69%	81%	62%	87%	75%	77%	78%	81%	73%	75%	71%	79%	75%	72%	96%	70%	83%	79%	69%	63%	74%	77%	73%	94%	69%	74%	67%	70%	67%	66%	72%	74%	65%		
Population Health Management	Diabetes Care	Blood Pressure <140/90 mm Hg	>=	90%	75%	83%	85%	96%	92%	81%	86%	87%	90%	86%	88%	86%	74%	79%	82%	87%	85%	89%	88%	89%	77%	88%	92%	79%	73%	90%	73%	88%	85%	84%	82%	87%	83%	78%	87%	85%	70%		
Population Health Management	Diabetes Care	Screened or Treated Nephropathy	>=	90%	75%	94%	93%	100%	88%	100%	94%	97%	97%	92%	98%	97%	95%	85%	95%	98%	95%	98%	100%	94%	83%	94%	87%	92%	93%	90%	98%	100%	95%	80%	98%	95%	94%	89%	93%	97%	91%		
Population Health Management	Diabetes Care	Statin	>=	90%	75%	91%	94%	90%	81%	90%	92%	92%	86%	94%	95%	93%	90%	90%	89%	95%	85%	98%	95%	83%	75%	90%	93%	88%	92%	88%	85%	100%	92%	79%	96%	88%	95%	88%	82%	96%	87%		
Population Health Management	Diagnostic Monitoring	Diagnostic Monitoring	>=	90%	75%	92%	100%	100%	94%	100%	91%	98%	100%	92%	96%	94%	92%	93%	86%	100%	94%	100%	98%	98%	81%	100%	92%	92%	90%	97%	93%	94%	87%	83%	94%	93%	96%	92%	93%	95%	85%		
Population Health Management	Diagnostic Monitoring-QT Prolongation	QT Prolongation EKG 12 Months	>=	90%	75%	86%	100%	-	50%	-	75%	99%	-	90%	100%	74%	94%	83%	87%	100%	100%	100%	100%	75%	44%	-	90%	93%	62%	100%	100%	100%	100%	80%	61%	99%	100%	71%	95%	90%	94%	100%	
Population Health Management	Diagnostic Monitoring-Antipsychotics	Antipsychotics	>=	90%	75%	92%	100%	-	100%	100%	90%	98%	100%	93%	96%	97%	92%	94%	87%	100%	97%	100%	97%	98%	81%	100%	92%	92%	92%	97%	89%	93%	88%	85%	94%	92%	98%	92%	94%	96%	86%		
Population Health Management	Diagnostic Monitoring-Antipsychotics	Lipid Monitoring	>=	90%	75%	77%	100%	-	100%	-	60%	99%	100%	76%	86%	88%	83%	82%	51%	100%	76%	100%	100%	100%	68%	-	70%	69%	77%	94%	67%	89%	65%	35%	69%	67%	86%	73%	75%	82%	76%		
Population Health Management	Diagnostic Monitoring-Antipsychotics	Blood Sugar	>=	90%	75%	90%	100%	-	100%	-	77%	99%	100%	92%	95%	96%	91%	95%	83%	100%	100%	100%	100%	100%	71%	-	80%	90%	91%	95%	75%	92%	82%	86%	89%	92%	100%	87%	92%	92%	78%		
Population Health Management	Diagnostic Monitoring-Antipsychotics	EKG	>=	90%	75%	73%	100%	-	-	-	50%	86%	-	80%	100%	50%	100%	67%	-	100%	-	-	-	100%	0%	-	100%	100%	57%	100%	50%	50%	0%	33%	67%	100%	-	50%	100%	89%			
Population Health Management	Diagnostic Monitoring-Antipsychotics	AIMS	>=	90%	75%	81%	100%	-	100%	-	89%	75%	100%	74%	93%	92%	82%	82%	81%	100%	69%	100%	100%	83%	64%	-	97%	84%	85%	95%	0%	100%	75%	70%	88%	50%	88%	84%	77%	87%	64%		
Population Health Management	Diagnostic Monitoring-Antipsychotics	Med Consent	>=	90%	75%	91%	100%	-	100%	-	97%	99%	100%	93%	100%	93%	91%	92%	75%	100%	100%	100%	92%	80%	96%	-	98%	91%	91%	98%	100%	100%	87%	69%	93%	100%	100%	94%	94%	91%	79%		
Population Health Management	Diagnostic Monitoring-Antipsychotics	CBC with Platelets	>=	90%	75%	85%	100%	-	100%	-	61%	99%	100%	88%	92%	89%	86%	92%	77%	100%	100%	100%	67%	100%	68%	-	73%	80%	87%	94%	75%	91%	73%	74%	78%	91%	94%	75%	87%	88%	78%		
Population Health Management	Diagnostic Monitoring-Antipsychotics	CMP	>=	90%	75%	84%	100%	-	100%	-	57%	99%	100%	86%	90%	87%	88%	88%	64%	100%	100%	100%	100%	100%	69%	-	76%	84%	85%	95%	67%	91%	72%	66%	79%	91%	100%	75%	89%	87%	77%		
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%	100%	100%	100%	100%	
Population Health Management	Diagnostic Monitoring-Antipsychotics	Blood Pressure	>=	90%	75%	99%	100%	-	100%	100%	99%	100%	100%	100%	100%	100%	99%	100%	99%	100%	100%	100%	100%	100%	96%	-	100%	100%	100%	100%	100%	95%	99%	96%	99%	100%	100%	99%	100%	100%	100%	100%	
Population Health Management	Diagnostic Monitoring-Antipsychotics	Height	>=	90%	75%	97%	100%	-	100%	-	100%	100%	100%	93%	96%	100%	95%	95%	97%	100%	100%	100%	100%	100%	94%	100%	100%	99%	95%	98%	100%	95%	97%	96%	99%	100%	100%	99%	99%	99%	100%		
Population Health Management	Diagnostic Monitoring-Antipsychotics	Weight	>=	90%	75%	97%	100%	-	100%	100%	99%	100%	100%	97%	96%	99%	97%	98%	96%	100%	100%	100%	100%	100%	84%	100%	98%	98%	96%	98%	100%	95%	96%	93%	97%	100%	100%	100%	99%	98%	100%		
Population Health Management	Diagnostic Monitoring-Clozapine	Clozapine	>=	90%	75%	95%	-	-	-	-	-	100%	-	94%	-	100%	-	97%	91%	-	-	-	-	-	-	-	-	-	-	96%	100%	-	-	-	90%	-	-	-	94%	94%	100%	-	
Population Health Management	Diagnostic Monitoring-Clozapine	Blood Sugar	>=	90%	75%	100%	-	-	-	-	-	100%	-	100%	-	100%	-	100%	100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	100%	-	-	-	100%	100%	100%	-
Population Health Management	Diagnostic Monitoring-Clozapine	Lipid Monitoring	>=	90%	75%	85%	-	-	-	-	-	-	-	75%	-	100%	-	92%	75%	-	-	-	-	-	-	-	-	-	-	75%	-	-	-	-	-	100%	-	-	-	100%	100%	-	-
Population Health Management	Diagnostic Monitoring-Clozapine	CBC	>=	90%	75%	100%	-	-	-	-	-	100%	-	100%	-	100%	-	100%	100%	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	100%	-	-	-	100%	100%	100%	-
Population Health Management	Diagnostic Monitoring-Clozapine	CMP	>=	90%	75%	86%	-																																				

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Population Health Management	Diagnostic Monitoring-Clozapine	AIMS	>=	90%	75%	63%	-	-	-	-	-	-	-	40%	-	100%	-	83%	50%	-	-	-	-	-	-	-	-	75%	-	-	-	-	33%	-	-	-	60%	0%	100%	-			
Population Health Management	Diagnostic Monitoring-Clozapine	Thyroid Monitoring	>=	90%	75%	100%	-	-	-	-	-	-	-	-	-	100%	-	100%	100%	-	-	-	-	-	-	-	100%	100%	-	-	-	100%	-	-	-	-	-	-	-	-			
Population Health Management	Diagnostic Monitoring-Clozapine	Med Consent	>=	90%	75%	73%	-	-	-	-	-	-	-	100%	-	-	-	75%	0%	-	-	-	-	-	-	-	-	83%	-	-	-	-	-	-	-	-	-	50%	100%	-			
Population Health Management	Diagnostic Monitoring-Clozapine	Blood Pressure	>=	90%	75%	100%	-	-	-	-	-	100%	-	100%	-	100%	100%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	100%	-	-	-	100%	100%	100%	-				
Population Health Management	Diagnostic Monitoring-Clozapine	Height	>=	90%	75%	97%	-	-	-	-	-	100%	-	82%	-	100%	100%	-	-	-	-	-	-	-	-	-	97%	-	-	-	-	100%	-	-	-	100%	100%	100%	-				
Population Health Management	Diagnostic Monitoring-Clozapine	Weight	>=	90%	75%	98%	-	-	-	-	-	100%	-	96%	-	100%	87%	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	100%	-	-	-	100%	100%	100%	-				
Population Health Management	Diagnostic Monitoring-Mood Stabilizers	Mood Stabilizers	>=	90%	75%	85%	100%	-	-	-	85%	99%	-	81%	89%	83%	79%	83%	62%	100%	76%	-	100%	100%	68%	-	80%	71%	88%	94%	100%	75%	79%	80%	93%	100%	94%	91%	85%	77%	80%		
Population Health Management	Diagnostic Monitoring-Mood Stabilizers	Carbamazepine	>=	90%	75%	83%	-	-	-	-	-	100%	-	67%	-	79%	-	-	-	-	-	-	-	-	-	-	83%	-	-	-	-	-	100%	100%	100%	-	-	-	-	-			
Population Health Management	Diagnostic Monitoring-Carbamazepine	Carbamazepine Level	>=	90%	75%	63%	-	-	-	-	-	-	0%	-	67%	-	-	-	-	-	-	-	-	-	-	-	67%	-	-	-	-	-	-	-	100%	-	-	-	-	-			
Population Health Management	Diagnostic Monitoring-Carbamazepine	CBC	>=	90%	75%	75%	-	-	-	-	-	-	100%	-	75%	-	-	-	-	-	-	-	-	-	-	-	67%	-	-	-	-	-	-	-	-	-	-	-	-	-			
Population Health Management	Diagnostic Monitoring-Carbamazepine	CMP	>=	90%	75%	88%	-	-	-	-	-	-	100%	-	67%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	-	-	100%	-	-	-	-	-	-		
Population Health Management	Diagnostic Monitoring-Carbamazepine	Med Consent	>=	90%	75%	100%	-	-	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	100%	-	100%	-	-	-	-	-	-		
Population Health Management	Diagnostic Monitoring-Mood Stabilizers	Depakote	>=	90%	75%	82%	100%	-	-	-	86%	98%	-	84%	81%	77%	67%	82%	55%	100%	50%	-	100%	100%	50%	-	73%	57%	86%	95%	100%	50%	79%	78%	96%	100%	91%	95%	86%	77%	75%		
Population Health Management	Diagnostic Monitoring-Depakote	Depakote Level	>=	90%	75%	75%	100%	-	-	-	83%	92%	-	76%	50%	75%	67%	83%	29%	100%	33%	-	100%	-	33%	-	55%	33%	81%	89%	100%	0%	75%	77%	100%	100%	100%	75%	86%	60%	69%		
Population Health Management	Diagnostic Monitoring-Depakote	CBC with Platelets	>=	90%	75%	84%	100%	-	-	-	83%	100%	-	94%	100%	75%	57%	85%	70%	100%	25%	-	100%	-	60%	-	64%	33%	93%	95%	100%	-	76%	80%	92%	100%	67%	100%	92%	75%	75%		
Population Health Management	Diagnostic Monitoring-Depakote	CMP	>=	90%	75%	80%	100%	-	-	-	75%	100%	-	84%	80%	67%	71%	71%	50%	100%	75%	-	100%	100%	40%	-	73%	50%	83%	95%	100%	100%	73%	73%	91%	100%	100%	100%	83%	83%	75%		
Population Health Management	Diagnostic Monitoring-Depakote	Med Consent	>=	90%	75%	92%	100%	-	-	-	100%	100%	-	82%	100%	100%	75%	92%	63%	100%	100%	-	100%	-	100%	-	100%	100%	88%	100%	100%	-	93%	83%	100%	100%	100%	100%	100%	80%	86%	81%	
Population Health Management	Diagnostic Monitoring-Mood Stabilizers	Lithium	>=	90%	75%	87%	100%	-	-	-	75%	100%	-	79%	100%	85%	88%	85%	83%	100%	100%	-	-	100%	92%	-	91%	80%	92%	93%	100%	80%	79%	82%	87%	100%	100%	86%	85%	74%	87%		
Population Health Management	Diagnostic Monitoring-Lithium	Lithium Level	>=	90%	75%	85%	100%	-	-	-	-	100%	-	77%	100%	78%	78%	91%	75%	100%	100%	-	-	100%	100%	-	67%	-	92%	91%	-	100%	78%	63%	83%	100%	100%	100%	89%	86%	86%		
Population Health Management	Diagnostic Monitoring-Lithium	Thyroid Monitoring	>=	90%	75%	84%	100%	-	-	-	100%	100%	-	74%	100%	83%	80%	91%	0%	100%	100%	-	-	-	100%	-	100%	100%	89%	100%	-	100%	73%	78%	60%	-	-	100%	81%	75%	88%		
Population Health Management	Diagnostic Monitoring-Lithium	Creatinine & BUN	>=	90%	75%	90%	100%	-	-	-	-	100%	-	85%	100%	86%	100%	80%	100%	100%	100%	-	-	100%	100%	-	100%	100%	100%	100%	-	100%	90%	89%	90%	100%	100%	100%	79%	80%	88%		
Population Health Management	Diagnostic Monitoring-Lithium	EKG	>=	90%	75%	74%	-	-	-	-	0%	100%	-	77%	-	-	83%	60%	100%	100%	-	-	-	-	0%	-	100%	-	75%	50%	-	0%	50%	100%	100%	-	100%	0%	100%	50%	100%		
Population Health Management	Diagnostic Monitoring-Lithium	Med Consent	>=	90%	75%	93%	100%	-	-	-	100%	100%	-	80%	100%	100%	100%	90%	100%	100%	100%	-	-	-	100%	-	100%	67%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	67%	88%	67%	82%	
Population Health Management	Diagnostic Monitoring-Mood Stabilizers	Lamotrigine - Med Consent	>=	90%	75%	93%	100%	-	-	-	100%	100%	-	83%	100%	100%	100%	100%	50%	100%	100%	-	-	-	-	-	100%	100%	80%	100%	-	100%	83%	100%	100%	100%	-	-	100%	75%	100%	67%	
Population Health Management	Diagnostic Monitoring-Antidepressants	Antidepressants	>=	90%	75%	93%	100%	100%	100%	-	98%	97%	100%	97%	99%	93%	94%	96%	83%	100%	90%	-	100%	97%	93%	100%	94%	95%	95%	98%	100%	100%	100%	91%	78%	95%	96%	95%	87%	94%	97%	81%	
Population Health Management	Diagnostic Monitoring-Antidepressants	EKG (Tricyclics)	>=	90%	75%	67%	-	-	-	-	-	67%	-	83%	-	-	-	50%	50%	-	33%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	100%	-	-	
Population Health Management	Diagnostic Monitoring-Antidepressants	Med Consent	>=	90%	75%	91%	100%	100%	100%	-	98%	96%	100%	94%	99%	88%	90%	94%	77%	100%	90%	-	100%	96%	91%	100%	93%	93%	90%	98%	100%	100%	100%	86%	63%	94%	96%	93%	84%	89%	94%	79%	
Population Health Management	Diagnostic Monitoring-Antidepressants	Thyroid Monitoring	>=	90%	75%	99%	100%	-	-	-	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	-	90%	-	-	100%	100%	-	100%	100%	100%	-	-	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%
Population Health Management	Diagnostic Monitoring-Antidepressants	Venla Blood Pressure	>=	90%	75%	99%	100%	-	-	-	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	-	100%	98%	99%	100%	100%	100%	100%	100%	100%	94%	99%	100%	100%	94%	100%	100%	100%
Population Health Management	End Stage Liver Disease Care	End Stage Liver Disease Care	>=	90%	75%	87%	85%	80%	80%	91%	89%	91%	90%	92%	90%	98%	88%	80%	88%	94%	93%	90%	100%	93%	82%	84%	82%	89%	79%	90%	90%	63%	87%	88%	90%	80%	92%	81%	91%	94%	100%		
Population Health Management	End Stage Liver Disease Care	EGD for Esophageal Varices	>=	90%	75%	78%	50%	0%	55%	67%	74%	76%	77%	78%	82%	100%	83%	59%	88%	89%	87%	68%	100%	84%	67%	86%	77%	76%	77%	80%	81%	0%	79%	80%	82%	64%	81%	75%	84%	87%	100%		
Population Health Management	End Stage Liver Disease Care	HCC Screening	>=	90%	75%	86%	75%	100%	88%	100%	90%	93%	91%	96%	85%	100%	83%	88%	78%	91%	97%	100%	100%	95%	84%	67%	69%	88%	67%	100%	88%	100%	88%	83%	90%	94%	96%	79%	96%	96%	100%		
Population Health Management	End Stage Liver Disease Care	NSAID	>=	90%	75%	94%	100%	100%	94%	100%	96%	100%	100%	97%	99%	96%	95%	91%	93%	100%	93%	96%	100%	99%	92%	94%	96%	99%	90%	90%	100%	100%	100%	93%	97%	94%	79%	97%	87%	93%	97%	100%	
Population Health Management	Polypharmacy	Polypharmacy Medication Review	>=	95%	75%	94%	92%	100%	100%	75%	95%	97%	100%	95%	98%	99%	89%	96%	97%	98%	94%	91%	92%	100%	96%	57%	92%	99%	95%	95%	95%	100%	87%	96%	99%	100%	98%	97%	90%	98%	100%		
Population Health Management	Anticoagulation	Warfarin: Time In Therapeutic Range	>=	90%	75%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
Population Health Management	Specialty Services	Utilization Specialty Services	>=	85%	75%	91%	89%	100%	95%	83%	83%	98%	85%	90%	93%	100%	69%	100%	94%	98%	100%	88%	100%	100%	60%	100%	92%	76%	99%	92%	93%	93%	96%	81%	99%	99%	86%	96%	99%	88%	99%		
Population Health Management	Women's Care	Women's Care	>=	85%	65%	74%	-	-	-	-	-	74%	-	-	-	81%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		

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Medication Management	Medications Refused	NA/DOT- Refused		N/A	N/A	4%	1%	2%	2%	1%	5%	5%	1%	4%	1%	1%	3%	4%	6%	1%	2%	1%	5%	2%	2%	3%	5%	4%	2%	4%	3%	2%	2%	15%	4%	1%	3%	1%	5%	3%	8%		
Medication Management	EHR	By Prescription Type		N/A	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Medication Management	Medications Refused	New- Refused		N/A	N/A	5%	1%	3%	1%	1%	5%	9%	2%	6%	2%	2%	5%	6%	7%	1%	3%	1%	5%	4%	1%	4%	4%	6%	2%	4%	6%	4%	3%	13%	4%	1%	5%	2%	6%	5%	10%		
Medication Management	Medications Refused	Refill/Renewal- Refused		N/A	N/A	4%	1%	1%	2%	1%	5%	4%	1%	4%	1%	1%	3%	4%	6%	1%	2%	0%	5%	1%	2%	3%	5%	4%	2%	4%	3%	2%	2%	14%	3%	1%	2%	1%	5%	2%	7%		
Medication Management	EHR	By Medication Type		N/A	N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Medication Management	Medications Refused	Significant Medications- Refused		N/A	N/A	4%	1%	2%	1%	1%	5%	5%	1%	4%	1%	1%	3%	3%	6%	1%	2%	0%	5%	2%	2%	3%	5%	4%	2%	4%	3%	2%	2%	14%	3%	1%	2%	1%	5%	2%	8%		
Medication Management	Medications Refused	Other Medications- Refused		N/A	N/A	7%	2%	1%	2%	1%	6%	10%	1%	6%	3%	2%	7%	10%	11%	0%	3%	1%	7%	2%	2%	3%	4%	11%	2%	6%	3%	2%	4%	18%	6%	0%	1%	2%	13%	6%	6%		
Medication Management	EHR	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%	0%	0%	0%	-	0%	-
Medication Management	Medications Refused	Dental: Non Dental Stock- Refused		N/A	N/A	6%	0%	0%	2%	0%	-	7%	0%	26%	0%	4%	0%	24%	6%	0%	0%	0%	0%	5%	0%	5%	0%	13%	-	5%	5%	0%	4%	52%	0%	0%	0%	0%	15%	10%	0%		
Medication Management	Medications Refused	Medical- Refused		N/A	N/A	4%	1%	2%	2%	1%	4%	5%	1%	5%	2%	1%	4%	5%	5%	1%	2%	0%	5%	2%	2%	3%	5%	4%	2%	4%	3%	2%	2%	13%	3%	1%	3%	1%	6%	3%	7%		
Medication Management	Medications Refused	Psychiatry- Refused		N/A	N/A	4%	1%	0%	1%	25%	5%	5%	2%	4%	1%	1%	2%	3%	7%	0%	2%	9%	4%	1%	1%	4%	6%	4%	2%	4%	5%	2%	2%	15%	4%	1%	2%	1%	4%	2%	9%		
Medication Management	Formulary Management	Non-Formulary by Medical Providers	<	3%	5%	7.0%	1.7%	2.5%	5.0%	2.7%	3.8%	8.2%	3.9%	8.9%	7.5%	7.5%	8.9%	12.5%	8.7%	3.0%	5.7%	5.6%	6.3%	4.1%	7.8%	4.2%	6.5%	9.0%	6.3%	5.7%	6.9%	2.7%	10.7%	7.5%	5.3%	4.2%	6.5%	10.9%	5.4%	3.4%	3.6%		
Medication Management	Central Fill	Central Fill Prescriptions	>=	90%	75%	76%	83%	65%	81%	64%	72%	70%	74%	80%	90%	58%	87%	82%	74%	81%	79%	82%	61%	77%	80%	76%	68%	74%	87%	45%	85%	73%	79%	69%	77%	79%	83%	64%	74%	81%	42%		
Availability of Health Information	HIM-eUHR	Specialty Notes	>=	85%	75%	94%	94%	86%	91%	91%	89%	94%	94%	99%	97%	92%	94%	86%	96%	99%	91%	96%	99%	94%	93%	97%	95%	91%	88%	91%	92%	82%	96%	96%	94%	93%	94%	93%	90%	88%	97%		
Availability of Health Information	HIM-eUHR	Community Hospital Records	>=	85%	75%	97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	94%	100%	100%	100%	86%	100%	100%	100%	100%	92%	93%	92%	100%	100%	100%	100%	100%	100%	91%	100%	77%	100%	100%	100%	100%	
Availability of Health Information	HIM-eUHR	Scanning Accuracy	>=	95%	75%	93%	99%	100%	98%	99%	99%	97%	99%	99%	99%	85%	81%	91%	97%	99%	98%	98%	95%	95%	97%	96%	98%	76%	97%	85%	99%	98%	99%	51%	99%	99%	100%	97%	99%	77%	96%		
Availability of Health Information	HIM-EHRS	EHR Timely Documentation	>=	85%	75%	91%	97%	95%	96%	95%	86%	93%	95%	94%	91%	94%	92%	87%	94%	95%	92%	98%	92%	88%	95%	73%	98%	94%	95%	98%	94%	95%	85%	90%	92%	96%	90%	87%	94%	93%	78%		
Availability of Health Information	HIM-EHRS	PCP Documentation	>=	85%	75%	95%	98%	96%	96%	95%	94%	96%	97%	85%	97%	99%	97%	95%	93%	96%	95%	99%	96%	94%	93%	85%	98%	95%	93%	97%	98%	99%	94%	99%	97%	97%	94%	94%	99%	96%	95%		
Availability of Health Information	HIM-EHRS	PC RN Documentation	>=	85%	75%	90%	95%	96%	97%	97%	85%	94%	96%	100%	91%	95%	88%	68%	97%	92%	97%	99%	89%	82%	94%	92%	97%	94%	96%	98%	92%	91%	65%	86%	90%	96%	89%	93%	93%	98%	95%		
Availability of Health Information	HIM-EHRS	LVN Documentation	>=	85%	75%	81%	88%	93%	94%	88%	76%	89%	93%	98%	78%	79%	77%	84%	89%	94%	84%	94%	98%	-	96%	47%	99%	89%	93%	95%	93%	93%	78%	0%	85%	97%	79%	37%	95%	91%	44%		
Availability of Health Information	HIM-EHRS	MH PC Documentation	>=	85%	75%	93%	98%	100%	97%	94%	96%	86%	100%	93%	92%	95%	91%	88%	95%	100%	99%	98%	83%	98%	95%	97%	98%	94%	94%	97%	90%	97%	94%	90%	89%	83%	93%	87%	89%	93%	96%		
Availability of Health Information	HIM-EHRS	MH Psy Documentation	>=	85%	75%	96%	100%	100%	97%	-	100%	99%	100%	95%	92%	87%	99%	96%	94%	99%	100%	100%	94%	93%	99%	100%	99%	93%	98%	100%	99%	100%	98%	92%	94%	100%	100%	85%	94%	86%	95%		
Grievance Processing	Appeals	Timely Grievances	>=	85%	81%	84%	99%	100%	46%	100%	100%	100%	84%	82%	99%	100%	100%	100%	97%	100%	100%	100%	100%	100%	99%	10%	98%	45%	40%	100%	100%	100%	95%	46%	99%	100%	25%	67%	100%	99%	100%		
Resource Management	Resource Management	Specialty On-Site/Telemedicine	>=	75%	50%	66%	63%	77%	52%	35%	49%	57%	82%	73%	53%	46%	73%	75%	53%	71%	76%	91%	27%	48%	84%	71%	72%	48%	76%	44%	70%	21%	71%	45%	68%	39%	71%	74%	69%	61%	73%		
Resource Management	Availability of Medical Equipment	Availability of Medical Equipment	>=	95%	85%	83%	84%	100%	70%	100%	91%	95%	70%	98%	70%	91%	77%	78%	99%	92%	82%	64%	70%	100%	70%	31%	99%	98%	100%	99%	84%	80%	72%	86%	92%	88%	84%	73%	94%	93%	73%		
Resource Management	Availability of Medical Equipment	Same Day	>=	95%	85%	90%	95%	100%	67%	100%	84%	93%	100%	80%	100%	87%	69%	86%	97%	90%	83%	92%	67%	100%	84%	33%	100%	88%	100%	100%	70%	88%	77%	82%	92%	92%	82%	94%	92%	91%	95%		
Resource Management	Availability of Medical Equipment	Expedited 5 Calendar Days	>=	95%	85%	84%	100%	100%	70%	100%	100%	100%	33%	93%	100%	100%	71%	67%	100%	-	71%	50%	83%	100%	82%	100%	100%	100%	100%	94%	-	0%	64%	94%	43%	100%	60%	67%	92%	100%	93%		
Resource Management	Availability of Medical Equipment	High Priority 14 Calendar Days	>=	95%	85%	89%	-	100%	67%	100%	100%	100%	93%	99%	100%	100%	75%	76%	100%	100%	93%	92%	100%	100%	40%	50%	100%	100%	100%	100%	100%	100%	100%	85%	82%	100%	92%	100%	53%	92%	95%	100%	
Resource Management	Availability of Medical Equipment	Routine 90 Calendar Days	>=	95%	85%	74%	69%	-	75%	-	97%	88%	38%	100%	54%	50%	85%	88%	100%	-	80%	53%	50%	100%	62%	26%	86%	100%	100%	100%	100%	100%	100%	59%	96%	97%	71%	90%	68%	100%	100%	0%	
Staffing	Actual Vacancies	Actual Vacancies	<=	10%	15%	15%	11%	8%	13%	20%	12%	11%	8%	16%	8%	10%	12%	17%	11%	4%	11%	20%	18%	22%	21%	14%	14%	13%	14%	14%	23%	11%	13%	19%	14%	24%	17%	22%	25%	6%	14%		
Staffing	Actual Vacancies-Medical	Medical Vacancies	<=	10%	15%	14%	12%	9%	10%	24%	12%	12%	9%	13%	8%	11%	9%	15%	9%	5%	10%	22%	20%	23%	22%	15%	9%	12%	14%	9%	26%	11%	11%	21%	11%	24%	18%	26%	18%	6%	10%		
Staffing	Actual Vacancies-Medical	Admin Support	<=	10%	15%	15%	14%	11%	2%	14%	8%	12%	3%	19%	6%	14%	14%	16%	6%	13%	3%	25%	32%	41%	9%	20%	9%	21%	17%	21%	19%	6%	12%	7%	11%	15%	23%	28%	25%	4%	2%		
Staffing	Actual Vacancies-Medical	Administration	<=	10%	15%	3%	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%	0%	0%	0%	50%	0%	0%	0%	0%		
Staffing	Actual Vacancies-Medical	Allied Health	<=	10%	15%	23%	29%	26%	48%	33%	20%	40%	-12%	30%	14%	-3%	35%	25%	31%	0%	27%	66%	33%	18%	18%	18%	28%	23%	12%	-4%	9%	-2%	0%	23%	33%	40%	18%	57%	18%	19%	42%		
Staffing	Actual Vacancies-Medical	Dental	<=	10%	15%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Staffing	Actual Vacancies-Medical	Dietary Services	<=	10%	15%	22%	-	-	-	-	-	17%	17%	74%	7%	3%	10%	9%	3%	-	-	-	-	-	-	44%	-	31%	3%	31%	31%	3%	100%	3%	3%	17%							

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Staffing	Actual Vacancies-Medical	Executive	<=	10%	15%	12%	0%	0%	25%	25%	25%	0%	25%	0%	0%	0%	0%	25%	0%	25%	25%	25%	0%	0%	0%	0%	25%	25%	0%	0%	0%	0%	0%	25%	50%	50%	50%	0%	0%	0%		
Staffing	Actual Vacancies-Medical	HIM	<=	10%	15%	10%	17%	-14%	-11%	48%	6%	32%	0%	0%	23%	-29%	2%	-4%	11%	0%	0%	23%	17%	21%	0%	39%	0%	7%	0%	27%	5%	-9%	24%	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%	26%	25%	0%	4%	52%	24%	12%	4%	27%	3%	23%	31%	30%	27%	0%	48%	54%	39%	16%	39%	70%	11%	10%	28%	5%	58%	4%	38%	26%	17%	27%	37%	45%	67%	17%	8%	
Staffing	Actual Vacancies-Medical	Mental Health	<=	10%	15%	38%	100%	-	0%	-	-	-	-	0%	0%	-	-	0%	100%	0%	0%	-	-	0%	100%	-	100%	100%	-	0%	-	100%	-	-	100%	100%	0%	-	-	-	0%	
Staffing	Actual Vacancies-Medical	Nursing	<=	10%	15%	12%	7%	10%	13%	21%	11%	12%	14%	10%	9%	11%	6%	13%	8%	3%	3%	11%	15%	18%	25%	4%	6%	10%	10%	6%	30%	10%	7%	24%	9%	22%	13%	22%	13%	4%	8%	
Staffing	Actual Vacancies-Medical	Pharmacy	<=	10%	15%	9%	0%	0%	18%	25%	12%	-4%	-10%	20%	15%	0%	-3%	10%	8%	0%	0%	47%	10%	25%	13%	33%	4%	0%	15%	6%	0%	0%	13%	13%	0%	9%	13%	17%	2%	0%	23%	
Staffing	Actual Vacancies-MH	Mental Health Vacancies	<=	10%	15%	21%	16%	0%	30%	20%	12%	8%	0%	43%	6%	11%	17%	26%	18%	2%	20%	40%	9%	14%	27%	20%	31%	18%	16%	40%	12%	19%	20%	18%	17%	35%	8%	14%	45%	3%	34%	
Staffing	Actual Vacancies-MH	Admin Support	<=	10%	15%	20%	0%	-	0%	25%	0%	0%	0%	30%	8%	15%	16%	25%	22%	20%	18%	50%	0%	11%	28%	0%	29%	17%	15%	39%	9%	31%	32%	19%	5%	60%	19%	32%	24%	3%	41%	
Staffing	Actual Vacancies-MH	Administration	<=	10%	15%	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%	52%	-	-	-	-	-	100%	-	25%	-	-	100%	100%	0%	-	100%	-	-	-	100%	-	33%	-	100%	0%	100%	100%	100%	100%	-	33%	-	-	-	67%	17%	-100%
Staffing	Actual Vacancies-MH	Mental Health	<=	10%	15%	20%	22%	0%	50%	17%	16%	8%	0%	48%	5%	8%	17%	24%	18%	-4%	17%	33%	11%	14%	15%	33%	32%	18%	11%	41%	8%	10%	15%	18%	19%	27%	4%	9%	49%	1%	38%	
Staffing	Actual Vacancies-MH	Nursing	<=	10%	15%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Staffing	Actual Vacancies-MH	Pharmacy	<=	10%	15%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Staffing	Actual Vacancies-Dental	Dental Vacancies	<=	10%	15%	9%	3%	0%	18%	0%	9%	11%	8%	5%	3%	0%	10%	11%	9%	0%	3%	4%	11%	22%	3%	3%	6%	6%	11%	6%	14%	3%	12%	9%	27%	14%	14%	8%	23%	10%	13%	
Staffing	Actual Vacancies-Dental	Admin Support	<=	10%	15%	15%	13%	0%	25%	0%	14%	0%	0%	0%	0%	0%	17%	17%	13%	0%	17%	14%	17%	33%	0%	0%	0%	0%	18%	19%	43%	14%	13%	20%	44%	33%	17%	29%	57%	0%	22%	
Staffing	Actual Vacancies-Dental	Administration	<=	10%	15%	6%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Staffing	Actual Vacancies-Dental	Allied Health	<=	10%	15%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Staffing	Actual Vacancies-Dental	Dental	<=	10%	15%	7%	0%	0%	17%	0%	8%	15%	11%	7%	4%	0%	9%	9%	9%	0%	0%	0%	9%	20%	4%	0%	8%	8%	8%	3%	0%	0%	13%	6%	23%	10%	14%	0%	13%	14%	10%	
Staffing	Actual Vacancies-Dental	Dietary Services	<=	10%	15%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Staffing	Actual Vacancies-Dental	Executive	<=	10%	15%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
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	Actual Vacancies-Dental	Pharmacy	<=	10%	15%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
Staffing	Time to Hire	Hires Completed Timely: Non-PCP (87/108 Days)	>=	90%	75%	30%	30%	-	100%	0%	-	27%	100%	30%	50%	33%	18%	16%	10%	100%	29%	60%	0%	0%	100%	100%	0%	67%	62%	-	-	50%	0%	35%	27%	50%	0%	0%	8%	71%	78%	

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Major Costs per Inmate per Month	Non Labor Cost	Other		N/A	N/A	\$46	\$15	\$10	\$21	\$9	\$20	\$43	\$23	\$287	\$84	\$66	\$11	\$102	\$30	\$27	\$11	\$84	\$52	\$34	\$18	\$29	\$35	\$72	\$70	\$32	\$21	\$15	\$85	\$46	\$36	\$21	\$59	\$74	\$53	\$28	\$72		
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	12.5	3.8	8.1	6.0	3.9	8.3	8.6	10.2	47.3	15.2	14.2	7.0	12.6	8.6	10.6	6.6	45.7	12.6	4.9	12.5	7.4	16.4	29.6	11.9	7.5	3.5	5.6	23.9	14.9	13.0	1.9	7.9	8.5	28.0	8.6	6.8		
Other Trends	Other Trends	Specialty Care Referrals*		N/A	N/A	75	68	46	46	44	61	70	52	275	137	165	102	21	84	28	74	84	49	39	23	22	57	173	140	58	41	35	195	49	53	41	74	81	53	73	30		
Other Trends	Other Trends	Prescriptions Per Inmate		N/A	N/A	3.6	2.1	1.6	1.4	1.0	2.5	4.6	1.6	10.4	6.1	7.1	4.7	8.4	3.5	2.4	3.2	2.8	2.2	2.2	2.5	1.2	2.5	4.5	7.4	1.9	1.5	1.5	6.7	3.6	4.2	1.6	3.6	6.0	4.2	3.9	1.8		
Other Trends	Other Trends	Diagnostics Per Inmate		N/A	N/A	2.6	2.2	1.8	2.0	1.9	1.3	2.8	2.3	5.0	4.6	3.7	1.3	2.8	2.8	3.1	2.8	2.4	1.6	2.3	3.2	1.5	1.9	2.0	3.2	4.2	1.7	2.7	1.9	1.7	3.8	0.9	3.3	3.0	1.7	3.5	4.1		
Other Trends	Other Trends	Grievances Received*		N/A	N/A	35	9	8	14	17	38	35	13	109	28	53	26	74	52	8	20	11	26	11	32	21	39	55	61	36	21	18	45	65	36	24	20	30	72	30	43		
Other Trends	Other Trends	Prison Population Capacity		N/A	N/A	104%	107%	-	129%	61%	104%	108%	132%	83%	62%	76%	78%	82%	97%	73%	131%	110%	55%	80%	142%	120%	149%	116%	118%	110%	91%	116%	116%	122%	132%	84%	118%	80%	124%	139%	101%		
Institution & Population Characteristics	Dashboard Composite View	High Risk Priority 1		N/A	N/A	7.0%	0.2%	0.2%	0.4%	0.3%	1.0%	6.8%	0.6%	46.5%	20.2%	12.2%	8.8%	28.4%	5.4%	1.0%	3.1%	1.4%	2.1%	3.2%	1.6%	0.6%	2.3%	11.1%	22.4%	1.3%	0.7%	0.0%	17.6%	4.5%	4.9%	1.0%	10.9%	15.1%	5.5%	6.1%	1.4%		
Institution & Population Characteristics	Dashboard Composite View	High Risk Priority 2		N/A	N/A	9.5%	2.0%	0.9%	1.1%	1.1%	5.3%	8.5%	1.4%	18.8%	34.3%	15.9%	17.3%	23.4%	6.5%	4.4%	8.1%	6.0%	3.3%	11.1%	3.0%	1.7%	5.1%	17.7%	23.2%	4.0%	4.6%	0.6%	19.9%	13.7%	8.2%	1.9%	16.0%	23.6%	9.8%	12.1%	3.6%		
Institution & Population Characteristics	Dashboard Composite View	Medium Risk		N/A	N/A	35%	32%	14%	17%	9%	46%	54%	17%	28%	27%	45%	38%	35%	44%	39%	39%	21%	29%	29%	41%	15%	43%	42%	39%	38%	22%	29%	45%	49%	53%	22%	25%	32%	51%	47%	41%		
Institution & Population Characteristics	Dashboard Composite View	Low Risk		N/A	N/A	48%	66%	85%	82%	90%	48%	30%	81%	7%	19%	27%	36%	13%	44%	56%	50%	72%	66%	57%	54%	83%	50%	29%	15%	57%	72%	70%	18%	33%	34%	75%	49%	29%	34%	34%	54%		
Institution & Population Characteristics	Dashboard Composite View	Mental Health EOP		N/A	N/A	6.5%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	20.8%	0.6%	4.7%	16.6%	23.5%	6.4%	0.1%	0.1%	0.0%	0.1%	0.1%	0.5%	0.0%	4.3%	19.6%	17.6%	3.2%	0.2%	0.1%	22.4%	35.9%	8.6%	0.1%	0.1%	8.5%	12.1%	7.9%	3.0%		
Institution & Population Characteristics	Dashboard Composite View	Patients with Disability		N/A	N/A	10.5%	3.2%	2.0%	1.5%	1.2%	3.1%	9.5%	1.7%	48.6%	21.8%	12.1%	9.9%	38.1%	8.1%	2.8%	9.5%	6.8%	4.5%	3.2%	5.7%	2.5%	5.7%	14.4%	23.0%	2.8%	2.9%	2.0%	26.3%	5.1%	16.5%	3.5%	14.7%	12.5%	12.2%	20.9%	2.8%		
Institution & Population Characteristics	Dashboard Composite View	Inmates 50 Years or Older		N/A	N/A	28%	33%	13%	9%	10%	22%	20%	11%	62%	62%	31%	44%	52%	25%	24%	47%	37%	21%	38%	11%	15%	14%	30%	46%	13%	15%	9%	41%	15%	29%	17%	37%	60%	19%	47%	12%		
Institution & Population Characteristics	Dashboard Composite View	Men and Women Institutions		N/A	N/A	-	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	M	
Institution & Population Characteristics	Dashboard Composite View	Specialized Health Care Beds		N/A	N/A	2,503	28	-	18	19	16	38	13	1,494	78	53	87	169	92	10	17	-	24	-	30	14	22	16	10	16	19	15	28	46	38	10	15	10	22	20	16		
Institution & Population Characteristics	Dashboard Composite View	Institution Population		N/A	N/A	95,157	3,151	1,863	3,025	2,106	2,922	2,213	3,099	2,473	1,936	999	3,004	1,939	3,053	1,834	4,389	1,920	962	2,004	3,324	2,680	3,699	2,730	3,924	3,083	2,170	2,718	3,515	2,263	4,569	2,934	3,133	2,530	3,086	2,777	3,130		