WHAT IS THE HEALTH CARE SERVICES DASHBOARD?

A MONTHLY REPORT THAT:

☑️ Consolidates key performance indicators and other important organization metrics across health care programs and service areas.

☑️ Provides information typically monitored by health care organizations, such as patient outcomes, access to care, and utilization and cost.

☑️ Helps the organization regularly assess progress in meeting annual performance objectives.

☑️ Helps health care executives and managers identify areas that may need improvement.

The Dashboard is intended to support headquarters and institution staff in identifying opportunities for improvement and monitoring progress toward performance objectives. However, there are limitations to the information - California Correctional Health Care Services (CCHCS) has standardized many data collection processes, provided training to promote consistency in data reporting, and invested in information system modifications to improve data quality. However, much of the data featured in the Health Care Services Dashboard is gathered through multiple networked databases or self-reported by institutions, and the data have not been validated or verified. Performance objectives and benchmarks were generated internally for quality improvement purposes and are not necessarily intended to reflect compliance with court mandates or a determination regarding constitutional levels of care.
# Healthcare Services Dashboard

## Scheduling & Access to Care

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>78%</td>
<td></td>
</tr>
<tr>
<td>Specialty Services</td>
<td>58%</td>
<td></td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>71%</td>
<td></td>
</tr>
<tr>
<td>Dental Services</td>
<td>84%</td>
<td></td>
</tr>
<tr>
<td>Appts Cancelled due to Custody-Medical</td>
<td>1.9%</td>
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</tr>
<tr>
<td>Seen as Scheduled-Medical</td>
<td>72%</td>
<td></td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td>99%</td>
<td></td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td>88%</td>
<td></td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>405.7</td>
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## Medication Management

<table>
<thead>
<tr>
<th>Medication Received Timely</th>
<th>6 Mo. Trend</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications Received Timely</td>
<td>93%</td>
<td></td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td>7.9%</td>
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</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>9.6%</td>
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</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>79%</td>
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## Continuity of Clinicians & Services

<table>
<thead>
<tr>
<th>Clinicians &amp; Services</th>
<th>6 Mo. Trend</th>
<th>Statewide</th>
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<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td>93%</td>
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## Staffing

<table>
<thead>
<tr>
<th>Staffing</th>
<th>6 Mo. Trend</th>
<th>Statewide</th>
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<tbody>
<tr>
<td>Actual Vacancies</td>
<td>29%</td>
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<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>6%</td>
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<tr>
<td>Hires Completed: PCP (66 Days)</td>
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## Population Health Management

<table>
<thead>
<tr>
<th>Health Management</th>
<th>6 Mo. Trend</th>
<th>Statewide</th>
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<tbody>
<tr>
<td>Adult Immunizations</td>
<td>62%</td>
<td></td>
</tr>
<tr>
<td>Annual Influenza</td>
<td>52%</td>
<td></td>
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<tr>
<td>Asthma Care</td>
<td>80%</td>
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</tr>
<tr>
<td>Colon Cancer Screening</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>Controlling High Blood Pressure (&lt;140/90)</td>
<td>85%</td>
<td></td>
</tr>
<tr>
<td>Diabetes Care</td>
<td>85%</td>
<td></td>
</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td>91%</td>
<td></td>
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<tr>
<td>End Stage Liver Disease Care</td>
<td>88%</td>
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<tr>
<td>Polypharmacy Medication Review</td>
<td>95%</td>
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<tr>
<td>Warfarin: Time In Therapeutic Range</td>
<td>63%</td>
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<tr>
<td>Utilization Specialty Services</td>
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<tr>
<td>Women's Care</td>
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## Availability of Health Information

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<tr>
<th>Availability</th>
<th>6 Mo. Trend</th>
<th>Statewide</th>
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<tbody>
<tr>
<td>Specialty Notes</td>
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<tr>
<td>Community Hospital Records</td>
<td>93%</td>
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<tr>
<td>Scanning Accuracy: Non-Dental</td>
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<td>Scanning Accuracy: Dental</td>
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<tr>
<td>EHRs Timely Documentation</td>
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## Care Management

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<th>6 Mo. Trend</th>
<th>Statewide</th>
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<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
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<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>20.2%</td>
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<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
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## Resource Management

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<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td>64%</td>
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<tr>
<td>Availability of Medical Equipment</td>
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## Workload Per Day

<table>
<thead>
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<th>Workload Per Day</th>
<th>6 Mo. Trend</th>
<th>Statewide</th>
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<tbody>
<tr>
<td>Appointments per PCP</td>
<td>-</td>
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<tr>
<td>Appointments per PCRN</td>
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## Other Trends

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<thead>
<tr>
<th>Other Trends</th>
<th>6 Mo. Trend</th>
<th>Statewide</th>
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<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td>13.2</td>
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<tr>
<td>Specialty Care Referrals*</td>
<td>49</td>
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<tr>
<td>Prescriptions Per Inmate</td>
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<td>Diagnostics Per Inmate</td>
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<tr>
<td>Grievances Received*</td>
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<tr>
<td>Prison Population Capacity</td>
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## Costs Per Inmate Per Month

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<th>Costs Per Inmate Per Month</th>
<th>YTD 20/21</th>
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<tr>
<td>Total Labor Cost</td>
<td>$1,920</td>
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<tr>
<td>Total Non Labor Cost</td>
<td>$462</td>
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## Grievance Processing

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<tbody>
<tr>
<td>Timely Grievances</td>
<td>93%</td>
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* Rate Per 1,000 Inmates

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**Please direct questions or feedback to QMstaff@cdcr.ca.gov**

*Click Here for Monthly Release Notes*

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<th>CCI</th>
<th>CCWF</th>
<th>CEN</th>
<th>CHCF</th>
<th>CIM</th>
<th>CIW</th>
<th>CMC</th>
<th>CMF</th>
<th>COR</th>
<th>CRC</th>
<th>CTF</th>
<th>CVSP</th>
<th>DVI</th>
<th>FSP</th>
<th>HDSP</th>
<th>ISP</th>
<th>KVSP</th>
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<tr>
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<td>59%</td>
<td>93%</td>
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<tr>
<td>PCP Routine Referrals 14 Days</td>
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<td>30%</td>
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<td>93%</td>
<td>90%</td>
<td>32%</td>
<td>76%</td>
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<tr>
<td>Episodic Care Follow-Up as Ordered</td>
<td>78%</td>
<td>72%</td>
<td>57%</td>
<td>91%</td>
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<td>89%</td>
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<td>73%</td>
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<tr>
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<td>92%</td>
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<tr>
<td>Return from HLOC 5 Days</td>
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<td>-</td>
<td>79%</td>
<td>93%</td>
<td>67%</td>
<td>39%</td>
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<tr>
<td>Transfers Seen Timely: Medium/Low Risk with Chronic Conditions</td>
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<td>43%</td>
<td>94%</td>
<td>27%</td>
<td>59%</td>
<td>17%</td>
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<td>79%</td>
<td>93%</td>
<td>67%</td>
<td>39%</td>
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<tr>
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<td>50%</td>
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<td>High Priority Specialty 14 Days</td>
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<tr>
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<tr>
<td>7362 Triage 3 or 10 Days</td>
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<td>94%</td>
<td>74%</td>
<td>96%</td>
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* Rate Per 1,000 Inmates

Please direct questions or feedback to QMstaff@cdcr.ca.gov

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* Rate Per 1,000 Inmates

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### Population Health Management

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* Rate Per 1,000 Inmates

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Report run: 3/21/2022 12:50:44 PM
### DASHBOARD STATEWIDE COMPARISON

**All Institutions**

**January 2022**

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<th>PVSP</th>
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<th>SCC</th>
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<td>Sign Language Interpreter (SLI) Provided</td>
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**Medical Backlog**

| RC Dental Screening         | 636.4 | 639.2 | 136.0 | 914.3 | 95.3 | 1,357.1 | 356.1 | 580.7 | 320.1 | 204.0 | 786.4 | 234.1 | 192.6 | 369.7 |
| Patient Requested Exam 90 Days | 0.4  | 5.0   | 0.0   | 1.0   | 0.0  | 2.1    | 0.5   | 27.8  | 3.9   | 0.9   | 0.3   | 0.0   | 6.2   | 0.3   |
| Notice of Exam              | 79.5  | 127.5 | 0.0   | 352.5 | 3.5  | 715.4  | 200.4 | 27.0  | 132.1 | 5.2   | 388.2 | 4.0   | 17.5  | 184.3 |
| Appts Cancelled due to Custody- Medical | 3.9  | 9.4   | 2.3   | 132.4 | 2.7  | 11.2   | 0.0   | 63.8  | 59.8  | 3.0   | 21.8  | 3.6   | 6.2   | 16.4  |
| Seen as Scheduled- Medical  | 358.6 | 75.8  | 79.8  | 10.8  | 0.8  | 185.6  | 75.4  | 72.1  | 44.0  | 13.4  | 45.0  | 64.0  | 91.5  | 22.6  |
| Effective Communication Provided | 2.9  | 2.6   | 0.0   | 5.1   | 0.4  | 27.6   | 1.6   | 52.0  | 1.6   | 7.9   | 49.5  | 9.6   | 4.5   | 0.5   |
| Medical Services            | 20.7  | 259.5 | 49.5  | 290.9 | 3.5  | 102.8  | 8.1   | 237.9 | 48.0  | 2.4   | 29.5  | 5.9   | 28.1  | 68.2  |
| Dental Services             | 170.4 | 159.3 | 4.3   | 121.6 | 84.3 | 312.5  | 70.0  | 100.0 | 30.6  | 171.2 | 252.1 | 146.9 | 38.7  | 77.4  |

**Population Health Management**

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<th>NKSP</th>
<th>PBSP</th>
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* Rate Per 1,000 Inmates

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### Population Health Management

| Test                          | SW   | ASP  | CAC  | CAL  | CCC  | CCWF | CEN  | CHCF | CIM  | CIW  | CMC  | CMF  | COR  | CRC  | CTF  | CVSP | DVI  | FSP  | HDSP | ISP  | KVSP |
|-------------------------------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| **Med Consent**               | 92%  | 100% | -    | -    | -    | -    | -    | 93%  | 89%  | 84%  | 100% | 95%  | 72%  | 86%  | 100% | -    | 100% | 75%  | 100% | 100% | 97%  |
| **CBC with Platelets**       | 84%  | 93%  | -    | -    | -    | 24%  | 88%  | -    | 93%  | 85%  | 85%  | 80%  | 87%  | 72%  | 91%  | 100% | -    | 100% | 71%  | 92%  | 100% | 84%  |
| **Thyroid Monitoring**       | 100% | -    | -    | -    | -    | -    | -    | -    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | -    | -    | 100% | -    | -    | 100% |
| **Blood Pressure**           | 99%  | 98%  | -    | -    | -    | 100% | 100% | 100% | 100% | 99%  | 99%  | 96%  | 95%  | 97%  | 98%  | 100% | -    | 100% | 100% | 100% | 100% |
| **Height**                   | 98%  | 98%  | -    | -    | 97%  | 100% | 100% | 100% | 94%  | 100% | 99%  | 96%  | 95%  | 97%  | 98%  | 100% | 100% | 97%  | 100% | 100% | 100% |
| **Weight**                   | 98%  | 98%  | -    | -    | -    | 97%  | 98%  | 98%  | 98%  | 98%  | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

**Clozapine**

| Test                          | 96%  | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |

**Blood Sugar**

| Test                          | 95%  | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |

**Lipid Monitoring**

| Test                          | 76%  | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |

**CBC**

| Test                          | 100% | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |

**CMP**

| Test                          | 92%  | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |

**EKG**

| Test                          | 91%  | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |

**AIMS**

| Test                          | 75%  | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |

**Thyroid Monitoring**

| Test                          | 100% | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |

**Med Consent**

| Test                          | 94%  | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |

**Blood Pressure**

| Test                          | 100% | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |

**Height**

| Test                          | 94%  | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |

**Weight**

| Test                          | 100% | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |

**Mood Stabilizers**

| Test                          | 82%  | 97%  | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | 46%  | 83%  | 88%  | 82%  | 82%  | 78%  | 75%  | 61%  | 100% | 100% | 89%  |

**Carbamazepine**

| Test                          | 75%  | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |

**Carbamazepine Level**

| Test                          | 45%  | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | 100% | 70%  | -    | -    | -    | -    | -    | -    |

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* Rate Per 1,000 Inmates

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Report run: 3/21/2022 12:50:44 PM
### Population Health Management

| Measure                                      | SW  | ASP | CAC | CAL | CCC  | CCI  | CCWF | CEN  | CHF  | CIM  | CIW  | CMC  | CMF  | CDR  | CRC  | CTF  | CVSP | DVI  | FSP  | HDSP | ISP  | KVSP |
|----------------------------------------------|-----|-----|-----|-----|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| CBC                                          | 87% | -   | -   | -   | -    | 100% | 75%  | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | 100% |
| CMP                                          | 79% | -   | -   | -   | -    | 100% | 75%  | -    | -    | -    | -    | 67%  | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |
| Med Consent                                  | 85% | -   | -   | -   | -    | 100% | -    | 100% | -    | 67%  | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | 100% |
| Depakote                                     | 81% | 100%| -   | -   | -    | 28%  | 81%  | -    | 91%  | 79%  | 76%  | 77%  | 78%  | 55%  | 100% | 100% | -    | -    | 100% | 100% | -    | 83%  |
| Depakote Level                                | 74% | 100%| -   | -   | -    | 40%  | 64%  | -    | 83%  | 60%  | 78%  | 71%  | 74%  | 36%  | 100% | 100% | -    | -    | 100% | 100% | -    | 71%  |
| CBC with Platelets                            | 84% | 100%| -   | -   | -    | 17%  | 85%  | -    | 93%  | 75%  | 83%  | 71%  | 77%  | 63%  | 100% | 100% | -    | -    | -    | -    | -    | 86%  |
| CMP                                          | 81% | 100%| -   | -   | -    | 0%   | 86%  | -    | 96%  | 80%  | 57%  | 75%  | 68%  | 50%  | 100% | 100% | -    | 100% | 100% | -    | 100% | 71%  |
| Med Consent                                  | 93% | 100%| -   | -   | -    | 100% | 100% | -    | 83%  | 100% | 100% | 100% | 93%  | 80%  | -    | -    | 100% | 100% | -    | -    | -    | 100% |
| Lithium                                      | 83% | 88% | -   | -   | -    | 100% | 91%  | -    | 82%  | 82%  | 92%  | 79%  | 69%  | 90%  | 100% | 100% | -    | -    | -    | -    | -    | 100% |
| Lithium Level                                | 77% | 100%| -   | -   | -    | 100% | 88%  | -    | 73%  | 75%  | 100% | 64%  | 60%  | 100% | 100% | -    | -    | -    | -    | -    | -    | 33%  |
| Thyroid Monitoring                           | 86% | 100%| -   | -   | -    | 100% | 91%  | -    | 100% | 50%  | 100% | 60%  | 43%  | 100% | 100% | 100% | -    | -    | 0%   | -    | 0%   |
| Creatinine & BUN                             | 87% | 67% | -   | -   | -    | 100% | 100% | -    | 83%  | 100% | 75%  | 100% | 86%  | 75%  | 100% | -    | -    | 100% | -    | -    | -    | 33%  |
| EKG                                          | 69% | -   | -   | -   | -    | -    | -    | -    | 0%   | 100% | 50%  | 60%  | -    | -    | -    | -    | -    | -    | 100% |
| Med Consent                                  | 90% | 100%| -   | -   | -    | 83%  | -    | 100% | 100% | 100% | 100% | 77%  | 100% | 100% | 100% | -    | -    | 100% | -    | -    | -    | 100% |
| Lamotrigine - Med Consent                    | 82% | 100%| -   | -   | -    | 75%  | -    | 67%  | 100% | 100% | 75%  | 100% | 100% | 100% | -    | -    | -    | 100% | -    | -    | -    | 100% |
| Antidepressants                              | 94% | 98% | -   | 100%| -    | 98%  | 97%  | 100% | 95%  | 98%  | 90%  | 97%  | 95%  | 82%  | 93%  | 100% | -    | 100% | 92%  | 93%  | 100% | 97%  |
| EKG (Tricyclics)                             | 83% | -   | -   | -   | -    | 100% | -    | 100% | -    | 50%  | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |
| Med Consent                                  | 91% | 98% | -   | 100%| -    | 97%  | 95%  | 100% | 88%  | 97%  | 81%  | 95%  | 93%  | 69%  | 86%  | 100% | -    | 100% | 99%  | 88%  | 100% | 95%  |
| Thyroid Monitoring                           | 100%| 100%| -   | -   | -    | 100% | 100% | -    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | -    | -    | -    | -    | 100% | 100% | 100% |
| Venla Blood Pressure                         | 99% | 100%| -   | -   | -    | 100% | 100% | -    | 100% | 100% | 100% | 100% | 100% | 100% | 100% | -    | 100% | 100% | 100% | 100% | -    |
| **End Stage Liver Disease Care**             | 88% | 100%| 100%| 95% | 75%  | 83%  | 94%  | 91%  | 91%  | 91%  | 98%  | 86%  | 82%  | 85%  | 94%  | 92%  | 93%  | -    | 93%  | 91%  | 94%  | 81%  |
| EGD for Esophageal Varices                   | 77% | -   | 100%| 100%| 50%  | 73%  | 89%  | 86%  | 76%  | 80%  | 91%  | 78%  | 60%  | 65%  | 86%  | 78%  | 82%  | -    | 85%  | 64%  | 83%  | 67%  |

*Rate Per 1,000 Inmates

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### Care Management

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### Continuity of Clinicians & Services

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### Primary Care Provider (PCP)

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* Rate Per 1,000 Inmates

Please direct questions or feedback to QMstaff@cdcr.ca.gov

Report run: 3/21/2022 12:50:44 PM
## Population Health Management

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## Polypharmacy Medication Review

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## Utilization Specialty Services

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## Care Management

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## ED/Hospital Returns Within 30 days

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<th>SVSP</th>
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## Overdose*

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## AHRQ Ambulatory Care Sensitive Conditions*

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## Skin and Soft Tissue Infections*

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## Continuity of Clinicians & Services

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## Medication Management

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* Rate Per 1,000 Inmates

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Report run: 3/21/2022 12:50:44 PM
## Medication Management

### All Medications Received Timely

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* Rate Per 1,000 Inmates

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Report run: 3/21/2022 12:50:44 PM
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*Rate Per 1,000 Inmates

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Report run: 3/21/2022 12:50:44 PM
## Medication Management

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</table>

* Rate Per 1,000 Inmates

Please direct questions or feedback to QMstaff@cdcr.ca.gov

Report run: 3/21/2022 12:50:44 PM
# DASHBOARD STATEWIDE COMPARISON

**All Institutions**

**January 2022**

## Medication Management

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### By Administration Type

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### By Prescription Type

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### By Medication Type

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### Central Fill Prescriptions

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* Rate Per 1,000 Inmates

Please direct questions or feedback to QMstaff@cdcr.ca.gov

Report run: 3/21/2022 12:50:44 PM
# DASHBOARD STATEWIDE COMPARISON

## Availability of Health Information

| Area                               | SW   | ASP | CAC | CAL | CCC | CCI | CCWF | CEN | CHCF | CIM | CIW | CMC | CMF | COR | CRC | CTF | CVSP | DVI | FSP | HDS | ISP | KVSP |
|------------------------------------|------|-----|-----|-----|-----|-----|------|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Community Hospital Records         | 93%  | 100%| 100%| 100%| 0%  | 100%| 79%  | 100%| 94%  | 100%| 67% | 100%| 94% | 87% | 100%| 100%| 89%  | -    | 100%| 100%| 100%| 94%  |
| Scanning Accuracy: Non-Dental      | 97%  | 100%| 98%  | 95% | 96% | 100%| 99%  | 99% | 99%  | 100%| 97% | 98% | 100%| 99% | 96% | 99% | 97%  | 98%  | -    | 99% | 98% | 98% | 96%  |
| Scanning Accuracy: Dental          | 94%  | 100%| 86%  | 96% | 100%| 100%| 100% | 100%| 100% | 100%| 100%| 100%| 100%| 100%| 100%| 100%| 100% | -    | 100%| 93% | 93% | 92%  |
| EHRS Timely Documentation          | 93%  | 95% | 92%  | 92% | 94% | 87% | 93%  | 96% | 95%  | 90% | 95% | 91% | 91% | 95% | 90% | 97% | 96%  | 96%  | -    | 94% | 95% | 93% | 94%  |
| PCP Documentation                  | 94%  | 94% | 96%  | 93% | 99% | 90% | 91%  | 98% | 90%  | 96% | 99% | 95% | 95% | 97% | 92% | 98% | 94%  | -    | 94% | 96% | 97% | 94%  |
| PC RN Documentation                | 94%  | 97% | 85%  | 99% | 96% | 84% | 96%  | 97% | 100% | 86% | 94% | 89% | 98% | 96% | 98% | 94% | 96%  | 96%  | -    | 94% | 94% | 99% | 98%  |
| LVN Documentation                  | 89%  | 88% | 98%  | 87% | 87% | 82% | 39%  | 92% | 93%  | 50% | 89% | 69% | 79% | 88% | 85% | 96% | 97%  | -    | 0%  | 95% | 90% | 73%  |
| MH PC Documentation                | 93%  | 98% | 100% | 98% | 100%| 95% | 86%  | 100%| 91%  | 91% | 96% | 91% | 87% | 96% | 100%| 100%| 100% | 100% | -    | 94% | 97% | 95% | 97%  |
| MH Psy Documentation               | 95%  | 92% | 100% | 100%| -   | 98% | 99%  | 100%| 98%  | 93% | 96% | 99% | 96% | 99% | 97% | 99% | 100%| -    | 96% | 99% | 100%| 94%  |

## Scanning Accuracy: Non-Dental

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- 94%

## Scanning Accuracy: Dental

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- 100%
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- 100%

## EHRS Timely Documentation

- 93%
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- 95%
- 90%
- 97%
- 96%
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## Grievance Processing

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## Resource Management

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## Availability of Medical Equipment

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## Staffing

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## Medical Vacancies

- 29%
- 11%
- 12%
- 9%
- 29%
- 16%
- 14%
- 6%
- 50%
- 9%
- 10%
- 12%
- 9%
- 16%
- 15%
- 24%
- 18%
- 33%
- 18%
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## DASHBOARD STATEWIDE COMPARISON

### Availability of Health Information

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### Grievance Processing

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### Resource Management

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### Availability of Medical Equipment

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* Rate Per 1,000 Inmates

Please direct questions or feedback to QMstaff@cdcr.ca.gov

Report run: 3/21/2022 12:50:44 PM
## DASHBOARD STATEWIDE COMPARISON

### All Institutions

**January 2022**

| Staffing Category | SW  | ASP  | CAC  | CAL  | CCC  | CCI  | CCWF | CEN  | CHCF | CIM  | CIW  | CMC  | CMF  | COR  | CRC  | CTF  | CVSP | DVI  | FSP  | HDSP | ISP  | KVSP |
|-------------------|-----|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|
| Admin Support     | 26% | 9%   | 24%  | 8%   | 33%  | 21%  | 18%  | 0%   | 59%  | 22%  | 15%  | 13%  | 52%  | 16%  | 23%  | 12%  | 20%  | -    | 29%  | 22%  | 19%  | 16%  |
| Administration    | 20% | 0%   | 0%   | 0%   | 0%   | 0%   | 0%   | 100% | 25%  | 0%   | 50%  | 100% | 0%   | 50%  | 0%   | 0%   | 0%   | -    | 0%   | 0%   | 0%   | 0%   |
| Allied Health     | 29% | 44%  | 74%  | 30%  | 19%  | 28%  | 13%  | 8%   | 45%  | 2%   | 15%  | 20%  | 37%  | 53%  | 15%  | 40%  | 50%  | -    | 33%  | 34%  | 56%  | 29%  |
| Dental            | -   | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |
| Dietary Services  | 42% | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |
| Executive         | 18% | 0%   | 0%   | 0%   | 0%   | 0%   | 0%   | 0%   | 100% | 25%  | 0%   | 50%  | 25%  | 0%   | 50%  | 25%  | 0%   | -    | 0%   | 0%   | 0%   | 0%   |
| HIM               | 12% | 27%  | -14% | -11% | 3%   | 7%   | 5%   | 9%   | 23%  | 22%  | -20% | 6%   | 38%  | 11%  | 9%   | -8%  | 39%  | -19% | 13%  | 19%  | -2%  | -2%  |
| Janitorial        | 100%| -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |
| Maintenance       | -   | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |
| Medical           | 22% | 11%  | 5%   | -5%  | 47%  | -2%  | 8%   | 17%  | -20% | 15%  | 11%  | 21%  | 40%  | 23%  | 27%  | 50%  | 52%  | -    | 19%  | 41%  | 62%  | 11%  |
| Mental Health     | 7%  | -    | 0%   | -    | -    | -    | -    | -    | -    | 0%   | 0%   | -    | 0%   | 0%   | -    | -    | -    | -    | -    | 0%   | -    | -    | -    |
| Nursing           | 31% | 9%   | 8%   | 13%  | 30%  | 16%  | 16%  | 5%   | 52%  | 6%   | 10%  | 10%  | 59%  | 9%   | 14%  | 10%  | 19%  | -    | 14%  | 38%  | 9%   | 8%   |
| Pharmacy          | 6%  | 6%   | -35% | 0%   | 6%   | 19%  | -7%  | -4%  | 9%   | 15%  | -14% | -2%  | 7%   | 4%   | 7%   | -8%  | 16%  | -8%  | 8%   | 18%  | 23%  | 13%  |
| Mental Health Vacancies | 40% | 31%  | 0%   | 27%  | 10%  | 15%  | 26%  | 14%  | 77%  | 20%  | 38%  | 23%  | 69%  | 38%  | 40%  | 13%  | 21%  | -    | 42%  | 32%  | 30%  | 23%  |
| Admin Support     | 38% | 18%  | -    | 0%   | 0%   | 11%  | 33%  | 25%  | 70%  | 35%  | 51%  | 19%  | 61%  | 28%  | 56%  | 13%  | 25%  | -    | 60%  | 30%  | 25%  | 13%  |
| Administration    | 100%| -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |
| Allied Health     | -   | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |
| Dental            | -   | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |
| Dietary Services  | -   | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |
| Executive         | -   | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |
| HIM               | -   | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |
| Janitorial        | -   | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    | -    |

* Rate Per 1,000 Inmates

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* Rate Per 1,000 Inmates

Please direct questions or feedback to QMstaff@cdcr.ca.gov

Report run: 3/21/2022 12:50:44 PM
# DASHBOARD STATEWIDE COMPARISON

**January 2022**

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* Rate Per 1,000 Inmates

Please direct questions or feedback to QMstaff@cdcr.ca.gov

Report run: 3/21/2022 12:50:44 PM
# DASHBOARD STATEWIDE COMPARISON

## All Institutions

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* Rate Per 1,000 Inmates

Please direct questions or feedback to QMstaff@cdcr.ca.gov

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**Hires Completed Timely: PCP (66 Days)**

| Interview Process: PCP (14 Days) | -   | -   | -   | -   | -   | -   | -    | -   | -    | -   | -   | -   | -   | -   | -   | -    | -   | -   | -    | -   | -    | -   | -    |
| Candidate Selection: PCP (9 Days) | 0%  | -   | -   | -   | -   | -   | -    | -   | -    | -   | -   | -   | -   | -   | -   | -    | -   | -   | -    | -   | -    | -   | -    |
| Tentative Offer: PCP (5 Days)     | -   | -   | -   | -   | -   | -   | -    | -   | -    | -   | -   | -   | -   | -   | -   | -    | -   | -   | -    | -   | -    | -   | -    |
| Credentialing Requested: PCP (4 Days) | -   | -   | -   | -   | -   | -   | -    | -   | -    | -   | -   | -   | -   | -   | -   | -    | -   | -   | -    | -   | -    | -   | -    |
| Credentialing Approval/Pre-Employment Clearance: PCP (30 Days) | -   | -   | -   | -   | -   | -   | -    | -   | -    | -   | -   | -   | -   | -   | -   | -    | -   | -   | -    | -   | -    | -   | -    |
| Formal Offer: PCP (4 Days)         | -   | -   | -   | -   | -   | -   | -    | -   | -    | -   | -   | -   | -   | -   | -   | -    | -   | -   | -    | -   | -    | -   | -    |

**Major Costs per Inmate per Month**

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### Major Costs per Inmate per Month

* Rate Per 1,000 Inmates

Please direct questions or feedback to QMstaff@cdcr.ca.gov

Report run: 3/21/2022 12:50:44 PM
## DASHBOARD STATEWIDE COMPARISON

### Major Costs per Inmate per Month

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* Rate Per 1,000 Inmates

Please direct questions or feedback to QMstaff@cdcr.ca.gov

Report run: 3/21/2022 12:50:44 PM
## DASHBOARD STATEWIDE COMPARISON

### All Institutions

January 2022

**Major Costs per Inmate per Month**

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**Total Labor Cost**

- **Total Non Labor Cost**: $624
- **Total Labor Cost**: $3,264

* Rate Per 1,000 Inmates

Please direct questions or feedback to QMstaff@cdcr.ca.gov

Report run: 3/21/2022 12:50:44 PM
## Workload Per Day

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## ED/Hospital Stay*

- SW: 13.2
- ASP: 2.8
- CAC: 8.0
- CAL: 6.2
- CCC: 13.6
- CCI: 13.6
- CCWF: 13.4
- CEN: 12.4
- CHCF: 54.4
- CIM: 10.4
- CIW: 17.8
- CMC: 16.8
- CMF: 10.4
- COR: 5.4
- CRC: 14.9
- CTF: 0.0
- CVSP: 7.6
- DVI: 9.6
- FSP: 10.4
- HDSP: 22.6

## Specialty Care Referrals*

- SW: 49
- ASP: 38
- CAC: 18
- CAL: 40
- CCC: 36
- CCI: 43
- CCWF: 50
- CEN: 43
- CHCF: 223
- CIM: 66
- CIW: 125
- CMC: 59
- CMF: 3
- COR: 40
- CRC: 30
- CTF: 41
- CVSP: 35
- DVI: 33
- FSP: 3
- HDSP: 22
- ISP: 17
- KVSP: 54

## Prescriptions Per Inmate

- SW: 3.7
- ASP: 1.8
- CAC: 1.6
- CAL: 1.1
- CCC: 2.5
- CCI: 4.3
- CCWF: 1.7
- CEN: 10.9
- CHCF: 5.4
- CIM: 7.9
- CIW: 4.7
- CMC: 8.8
- CMF: 3.8
- COR: 2.4
- CRC: 3.5
- CTF: 2.4
- CVSP: -
- DVI: 2.1
- FSP: 2.5
- HDSP: 1.4
- ISP: 3.0
- KVSP: -

## Diagnostics Per Inmate

- SW: 2.6
- ASP: 1.7
- CAC: 1.2
- CAL: 1.8
- CCC: 2.3
- CCI: 2.3
- CCWF: 2.9
- CEN: 2.1
- CHCF: 4.8
- CIM: 3.0
- CIW: 5.9
- CMC: 2.0
- CMF: 8.8
- COR: 4.7
- CRC: 3.8
- CTF: 2.4
- CVSP: 2.4
- DVI: 2.1
- FSP: 2.5
- HDSP: 1.4
- ISP: 3.0
- KVSP: 1.9

## Grievances Received*

- SW: 33
- ASP: 16
- CAC: 4
- CAL: 9
- CCC: 10
- CCI: 24
- CCWF: 55
- CEN: 11
- CHCF: 83
- CIM: 50
- CIW: 86
- CMC: 42
- CMF: 79
- COR: 33
- CRC: 20
- CTF: 12
- CVSP: 19
- DVI: -
- FSP: 11
- HDSP: 24
- ISP: 6
- KVSP: 31

## Institution Population Capacity

- SW: 110%
- ASP: 128%
- CAC: -
- CAL: 121%
- CCC: 140%
- CCI: 114%
- CCWF: 119%
- CEN: 74%
- CHCF: 93%
- CIM: 78%
- CIW: 84%
- CMC: 85%
- CMF: 112%
- COR: 5.4%
- CRC: 106%
- CTF: 149%
- CVSP: 141%
- DVI: -
- FSP: 96%
- HDSP: 98%
- ISP: 135%
- KVSP: -

## Institution & Population Characteristics

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* Rate Per 1,000 Inmates

**Please direct questions or feedback to QMstaff@cdcr.ca.gov**

Report run: 3/21/2022 12:50:44 PM
## Workload Per Day

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## Other Trends

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## Institution & Population Characteristics

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<tr>
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* Rate Per 1,000 Inmates

Please direct questions or feedback to QMstaff@cdcr.ca.gov

Report run: 3/21/2022 12:50:44 PM
## Scheduling & Access to Care
### 6 Mo. Trend

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## Medication Management
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## Continuity of Clinicians & Services
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<tr>
<td>Primary Care Provider (PCP)</td>
<td>104%</td>
<td>93%</td>
</tr>
</tbody>
</table>

## Staffing
### 6 Mo. Trend

<table>
<thead>
<tr>
<th>Service</th>
<th>WSP (%)</th>
<th>Statewide (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td>17%</td>
<td>29%</td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>- 6%</td>
<td>- 0%</td>
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</tbody>
</table>

## Population Health Management
### 6 Mo. Trend

<table>
<thead>
<tr>
<th>Service</th>
<th>WSP (%)</th>
<th>Statewide (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td>42%</td>
<td>62%</td>
</tr>
<tr>
<td>Annual Influenza</td>
<td>37%</td>
<td>52%</td>
</tr>
<tr>
<td>Colon Cancer Screening</td>
<td>84%</td>
<td>80%</td>
</tr>
<tr>
<td>Controlling High Blood Pressure (&lt;140/90)</td>
<td>67%</td>
<td>85%</td>
</tr>
<tr>
<td>Diabetes Care</td>
<td>81%</td>
<td>85%</td>
</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td>87%</td>
<td>91%</td>
</tr>
<tr>
<td>End Stage Liver Disease Care</td>
<td>100%</td>
<td>88%</td>
</tr>
<tr>
<td>Polypharmacy Medication Review</td>
<td>100%</td>
<td>95%</td>
</tr>
<tr>
<td>Warfarin: Time In Therapeutic Range</td>
<td>- 63%</td>
<td>- 71%</td>
</tr>
<tr>
<td>Utilization Specialty Services</td>
<td>100%</td>
<td>91%</td>
</tr>
</tbody>
</table>

## Availability of Health Information
### 6 Mo. Trend

<table>
<thead>
<tr>
<th>Service</th>
<th>WSP (%)</th>
<th>Statewide (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
<td>95%</td>
<td>92%</td>
</tr>
<tr>
<td>Community Hospital Records</td>
<td>91%</td>
<td>93%</td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td>99%</td>
<td>97%</td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td>97%</td>
<td>94%</td>
</tr>
<tr>
<td>EHRs Timely Documentation</td>
<td>90%</td>
<td>93%</td>
</tr>
</tbody>
</table>

## Care Management
### 6 Mo. Trend

<table>
<thead>
<tr>
<th>Service</th>
<th>WSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>N/A</td>
<td>73%</td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td></td>
<td>20.2%</td>
</tr>
</tbody>
</table>

## Resource Management
### 6 Mo. Trend

<table>
<thead>
<tr>
<th>Service</th>
<th>WSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td>77%</td>
<td>64%</td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td>90%</td>
<td>89%</td>
</tr>
</tbody>
</table>

## Workload per Day
### 6 Mo. Trend

<table>
<thead>
<tr>
<th>Service</th>
<th>WSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Other Trends
### 6 Mo. Trend

<table>
<thead>
<tr>
<th>Service</th>
<th>WSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td>4.4</td>
<td>13.2</td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td>19</td>
<td>49</td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td>1.5</td>
<td>3.7</td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td>5.9</td>
<td>2.6</td>
</tr>
<tr>
<td>Grievances Received*</td>
<td>41</td>
<td>33</td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td>122%</td>
<td>110%</td>
</tr>
</tbody>
</table>

## Major Costs per Inmate per Month**

<table>
<thead>
<tr>
<th>Service</th>
<th>YTD 20/21</th>
<th>YTD 19/20</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Labor Cost</td>
<td>$1,360</td>
<td>$1,920</td>
<td></td>
</tr>
<tr>
<td>Total Non Labor Cost</td>
<td>$386</td>
<td>$462</td>
<td></td>
</tr>
</tbody>
</table>

## Grievance Processing
### 6 Mo. Trend

<table>
<thead>
<tr>
<th>Service</th>
<th>WSP (%)</th>
<th>Statewide (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td>100%</td>
<td>93%</td>
</tr>
</tbody>
</table>
# HEALTHCARE SERVICES DASHBOARD

Valley State Prison (VSP)

January 2022

## SCHEDULING & ACCESS TO CARE

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>VSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>81%</td>
<td>78%</td>
<td></td>
</tr>
<tr>
<td>Specialty Services</td>
<td>78%</td>
<td>71%</td>
<td></td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>85%</td>
<td>84%</td>
<td></td>
</tr>
<tr>
<td>Dental Services</td>
<td>68%</td>
<td>76%</td>
<td></td>
</tr>
<tr>
<td>Appts Cancelled due to Custody-Medical</td>
<td>0.3%</td>
<td>0.9%</td>
<td></td>
</tr>
<tr>
<td>Seen as Scheduled-Medical</td>
<td>76%</td>
<td>72%</td>
<td></td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td>100%</td>
<td>99%</td>
<td></td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td>-</td>
<td>88%</td>
<td></td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>192.6</td>
<td>405.7</td>
<td></td>
</tr>
</tbody>
</table>

## MEDICATION MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>VSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications Received Timely</td>
<td>98%</td>
<td>93%</td>
<td></td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td>4.6%</td>
<td>7.9%</td>
<td></td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>5.0%</td>
<td>9.6%</td>
<td></td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>85%</td>
<td>99%</td>
<td></td>
</tr>
</tbody>
</table>

## CONTINUITY OF CLINICIANS & SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>VSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td>95%</td>
<td>93%</td>
<td></td>
</tr>
</tbody>
</table>

## STAFFING

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>VSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td>11%</td>
<td>29%</td>
<td></td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>-</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
<td>-</td>
<td>0%</td>
<td></td>
</tr>
</tbody>
</table>

## POPULATION HEALTH MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>VSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td>79%</td>
<td>62%</td>
<td></td>
</tr>
<tr>
<td>Annual Influenza</td>
<td>70%</td>
<td>52%</td>
<td></td>
</tr>
<tr>
<td>Asthma Care</td>
<td>94%</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>Colon Cancer Screening</td>
<td>84%</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>Controlling High Blood Pressure (&lt;140/90)</td>
<td>86%</td>
<td>85%</td>
<td></td>
</tr>
<tr>
<td>Diabetes Care</td>
<td>86%</td>
<td>85%</td>
<td></td>
</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td>94%</td>
<td>91%</td>
<td></td>
</tr>
<tr>
<td>End Stage Liver Disease Care</td>
<td>94%</td>
<td>88%</td>
<td></td>
</tr>
<tr>
<td>Polypharmacy Medication Review</td>
<td>96%</td>
<td>95%</td>
<td></td>
</tr>
<tr>
<td>Warfarin: Time In Therapeutic Range</td>
<td>73%</td>
<td>63%</td>
<td></td>
</tr>
<tr>
<td>Utilization Specialty Services</td>
<td>90%</td>
<td>91%</td>
<td></td>
</tr>
<tr>
<td>Women's Care</td>
<td>-</td>
<td>71%</td>
<td></td>
</tr>
</tbody>
</table>

## AVAILABILITY OF HEALTH INFORMATION

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>VSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
<td>88%</td>
<td>92%</td>
<td></td>
</tr>
<tr>
<td>Community Hospital Records</td>
<td>91%</td>
<td>93%</td>
<td></td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td>99%</td>
<td>97%</td>
<td></td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td>92%</td>
<td>94%</td>
<td></td>
</tr>
<tr>
<td>EHRs Timely Documentation</td>
<td>94%</td>
<td>93%</td>
<td></td>
</tr>
</tbody>
</table>

## MAJOR COSTS PER INMATE PER MONTH**

<table>
<thead>
<tr>
<th></th>
<th>YTD 20/21</th>
<th>YTD 19/20</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Labor Cost</td>
<td>$1,354</td>
<td>$1,920</td>
<td></td>
</tr>
<tr>
<td>Total Non Labor Cost</td>
<td>$353</td>
<td>$462</td>
<td></td>
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</tbody>
</table>

## CARE MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>VSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td>N/A</td>
<td>73%</td>
<td></td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>16.9%</td>
<td>73%</td>
<td></td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td>47.3%</td>
<td>20.2%</td>
<td></td>
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</tbody>
</table>

## RESOURCE MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>VSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td>60%</td>
<td>64%</td>
<td></td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td>97%</td>
<td>89%</td>
<td></td>
</tr>
</tbody>
</table>

## WORKLOAD PER DAY

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>VSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
</tbody>
</table>

## OTHER TRENDS

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>VSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td>9.0</td>
<td>13.2</td>
<td></td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td>41</td>
<td>49</td>
<td></td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td>4.2</td>
<td>3.7</td>
<td></td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td>2.0</td>
<td>2.6</td>
<td></td>
</tr>
<tr>
<td>Grievances Received*</td>
<td>20</td>
<td>33</td>
<td></td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td>148%</td>
<td>110%</td>
<td></td>
</tr>
</tbody>
</table>

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

Please direct questions or feedback to QMstaff@cdr.ca.gov

Click Here for Monthly Release Notes

Report run: 3/21/2022 12:44:55 PM
### Scheduling & Access to Care

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>SVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>85%</td>
<td>78%</td>
<td></td>
</tr>
<tr>
<td>Specialty Services</td>
<td>51%</td>
<td>58%</td>
<td></td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>71%</td>
<td>71%</td>
<td></td>
</tr>
<tr>
<td>Dental Services</td>
<td>96%</td>
<td>84%</td>
<td></td>
</tr>
<tr>
<td>Appts Cancelled due to Custody - Medical</td>
<td>0.1%</td>
<td>1.9%</td>
<td></td>
</tr>
<tr>
<td>Seen as Scheduled - Medical</td>
<td>77%</td>
<td>72%</td>
<td></td>
</tr>
<tr>
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</tr>
<tr>
<td>Medical Backlog*</td>
<td>234.1</td>
<td>405.7</td>
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</table>

### Medication Management

<table>
<thead>
<tr>
<th>Medication</th>
<th>6 Mo. Trend</th>
<th>SVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications Received Timely</td>
<td>90%</td>
<td>93%</td>
<td></td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td>4.8%</td>
<td>7.9%</td>
<td></td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>14.6%</td>
<td>9.6%</td>
<td></td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>86%</td>
<td>79%</td>
<td></td>
</tr>
</tbody>
</table>

### Continuity of Clinicians & Services

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>SVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
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</tr>
</tbody>
</table>

### Staffing

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>SVSP</th>
<th>Statewide</th>
</tr>
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<tbody>
<tr>
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<td>63%</td>
<td>29%</td>
<td></td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>0%</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
<td>-</td>
<td>0%</td>
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### Population Health Management

<table>
<thead>
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<tr>
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<td>62%</td>
<td></td>
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<td>38%</td>
<td>52%</td>
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<td>63%</td>
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<tr>
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</tr>
<tr>
<td>Women's Care</td>
<td>-</td>
<td>71%</td>
<td></td>
</tr>
</tbody>
</table>

### Availability of Health Information

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<thead>
<tr>
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</tr>
</thead>
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<td>Specialty Notes</td>
<td>91%</td>
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<td></td>
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### Care Management

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>SVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td>N/A</td>
<td>73%</td>
<td></td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>21.3%</td>
<td>20.2%</td>
<td></td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td>169.8</td>
<td>69.3</td>
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</table>

### Resource Management

<table>
<thead>
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<th>6 Mo. Trend</th>
<th>SVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td>72%</td>
<td>64%</td>
<td></td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td>81%</td>
<td>89%</td>
<td></td>
</tr>
</tbody>
</table>

### Workload Per Day

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>SVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td>-</td>
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</tr>
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### Other Trends

<table>
<thead>
<tr>
<th>Service</th>
<th>YTD 20/21</th>
<th>SVSP</th>
<th>YTD 19/20</th>
<th>Statewide</th>
<th>YTD 20/21</th>
<th>SVSP</th>
<th>YTD 19/20</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Labor Cost</td>
<td>$2,744</td>
<td>63%</td>
<td>$1,920</td>
<td></td>
<td></td>
<td>29%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Non Labor Cost</td>
<td>$486</td>
<td>6%</td>
<td>$462</td>
<td></td>
<td></td>
<td>0%</td>
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</table>

### Grievance Processing

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>SVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td>100%</td>
<td>93%</td>
<td></td>
</tr>
</tbody>
</table>

---

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

---

Please direct questions or feedback to QMstaff@cdcr.ca.gov

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Report run: 3/21/2022 12:44:44 PM
### Scheduling & Access to Care

<table>
<thead>
<tr>
<th>Service</th>
<th>SQ 6 Mo Trend</th>
<th>Statewide 6 Mo Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>78%</td>
<td>78%</td>
</tr>
<tr>
<td>Specialty Services</td>
<td>50%</td>
<td>58%</td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>52%</td>
<td>71%</td>
</tr>
<tr>
<td>Dental Services</td>
<td>86%</td>
<td>84%</td>
</tr>
<tr>
<td>Appts Cancelled due to Custody-Medical</td>
<td>0.1%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Seen as Scheduled-Medical</td>
<td>71%</td>
<td>72%</td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td>100%</td>
<td>99%</td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td>88%</td>
<td>88%</td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>786.4</td>
<td>405.7</td>
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### Medication Management

<table>
<thead>
<tr>
<th>Medication Management</th>
<th>SQ 6 Mo Trend</th>
<th>Statewide 6 Mo Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications Received Timely</td>
<td>97%</td>
<td>93%</td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td>12.8%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>17.2%</td>
<td>9.6%</td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>63%</td>
<td>79%</td>
</tr>
</tbody>
</table>

### Continuity of Clinicians & Services

<table>
<thead>
<tr>
<th>Continuity of Clinicians &amp; Services</th>
<th>SQ 6 Mo Trend</th>
<th>Statewide 6 Mo Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td>95%</td>
<td>93%</td>
</tr>
</tbody>
</table>

### Staffing

<table>
<thead>
<tr>
<th>Staffing</th>
<th>SQ 6 Mo Trend</th>
<th>Statewide 6 Mo Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td>23%</td>
<td>29%</td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>-</td>
<td>6%</td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
<td>-</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Population Health Management

<table>
<thead>
<tr>
<th>Health Management</th>
<th>SQ 6 Mo Trend</th>
<th>Statewide 6 Mo Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td>58%</td>
<td>62%</td>
</tr>
<tr>
<td>Annual Influenza</td>
<td>61%</td>
<td>52%</td>
</tr>
<tr>
<td>Asthma Care</td>
<td>88%</td>
<td>80%</td>
</tr>
<tr>
<td>Colon Cancer Screening</td>
<td>79%</td>
<td>80%</td>
</tr>
<tr>
<td>Controlling High Blood Pressure (&lt;140/90)</td>
<td>78%</td>
<td>85%</td>
</tr>
<tr>
<td>Diabetes Care</td>
<td>82%</td>
<td>85%</td>
</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td>93%</td>
<td>91%</td>
</tr>
<tr>
<td>End Stage Liver Disease Care</td>
<td>86%</td>
<td>88%</td>
</tr>
<tr>
<td>Polypharmacy Medication Review</td>
<td>80%</td>
<td>95%</td>
</tr>
<tr>
<td>Warfarin: Time In Therapeutic Range</td>
<td>89%</td>
<td>63%</td>
</tr>
<tr>
<td>Utilization Specialty Services</td>
<td>94%</td>
<td>91%</td>
</tr>
<tr>
<td>Women's Care</td>
<td>-</td>
<td>71%</td>
</tr>
</tbody>
</table>

### Availability of Health Information

<table>
<thead>
<tr>
<th>Availability of Health Information</th>
<th>SQ 6 Mo Trend</th>
<th>Statewide 6 Mo Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
<td>88%</td>
<td>92%</td>
</tr>
<tr>
<td>Community Hospital Records</td>
<td>100%</td>
<td>93%</td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td>99%</td>
<td>97%</td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td>100%</td>
<td>94%</td>
</tr>
<tr>
<td>EHRS Timely Documentation</td>
<td>90%</td>
<td>93%</td>
</tr>
</tbody>
</table>

### Care Management

<table>
<thead>
<tr>
<th>Care Management</th>
<th>SQ 6 Mo Trend</th>
<th>Statewide 6 Mo Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td>N/A</td>
<td>73%</td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>9.9%</td>
<td>20.2%</td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td>36.0</td>
<td>69.3</td>
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</tbody>
</table>

### Resource Management

<table>
<thead>
<tr>
<th>Resource Management</th>
<th>SQ 6 Mo Trend</th>
<th>Statewide 6 Mo Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td>59%</td>
<td>64%</td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td>-</td>
<td>77%</td>
</tr>
</tbody>
</table>

### Workload Per Day

<table>
<thead>
<tr>
<th>Workload Per Day</th>
<th>SQ 6 Mo Trend</th>
<th>Statewide 6 Mo Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

### Other Trends

<table>
<thead>
<tr>
<th>Other Trends</th>
<th>SQ 6 Mo Trend</th>
<th>Statewide 6 Mo Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td>14.4</td>
<td>13.2</td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td>71</td>
<td>49</td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td>6.2</td>
<td>3.7</td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td>2.2</td>
<td>2.6</td>
</tr>
<tr>
<td>Grievances Received*</td>
<td>29</td>
<td>33</td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td>99%</td>
<td>110%</td>
</tr>
</tbody>
</table>

### Major Costs per Inmate Per Month**

<table>
<thead>
<tr>
<th>Major Costs per Inmate Per Month**</th>
<th>YTD 20/21</th>
<th>YTD 19/20</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Labor Cost</td>
<td>$2,271</td>
<td>$1,920</td>
<td></td>
</tr>
<tr>
<td>Total Non Labor Cost</td>
<td>$842</td>
<td>$462</td>
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</table>

### Grievance Processing

<table>
<thead>
<tr>
<th>Grievance Processing</th>
<th>SQ 6 Mo Trend</th>
<th>Statewide 6 Mo Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td>97%</td>
<td>93%</td>
</tr>
</tbody>
</table>

---

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

---

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Report run: 3/21/2022 12:44:34 PM
## HEALTHCARE SERVICES DASHBOARD
California State Prison, Solano (SOL)

### SCHEDULING & ACCESS TO CARE

<table>
<thead>
<tr>
<th>Service</th>
<th>SOL</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>83%</td>
<td>78%</td>
</tr>
<tr>
<td>Specialty Services</td>
<td>70%</td>
<td>58%</td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>75%</td>
<td>71%</td>
</tr>
<tr>
<td>Dental Services</td>
<td>92%</td>
<td>84%</td>
</tr>
<tr>
<td>Appts Cancelled due to Custody-Medical</td>
<td>11.3%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Seen as Scheduled-Medical</td>
<td>71%</td>
<td>72%</td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td>-</td>
<td>88%</td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>204.0</td>
<td>405.7</td>
</tr>
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</table>

### MEDICATION MANAGEMENT

<table>
<thead>
<tr>
<th>Medication Management</th>
<th>SOL</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications Received Timely</td>
<td>93%</td>
<td>93%</td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td>8.1%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>1.9%</td>
<td>9.6%</td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>86%</td>
<td>79%</td>
</tr>
</tbody>
</table>

### CONTINUITY OF CLINICIANS & SERVICES

<table>
<thead>
<tr>
<th>Continuity of Services</th>
<th>SOL</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td>97%</td>
<td>93%</td>
</tr>
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### STAFFING

<table>
<thead>
<tr>
<th>Staffing</th>
<th>SOL</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td>12%</td>
<td>29%</td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>0%</td>
<td>6%</td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
<td>-</td>
<td>0%</td>
</tr>
</tbody>
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### POPULATION HEALTH MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>SOL</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td>66%</td>
<td>62%</td>
</tr>
<tr>
<td>Annual Influenza</td>
<td>50%</td>
<td>52%</td>
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<td>89%</td>
<td>80%</td>
</tr>
<tr>
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<td>83%</td>
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<td>80%</td>
<td>85%</td>
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<tr>
<td>Diagnostic Monitoring</td>
<td>96%</td>
<td>91%</td>
</tr>
<tr>
<td>End Stage Liver Disease Care</td>
<td>90%</td>
<td>88%</td>
</tr>
<tr>
<td>Polypharmacy Medication Review</td>
<td>100%</td>
<td>95%</td>
</tr>
<tr>
<td>Warfarin: Time In Therapeutic Range</td>
<td>53%</td>
<td>62%</td>
</tr>
<tr>
<td>Utilization Specialty Services</td>
<td>81%</td>
<td>91%</td>
</tr>
<tr>
<td>Women's Care</td>
<td>-</td>
<td>71%</td>
</tr>
</tbody>
</table>

### MEDICATION MANAGEMENT

### AVAILABILITY OF HEALTH INFORMATION

<table>
<thead>
<tr>
<th>Availability</th>
<th>SOL</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
<td>90%</td>
<td>92%</td>
</tr>
<tr>
<td>Community Hospital Records</td>
<td>82%</td>
<td>93%</td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td>90%</td>
<td>97%</td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td>85%</td>
<td>94%</td>
</tr>
<tr>
<td>EHRs Timely Documentation</td>
<td>93%</td>
<td>93%</td>
</tr>
</tbody>
</table>

### CARE MANAGEMENT

<table>
<thead>
<tr>
<th>Care Management</th>
<th>SOL</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td>N/A</td>
<td>73%</td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>14.4%</td>
<td>20.2%</td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td>42.0</td>
<td>69.3</td>
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### RESOURCE MANAGEMENT

<table>
<thead>
<tr>
<th>Resource Management</th>
<th>SOL</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td>56%</td>
<td>64%</td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td>89%</td>
<td>89%</td>
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</table>

### WORKLOAD PER DAY

<table>
<thead>
<tr>
<th>Workload Per Day</th>
<th>SOL</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

### OTHER TRENDS

<table>
<thead>
<tr>
<th>Other Trends</th>
<th>SOL</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td>11.6</td>
<td>13.2</td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td>60</td>
<td>49</td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td>3.5</td>
<td>3.7</td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td>2.4</td>
<td>2.6</td>
</tr>
<tr>
<td>Grievances Received*</td>
<td>12</td>
<td>33</td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td>125%</td>
<td>110%</td>
</tr>
</tbody>
</table>

### MAJOR COSTS PER INMATE PER MONTH**

<table>
<thead>
<tr>
<th>Cost</th>
<th>YTD 20/21</th>
<th>YTD 19/20</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Labor Cost</td>
<td>$1,187</td>
<td>$1,920</td>
<td></td>
</tr>
<tr>
<td>Total Non Labor Cost</td>
<td>$414</td>
<td>$462</td>
<td></td>
</tr>
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</table>

### GRIEVANCE PROCESSING

<table>
<thead>
<tr>
<th>Grievance Processing</th>
<th>SOL</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td>95%</td>
<td>93%</td>
</tr>
</tbody>
</table>

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

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Report run: 3/21/2022 12:44:22 PM
# Healthcare Services Dashboard

**Sierra Conservation Center (SCC) January 2022**

## Scheduling & Access to Care

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>SCC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>75%</td>
<td>78%</td>
<td></td>
</tr>
<tr>
<td>Specialty Services</td>
<td>64%</td>
<td>58%</td>
<td></td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>64%</td>
<td>71%</td>
<td></td>
</tr>
<tr>
<td>Dental Services</td>
<td>96%</td>
<td>84%</td>
<td></td>
</tr>
<tr>
<td>Appts Cancelled due to Custody - Medical</td>
<td>0.4%</td>
<td>1.9%</td>
<td></td>
</tr>
<tr>
<td>Seen as Scheduled - Medical</td>
<td>76%</td>
<td>72%</td>
<td></td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td>94%</td>
<td>99%</td>
<td></td>
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<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td>-</td>
<td>88%</td>
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<tr>
<td>Medical Backlog*</td>
<td>320.1</td>
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## Medication Management

<table>
<thead>
<tr>
<th>Medication Received Timely</th>
<th>6 Mo. Trend</th>
<th>SCC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications</td>
<td>99%</td>
<td>93%</td>
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<tr>
<td>Non-Formulary by Medical Providers</td>
<td>5.1%</td>
<td>7.9%</td>
<td></td>
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<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>3.5%</td>
<td>9.6%</td>
<td></td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>78%</td>
<td>79%</td>
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## Continuity of Clinicians & Services

<table>
<thead>
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<th>6 Mo. Trend</th>
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<tbody>
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<td>Primary Care Provider (PCP)</td>
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## Staffing

<table>
<thead>
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<td>Actual Vacancies</td>
<td>16%</td>
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<td>Hires Completed: Non-PCP (87/108 Days)</td>
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<tr>
<td>Hires Completed: PCP (66 Days)</td>
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## Population Health Management

<table>
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<th>6 Mo. Trend</th>
<th>SCC</th>
<th>Statewide</th>
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</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td>55%</td>
<td>62%</td>
<td></td>
</tr>
<tr>
<td>Annual Influenza</td>
<td>45%</td>
<td>52%</td>
<td></td>
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<tr>
<td>Asthma Care</td>
<td>91%</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>Colon Cancer Screening</td>
<td>89%</td>
<td>80%</td>
<td></td>
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<tr>
<td>Controlling High Blood Pressure (&lt;140/90)</td>
<td>83%</td>
<td>85%</td>
<td></td>
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<tr>
<td>Diabetes Care</td>
<td>86%</td>
<td>85%</td>
<td></td>
</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td>99%</td>
<td>91%</td>
<td></td>
</tr>
<tr>
<td>End Stage Liver Disease Care</td>
<td>92%</td>
<td>88%</td>
<td></td>
</tr>
<tr>
<td>Polypharmacy Medication Review</td>
<td>100%</td>
<td>95%</td>
<td></td>
</tr>
<tr>
<td>Warfarin: Time in Therapeutic Range</td>
<td>0%</td>
<td>63%</td>
<td></td>
</tr>
<tr>
<td>Utilization Specialty Services</td>
<td>100%</td>
<td>91%</td>
<td></td>
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<tr>
<td>Women’s Care</td>
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<td>71%</td>
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## Availability of Health Information

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<th>SCC</th>
<th>Statewide</th>
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</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
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<td>92%</td>
<td></td>
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<tr>
<td>Community Hospital Records</td>
<td>100%</td>
<td>93%</td>
<td></td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
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<td>97%</td>
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<tr>
<td>Scanning Accuracy: Dental</td>
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<td>94%</td>
<td></td>
</tr>
<tr>
<td>EHRs Timely Documentation</td>
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## Care Management

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<th>Statewide</th>
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<td>N/A</td>
<td>73%</td>
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<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>3.7%</td>
<td>20.2%</td>
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<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
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## Resource Management

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<td>Specialty On-Site/Telemedicine</td>
<td>52%</td>
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<tr>
<td>Availability of Medical Equipment</td>
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## Workload per Day

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<th>6 Mo. Trend</th>
<th>SCC</th>
<th>Statewide</th>
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<tbody>
<tr>
<td>Appointments per PCP</td>
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<td>-</td>
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<tr>
<td>Appointments per PCRN</td>
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## Other Trends

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<th>SCC</th>
<th>Statewide</th>
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<tbody>
<tr>
<td>ED/Hospital Stay*</td>
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<td>13.2</td>
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<tr>
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<td>20</td>
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<td></td>
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<tr>
<td>Prescriptions Per Inmate</td>
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<td>3.7</td>
<td></td>
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<tr>
<td>Diagnostics Per Inmate</td>
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<td>2.6</td>
<td></td>
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<tr>
<td>Grievances Received*</td>
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<tr>
<td>Prison Population Capacity</td>
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## Grievance Processing

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<th>SCC</th>
<th>Statewide</th>
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</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td>100%</td>
<td>93%</td>
<td></td>
</tr>
</tbody>
</table>

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

Please direct questions or feedback to QMstaff@cdcr.ca.gov

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Report run: 3/21/2022 12:44:11 PM
## Scheduling & Access to Care

<table>
<thead>
<tr>
<th>Category</th>
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<tbody>
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<td>Care Team Services</td>
<td>70%</td>
<td>78%</td>
</tr>
<tr>
<td>Specialty Services</td>
<td>51%</td>
<td>58%</td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>72%</td>
<td>71%</td>
</tr>
<tr>
<td>Dental Services</td>
<td>73%</td>
<td>84%</td>
</tr>
<tr>
<td>Appts Cancelled due to Custody-Medical</td>
<td>0.7%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Seen as Scheduled-Medical</td>
<td>72%</td>
<td>72%</td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td>90%</td>
<td>99%</td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td>79%</td>
<td>88%</td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>580.7</td>
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## Medication Management

<table>
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<tr>
<th>Category</th>
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<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications Received Timely</td>
<td>90%</td>
<td>93%</td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td>7.9%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>9.7%</td>
<td>9.6%</td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>81%</td>
<td>79%</td>
</tr>
</tbody>
</table>

## Continuity of Clinicians & Services

<table>
<thead>
<tr>
<th>Category</th>
<th>SATF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
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<td>93%</td>
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## Staffing

<table>
<thead>
<tr>
<th>Category</th>
<th>SATF</th>
<th>Statewide</th>
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</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td>17%</td>
<td>29%</td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>-</td>
<td>6%</td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
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## Population Health Management

<table>
<thead>
<tr>
<th>Category</th>
<th>SATF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td>61%</td>
<td>62%</td>
</tr>
<tr>
<td>Annual Influenza</td>
<td>55%</td>
<td>52%</td>
</tr>
<tr>
<td>Asthma Care</td>
<td>84%</td>
<td>80%</td>
</tr>
<tr>
<td>Colon Cancer Screening</td>
<td>68%</td>
<td>80%</td>
</tr>
<tr>
<td>Controlling High Blood Pressure (&lt;140/90)</td>
<td>84%</td>
<td>85%</td>
</tr>
<tr>
<td>Diabetes Care</td>
<td>86%</td>
<td>85%</td>
</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td>92%</td>
<td>91%</td>
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<tr>
<td>End Stage Liver Disease Care</td>
<td>92%</td>
<td>88%</td>
</tr>
<tr>
<td>Polypharmacy Medication Review</td>
<td>89%</td>
<td>95%</td>
</tr>
<tr>
<td>Warfarin Time In Therapeutic Range</td>
<td>71%</td>
<td>63%</td>
</tr>
<tr>
<td>Utilization Specialty Services</td>
<td>91%</td>
<td>91%</td>
</tr>
<tr>
<td>Women’s Care</td>
<td>-</td>
<td>71%</td>
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## Availability of Health Information

<table>
<thead>
<tr>
<th>Category</th>
<th>SATF</th>
<th>Statewide</th>
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<tbody>
<tr>
<td>Specialty Notes</td>
<td>91%</td>
<td>92%</td>
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<tr>
<td>Community Hospital Records</td>
<td>84%</td>
<td>93%</td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td>100%</td>
<td>97%</td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td>100%</td>
<td>94%</td>
</tr>
<tr>
<td>EHRs Timely Documentation</td>
<td>92%</td>
<td>93%</td>
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## Care Management

<table>
<thead>
<tr>
<th>Category</th>
<th>SATF</th>
<th>Statewide</th>
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<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td>N/A</td>
<td>73%</td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>13.4%</td>
<td>20.2%</td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td>56.3%</td>
<td>69.3%</td>
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## Resource Management

<table>
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<tr>
<th>Category</th>
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<th>Statewide</th>
</tr>
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<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td>54%</td>
<td>64%</td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
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<td>89%</td>
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</table>

## Workload Per Day

<table>
<thead>
<tr>
<th>Category</th>
<th>SATF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
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<td>-</td>
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<tr>
<td>Appointments per PCRN</td>
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## Other Trends

<table>
<thead>
<tr>
<th>Category</th>
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<th>Statewide</th>
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<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td>12.1</td>
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<tr>
<td>Specialty Care Referrals*</td>
<td>33</td>
<td>49</td>
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<tr>
<td>Prescriptions Per Inmate</td>
<td>4.2</td>
<td>3.7</td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td>1.9</td>
<td>2.6</td>
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<tr>
<td>Grievances Received*</td>
<td>30</td>
<td>33</td>
</tr>
<tr>
<td>Prison Population Capacity</td>
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## Grievance Processing

<table>
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<th>Statewide</th>
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<tbody>
<tr>
<td>Timely Grievances</td>
<td>97%</td>
<td>93%</td>
</tr>
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</table>

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** Statewide figures exclude HQ positions

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Report run: 3/21/2022 12:43:58 PM
### HEALTHCARE SERVICES DASHBOARD

**California State Prison, Sacramento (SAC)**

**January 2022**

#### SCHEDULING & ACCESS TO CARE

<table>
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<th>Service</th>
<th>6 Mo. Trend</th>
<th>SAC</th>
<th>Statewide</th>
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<tbody>
<tr>
<td>Care Team Services</td>
<td></td>
<td>85%</td>
<td>78%</td>
</tr>
<tr>
<td>Specialty Services</td>
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<td>40%</td>
<td>58%</td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td></td>
<td>73%</td>
<td>71%</td>
</tr>
<tr>
<td>Dental Services</td>
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<td>77%</td>
<td>84%</td>
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<tr>
<td>Appointments Cancelled due to Custody-Medical</td>
<td></td>
<td>1.0%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Seen as Scheduled-Medical</td>
<td></td>
<td>69%</td>
<td>72%</td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td></td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td></td>
<td>-</td>
<td>88%</td>
</tr>
<tr>
<td>Medical Backlog*</td>
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#### MEDICATION MANAGEMENT

<table>
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<th>6 Mo. Trend</th>
<th>SAC</th>
<th>Statewide</th>
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<tbody>
<tr>
<td>All Medications Received Timely</td>
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<td>95%</td>
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<td></td>
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</tr>
<tr>
<td>Central Fill Prescriptions</td>
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<td>79%</td>
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#### CONTINUITY OF CLINICIANS & SERVICES

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<th>SAC</th>
<th>Statewide</th>
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</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
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#### STAFFING

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<tbody>
<tr>
<td>Actual Vacancies</td>
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<td>23%</td>
<td>29%</td>
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<td>Hires Completed: Non-PCP (87/108 Days)</td>
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<td>100%</td>
<td>6%</td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
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#### POPULATION HEALTH MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>SAC</th>
<th>Statewide</th>
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</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
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<td>62%</td>
</tr>
<tr>
<td>Annual Influenza</td>
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<td>33%</td>
<td>52%</td>
</tr>
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<td>Asthma Care</td>
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<td>Diagnostic Monitoring</td>
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</tr>
<tr>
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<td>95%</td>
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<td>Warfarin: Time In Therapeutic Range</td>
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<td>Utilization Specialty Services</td>
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<td>71%</td>
</tr>
<tr>
<td>Women’s Care</td>
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#### AVAILABILITY OF HEALTH INFORMATION

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<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>SAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
<td></td>
<td>99%</td>
<td>92%</td>
</tr>
<tr>
<td>Community Hospital Records</td>
<td></td>
<td>86%</td>
<td>93%</td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td></td>
<td>97%</td>
<td>97%</td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td></td>
<td>93%</td>
<td>94%</td>
</tr>
<tr>
<td>EHRs Timely Documentation</td>
<td></td>
<td>92%</td>
<td>93%</td>
</tr>
</tbody>
</table>

#### CARE MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>SAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td></td>
<td>N/A</td>
<td>73%</td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td></td>
<td>21.4%</td>
<td>20.2%</td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td></td>
<td>105.0</td>
<td>69.3</td>
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</tbody>
</table>

#### RESOURCE MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>SAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td></td>
<td>28%</td>
<td>64%</td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td></td>
<td>85%</td>
<td>89%</td>
</tr>
</tbody>
</table>

#### WORKLOAD PER DAY

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>SAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td></td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td></td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

#### OTHER TRENDS

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>SAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td></td>
<td>12.2</td>
<td>13.2</td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td></td>
<td>69</td>
<td>49</td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td></td>
<td>4.5</td>
<td>3.7</td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td></td>
<td>2.5</td>
<td>2.6</td>
</tr>
<tr>
<td>Grievances Received*</td>
<td></td>
<td>68</td>
<td>33</td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td></td>
<td>100%</td>
<td>110%</td>
</tr>
</tbody>
</table>

#### MAJOR COSTS PER INMATE PER MONTH**

<table>
<thead>
<tr>
<th>Service</th>
<th>YTD 20/21</th>
<th>YTD 19/20</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Labor Cost</td>
<td>$3,513</td>
<td>$1,920</td>
<td></td>
</tr>
<tr>
<td>Total Non Labor Cost</td>
<td>$548</td>
<td>$462</td>
<td></td>
</tr>
</tbody>
</table>

#### GRIEVANCE PROCESSING

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>SAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td></td>
<td>95%</td>
<td>93%</td>
</tr>
</tbody>
</table>

---

* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

Please direct questions or feedback to QMstaff@cdcr.ca.gov

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Report run: 3/21/2022 12:43:07 PM
**HEALTHCARE SERVICES DASHBOARD**  
Richard J. Donovan Correctional Facility (RJD)  
January 2022

### SCHEDULING & ACCESS TO CARE

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>RJD</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>71%</td>
<td>78%</td>
<td></td>
</tr>
<tr>
<td>Specialty Services</td>
<td>33%</td>
<td>58%</td>
<td></td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>44%</td>
<td>71%</td>
<td></td>
</tr>
<tr>
<td>Dental Services</td>
<td>82%</td>
<td>84%</td>
<td></td>
</tr>
<tr>
<td>Appts Cancelled due to Custody-Medical</td>
<td>8.9%</td>
<td>1.9%</td>
<td></td>
</tr>
<tr>
<td>Seen as Scheduled-Medical</td>
<td>62%</td>
<td>72%</td>
<td></td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td>99%</td>
<td>99%</td>
<td></td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td>87%</td>
<td>88%</td>
<td></td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>1,357.1</td>
<td>405.7</td>
<td></td>
</tr>
</tbody>
</table>

### MEDICATION MANAGEMENT

<table>
<thead>
<tr>
<th>Medication Received Timely</th>
<th>6 Mo. Trend</th>
<th>RJD</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications</td>
<td>83%</td>
<td>93%</td>
<td></td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td>12.1%</td>
<td>7.9%</td>
<td></td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>10.2%</td>
<td>9.6%</td>
<td></td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>78%</td>
<td>79%</td>
<td></td>
</tr>
</tbody>
</table>

### CONTINUITY OF CLINICIANS & SERVICES

<table>
<thead>
<tr>
<th>Clinician</th>
<th>6 Mo. Trend</th>
<th>RJD</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>PCP</td>
<td>91%</td>
<td>93%</td>
<td></td>
</tr>
</tbody>
</table>

### STAFFING

<table>
<thead>
<tr>
<th>Parameter</th>
<th>6 Mo. Trend</th>
<th>RJD</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td>14%</td>
<td>29%</td>
<td></td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>-</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
<td>-</td>
<td>0%</td>
<td></td>
</tr>
</tbody>
</table>

### POPULATION HEALTH MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>RJD</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td>72%</td>
<td>62%</td>
<td></td>
</tr>
<tr>
<td>Annual Influenza</td>
<td>57%</td>
<td>52%</td>
<td></td>
</tr>
<tr>
<td>Asthma Care</td>
<td>85%</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>Colon Cancer Screening</td>
<td>79%</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>Controlling High Blood Pressure (&lt;140/90)</td>
<td>86%</td>
<td>85%</td>
<td></td>
</tr>
<tr>
<td>Diabetes Care</td>
<td>86%</td>
<td>85%</td>
<td></td>
</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td>86%</td>
<td>91%</td>
<td></td>
</tr>
<tr>
<td>End Stage Liver Disease Care</td>
<td>86%</td>
<td>88%</td>
<td></td>
</tr>
<tr>
<td>Polypyparmacy Medication Review</td>
<td>99%</td>
<td>95%</td>
<td></td>
</tr>
<tr>
<td>Warfarin: Time In Therapeutic Range</td>
<td>62%</td>
<td>63%</td>
<td></td>
</tr>
<tr>
<td>Utilization Specialty Services</td>
<td>95%</td>
<td>71%</td>
<td></td>
</tr>
<tr>
<td>Women's Care</td>
<td>-</td>
<td>71%</td>
<td></td>
</tr>
</tbody>
</table>

### AVAILABILITY OF HEALTH INFORMATION

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>RJD</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
<td>94%</td>
<td>92%</td>
<td></td>
</tr>
<tr>
<td>Community Hospital Records</td>
<td>98%</td>
<td>93%</td>
<td></td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td>100%</td>
<td>97%</td>
<td></td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td>100%</td>
<td>94%</td>
<td></td>
</tr>
<tr>
<td>EHRs Timely Documentation</td>
<td>97%</td>
<td>93%</td>
<td></td>
</tr>
</tbody>
</table>

### CARE MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>RJD</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td>N/A</td>
<td>73%</td>
<td></td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>177.1</td>
<td>20.2%</td>
<td></td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td>27.7%</td>
<td>69.3</td>
<td></td>
</tr>
</tbody>
</table>

### RESOURCE MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>RJD</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td>48%</td>
<td>64%</td>
<td></td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td>87%</td>
<td>89%</td>
<td></td>
</tr>
</tbody>
</table>

### WORKLOAD PER DAY

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>RJD</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
</tbody>
</table>

### OTHER TRENDS

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>RJD</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td>36.9</td>
<td>13.2</td>
<td></td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td>84</td>
<td>49</td>
<td></td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td>7.4</td>
<td>3.7</td>
<td></td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td>3.0</td>
<td>2.6</td>
<td></td>
</tr>
<tr>
<td>Grievances Received*</td>
<td>78</td>
<td>33</td>
<td></td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td>112%</td>
<td>110%</td>
<td></td>
</tr>
</tbody>
</table>

### MAJOR COSTS PER INMATE PER MONTH**

<table>
<thead>
<tr>
<th>Cost Type</th>
<th>YTD 20/21</th>
<th>YTD 19/20</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Labor Cost</td>
<td>$2,380</td>
<td>$1,920</td>
<td></td>
</tr>
<tr>
<td>Total Non Labor Cost</td>
<td>$823</td>
<td>$462</td>
<td></td>
</tr>
</tbody>
</table>

### GRIEVANCE PROCESSING

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>RJD</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td>96%</td>
<td>93%</td>
<td></td>
</tr>
</tbody>
</table>

---

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

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Click Here for Monthly Release Notes  
Report run: 3/21/2022 12:42:44 PM
## HealthCare Services Dashboard

### Pleasant Valley State Prison (PVSP)

**January 2022**

### Scheduling & Access to Care

<table>
<thead>
<tr>
<th>Service</th>
<th>PVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>99%</td>
<td>78%</td>
</tr>
<tr>
<td>Specialty Services</td>
<td>87%</td>
<td>58%</td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>92%</td>
<td>71%</td>
</tr>
<tr>
<td>Dental Services</td>
<td>97%</td>
<td>84%</td>
</tr>
<tr>
<td>Appts Cancelled due to Custody-Medical</td>
<td>0.0%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Seen as Scheduled-Medical</td>
<td>87%</td>
<td>72%</td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>Sign Language Interpreter Provided</td>
<td>-</td>
<td>88%</td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>95.3%</td>
<td>405.7%</td>
</tr>
</tbody>
</table>

### Medication Management

<table>
<thead>
<tr>
<th>Service</th>
<th>PVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications Received Timely</td>
<td>99%</td>
<td>93%</td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td>2.3%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>1.4%</td>
<td>9.6%</td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>76%</td>
<td>79%</td>
</tr>
</tbody>
</table>

### Continuity of Clinicians & Services

<table>
<thead>
<tr>
<th>Service</th>
<th>PVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td>95%</td>
<td>93%</td>
</tr>
</tbody>
</table>

### Staffing

<table>
<thead>
<tr>
<th>Service</th>
<th>PVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td>11%</td>
<td>29%</td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>-</td>
<td>6%</td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
<td>-</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Populations Health Management

<table>
<thead>
<tr>
<th>Service</th>
<th>PVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td>76%</td>
<td>62%</td>
</tr>
<tr>
<td>Annual Influenza</td>
<td>40%</td>
<td>52%</td>
</tr>
<tr>
<td>Asthma Care</td>
<td>98%</td>
<td>86%</td>
</tr>
<tr>
<td>Colon Cancer Screening</td>
<td>85%</td>
<td>80%</td>
</tr>
<tr>
<td>Controlling High Blood Pressure (&lt;140/90)</td>
<td>95%</td>
<td>85%</td>
</tr>
<tr>
<td>Diabetes Care</td>
<td>89%</td>
<td>85%</td>
</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td>89%</td>
<td>91%</td>
</tr>
<tr>
<td>End Stage Liver Disease Care</td>
<td>100%</td>
<td>88%</td>
</tr>
<tr>
<td>Polypharmacy Medication Review</td>
<td>89%</td>
<td>95%</td>
</tr>
<tr>
<td>Warfarin: Time In Therapeutic Range</td>
<td>-</td>
<td>63%</td>
</tr>
<tr>
<td>Utilization Specialty Services</td>
<td>96%</td>
<td>91%</td>
</tr>
<tr>
<td>Women's Care</td>
<td>-</td>
<td>71%</td>
</tr>
</tbody>
</table>

### Availability of Health Information

<table>
<thead>
<tr>
<th>Service</th>
<th>PVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
<td>76%</td>
<td>92%</td>
</tr>
<tr>
<td>Community Hospital Records</td>
<td>100%</td>
<td>93%</td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td>98%</td>
<td>97%</td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td>95%</td>
<td>94%</td>
</tr>
<tr>
<td>EHRS Timely Documentation</td>
<td>93%</td>
<td>93%</td>
</tr>
</tbody>
</table>

### Care Management

<table>
<thead>
<tr>
<th>Service</th>
<th>PVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td>N/A</td>
<td>73%</td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>6.7%</td>
<td>20.2%</td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td>11.8%</td>
<td>69.3%</td>
</tr>
</tbody>
</table>

### Resource Management

<table>
<thead>
<tr>
<th>Service</th>
<th>PVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td>41%</td>
<td>64%</td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td>100%</td>
<td>89%</td>
</tr>
</tbody>
</table>

### Workload Per Day

<table>
<thead>
<tr>
<th>Service</th>
<th>PVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

### Other Trends

<table>
<thead>
<tr>
<th>Service</th>
<th>PVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td>2.6</td>
<td>13.2</td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td>18</td>
<td>49</td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td>1.5</td>
<td>3.7</td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td>1.8</td>
<td>2.6</td>
</tr>
<tr>
<td>Grievances Received*</td>
<td>6</td>
<td>33</td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td>109%</td>
<td>110%</td>
</tr>
</tbody>
</table>

### Major Costs Per Inmate Per Month**

<table>
<thead>
<tr>
<th></th>
<th>YTD 20/21</th>
<th>YTD 19/20</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Labor Cost</td>
<td>$1,020</td>
<td>$1,920</td>
<td></td>
</tr>
<tr>
<td>Total Non Labor Cost</td>
<td>$198</td>
<td>$462</td>
<td></td>
</tr>
</tbody>
</table>

### Grievance Processing

<table>
<thead>
<tr>
<th>Service</th>
<th>PVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td>100%</td>
<td>93%</td>
</tr>
</tbody>
</table>

---

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

Please direct questions or feedback to QMstaff@cdcr.ca.gov

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Report run: 3/21/2022 12:42:33 PM
# Healthcare Services Dashboard

## Pelican Bay State Prison (PBSP)

**January 2022**

### Scheduling & Access to Care

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>PBSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>72%</td>
<td>78%</td>
<td></td>
</tr>
<tr>
<td>Specialty Services</td>
<td>59%</td>
<td>58%</td>
<td></td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>85%</td>
<td>71%</td>
<td></td>
</tr>
<tr>
<td>Dental Services</td>
<td>87%</td>
<td>84%</td>
<td></td>
</tr>
<tr>
<td>Appts Cancelled due to Custody- Medical</td>
<td>0.3%</td>
<td>1.9%</td>
<td></td>
</tr>
<tr>
<td>Seen as Scheduled- Medical</td>
<td>63%</td>
<td>72%</td>
<td></td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td>99%</td>
<td>99%</td>
<td></td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td>-</td>
<td>88%</td>
<td></td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>914.3</td>
<td>405.7</td>
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### Medication Management

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>PBSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications Received Timely</td>
<td>95%</td>
<td>93%</td>
<td></td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td>6.2%</td>
<td>7.9%</td>
<td></td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>3.5%</td>
<td>9.6%</td>
<td></td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>89%</td>
<td>79%</td>
<td></td>
</tr>
</tbody>
</table>

### Continuity of Clinicians & Services

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>PBSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td>93%</td>
<td>93%</td>
<td></td>
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</tbody>
</table>

### Staffing

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>PBSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td>33%</td>
<td>29%</td>
<td></td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>0%</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
<td>-</td>
<td>0%</td>
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### Population Health Management

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>PBSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Annual Influenza</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Asthma Care</td>
<td></td>
<td></td>
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<tr>
<td>Colon Cancer Screening</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Controlling High Blood Pressure (&lt;140/90)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diabetes Care</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>End Stage Liver Disease Care</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Polypharmacy Medication Review</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Warfarin: Time In Therapeutic Range</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Utilization Specialty Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Women’s Care</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Availability of Health Information

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>PBSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Hospital Records</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EHRs Timely Documentation</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Care Management

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>PBSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Resource Management

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>PBSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
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</tr>
</tbody>
</table>

### Workload Per Day

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>PBSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
</tbody>
</table>

### Other Trends

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>PBSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td>4.8</td>
<td>13.2</td>
<td></td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td>21</td>
<td>49</td>
<td></td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td>1.9</td>
<td>3.7</td>
<td></td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td>2.8</td>
<td>2.6</td>
<td></td>
</tr>
<tr>
<td>Grievances Received*</td>
<td>27</td>
<td>33</td>
<td></td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td>81%</td>
<td>110%</td>
<td></td>
</tr>
</tbody>
</table>

### Major Costs Per Inmate Per Month**

<table>
<thead>
<tr>
<th>Service</th>
<th>YTD 20/21</th>
<th>YTD 19/20</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Labor Cost</td>
<td>$1,380</td>
<td>$1,920</td>
<td></td>
</tr>
<tr>
<td>Total Non Labor Cost</td>
<td>$334</td>
<td>$462</td>
<td></td>
</tr>
</tbody>
</table>

### Grievance Processing

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>PBSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td>94%</td>
<td>93%</td>
<td></td>
</tr>
</tbody>
</table>

---

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

---

Please direct questions or feedback to QMstaff@cdcr.ca.gov

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## Healthcare Services Dashboard

**North Kern State Prison (NKSP)**

**January 2022**

### Scheduling & Access to Care

<table>
<thead>
<tr>
<th>Service</th>
<th>NKSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>49%</td>
<td>78%</td>
</tr>
<tr>
<td>Specialty Services</td>
<td>78%</td>
<td>58%</td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>100%</td>
<td>71%</td>
</tr>
<tr>
<td>Dental Services</td>
<td>74%</td>
<td>84%</td>
</tr>
<tr>
<td>Appts Cancelled due to Custody - Medical</td>
<td>5.3%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Seen as Scheduled - Medical</td>
<td>59%</td>
<td>72%</td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td>-</td>
<td>88%</td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>136.0</td>
<td>405.7</td>
</tr>
</tbody>
</table>

### Medication Management

<table>
<thead>
<tr>
<th>Service</th>
<th>NKSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications Received Timely</td>
<td>94%</td>
<td>93%</td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td>5.6%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>2.7%</td>
<td>9.6%</td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>46%</td>
<td>79%</td>
</tr>
</tbody>
</table>

### Continuity of Clinicians & Services

<table>
<thead>
<tr>
<th>Service</th>
<th>NKSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td>98%</td>
<td>93%</td>
</tr>
</tbody>
</table>

### Staffing

<table>
<thead>
<tr>
<th>Service</th>
<th>NKSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td>20%</td>
<td>29%</td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>-</td>
<td>6%</td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
<td>-</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Population Health Management

<table>
<thead>
<tr>
<th>Service</th>
<th>NKSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td>61%</td>
<td>62%</td>
</tr>
<tr>
<td>Annual Fluella</td>
<td>14%</td>
<td>52%</td>
</tr>
<tr>
<td>Colon Cancer Screening</td>
<td>90%</td>
<td>86%</td>
</tr>
<tr>
<td>Controlling High Blood Pressure (&lt;140/90)</td>
<td>65%</td>
<td>80%</td>
</tr>
<tr>
<td>Diabetes Care</td>
<td>79%</td>
<td>85%</td>
</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td>94%</td>
<td>91%</td>
</tr>
<tr>
<td>Polypharmacy Medication Review</td>
<td>88%</td>
<td>95%</td>
</tr>
<tr>
<td>Warfarin: Time In Therapeutic Range</td>
<td>-</td>
<td>63%</td>
</tr>
<tr>
<td>Women's Care</td>
<td>-</td>
<td>71%</td>
</tr>
</tbody>
</table>

### Availability of Health Information

<table>
<thead>
<tr>
<th>Service</th>
<th>NKSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
<td>97%</td>
<td>92%</td>
</tr>
<tr>
<td>Community Hospital Records</td>
<td>95%</td>
<td>93%</td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td>77%</td>
<td>97%</td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td>52%</td>
<td>94%</td>
</tr>
<tr>
<td>EHRs Timely Documentation</td>
<td>92%</td>
<td>93%</td>
</tr>
</tbody>
</table>

### Care Management

<table>
<thead>
<tr>
<th>Service</th>
<th>NKSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td>N/A</td>
<td>73%</td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>12.4%</td>
<td>20.2%</td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td>62.0</td>
<td>69.3</td>
</tr>
</tbody>
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### Resource Management

<table>
<thead>
<tr>
<th>Service</th>
<th>NKSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td>60%</td>
<td>64%</td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td>97%</td>
<td>89%</td>
</tr>
</tbody>
</table>

### Workload Per Day

<table>
<thead>
<tr>
<th>Service</th>
<th>NKSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
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<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td>-</td>
<td>-</td>
</tr>
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</table>

### Other Trends

<table>
<thead>
<tr>
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<th>NKSP</th>
<th>Statewide</th>
</tr>
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<tbody>
<tr>
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<td>13.2</td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td>36</td>
<td>49</td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td>1.7</td>
<td>3.7</td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td>6.2</td>
<td>2.6</td>
</tr>
<tr>
<td>Grievances Received*</td>
<td>47</td>
<td>33</td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td>141%</td>
<td>110%</td>
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</table>

### Grievance Processing

<table>
<thead>
<tr>
<th>Service</th>
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<tbody>
<tr>
<td>Timely Grievances</td>
<td>98%</td>
<td>93%</td>
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</tbody>
</table>
# HEALTHCARE SERVICES DASHBOARD

**Mule Creek State Prison (MCSP)**

**January 2022**

## SCHEDULING & ACCESS TO CARE

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>73%</td>
<td>78%</td>
</tr>
<tr>
<td>Specialty Services</td>
<td>54%</td>
<td>58%</td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>76%</td>
<td>71%</td>
</tr>
<tr>
<td>Dental Services</td>
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<td>84%</td>
</tr>
<tr>
<td>Appts Cancelled due to Custody-Medical</td>
<td>1.9%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Seen as Scheduled-Medical</td>
<td>60%</td>
<td>72%</td>
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<tr>
<td>Effective Communication Provided</td>
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<td>99%</td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td>-</td>
<td>88%</td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>639.2</td>
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## MEDICATION MANAGEMENT

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<tr>
<th>Metric</th>
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<th>Statewide</th>
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<tbody>
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<td>93%</td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td>7.1%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>7.2%</td>
<td>9.6%</td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>89%</td>
<td>79%</td>
</tr>
</tbody>
</table>

## CONTINUITY OF CLINICIANS & SERVICES

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
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<td>93%</td>
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## STAFFING

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td>19%</td>
<td>29%</td>
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<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>-</td>
<td>6%</td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
<td>0%</td>
<td>0%</td>
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</tbody>
</table>

## POPULATION HEALTH MANAGEMENT

### Adult Immunizations

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>64%</td>
<td>62%</td>
</tr>
</tbody>
</table>

### Annual Influenza

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>60%</td>
<td>52%</td>
</tr>
</tbody>
</table>

### Asthma Care

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>84%</td>
<td>80%</td>
</tr>
</tbody>
</table>

### Colon Cancer Screening

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>80%</td>
<td>80%</td>
</tr>
</tbody>
</table>

### Controlling High Blood Pressure (<140/90)

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>79%</td>
<td>85%</td>
</tr>
</tbody>
</table>

### Diabetes Care

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>82%</td>
<td>85%</td>
</tr>
</tbody>
</table>

### Diagnostic Monitoring

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>96%</td>
<td>91%</td>
</tr>
</tbody>
</table>

### End Stage Liver Disease Care

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>86%</td>
<td>88%</td>
</tr>
</tbody>
</table>

### Polypharmacy Medication Review

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>99%</td>
<td>95%</td>
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</tbody>
</table>

### Warfarin: Time In Therapeutic Range

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
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</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>79%</td>
<td>63%</td>
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</tbody>
</table>

### Utilization Specialty Services

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
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</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>92%</td>
<td>91%</td>
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</tbody>
</table>

### Women’s Care

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>-</td>
<td>71%</td>
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## AVAILABILITY OF HEALTH INFORMATION

### Specialty Notes

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>89%</td>
<td>92%</td>
</tr>
</tbody>
</table>

### Community Hospital Records

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>67%</td>
<td>93%</td>
</tr>
</tbody>
</table>

### Scanning Accuracy: Non-Dental

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>99%</td>
<td>97%</td>
</tr>
</tbody>
</table>

### Scanning Accuracy: Dental

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>100%</td>
<td>94%</td>
</tr>
</tbody>
</table>

### EHRs Timely Documentation

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>95%</td>
<td>93%</td>
</tr>
</tbody>
</table>

## MAJOR COSTS PER INMATE PER MONTH**

<table>
<thead>
<tr>
<th>Metric</th>
<th>YTD 20/21</th>
<th>YTD 19/20</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Labor Cost</td>
<td>$1,714</td>
<td>$1,920</td>
<td></td>
</tr>
<tr>
<td>Total Non Labor Cost</td>
<td>$671</td>
<td>$462</td>
<td></td>
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</tbody>
</table>

## CARE MANAGEMENT

### Appropriate Placement High Risk Patients

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>N/A</td>
<td>73%</td>
</tr>
</tbody>
</table>

### ED/Hospital Returns Within 30 days

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>18.8%</td>
<td>20.2%</td>
</tr>
</tbody>
</table>

### Possibly Preventable ED/Hospital Stay*

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>80.2</td>
<td>69.3</td>
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</table>

## RESOURCE MANAGEMENT

### Specialty On-Site/Telemedicine

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>66%</td>
<td>64%</td>
</tr>
</tbody>
</table>

### Availability of Medical Equipment

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>79%</td>
<td>89%</td>
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</tbody>
</table>

## WORKLOAD PER DAY

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
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</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

## OTHER TRENDS

### ED/Hospital Stay*

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>13.5</td>
<td>13.2</td>
</tr>
</tbody>
</table>

### Specialty Care Referrals*

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>96</td>
<td>49</td>
</tr>
</tbody>
</table>

### Prescriptions Per Inmate

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>7.8</td>
<td>3.7</td>
</tr>
</tbody>
</table>

### Diagnostics Per Inmate

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>3.8</td>
<td>2.6</td>
</tr>
</tbody>
</table>

### Grievances Received*

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>49</td>
<td>33</td>
</tr>
</tbody>
</table>

### Prison Population Capacity

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>115%</td>
<td>110%</td>
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</tbody>
</table>

## GRIEVANCE PROCESSING

<table>
<thead>
<tr>
<th>Metric</th>
<th>MCSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 Mo. Trend</td>
<td>99%</td>
<td>93%</td>
</tr>
</tbody>
</table>

---

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

Please direct questions or feedback to QMstaff@cdcr.ca.gov
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Report run: 3/21/2022 12:41:50 PM
## Healthcare Services Dashboard

**California State Prison, Los Angeles County (LAC)**

**January 2022**

### Scheduling & Access to Care

<table>
<thead>
<tr>
<th></th>
<th>6 Mo. Trend</th>
<th>LAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>72%</td>
<td>78%</td>
<td></td>
</tr>
<tr>
<td>Specialty Services</td>
<td>33%</td>
<td>58%</td>
<td></td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>51%</td>
<td>71%</td>
<td></td>
</tr>
<tr>
<td>Dental Services</td>
<td>88%</td>
<td>84%</td>
<td></td>
</tr>
<tr>
<td>Appts Cancelled due to Custody-Medical</td>
<td>4.0%</td>
<td>1.9%</td>
<td></td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td>99%</td>
<td>99%</td>
<td></td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td>86%</td>
<td>88%</td>
<td></td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>636.4</td>
<td>405.7</td>
<td></td>
</tr>
</tbody>
</table>

### Medication Management

<table>
<thead>
<tr>
<th></th>
<th>6 Mo. Trend</th>
<th>LAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications Received Timely</td>
<td>89%</td>
<td>93%</td>
<td></td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td>8.5%</td>
<td>7.9%</td>
<td></td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>4.0%</td>
<td>9.6%</td>
<td></td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>75%</td>
<td>79%</td>
<td></td>
</tr>
</tbody>
</table>

### Continuity of Clinicians & Services

<table>
<thead>
<tr>
<th></th>
<th>6 Mo. Trend</th>
<th>LAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td>97%</td>
<td>93%</td>
<td></td>
</tr>
</tbody>
</table>

### Staffing

<table>
<thead>
<tr>
<th></th>
<th>6 Mo. Trend</th>
<th>LAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td>15%</td>
<td>29%</td>
<td></td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>0%</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
<td>-</td>
<td>0%</td>
<td></td>
</tr>
</tbody>
</table>

### Population Health Management

<table>
<thead>
<tr>
<th></th>
<th>6 Mo. Trend</th>
<th>LAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td>61%</td>
<td>62%</td>
<td></td>
</tr>
<tr>
<td>Annual Influenza</td>
<td>43%</td>
<td>52%</td>
<td></td>
</tr>
<tr>
<td>Asthma Care</td>
<td>85%</td>
<td>86%</td>
<td></td>
</tr>
<tr>
<td>Colon Cancer Screening</td>
<td>80%</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>Controlling High Blood Pressure (&lt;140/90)</td>
<td>84%</td>
<td>85%</td>
<td></td>
</tr>
<tr>
<td>Diabetes Care</td>
<td>84%</td>
<td>85%</td>
<td></td>
</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td>86%</td>
<td>91%</td>
<td></td>
</tr>
<tr>
<td>End Stage Liver Disease Care</td>
<td>93%</td>
<td>88%</td>
<td></td>
</tr>
<tr>
<td>Polypharmacy Medication Review</td>
<td>99%</td>
<td>95%</td>
<td></td>
</tr>
<tr>
<td>Warfarin: Time In Therapeutic Range Utilization Specialty Services</td>
<td>-</td>
<td>71%</td>
<td></td>
</tr>
<tr>
<td>Women's Care</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Availability of Health Information

<table>
<thead>
<tr>
<th></th>
<th>6 Mo. Trend</th>
<th>LAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
<td>80%</td>
<td>92%</td>
<td></td>
</tr>
<tr>
<td>Community Hospital Records</td>
<td>82%</td>
<td>93%</td>
<td></td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td>97%</td>
<td>97%</td>
<td></td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td>100%</td>
<td>94%</td>
<td></td>
</tr>
<tr>
<td>EHRs Timely Documentation</td>
<td>91%</td>
<td>93%</td>
<td></td>
</tr>
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### Care Management

<table>
<thead>
<tr>
<th></th>
<th>6 Mo. Trend</th>
<th>LAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriately Placed High Risk Patients</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>28.6%</td>
<td>20.2%</td>
<td></td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td>144.5</td>
<td>69.3</td>
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### Resource Management

<table>
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<th>6 Mo. Trend</th>
<th>LAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td>65%</td>
<td>64%</td>
<td></td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td>88%</td>
<td>89%</td>
<td></td>
</tr>
</tbody>
</table>

### Workload per Day

<table>
<thead>
<tr>
<th></th>
<th>6 Mo. Trend</th>
<th>LAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td>-</td>
<td>-</td>
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</tbody>
</table>

### Other Trends

<table>
<thead>
<tr>
<th></th>
<th>6 Mo. Trend</th>
<th>LAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td>24.5</td>
<td>13.2</td>
<td></td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td>86</td>
<td>49</td>
<td></td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td>5.3</td>
<td>3.7</td>
<td></td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td>2.0</td>
<td>2.6</td>
<td></td>
</tr>
<tr>
<td>Grievances Received*</td>
<td>52</td>
<td>33</td>
<td></td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td>120%</td>
<td>110%</td>
<td></td>
</tr>
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### Grievance Processing

<table>
<thead>
<tr>
<th></th>
<th>6 Mo. Trend</th>
<th>LAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td>100%</td>
<td></td>
<td>93%</td>
</tr>
</tbody>
</table>

---

* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

---

*Please direct questions or feedback to QMstaff@cdcr.ca.gov*

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Report run: 3/21/2022 12:41:26 PM
# HEALTHCARE SERVICES DASHBOARD

## Kern Valley State Prison (KVSP)

### January 2022

### SCHEDULING & ACCESS TO CARE

<table>
<thead>
<tr>
<th>Service</th>
<th>KVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>73%</td>
<td>78%</td>
</tr>
<tr>
<td>Specialty Services</td>
<td>60%</td>
<td>58%</td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>56%</td>
<td>71%</td>
</tr>
<tr>
<td>Dental Services</td>
<td>85%</td>
<td>84%</td>
</tr>
<tr>
<td>Appts Cancelled due to Custody-Medical</td>
<td>0.3%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Seen as Scheduled-Medical</td>
<td>78%</td>
<td>72%</td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td>-</td>
<td>88%</td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>584.9</td>
<td>405.7</td>
</tr>
</tbody>
</table>

### MEDICATION MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>KVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications Received Timely</td>
<td>85%</td>
<td>93%</td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td>7.3%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>4.9%</td>
<td>6.6%</td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>76%</td>
<td>79%</td>
</tr>
</tbody>
</table>

### CONTINUITY OF CLINICIANS & SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>KVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td>97%</td>
<td>93%</td>
</tr>
</tbody>
</table>

### STAFFING

<table>
<thead>
<tr>
<th>Service</th>
<th>KVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td>12%</td>
<td>29%</td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>-</td>
<td>6%</td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
<td>-</td>
<td>0%</td>
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</tbody>
</table>

### POPULATION HEALTH MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>KVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td>58%</td>
<td>62%</td>
</tr>
<tr>
<td>Annual Influenza</td>
<td>32%</td>
<td>52%</td>
</tr>
<tr>
<td>Asthma Care</td>
<td>91%</td>
<td>80%</td>
</tr>
<tr>
<td>Colon Cancer Screening</td>
<td>75%</td>
<td>80%</td>
</tr>
<tr>
<td>Controlling High Blood Pressure (&lt;140/90)</td>
<td>85%</td>
<td>85%</td>
</tr>
<tr>
<td>Diabetes Care</td>
<td>85%</td>
<td>85%</td>
</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td>93%</td>
<td>91%</td>
</tr>
<tr>
<td>End Stage Liver Disease Care</td>
<td>81%</td>
<td>88%</td>
</tr>
<tr>
<td>Polypharmacy Medication Review</td>
<td>94%</td>
<td>95%</td>
</tr>
<tr>
<td>Warfarin: Time In Therapeutic Range</td>
<td>-</td>
<td>63%</td>
</tr>
<tr>
<td>Women’s Care</td>
<td>92%</td>
<td>91%</td>
</tr>
</tbody>
</table>

### AVAILABILITY OF HEALTH INFORMATION

<table>
<thead>
<tr>
<th>Service</th>
<th>KVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
<td>96%</td>
<td>92%</td>
</tr>
<tr>
<td>Community Hospital Records</td>
<td>94%</td>
<td>93%</td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td>96%</td>
<td>97%</td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td>92%</td>
<td>94%</td>
</tr>
<tr>
<td>EHRS Timely Documentation</td>
<td>94%</td>
<td>93%</td>
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### CARE MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>KVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td>N/A</td>
<td>73%</td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>17.5%</td>
<td>20.2%</td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td>144.5</td>
<td>69.3</td>
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### RESOURCE MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>KVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td>67%</td>
<td>64%</td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td>89%</td>
<td>89%</td>
</tr>
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### WORKLOAD PER DAY

<table>
<thead>
<tr>
<th>Service</th>
<th>KVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td>-</td>
<td>-</td>
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<tr>
<td>Appointments per PCRN</td>
<td>-</td>
<td>-</td>
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### OTHER TRENDS

<table>
<thead>
<tr>
<th>Service</th>
<th>KVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td>22.6</td>
<td>13.2</td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td>54</td>
<td>49</td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td>3.0</td>
<td>3.7</td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td>1.9</td>
<td>2.6</td>
</tr>
<tr>
<td>Grievances Received*</td>
<td>31</td>
<td>33</td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td>135%</td>
<td>110%</td>
</tr>
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</table>

### MAJOR COSTS PER INMATE PER MONTH**

<table>
<thead>
<tr>
<th>Category</th>
<th>YTD 20/21</th>
<th>YTD 19/20</th>
<th>Statewide</th>
</tr>
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<tbody>
<tr>
<td>Total Labor Cost</td>
<td>$1,180</td>
<td>$1,920</td>
<td></td>
</tr>
<tr>
<td>Total Non Labor Cost</td>
<td>$356</td>
<td>$462</td>
<td></td>
</tr>
</tbody>
</table>

### GRIEVANCE PROCESSING

<table>
<thead>
<tr>
<th>Service</th>
<th>KVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td>96%</td>
<td>93%</td>
</tr>
</tbody>
</table>

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

---

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Report run: 3/21/2022 12:41:09 PM
# HEALTHCARE SERVICES DASHBOARD
Ironwood State Prison (ISP)
January 2022

## SCHEDULING & ACCESS TO CARE

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>ISP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td></td>
<td>61%</td>
<td>78%</td>
</tr>
<tr>
<td>Specialty Services</td>
<td></td>
<td>76%</td>
<td>58%</td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td></td>
<td>88%</td>
<td>71%</td>
</tr>
<tr>
<td>Dental Services</td>
<td></td>
<td>65%</td>
<td>84%</td>
</tr>
<tr>
<td>Appts Cancelled due to Custody-Medical</td>
<td>0.4%</td>
<td>1.9%</td>
<td></td>
</tr>
<tr>
<td>Seen as Scheduled-Medical</td>
<td></td>
<td>66%</td>
<td>72%</td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td></td>
<td>100%</td>
<td>99%</td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI)</td>
<td></td>
<td>-</td>
<td>88%</td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td></td>
<td>239.1</td>
<td>405.7</td>
</tr>
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</table>

## MEDICATION MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>ISP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications Received Timely</td>
<td></td>
<td>95%</td>
<td>93%</td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td></td>
<td>4.7%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td></td>
<td>0.0%</td>
<td>9.6%</td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td></td>
<td>80%</td>
<td>79%</td>
</tr>
</tbody>
</table>

## CONTINUITY OF CLINICIANS & SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>ISP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td></td>
<td>100%</td>
<td>93%</td>
</tr>
</tbody>
</table>

## STAFFING

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>ISP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td></td>
<td>17%</td>
<td>29%</td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td></td>
<td>0%</td>
<td>6%</td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
<td></td>
<td>-</td>
<td>0%</td>
</tr>
</tbody>
</table>

## POPULATION HEALTH MANAGEMENT

<table>
<thead>
<tr>
<th>Condition</th>
<th>6 Mo. Trend</th>
<th>ISP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td></td>
<td>62%</td>
<td>62%</td>
</tr>
<tr>
<td>Annual Influenza</td>
<td></td>
<td>55%</td>
<td>52%</td>
</tr>
<tr>
<td>Asthma Care</td>
<td></td>
<td>91%</td>
<td>80%</td>
</tr>
<tr>
<td>Colon Cancer Screening</td>
<td></td>
<td>86%</td>
<td>80%</td>
</tr>
<tr>
<td>Controlling High Blood Pressure (&lt;140/90)</td>
<td></td>
<td>85%</td>
<td>85%</td>
</tr>
<tr>
<td>Diabetes Care</td>
<td></td>
<td>88%</td>
<td>85%</td>
</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td></td>
<td>100%</td>
<td>91%</td>
</tr>
<tr>
<td>End Stage Liver Disease Care</td>
<td></td>
<td>94%</td>
<td>88%</td>
</tr>
<tr>
<td>Polypathymergy Medication Review</td>
<td></td>
<td>100%</td>
<td>95%</td>
</tr>
<tr>
<td>Warfarin: Time In Therapeutic Range</td>
<td></td>
<td>-</td>
<td>63%</td>
</tr>
<tr>
<td>Women’s Care</td>
<td></td>
<td>92%</td>
<td>91%</td>
</tr>
</tbody>
</table>

## MEDICATION MANAGEMENT

<table>
<thead>
<tr>
<th>Condition</th>
<th>6 Mo. Trend</th>
<th>ISP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
<td></td>
<td>98%</td>
<td>92%</td>
</tr>
<tr>
<td>Community Hospital Records</td>
<td></td>
<td>100%</td>
<td>93%</td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td></td>
<td>98%</td>
<td>97%</td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td></td>
<td>93%</td>
<td>94%</td>
</tr>
<tr>
<td>EHRs Timely Documentation</td>
<td></td>
<td>93%</td>
<td>93%</td>
</tr>
</tbody>
</table>

## AVAILABILITY OF HEALTH INFORMATION

<table>
<thead>
<tr>
<th>Condition</th>
<th>6 Mo. Trend</th>
<th>ISP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td></td>
<td>10.4</td>
<td>13.2</td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td></td>
<td>17</td>
<td>49</td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td></td>
<td>1.4</td>
<td>3.7</td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td></td>
<td>1.5</td>
<td>2.6</td>
</tr>
<tr>
<td>Grievances Received*</td>
<td></td>
<td>6</td>
<td>33</td>
</tr>
</tbody>
</table>

## CARE MANAGEMENT

<table>
<thead>
<tr>
<th>Condition</th>
<th>6 Mo. Trend</th>
<th>ISP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td></td>
<td>N/A</td>
<td>73%</td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td></td>
<td>11.4%</td>
<td>20.2%</td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td></td>
<td>45.5</td>
<td>69.3</td>
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## RESOURCE MANAGEMENT

<table>
<thead>
<tr>
<th>Condition</th>
<th>6 Mo. Trend</th>
<th>ISP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td></td>
<td>58%</td>
<td>64%</td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td></td>
<td>100%</td>
<td>89%</td>
</tr>
</tbody>
</table>

## WORKLOAD PER DAY

<table>
<thead>
<tr>
<th>Condition</th>
<th>6 Mo. Trend</th>
<th>ISP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
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<td>-</td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td></td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

## OTHER TRENDS

<table>
<thead>
<tr>
<th>Condition</th>
<th>6 Mo. Trend</th>
<th>ISP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
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<td>13.2</td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td></td>
<td>17</td>
<td>49</td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td></td>
<td>1.4</td>
<td>3.7</td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td></td>
<td>1.5</td>
<td>2.6</td>
</tr>
<tr>
<td>Grievances Received*</td>
<td></td>
<td>6</td>
<td>33</td>
</tr>
</tbody>
</table>

## MAJOR COSTS PER INMATE PER MONTH**

- Total Labor Cost: YTD 20/21: $968, YTD 19/20: $1,920, Statewide: $210, $462
- Total Non Labor Cost: $210, $462

## GRIEVANCE PROCESSING

<table>
<thead>
<tr>
<th>Condition</th>
<th>6 Mo. Trend</th>
<th>ISP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td></td>
<td>100%</td>
<td>93%</td>
</tr>
</tbody>
</table>

---

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

---

Please direct questions or feedback to QMstaff@cdr.ca.gov
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Report run: 3/21/2022 12:40:54 PM
### Scheduling & Access to Care

<table>
<thead>
<tr>
<th>Service</th>
<th>HDSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>87%</td>
<td>78%</td>
</tr>
<tr>
<td>Specialty Services</td>
<td>65%</td>
<td>58%</td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>41%</td>
<td>71%</td>
</tr>
<tr>
<td>Dental Services</td>
<td>82%</td>
<td>84%</td>
</tr>
<tr>
<td>Appts Cancelled due to Custody - Medical</td>
<td>0.9%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Seen as Scheduled - Medical</td>
<td>84%</td>
<td>72%</td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td>88%</td>
<td></td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>600.5</td>
<td>405.7</td>
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### Medication Management

<table>
<thead>
<tr>
<th>Medication Management</th>
<th>HDSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications Received Timely</td>
<td>83%</td>
<td>93%</td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td>5.6%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>3.5%</td>
<td>9.6%</td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>77%</td>
<td>79%</td>
</tr>
</tbody>
</table>

### Continuity of Clinicians & Services

<table>
<thead>
<tr>
<th>Service</th>
<th>HDSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td>97%</td>
<td>93%</td>
</tr>
</tbody>
</table>

### Staffing

<table>
<thead>
<tr>
<th>Staffing</th>
<th>HDSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td>30%</td>
<td>29%</td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>-</td>
<td>6%</td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
<td>-</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Population Health Management

<table>
<thead>
<tr>
<th>Health Management</th>
<th>HDSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td>59%</td>
<td>62%</td>
</tr>
<tr>
<td>Annual Influenza</td>
<td>42%</td>
<td>52%</td>
</tr>
<tr>
<td>Asthma Care</td>
<td>89%</td>
<td>86%</td>
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<tr>
<td>Colon Cancer Screening</td>
<td>78%</td>
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<tr>
<td>Controlling High Blood Pressure (&lt;140/90)</td>
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<td>91%</td>
</tr>
<tr>
<td>End Stage Liver Disease Care</td>
<td>91%</td>
<td>88%</td>
</tr>
<tr>
<td>Polypharmacy Medication Review</td>
<td>91%</td>
<td>95%</td>
</tr>
<tr>
<td>Warfarin: Time In Therapeutic Range</td>
<td>50%</td>
<td>63%</td>
</tr>
<tr>
<td>Utilization Specialty Services</td>
<td>100%</td>
<td>91%</td>
</tr>
<tr>
<td>Women’s Care</td>
<td>71%</td>
<td></td>
</tr>
</tbody>
</table>

### Availability of Health Information

<table>
<thead>
<tr>
<th>Information</th>
<th>HDSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
<td>85%</td>
<td>92%</td>
</tr>
<tr>
<td>Community Hospital Records</td>
<td>100%</td>
<td>93%</td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td>98%</td>
<td>97%</td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td>95%</td>
<td>94%</td>
</tr>
<tr>
<td>EHRs Timely Documentation</td>
<td>95%</td>
<td>93%</td>
</tr>
</tbody>
</table>

### Care Management

<table>
<thead>
<tr>
<th>Care Management</th>
<th>HDSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td>N/A</td>
<td>73%</td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>13.2%</td>
<td>20.2%</td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td>53.5</td>
<td>69.3</td>
</tr>
</tbody>
</table>

### Resource Management

<table>
<thead>
<tr>
<th>Resource Management</th>
<th>HDSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td>79%</td>
<td>64%</td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td>81%</td>
<td>89%</td>
</tr>
</tbody>
</table>

### Workload Per Day

<table>
<thead>
<tr>
<th>Workload Per Day</th>
<th>HDSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

### Other Trends

<table>
<thead>
<tr>
<th>Other Trends</th>
<th>HDSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td>9.6</td>
<td>13.2</td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td>3</td>
<td>49</td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td>2.5</td>
<td>3.7</td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td>1.4</td>
<td>2.6</td>
</tr>
<tr>
<td>Grievances Received*</td>
<td>24</td>
<td>33</td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td>96%</td>
<td>110%</td>
</tr>
</tbody>
</table>

### Grievance Processing

<table>
<thead>
<tr>
<th>Grievance Processing</th>
<th>HDSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td>71%</td>
<td>93%</td>
</tr>
</tbody>
</table>

---

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

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Report run: 3/21/2022 12:35:49 PM
# Healthcare Services Dashboard

**Folsom State Prison (FSP)**

**January 2022**

## Scheduling & Access to Care

<table>
<thead>
<tr>
<th>Service</th>
<th>FSP 6 Mo. Trend</th>
<th>Statewide 6 Mo. Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>91%</td>
<td>78%</td>
</tr>
<tr>
<td>Specialty Services</td>
<td>66%</td>
<td>58%</td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>60%</td>
<td>71%</td>
</tr>
<tr>
<td>Dental Services</td>
<td>76%</td>
<td>84%</td>
</tr>
<tr>
<td>Appts Cancelled due to Custody</td>
<td>0.0%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td>76%</td>
<td>72%</td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI)</td>
<td>-</td>
<td>88%</td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>182.5</td>
<td>405.7</td>
</tr>
</tbody>
</table>

## Medication Management

<table>
<thead>
<tr>
<th>Medication Received Timely</th>
<th>FSP 6 Mo. Trend</th>
<th>Statewide 6 Mo. Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications</td>
<td>98%</td>
<td>93%</td>
</tr>
<tr>
<td>Non-Formulary by Providers</td>
<td>4.7%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>2.1%</td>
<td>9.6%</td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>73%</td>
<td>79%</td>
</tr>
</tbody>
</table>

## Continuity of Clinicians & Services

<table>
<thead>
<tr>
<th>Service</th>
<th>FSP 6 Mo. Trend</th>
<th>Statewide 6 Mo. Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td>99%</td>
<td>93%</td>
</tr>
</tbody>
</table>

## Staffing

<table>
<thead>
<tr>
<th>Service</th>
<th>FSP 6 Mo. Trend</th>
<th>Statewide 6 Mo. Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td>21%</td>
<td>29%</td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>-</td>
<td>6%</td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
<td>-</td>
<td>0%</td>
</tr>
</tbody>
</table>

## Population Health Management

<table>
<thead>
<tr>
<th>Condition</th>
<th>FSP 6 Mo. Trend</th>
<th>Statewide 6 Mo. Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td>50%</td>
<td>62%</td>
</tr>
<tr>
<td>Annual Influenza</td>
<td>52%</td>
<td>52%</td>
</tr>
<tr>
<td>Asthma Care</td>
<td>92%</td>
<td>80%</td>
</tr>
<tr>
<td>Colon Cancer Screening</td>
<td>76%</td>
<td>80%</td>
</tr>
<tr>
<td>Controlling High Blood Pressure (&lt;140/90)</td>
<td>90%</td>
<td>85%</td>
</tr>
<tr>
<td>Diabetes Care</td>
<td>85%</td>
<td>85%</td>
</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td>87%</td>
<td>91%</td>
</tr>
<tr>
<td>End Stage Liver Disease Care</td>
<td>93%</td>
<td>88%</td>
</tr>
<tr>
<td>Polypharmacy Medication Review</td>
<td>100%</td>
<td>95%</td>
</tr>
<tr>
<td>Warfarin: Time In Therapeutic Range</td>
<td>0%</td>
<td>63%</td>
</tr>
<tr>
<td>Utilization Specialty Services</td>
<td>94%</td>
<td>91%</td>
</tr>
<tr>
<td>Women’s Care</td>
<td>66%</td>
<td>71%</td>
</tr>
</tbody>
</table>

## Availability of Health Information

<table>
<thead>
<tr>
<th>Information</th>
<th>FSP 6 Mo. Trend</th>
<th>Statewide 6 Mo. Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
<td>81%</td>
<td>92%</td>
</tr>
<tr>
<td>Community Hospital Records</td>
<td>100%</td>
<td>93%</td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td>99%</td>
<td>97%</td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td>100%</td>
<td>94%</td>
</tr>
<tr>
<td>EHRs Timely Documentation</td>
<td>94%</td>
<td>93%</td>
</tr>
</tbody>
</table>

## Care Management

<table>
<thead>
<tr>
<th>Management</th>
<th>FSP 6 Mo. Trend</th>
<th>Statewide 6 Mo. Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td>N/A</td>
<td>73%</td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>7.4%</td>
<td>20.2%</td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td>25.3</td>
<td>69.3</td>
</tr>
</tbody>
</table>

## Resource Management

<table>
<thead>
<tr>
<th>Resource</th>
<th>FSP 6 Mo. Trend</th>
<th>Statewide 6 Mo. Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td>60%</td>
<td>64%</td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td>100%</td>
<td>89%</td>
</tr>
</tbody>
</table>

## Workload Per Day

<table>
<thead>
<tr>
<th>Activity</th>
<th>FSP 6 Mo. Trend</th>
<th>Statewide 6 Mo. Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

## Other Trends

<table>
<thead>
<tr>
<th>Trend</th>
<th>FSP 6 Mo. Trend</th>
<th>Statewide 6 Mo. Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td>7.6</td>
<td>13.2</td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td>33</td>
<td>49</td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td>2.1</td>
<td>3.7</td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td>2.5</td>
<td>2.6</td>
</tr>
<tr>
<td>Grievances Received*</td>
<td>11</td>
<td>33</td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td>116%</td>
<td>110%</td>
</tr>
</tbody>
</table>

## Major Costs per Inmate per Month**

<table>
<thead>
<tr>
<th>Cost Category</th>
<th>YTD 20/21</th>
<th>YTD 19/20</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Labor Cost</td>
<td>$1,177</td>
<td>$1,920</td>
<td></td>
</tr>
<tr>
<td>Total Non Labor Cost</td>
<td>$1,250</td>
<td>$1,179</td>
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</table>

## Grievance Processing

<table>
<thead>
<tr>
<th>Grievance</th>
<th>FSP 6 Mo. Trend</th>
<th>Statewide 6 Mo. Trend</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td>100%</td>
<td>93%</td>
</tr>
</tbody>
</table>

---

*Rate Per 1,000 Inmates

**Statewide figures exclude HQ positions

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# Healthcare Services Dashboard

## Scheduling & Access to Care

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>DVI</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>•</td>
<td>-</td>
<td>78%</td>
</tr>
<tr>
<td>Specialty Services</td>
<td></td>
<td>-</td>
<td>58%</td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td></td>
<td>-</td>
<td>71%</td>
</tr>
<tr>
<td>Dental Services</td>
<td>100%</td>
<td>84%</td>
<td></td>
</tr>
<tr>
<td>Appts Cancelled due to Custody- Medical</td>
<td>-</td>
<td>1.9%</td>
<td></td>
</tr>
<tr>
<td>Seen as Scheduled- Medical</td>
<td>-</td>
<td>72%</td>
<td></td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td>100%</td>
<td>99%</td>
<td></td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td>-</td>
<td>88%</td>
<td></td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>-</td>
<td>405.7</td>
<td></td>
</tr>
</tbody>
</table>

## Medication Management

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>DVI</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications Received Timely</td>
<td>-</td>
<td>93%</td>
<td></td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td>-</td>
<td>7.9%</td>
<td></td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>-</td>
<td>9.6%</td>
<td></td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>-</td>
<td>79%</td>
<td></td>
</tr>
</tbody>
</table>

## Continuity of Clinicians & Services

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>DVI</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td>-</td>
<td>93%</td>
<td></td>
</tr>
</tbody>
</table>

## Staffing

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>DVI</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td>-</td>
<td>29%</td>
<td></td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>-</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
<td>-</td>
<td>0%</td>
<td></td>
</tr>
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</table>

## Population Health Management

<table>
<thead>
<tr>
<th>Service</th>
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<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td>-</td>
<td>62%</td>
<td></td>
</tr>
<tr>
<td>Annual Influenza</td>
<td>-</td>
<td>52%</td>
<td></td>
</tr>
<tr>
<td>Asthma Care</td>
<td>-</td>
<td>86%</td>
<td></td>
</tr>
<tr>
<td>Colon Cancer Screening</td>
<td>-</td>
<td>80%</td>
<td></td>
</tr>
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<td>-</td>
<td>85%</td>
<td></td>
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<tr>
<td>Diabetes Care</td>
<td>-</td>
<td>85%</td>
<td></td>
</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td>100%</td>
<td>91%</td>
<td></td>
</tr>
<tr>
<td>End Stage Liver Disease Care</td>
<td>-</td>
<td>88%</td>
<td></td>
</tr>
<tr>
<td>Polypharmacy Medication Review</td>
<td>-</td>
<td>95%</td>
<td></td>
</tr>
<tr>
<td>Warfarin: Time In Therapeutic Range</td>
<td>-</td>
<td>63%</td>
<td></td>
</tr>
<tr>
<td>Utilization Specialty Services</td>
<td>-</td>
<td>91%</td>
<td></td>
</tr>
<tr>
<td>Women’s Care</td>
<td>-</td>
<td>91%</td>
<td></td>
</tr>
</tbody>
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## Availability of Health Information

<table>
<thead>
<tr>
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<th>6 Mo. Trend</th>
<th>DVI</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
<td>-</td>
<td>92%</td>
<td></td>
</tr>
<tr>
<td>Community Hospital Records</td>
<td>-</td>
<td>93%</td>
<td></td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td>-</td>
<td>97%</td>
<td></td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td>-</td>
<td>94%</td>
<td></td>
</tr>
<tr>
<td>EHRS Timely Documentation</td>
<td>-</td>
<td>93%</td>
<td></td>
</tr>
</tbody>
</table>

## Care Management

<table>
<thead>
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<th>6 Mo. Trend</th>
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<th>Statewide</th>
</tr>
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<tbody>
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<td>-</td>
<td>73%</td>
<td></td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>-</td>
<td>27.6%</td>
<td></td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td>-</td>
<td>20.2%</td>
<td></td>
</tr>
</tbody>
</table>

## Resource Management

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>DVI</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td>-</td>
<td>64%</td>
<td></td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td>-</td>
<td>89%</td>
<td></td>
</tr>
</tbody>
</table>

## Workload per Day

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>DVI</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td>-</td>
<td></td>
<td></td>
</tr>
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</table>

## Other Trends

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>DVI</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td>0.0</td>
<td>13.2</td>
<td></td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td>-</td>
<td>49</td>
<td></td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td>-</td>
<td>3.7</td>
<td></td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td>0.1</td>
<td>2.6</td>
<td></td>
</tr>
<tr>
<td>Grievances Received*</td>
<td>-</td>
<td>33</td>
<td></td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td>-</td>
<td>110%</td>
<td></td>
</tr>
</tbody>
</table>

## Major Costs per Inmate per Month**

<table>
<thead>
<tr>
<th>Service</th>
<th>YTD 20/21</th>
<th>YTD 19/20</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Labor Cost</td>
<td>$27,355</td>
<td>$1,920</td>
<td></td>
</tr>
<tr>
<td>Total Non Labor Cost</td>
<td>$1,939</td>
<td>$462</td>
<td></td>
</tr>
</tbody>
</table>

## Grievance Processing

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>DVI</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td>-</td>
<td>93%</td>
<td></td>
</tr>
</tbody>
</table>

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

---

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### HEALTHCARE SERVICES DASHBOARD
Chuckawalla Valley State Prison (CVSP)
January 2022

#### SCHEDULING & ACCESS TO CARE

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>78%</td>
<td></td>
<td>78%</td>
</tr>
<tr>
<td>Specialty Services</td>
<td>71%</td>
<td></td>
<td>58%</td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>89%</td>
<td></td>
<td>71%</td>
</tr>
<tr>
<td>Dental Services</td>
<td>82%</td>
<td></td>
<td>84%</td>
</tr>
<tr>
<td>Appts Cancelled due to Custody-Medical</td>
<td>0%</td>
<td></td>
<td>1.9%</td>
</tr>
<tr>
<td>Seen as Scheduled-Medical</td>
<td>84%</td>
<td></td>
<td>72%</td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td>100%</td>
<td></td>
<td>99%</td>
</tr>
<tr>
<td>Sign Language Interpreter Provided</td>
<td>-</td>
<td>88%</td>
<td></td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>349.5</td>
<td></td>
<td>405.7</td>
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#### MEDICATION MANAGEMENT

<table>
<thead>
<tr>
<th>Medication</th>
<th>6 Mo. Trend</th>
<th>CVSP</th>
<th>Statewide</th>
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</thead>
<tbody>
<tr>
<td>All Medications</td>
<td>97%</td>
<td></td>
<td>93%</td>
</tr>
<tr>
<td>Non-Formulary by Med</td>
<td>7.0%</td>
<td></td>
<td>7.9%</td>
</tr>
<tr>
<td>Non-Formulary by Psych</td>
<td>0.0%</td>
<td></td>
<td>9.6%</td>
</tr>
<tr>
<td>Central Fill Common</td>
<td>83%</td>
<td></td>
<td>79%</td>
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#### CONTINUITY OF CLINICIANS & SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CVSP</th>
<th>Statewide</th>
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</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td>99%</td>
<td></td>
<td>93%</td>
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</tbody>
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#### STAFFING

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td>20%</td>
<td></td>
<td>29%</td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>-</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
<td>-</td>
<td>0%</td>
<td></td>
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</table>

#### POPULATION HEALTH MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td>54%</td>
<td></td>
<td>62%</td>
</tr>
<tr>
<td>Annual Influenza</td>
<td>73%</td>
<td></td>
<td>52%</td>
</tr>
<tr>
<td>Asthma Care</td>
<td>98%</td>
<td></td>
<td>80%</td>
</tr>
<tr>
<td>Colon Cancer Screening</td>
<td>89%</td>
<td></td>
<td>80%</td>
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<tr>
<td>Controlling High Blood Pressure (&lt;140/90)</td>
<td>93%</td>
<td></td>
<td>85%</td>
</tr>
<tr>
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<td></td>
<td>85%</td>
</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td>-</td>
<td>91%</td>
<td></td>
</tr>
<tr>
<td>End Stage Liver Disease Care</td>
<td>93%</td>
<td></td>
<td>88%</td>
</tr>
<tr>
<td>Polypharmacy Medication Review</td>
<td>93%</td>
<td></td>
<td>95%</td>
</tr>
<tr>
<td>Warfarin: Time In Therapeutic Range</td>
<td>0%</td>
<td></td>
<td>63%</td>
</tr>
<tr>
<td>Utilization Specialty Services</td>
<td>-</td>
<td>98%</td>
<td>91%</td>
</tr>
<tr>
<td>Women’s Care</td>
<td>-</td>
<td>98%</td>
<td>91%</td>
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#### CARE MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CVSP</th>
<th>Statewide</th>
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</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td>N/A</td>
<td></td>
<td>73%</td>
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<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>11.4%</td>
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<td>20.2%</td>
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<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td>57.7</td>
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<td>69.3</td>
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#### RESOURCE MANAGEMENT

<table>
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<th>CVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td>90%</td>
<td></td>
<td>64%</td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td>-</td>
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#### WORKLOAD PER DAY

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td>-</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td>-</td>
<td></td>
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#### OTHER TRENDS

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td>14.9</td>
<td></td>
<td>13.2</td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td>35</td>
<td></td>
<td>49</td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td>2.4</td>
<td></td>
<td>3.7</td>
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<tr>
<td>Diagnostics Per Inmate</td>
<td>1.7</td>
<td></td>
<td>2.6</td>
</tr>
<tr>
<td>Grievances Received*</td>
<td>19</td>
<td></td>
<td>33</td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td>141%</td>
<td></td>
<td>110%</td>
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#### AVAILABILITY OF HEALTH INFORMATION

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
<td>97%</td>
<td></td>
<td>92%</td>
</tr>
<tr>
<td>Community Hospital Records</td>
<td>89%</td>
<td></td>
<td>93%</td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td>98%</td>
<td></td>
<td>97%</td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td>100%</td>
<td></td>
<td>94%</td>
</tr>
<tr>
<td>EHR Timely Documentation</td>
<td>96%</td>
<td></td>
<td>93%</td>
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#### MAJOR COSTS PER INMATE PER MONTH**

<table>
<thead>
<tr>
<th>Service</th>
<th>YTD 20/21</th>
<th>YTD 19/20</th>
<th>Statewide</th>
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<tbody>
<tr>
<td>Total Labor Cost</td>
<td>$934</td>
<td>$1,920</td>
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<tr>
<td>Total Non Labor Cost</td>
<td>$288</td>
<td>$462</td>
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#### GRIEVANCE PROCESSING

<table>
<thead>
<tr>
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<th>6 Mo. Trend</th>
<th>CVSP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td>100%</td>
<td></td>
<td>93%</td>
</tr>
</tbody>
</table>

---

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

Please direct questions or feedback to QMstaff@cdcr.ca.gov
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Report run: 3/21/2022 12:35:20 PM
## Scheduling & Access to Care

<table>
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<tr>
<th>Service</th>
<th>6 Mo Trend CTF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>93%</td>
<td>78%</td>
</tr>
<tr>
<td>Specialty Services</td>
<td>56%</td>
<td>58%</td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>51%</td>
<td>71%</td>
</tr>
<tr>
<td>Dental Services</td>
<td>98%</td>
<td>84%</td>
</tr>
<tr>
<td>Appts Cancelled due to Custody-Medical</td>
<td>0.3%</td>
<td>1.9%</td>
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<td>72%</td>
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<td>99%</td>
<td>99%</td>
</tr>
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<td>Sign Language Interpreter (SLI)</td>
<td>-</td>
<td>88%</td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>177.2</td>
<td>405.7</td>
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</tbody>
</table>

## Medication Management

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo Trend CTF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications Received Timely</td>
<td>97%</td>
<td>93%</td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td>5.9%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>2.3%</td>
<td>9.6%</td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>84%</td>
<td>79%</td>
</tr>
</tbody>
</table>

## Continuity of Clinicians & Services

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo Trend CTF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td>95%</td>
<td>93%</td>
</tr>
</tbody>
</table>

## Staffing

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo Trend CTF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td>14%</td>
<td>29%</td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>-</td>
<td>6%</td>
</tr>
<tr>
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<td>-</td>
<td>0%</td>
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## Populations Health Management

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo Trend CTF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td>67%</td>
<td>62%</td>
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<td>64%</td>
<td>52%</td>
</tr>
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<td>80%</td>
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<td>Controlling High Blood Pressure (&lt;140/90)</td>
<td>90%</td>
<td>85%</td>
</tr>
<tr>
<td>Diabetes Care</td>
<td>86%</td>
<td>85%</td>
</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td>99%</td>
<td>91%</td>
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<tr>
<td>Utilization Specialty Services</td>
<td>-</td>
<td>71%</td>
</tr>
<tr>
<td>Women's Care</td>
<td>97%</td>
<td>91%</td>
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## Availability of Health Information

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo Trend CTF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
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</tr>
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<td>100%</td>
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</tr>
<tr>
<td>EHRs Timely Documentation</td>
<td>97%</td>
<td>93%</td>
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</tbody>
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## Care Management

<table>
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<tr>
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<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td>N/A</td>
<td>73%</td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>17.5%</td>
<td>20.2%</td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td>19.2</td>
<td>69.3</td>
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## Resource Management

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo Trend CTF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td>59%</td>
<td>64%</td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td>98%</td>
<td>89%</td>
</tr>
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## Workload per Day

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo Trend CTF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td>-</td>
<td>-</td>
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## Other Trends

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo Trend CTF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td>5.4</td>
<td>13.2</td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td>41</td>
<td>49</td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td>3.5</td>
<td>3.7</td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td>1.5</td>
<td>2.6</td>
</tr>
<tr>
<td>Grievances Received*</td>
<td>12</td>
<td>33</td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td>149%</td>
<td>110%</td>
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</table>

## Grievance Processing

<table>
<thead>
<tr>
<th>Service</th>
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<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
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Report run: 3/21/2022 12:35:08 PM
### Healthcare Services Dashboard

**California Rehabilitation Center (CRC)**

**January 2022**

#### Scheduling & Access to Care

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<tbody>
<tr>
<td>Care Team Services</td>
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<td>99%</td>
</tr>
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<td></td>
<td>-</td>
<td>88%</td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td></td>
<td>323.6</td>
<td>405.7</td>
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#### Medication Management

<table>
<thead>
<tr>
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<th>6 Mo. Trend</th>
<th>CRC</th>
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</tr>
</thead>
<tbody>
<tr>
<td>All Medications Received Timely</td>
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#### Continuity of Clinicians & Services

<table>
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<th>6 Mo. Trend</th>
<th>CRC</th>
<th>Statewide</th>
</tr>
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<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td></td>
<td>94%</td>
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#### Staffing

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#### Population Health Management

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<th>CRC</th>
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</tr>
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<td></td>
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</tr>
<tr>
<td>Annual Influenza</td>
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<td>60%</td>
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<tr>
<td>Asthma Care</td>
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<td>95%</td>
<td>80%</td>
</tr>
<tr>
<td>Colon Cancer Screening</td>
<td></td>
<td>76%</td>
<td>80%</td>
</tr>
<tr>
<td>Controlling High Blood Pressure (&lt;140/90)</td>
<td></td>
<td>90%</td>
<td>85%</td>
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<tr>
<td>Diabetes Care</td>
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<td>89%</td>
<td>85%</td>
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<tr>
<td>Diagnostic Monitoring</td>
<td></td>
<td>96%</td>
<td>91%</td>
</tr>
<tr>
<td>End Stage Liver Disease Care</td>
<td></td>
<td>94%</td>
<td>88%</td>
</tr>
<tr>
<td>Polypharmacy Medication Review</td>
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<td>95%</td>
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<tr>
<td>Warfarin: Time In Therapeutic Range</td>
<td></td>
<td>-</td>
<td>63%</td>
</tr>
<tr>
<td>Utilization Specialty Services</td>
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<tr>
<td>Women's Care</td>
<td></td>
<td>99%</td>
<td>91%</td>
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#### Availability of Health Information

<table>
<thead>
<tr>
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<th>CRC</th>
<th>Statewide</th>
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<tbody>
<tr>
<td>Specialty Notes</td>
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<td>93%</td>
<td>92%</td>
</tr>
<tr>
<td>Community Hospital Records</td>
<td></td>
<td>100%</td>
<td>93%</td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td></td>
<td>99%</td>
<td>97%</td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
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<td>100%</td>
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</tr>
<tr>
<td>EHR Timely Documentation</td>
<td></td>
<td>90%</td>
<td>93%</td>
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#### Care Management

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CRC</th>
<th>Statewide</th>
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<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
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<tr>
<td>ED/Hospital Returns Within 30 days</td>
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<td>13.0%</td>
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<tr>
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<td>69.3</td>
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#### Resource Management

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<th>CRC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
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<td>65%</td>
<td>64%</td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td></td>
<td>61%</td>
<td>89%</td>
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#### Workload Per Day

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CRC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
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<td>-</td>
</tr>
<tr>
<td>Appointments per PCRN</td>
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#### Other Trends

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CRC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
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<td>10.4</td>
<td>13.2</td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td></td>
<td>30</td>
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<tr>
<td>Prescriptions Per Inmate</td>
<td></td>
<td>2.4</td>
<td>3.7</td>
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<tr>
<td>Diagnostics Per Inmate</td>
<td></td>
<td>2.9</td>
<td>2.6</td>
</tr>
<tr>
<td>Grievances Received*</td>
<td></td>
<td>20</td>
<td>33</td>
</tr>
<tr>
<td>Prison Population Capacity</td>
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<td>106%</td>
<td>110%</td>
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</table>

#### Major Costs per Inmate per Month**

<table>
<thead>
<tr>
<th>Service</th>
<th>YTD 20/21</th>
<th>YTD 19/20</th>
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<tbody>
<tr>
<td>Total Labor Cost</td>
<td>$1,401</td>
<td>$1,920</td>
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<tr>
<td>Total Non Labor Cost</td>
<td>$351</td>
<td>$462</td>
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#### Grievance Processing

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CRC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td></td>
<td>84%</td>
<td>93%</td>
</tr>
</tbody>
</table>

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

Please direct questions or feedback to QMstaff@cdcr.ca.gov

Click Here for Monthly Release Notes

Report run: 3/21/2022 12:34:54 PM
## Scheduling & Access to Care

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>COR</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
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<tr>
<td>Specialty Services</td>
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<tr>
<td>Diagnostic Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dental Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appts Cancelled due to Custody-Medical</td>
<td>0.2%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seen as Scheduled-Medical</td>
<td>72%</td>
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<tr>
<td>Effective Communication Provided</td>
<td>92%</td>
<td></td>
<td></td>
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<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td>-</td>
<td></td>
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<tr>
<td>Medical Backlog*</td>
<td>385.6</td>
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<td>405.7</td>
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## Medication Management

<table>
<thead>
<tr>
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<th>6 Mo. Trend</th>
<th>COR</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications Received Timely</td>
<td></td>
<td>94%</td>
<td>93%</td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td>6.8%</td>
<td></td>
<td>7.9%</td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>7.3%</td>
<td></td>
<td>6.6%</td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>80%</td>
<td></td>
<td>79%</td>
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</tbody>
</table>

## Continuity of Clinicians & Services

<table>
<thead>
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<th>Service</th>
<th>6 Mo. Trend</th>
<th>COR</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
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<td>93%</td>
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## Staffing

<table>
<thead>
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<th>COR</th>
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<tbody>
<tr>
<td>Actual Vacancies</td>
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<td>18%</td>
<td>29%</td>
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<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
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<td>6%</td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
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<td>0%</td>
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## Population Health Management

<table>
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<tr>
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<th>6 Mo. Trend</th>
<th>COR</th>
<th>Statewide</th>
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<tbody>
<tr>
<td>Adult Immunizations</td>
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<tr>
<td>Annual Influenza</td>
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<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
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<td></td>
<td></td>
<td></td>
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<tr>
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<td></td>
<td></td>
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<tr>
<td>Diabetes Care</td>
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</tr>
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<td></td>
<td>82%</td>
<td>85%</td>
</tr>
<tr>
<td>End Stage Liver Disease Care</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Polypharmacy Medication Review</td>
<td></td>
<td>98%</td>
<td>95%</td>
</tr>
<tr>
<td>Warfarin: Time In Therapeutic Range</td>
<td></td>
<td>25%</td>
<td>63%</td>
</tr>
<tr>
<td>Utilization Specialty Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Women’s Care</td>
<td></td>
<td>52%</td>
<td>91%</td>
</tr>
</tbody>
</table>

## Availability of Health Information

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<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>COR</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
<td></td>
<td>92%</td>
<td>92%</td>
</tr>
<tr>
<td>Community Hospital Records</td>
<td></td>
<td>87%</td>
<td>93%</td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td></td>
<td>96%</td>
<td>97%</td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td></td>
<td>100%</td>
<td>94%</td>
</tr>
<tr>
<td>EHRs Timely Documentation</td>
<td></td>
<td>95%</td>
<td>93%</td>
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</table>

## Care Management

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>COR</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
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<td></td>
<td></td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td></td>
<td>71.2</td>
<td>69.3</td>
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## Resource Management

<table>
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<th>COR</th>
<th>Statewide</th>
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<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
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<td>69%</td>
<td>64%</td>
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<tr>
<td>Availability of Medical Equipment</td>
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<td>89%</td>
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## Workload Per Day

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>COR</th>
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<tbody>
<tr>
<td>Appointments per PCP</td>
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</tr>
<tr>
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## Other Trends

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<thead>
<tr>
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<th>6 Mo. Trend</th>
<th>COR</th>
<th>Statewide</th>
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<tbody>
<tr>
<td>ED/Hospital Stay*</td>
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<tr>
<td>Specialty Care Referrals*</td>
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<tr>
<td>Prescriptions Per Inmate</td>
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<tr>
<td>Diagnostics Per Inmate</td>
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<td>2.5</td>
<td>2.6</td>
</tr>
<tr>
<td>Grievances Received*</td>
<td></td>
<td>33</td>
<td>33</td>
</tr>
<tr>
<td>Prison Population Capacity</td>
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<td>112%</td>
<td>110%</td>
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## Pharmacotherapy

<table>
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<tr>
<td>Total Non Labor Cost</td>
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## Grievance Processing

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<tr>
<td>Timely Grievances</td>
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</table>
# Healthcare Services Dashboard

**California Medical Facility (CMF)**

**January 2022**

## Scheduling & Access to Care

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CMF</th>
<th>Statewide</th>
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<tbody>
<tr>
<td>Care Team Services</td>
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<td>87%</td>
<td>78%</td>
</tr>
<tr>
<td>Specialty Services</td>
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<td>46%</td>
<td>58%</td>
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<tr>
<td>Diagnostic Services</td>
<td></td>
<td>77%</td>
<td>71%</td>
</tr>
<tr>
<td>Dental Services</td>
<td></td>
<td>84%</td>
<td>84%</td>
</tr>
<tr>
<td>Appts Cancelled due to Custody - Medical</td>
<td></td>
<td>1.8%</td>
<td>1.9%</td>
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<tr>
<td>Seen as Scheduled - Medical</td>
<td></td>
<td>61%</td>
<td>72%</td>
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<tr>
<td>Effective Communication Provided</td>
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<td>97%</td>
<td>99%</td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td></td>
<td>94%</td>
<td>88%</td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td></td>
<td>561.5</td>
<td>405.7</td>
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## Medication Management

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<tbody>
<tr>
<td>All Medications Received Timely</td>
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<td>7.9%</td>
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## Continuity of Clinicians & Services

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</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td></td>
<td>95%</td>
<td>93%</td>
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## Staffing

<table>
<thead>
<tr>
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<tbody>
<tr>
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<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td></td>
<td>-</td>
<td>6%</td>
</tr>
<tr>
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<td>-</td>
<td>0%</td>
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## Population Health Management

<table>
<thead>
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<tbody>
<tr>
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<td>62%</td>
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<td>66%</td>
<td>52%</td>
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</tr>
<tr>
<td>Polypathway Medication Review</td>
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<td>95%</td>
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<tr>
<td>Warfarin: Time In Therapeutic Range</td>
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</tr>
<tr>
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</tr>
<tr>
<td>Women’s Care</td>
<td></td>
<td>-</td>
<td>71%</td>
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</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td></td>
<td>N/A</td>
<td>73%</td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td></td>
<td>23.9%</td>
<td>20.2%</td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td></td>
<td>81.3%</td>
<td>69.3%</td>
</tr>
</tbody>
</table>

## Resource Management

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CMF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td></td>
<td>77%</td>
<td>64%</td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td></td>
<td>92%</td>
<td>89%</td>
</tr>
</tbody>
</table>

## Workload Per Day

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CMF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td></td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td></td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

## Other Trends

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CMF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td></td>
<td>17.8%</td>
<td>13.2%</td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td></td>
<td>3%</td>
<td>49%</td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td></td>
<td>8.8%</td>
<td>3.7%</td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td></td>
<td>3.7%</td>
<td>2.6%</td>
</tr>
<tr>
<td>Grievances Received*</td>
<td></td>
<td>79%</td>
<td>33%</td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td></td>
<td>85%</td>
<td>110%</td>
</tr>
</tbody>
</table>

## Grievance Processing

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CMF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td></td>
<td>100%</td>
<td>93%</td>
</tr>
</tbody>
</table>

---

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

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# Healthcare Services Dashboard

**California Men’s Colony (CMC)**

**January 2022**

## Scheduling & Access to Care

<table>
<thead>
<tr>
<th>Category</th>
<th>CMC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>58%</td>
<td>78%</td>
</tr>
<tr>
<td>Specialty Services</td>
<td>50%</td>
<td>58%</td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>86%</td>
<td>71%</td>
</tr>
<tr>
<td>Dental Services</td>
<td>87%</td>
<td>84%</td>
</tr>
<tr>
<td>Appts Cancelled due to Custody - Medical</td>
<td>1.2%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Seen as Scheduled - Medical</td>
<td>72%</td>
<td>72%</td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td>-</td>
<td>88%</td>
</tr>
</tbody>
</table>

**Medical Backlog**

- CMC: 698.6
- Statewide: 405.7

## Medication Management

<table>
<thead>
<tr>
<th>Category</th>
<th>CMC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications Received Timely</td>
<td>97%</td>
<td>93%</td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td>10.6%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>7.6%</td>
<td>9.6%</td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>87%</td>
<td>79%</td>
</tr>
</tbody>
</table>

## Continuity of Clinicians & Services

<table>
<thead>
<tr>
<th>Category</th>
<th>CMC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td>97%</td>
<td>93%</td>
</tr>
</tbody>
</table>

## Staffing

<table>
<thead>
<tr>
<th>Category</th>
<th>CMC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td>15%</td>
<td>29%</td>
</tr>
<tr>
<td>Hires Completed Non-PCP (87/108 Days)</td>
<td>0%</td>
<td>6%</td>
</tr>
<tr>
<td>Hires Completed PCP (66 Days)</td>
<td>-</td>
<td>0%</td>
</tr>
</tbody>
</table>

## Populaction Health Management

<table>
<thead>
<tr>
<th>Category</th>
<th>CMC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td>52%</td>
<td>62%</td>
</tr>
<tr>
<td>Annual Influenza</td>
<td>56%</td>
<td>52%</td>
</tr>
<tr>
<td>Asthma Care</td>
<td>88%</td>
<td>86%</td>
</tr>
<tr>
<td>Colon Cancer Screening</td>
<td>85%</td>
<td>80%</td>
</tr>
<tr>
<td>Controlling High Blood Pressure (&lt;140/90)</td>
<td>79%</td>
<td>85%</td>
</tr>
<tr>
<td>Diabetes Care</td>
<td>81%</td>
<td>85%</td>
</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td>93%</td>
<td>91%</td>
</tr>
<tr>
<td>End Stage Liver Disease Care</td>
<td>86%</td>
<td>88%</td>
</tr>
<tr>
<td>Polypharmacy Medication Review</td>
<td>90%</td>
<td>95%</td>
</tr>
<tr>
<td>Warfarin: Time In Therapeutic Range</td>
<td>69%</td>
<td>63%</td>
</tr>
<tr>
<td>Utilization Specialty Services</td>
<td>93%</td>
<td>91%</td>
</tr>
<tr>
<td>Women’s Care</td>
<td>-</td>
<td>71%</td>
</tr>
</tbody>
</table>

## Availability of Health Information

<table>
<thead>
<tr>
<th>Category</th>
<th>CMC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
<td>95%</td>
<td>92%</td>
</tr>
<tr>
<td>Community Hospital Records</td>
<td>100%</td>
<td>93%</td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td>100%</td>
<td>97%</td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td>100%</td>
<td>94%</td>
</tr>
<tr>
<td>EHRs Timely Documentation</td>
<td>91%</td>
<td>93%</td>
</tr>
</tbody>
</table>

## Care Management

<table>
<thead>
<tr>
<th>Category</th>
<th>CMC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td>N/A</td>
<td>73%</td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>16.8%</td>
<td>20.2%</td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td>60.4</td>
<td>69.3</td>
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## Resource Management

<table>
<thead>
<tr>
<th>Category</th>
<th>CMC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td>69%</td>
<td>64%</td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td>91%</td>
<td>89%</td>
</tr>
</tbody>
</table>

## Workload per Day

<table>
<thead>
<tr>
<th>Category</th>
<th>CMC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

## Other Trends

<table>
<thead>
<tr>
<th>Category</th>
<th>CMC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td>8.1</td>
<td>13.2</td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td>59</td>
<td>49</td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td>4.7</td>
<td>3.7</td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td>2.0</td>
<td>2.6</td>
</tr>
<tr>
<td>Grievances Received*</td>
<td>42</td>
<td>33</td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td>84%</td>
<td>110%</td>
</tr>
</tbody>
</table>

## Major Costs Per Inmate Per Month**

<table>
<thead>
<tr>
<th>Category</th>
<th>YTD 20/21</th>
<th>YTD 19/20</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Labor Cost</td>
<td>$2,233</td>
<td>$1,920</td>
<td></td>
</tr>
<tr>
<td>Total Non Labor Cost</td>
<td>$459</td>
<td>$462</td>
<td></td>
</tr>
</tbody>
</table>

## Grievance Processing

<table>
<thead>
<tr>
<th>Category</th>
<th>CMC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td>99%</td>
<td>93%</td>
</tr>
</tbody>
</table>

---

* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

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# Healthcare Services Dashboard

## California Institution for Women (CIW)

**January 2022**

### Scheduling & Access to Care

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CIW</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>93%</td>
<td>78%</td>
<td>84%</td>
</tr>
<tr>
<td>Specialty Services</td>
<td>76%</td>
<td>58%</td>
<td>67%</td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>84%</td>
<td>71%</td>
<td>72%</td>
</tr>
<tr>
<td>Dental Services</td>
<td>92%</td>
<td>84%</td>
<td>72%</td>
</tr>
<tr>
<td>Appointments Cancelled due to Custody-Medical</td>
<td>0.3%</td>
<td>1.9%</td>
<td>88%</td>
</tr>
<tr>
<td>Seen as Scheduled-Medical</td>
<td>67%</td>
<td>72%</td>
<td>72%</td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td>98%</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td>-</td>
<td>88%</td>
<td>88%</td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>258.2</td>
<td>405.7</td>
<td>405.7</td>
</tr>
</tbody>
</table>

### Medication Management

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CIW</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications Received Timely</td>
<td>95%</td>
<td>93%</td>
<td>93%</td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td>7.9%</td>
<td>7.9%</td>
<td>8.6%</td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>17.8%</td>
<td>6.6%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>61%</td>
<td>79%</td>
<td>79%</td>
</tr>
</tbody>
</table>

### Continuity of Clinicians & Services

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CIW</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td>97%</td>
<td>93%</td>
<td>93%</td>
</tr>
</tbody>
</table>

### Staffing

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CIW</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td>17%</td>
<td>29%</td>
<td>29%</td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>-</td>
<td>6%</td>
<td>6%</td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
<td>-</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Population Health Management

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CIW</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td>81%</td>
<td>62%</td>
<td>80%</td>
</tr>
<tr>
<td>Annual Influenza</td>
<td>84%</td>
<td>52%</td>
<td>51%</td>
</tr>
<tr>
<td>Asthma Care</td>
<td>85%</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>Colon Cancer Screening</td>
<td>83%</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>Controlling High Blood Pressure (&lt;140/90)</td>
<td>88%</td>
<td>85%</td>
<td>85%</td>
</tr>
<tr>
<td>Diabetes Care</td>
<td>90%</td>
<td>85%</td>
<td>85%</td>
</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td>91%</td>
<td>89%</td>
<td>89%</td>
</tr>
<tr>
<td>End Stage Liver Disease Care</td>
<td>98%</td>
<td>88%</td>
<td>88%</td>
</tr>
<tr>
<td>Polypatharmacy Medication Review</td>
<td>90%</td>
<td>95%</td>
<td>95%</td>
</tr>
<tr>
<td>Warfarin: Time In Therapeutic Range</td>
<td>33%</td>
<td>63%</td>
<td>63%</td>
</tr>
<tr>
<td>Utilization Specialty Services</td>
<td>97%</td>
<td>71%</td>
<td>71%</td>
</tr>
<tr>
<td>Women’s Care</td>
<td>76%</td>
<td>71%</td>
<td>71%</td>
</tr>
</tbody>
</table>

### Availability of Health Information

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CIW</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
<td>99%</td>
<td>92%</td>
<td>92%</td>
</tr>
<tr>
<td>Community Hospital Records</td>
<td>67%</td>
<td>93%</td>
<td>93%</td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td>98%</td>
<td>97%</td>
<td>97%</td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td>100%</td>
<td>94%</td>
<td>94%</td>
</tr>
<tr>
<td>EHRs Timely Documentation</td>
<td>95%</td>
<td>93%</td>
<td>93%</td>
</tr>
</tbody>
</table>

### Care Management

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CIW</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td>N/A</td>
<td></td>
<td>73%</td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>25.8%</td>
<td>20.2%</td>
<td>60%</td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td>102.5</td>
<td>69.3%</td>
<td>89%</td>
</tr>
</tbody>
</table>

### Resource Management

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CIW</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td>43%</td>
<td>64%</td>
<td>64%</td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td>60%</td>
<td>89%</td>
<td>89%</td>
</tr>
</tbody>
</table>

### Workload Per Day

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CIW</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

### Other Trends

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CIW</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td>21.9%</td>
<td>13.2%</td>
<td>13.2%</td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td>125%</td>
<td>49%</td>
<td>49%</td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td>7.9%</td>
<td>3.7%</td>
<td>3.7%</td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td>5.9%</td>
<td>2.6%</td>
<td>2.6%</td>
</tr>
<tr>
<td>Grievances Received*</td>
<td>86%</td>
<td>33%</td>
<td>33%</td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td>78%</td>
<td>110%</td>
<td>110%</td>
</tr>
</tbody>
</table>

### Major Costs per Inmate per Month**

<table>
<thead>
<tr>
<th>Service</th>
<th>YTD 20/21</th>
<th>YTD 19/20</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Labor Cost</td>
<td>$6,013</td>
<td>$1,920</td>
<td>80%</td>
</tr>
<tr>
<td>Total Non Labor Cost</td>
<td>$1,418</td>
<td>$462</td>
<td>30%</td>
</tr>
</tbody>
</table>

### Grievance Processing

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CIW</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td>100%</td>
<td>93%</td>
<td>93%</td>
</tr>
</tbody>
</table>

---

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

---

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Report run: 3/21/2022 12:34:08 PM
<table>
<thead>
<tr>
<th>SCHEDULING &amp; ACCESS TO CARE</th>
<th>CARE MANAGEMENT</th>
<th>RESOURCE MANAGEMENT</th>
<th>WORKLOAD PER DAY</th>
<th>OTHER TRENDS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>6 Mo. Trend</strong></td>
<td><strong>CIM</strong></td>
<td><strong>Statewide</strong></td>
<td><strong>6 Mo. Trend</strong></td>
<td><strong>CIM</strong></td>
</tr>
<tr>
<td>Care Team Services</td>
<td>88%</td>
<td>78%</td>
<td>N/A</td>
<td>73%</td>
</tr>
<tr>
<td>Specialty Services</td>
<td>67%</td>
<td>58%</td>
<td>ED/Hospital Returns Within 30 days</td>
<td>12.2%</td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>86%</td>
<td>71%</td>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td>42.4</td>
</tr>
<tr>
<td>Dental Services</td>
<td>87%</td>
<td>84%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appts Cancelled due to Custody-Medical</td>
<td>2.9%</td>
<td>1.9%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seen as Scheduled-Medical</td>
<td>72%</td>
<td>72%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td>100%</td>
<td>99%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td>100%</td>
<td>88%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>100.9</td>
<td>405.7</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>MEDICATION MANAGEMENT</strong></td>
<td><strong>6 Mo. Trend</strong></td>
<td><strong>CIM</strong></td>
<td><strong>Statewide</strong></td>
<td><strong>6 Mo. Trend</strong></td>
</tr>
<tr>
<td>All Medications Received Timely</td>
<td>97%</td>
<td>93%</td>
<td>N/A</td>
<td>93%</td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td>8.4%</td>
<td>7.9%</td>
<td>ED/Hospital Returns Within 30 days</td>
<td>12.2%</td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>3.8%</td>
<td>9.6%</td>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td>42.4</td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>91%</td>
<td>79%</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>CONTINUITY OF CLINICIANS &amp; SERVICES</strong></td>
<td><strong>6 Mo. Trend</strong></td>
<td><strong>CIM</strong></td>
<td><strong>Statewide</strong></td>
<td><strong>6 Mo. Trend</strong></td>
</tr>
<tr>
<td>Primary Care Provider (PCP)</td>
<td>98%</td>
<td>93%</td>
<td>N/A</td>
<td>93%</td>
</tr>
<tr>
<td><strong>STAFFING</strong></td>
<td><strong>6 Mo. Trend</strong></td>
<td><strong>CIM</strong></td>
<td><strong>Statewide</strong></td>
<td><strong>6 Mo. Trend</strong></td>
</tr>
<tr>
<td>Actual Vacancies</td>
<td>10%</td>
<td>29%</td>
<td>N/A</td>
<td>29%</td>
</tr>
<tr>
<td>Hires Completed Timely: Non-PCP</td>
<td>6%</td>
<td>6%</td>
<td>N/A</td>
<td>6%</td>
</tr>
</tbody>
</table>

**Rate Per 1,000 Inmates**

**Statewide figures exclude HQ positions**

*Please direct questions or feedback to QMstaff@cdcr.ca.gov*

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# HEALTHCARE SERVICES DASHBOARD

California Health Care Facility (CHCF)

January 2022

## SCHEDULING & ACCESS TO CARE

<table>
<thead>
<tr>
<th>Service</th>
<th>CHCF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>89%</td>
<td>78%</td>
</tr>
<tr>
<td>Specialty Services</td>
<td>55%</td>
<td>58%</td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>65%</td>
<td>71%</td>
</tr>
<tr>
<td>Dental Services</td>
<td>84%</td>
<td>84%</td>
</tr>
<tr>
<td>Appts Cancelled due to Custody - Medical</td>
<td>0.1%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Seen as Scheduled - Medical</td>
<td>69%</td>
<td>72%</td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td>98%</td>
<td>99%</td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td>97%</td>
<td>88%</td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>500.2</td>
<td>405.7</td>
</tr>
</tbody>
</table>

## MEDICATION MANAGEMENT

<table>
<thead>
<tr>
<th>Medication</th>
<th>CHCF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications Received Timely</td>
<td>98%</td>
<td>93%</td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td>10.3%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>20.4%</td>
<td>9.6%</td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>76%</td>
<td>79%</td>
</tr>
</tbody>
</table>

## CONTINUITY OF CLINICIANS & SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>CHCF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td>85%</td>
<td>93%</td>
</tr>
</tbody>
</table>

## STAFFING

<table>
<thead>
<tr>
<th>Service</th>
<th>CHCF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td>53%</td>
<td>29%</td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>-</td>
<td>6%</td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
<td>-</td>
<td>0%</td>
</tr>
</tbody>
</table>

## POPULATION HEALTH MANAGEMENT

<table>
<thead>
<tr>
<th>Indicator</th>
<th>CHCF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td>73%</td>
<td>62%</td>
</tr>
<tr>
<td>Annual Influenza</td>
<td>74%</td>
<td>52%</td>
</tr>
<tr>
<td>Asthma Care</td>
<td>84%</td>
<td>80%</td>
</tr>
<tr>
<td>Colon Cancer Screening</td>
<td>81%</td>
<td>80%</td>
</tr>
<tr>
<td>Controlling High Blood Pressure (&lt;140/90)</td>
<td>92%</td>
<td>85%</td>
</tr>
<tr>
<td>Diabetes Care</td>
<td>86%</td>
<td>85%</td>
</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td>94%</td>
<td>91%</td>
</tr>
<tr>
<td>End Stage Liver Disease Care</td>
<td>91%</td>
<td>88%</td>
</tr>
<tr>
<td>Polypharmacy Medication Review</td>
<td>98%</td>
<td>95%</td>
</tr>
<tr>
<td>Warfarin: Time In Therapeutic Range</td>
<td>68%</td>
<td>63%</td>
</tr>
<tr>
<td>Utilization Specialty Services</td>
<td>84%</td>
<td>91%</td>
</tr>
<tr>
<td>Women's Care</td>
<td>-</td>
<td>71%</td>
</tr>
</tbody>
</table>

## AVAILABILITY OF HEALTH INFORMATION

<table>
<thead>
<tr>
<th>Service</th>
<th>CHCF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
<td>97%</td>
<td>92%</td>
</tr>
<tr>
<td>Community Hospital Records</td>
<td>94%</td>
<td>93%</td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td>100%</td>
<td>97%</td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td>100%</td>
<td>94%</td>
</tr>
<tr>
<td>EHRS Timely Documentation</td>
<td>95%</td>
<td>93%</td>
</tr>
</tbody>
</table>

## CARE MANAGEMENT

<table>
<thead>
<tr>
<th>Indicator</th>
<th>CHCF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td>N/A</td>
<td>73%</td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>36.5%</td>
<td>20.2%</td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td>267.2</td>
<td>69.3</td>
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## RESOURCE MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>CHCF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td>70%</td>
<td>64%</td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td>97%</td>
<td>89%</td>
</tr>
</tbody>
</table>

## WORKLOAD PER DAY

<table>
<thead>
<tr>
<th>Service</th>
<th>CHCF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

## OTHER TRENDS

<table>
<thead>
<tr>
<th>Service</th>
<th>CHCF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td>54.4</td>
<td>13.2</td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td>223</td>
<td>49</td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td>10.9</td>
<td>3.7</td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td>4.8</td>
<td>2.6</td>
</tr>
<tr>
<td>Grievances Received*</td>
<td>83</td>
<td>33</td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td>74%</td>
<td>110%</td>
</tr>
</tbody>
</table>

## MAJOR COSTS PER INMATE PER MONTH**

<table>
<thead>
<tr>
<th>Cost</th>
<th>YTD 20/21</th>
<th>YTD 19/20</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Labor Cost</td>
<td>$10,862</td>
<td>$1,920</td>
<td></td>
</tr>
<tr>
<td>Total Non Labor Cost</td>
<td>$2,110</td>
<td>$462</td>
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</table>

## GRIEVANCE PROCESSING

<table>
<thead>
<tr>
<th>Service</th>
<th>CHCF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td>86%</td>
<td>93%</td>
</tr>
</tbody>
</table>

---

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

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Report run: 3/21/2022 12:33:47 PM
## HEALTHCARE SERVICES DASHBOARD
California State Prison, Centinela (CEN)
January 2022

### SCHEDULING & ACCESS TO CARE

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CEN</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>81%</td>
<td>78%</td>
<td></td>
</tr>
<tr>
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<td>90%</td>
<td>58%</td>
<td></td>
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<tr>
<td>Diagnostic Services</td>
<td>54%</td>
<td>71%</td>
<td></td>
</tr>
<tr>
<td>Dental Services</td>
<td>93%</td>
<td>84%</td>
<td></td>
</tr>
<tr>
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<td>0.1%</td>
<td>1.9%</td>
<td></td>
</tr>
<tr>
<td>Seen as Scheduled-Medical</td>
<td>75%</td>
<td>72%</td>
<td></td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td>100%</td>
<td>99%</td>
<td></td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI)</td>
<td>-</td>
<td>88%</td>
<td></td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>225.5</td>
<td>405.7</td>
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</tr>
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</table>

### MEDICATION MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
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<tr>
<td>All Medications Received Timely</td>
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<td>93%</td>
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<tr>
<td>Non-Formulary by Medical Providers</td>
<td>4.5%</td>
<td>7.9%</td>
<td></td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>0.0%</td>
<td>9.6%</td>
<td></td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>74%</td>
<td>79%</td>
<td></td>
</tr>
</tbody>
</table>

### CONTINUITY OF CLINICIANS & SERVICES

<table>
<thead>
<tr>
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<th>6 Mo. Trend</th>
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<th>Statewide</th>
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<tr>
<td>Primary Care Provider (PCP)</td>
<td>97%</td>
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<td></td>
</tr>
</tbody>
</table>

### STAFFING

<table>
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<th>6 Mo. Trend</th>
<th>CEN</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td>-</td>
<td>4%</td>
<td>29%</td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>-</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
<td>-</td>
<td>-</td>
<td>0%</td>
</tr>
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</table>

### POPULATION HEALTH MANAGEMENT

<table>
<thead>
<tr>
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<th>CEN</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
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</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>End Stage Liver Disease Care</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Polypathymy Medication Review</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Warfarin: Time In Therapeutic Range</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Utilization Specialty Services</td>
<td>-</td>
<td>63%</td>
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</tr>
<tr>
<td>Women’s Care</td>
<td></td>
<td>97%</td>
<td>91%</td>
</tr>
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### AVAILABILITY OF HEALTH INFORMATION

<table>
<thead>
<tr>
<th>Service</th>
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</tr>
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<tbody>
<tr>
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<td>Community Hospital Records</td>
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<td>100%</td>
<td>93%</td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td></td>
<td>99%</td>
<td>97%</td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
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<td>94%</td>
<td>94%</td>
</tr>
<tr>
<td>EHRs Timely Documentation</td>
<td></td>
<td>96%</td>
<td>93%</td>
</tr>
</tbody>
</table>

### CARE MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CEN</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td>N/A</td>
<td>73%</td>
<td></td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>23.9%</td>
<td>20.2%</td>
<td></td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td>50.1</td>
<td>69.3</td>
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### RESOURCE MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CEN</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
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<td>64%</td>
<td></td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td>97%</td>
<td>89%</td>
<td></td>
</tr>
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</table>

### WORKLOAD PER DAY

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CEN</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### OTHER TRENDS

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CEN</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td></td>
<td>12.4</td>
<td>13.2</td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td></td>
<td>43</td>
<td>49</td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td></td>
<td>1.7</td>
<td>3.7</td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td></td>
<td>2.1</td>
<td>2.6</td>
</tr>
<tr>
<td>Grievances Received*</td>
<td></td>
<td>11</td>
<td>33</td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td></td>
<td>119%</td>
<td>110%</td>
</tr>
</tbody>
</table>

### MAJOR COSTS PER INMATE PER MONTH**

<table>
<thead>
<tr>
<th>Service</th>
<th>YTD 20/21</th>
<th>YTD 19/20</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Labor Cost</td>
<td>$1,010</td>
<td>$1,920</td>
<td></td>
</tr>
<tr>
<td>Total Non Labor Cost</td>
<td>$288</td>
<td>$462</td>
<td></td>
</tr>
</tbody>
</table>

### GRIEVANCE PROCESSING

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CEN</th>
<th>Statewide</th>
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</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td></td>
<td>98%</td>
<td>93%</td>
</tr>
</tbody>
</table>

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

Please direct questions or feedback to QMstaff@cdcr.ca.gov
Click Here for Monthly Release Notes
Report run: 3/21/2022 12:33:35 PM
## Healthcare Services Dashboard

### Central California Women's Facility (CCWF)

**January 2022**

### Scheduling & Access to Care

<table>
<thead>
<tr>
<th>Service</th>
<th>CCWF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>71%</td>
<td>78%</td>
</tr>
<tr>
<td>Specialty Services</td>
<td>73%</td>
<td>58%</td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>49%</td>
<td>71%</td>
</tr>
<tr>
<td>Dental Services</td>
<td>80%</td>
<td>84%</td>
</tr>
<tr>
<td>Appts Cancelled due to Custody - Medical</td>
<td>0.7%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Seen as Scheduled - Medical</td>
<td>75%</td>
<td>72%</td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td>100%</td>
<td>88%</td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>200.7%</td>
<td>405.7%</td>
</tr>
</tbody>
</table>

### Medication Management

<table>
<thead>
<tr>
<th>Service</th>
<th>CCWF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications Received Timely</td>
<td>93%</td>
<td>93%</td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td>6.9%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>6.5%</td>
<td>9.6%</td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>78%</td>
<td>79%</td>
</tr>
</tbody>
</table>

### Continuity of Clinicians & Services

<table>
<thead>
<tr>
<th>Service</th>
<th>CCWF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td>96%</td>
<td>93%</td>
</tr>
</tbody>
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### Staffing

<table>
<thead>
<tr>
<th>Service</th>
<th>CCWF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td>16%</td>
<td>29%</td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>-</td>
<td>6%</td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
<td>-</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Population Health Management

<table>
<thead>
<tr>
<th>Service</th>
<th>CCWF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td>71%</td>
<td>62%</td>
</tr>
<tr>
<td>Annual Flu Influenza</td>
<td>58%</td>
<td>52%</td>
</tr>
<tr>
<td>Asthma Care</td>
<td>95%</td>
<td>86%</td>
</tr>
<tr>
<td>Colon Cancer Screening</td>
<td>89%</td>
<td>80%</td>
</tr>
<tr>
<td>Controlling High Blood Pressure (&lt;140/90)</td>
<td>92%</td>
<td>85%</td>
</tr>
<tr>
<td>Diabetes Care</td>
<td>88%</td>
<td>85%</td>
</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td>94%</td>
<td>91%</td>
</tr>
<tr>
<td>End Stage Liver Disease Care</td>
<td>94%</td>
<td>88%</td>
</tr>
<tr>
<td>Polypharmacy Medication Review</td>
<td>95%</td>
<td>95%</td>
</tr>
<tr>
<td>Warfarin: Time In Therapeutic Range</td>
<td>100%</td>
<td>63%</td>
</tr>
<tr>
<td>Utilization Specialty Services</td>
<td>96%</td>
<td>91%</td>
</tr>
<tr>
<td>Women's Care</td>
<td>71%</td>
<td>71%</td>
</tr>
</tbody>
</table>

### Availability of Health Information

<table>
<thead>
<tr>
<th>Service</th>
<th>CCWF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
<td>94%</td>
<td>92%</td>
</tr>
<tr>
<td>Community Hospital Records</td>
<td>79%</td>
<td>93%</td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td>99%</td>
<td>97%</td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td>100%</td>
<td>94%</td>
</tr>
<tr>
<td>EHRs Timely Documentation</td>
<td>93%</td>
<td>93%</td>
</tr>
</tbody>
</table>

### Care Management

<table>
<thead>
<tr>
<th>Service</th>
<th>CCWF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td>N/A</td>
<td>73%</td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>28.8%</td>
<td>20.2%</td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td>83.6%</td>
<td>69.3%</td>
</tr>
</tbody>
</table>

### Resource Management

<table>
<thead>
<tr>
<th>Service</th>
<th>CCWF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td>67%</td>
<td>64%</td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td>81%</td>
<td>89%</td>
</tr>
</tbody>
</table>

### Workload per Day

<table>
<thead>
<tr>
<th>Service</th>
<th>CCWF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

### Other Trends

<table>
<thead>
<tr>
<th>Service</th>
<th>CCWF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td>13.4%</td>
<td>13.2%</td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td>50%</td>
<td>49%</td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td>4.3%</td>
<td>3.7%</td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td>2.9%</td>
<td>2.6%</td>
</tr>
<tr>
<td>Grievances Received*</td>
<td>55%</td>
<td>33%</td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td>111%</td>
<td>110%</td>
</tr>
</tbody>
</table>

### Major Costs per Inmate per Month

<table>
<thead>
<tr>
<th></th>
<th>YTD 20/21</th>
<th>YTD 19/20</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Labor Cost</td>
<td>$2,078</td>
<td>$1,920</td>
<td></td>
</tr>
<tr>
<td>Total Non Labor Cost</td>
<td>$458</td>
<td>$462</td>
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### Grievance Processing

<table>
<thead>
<tr>
<th></th>
<th>CCWF</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td>99%</td>
<td>93%</td>
</tr>
</tbody>
</table>

---

* Rate Per 1,000 Inmates

** Statewide figures exclude HQ positions

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Report run: 3/21/2022 12:33:21 PM
**HEALTHCARE SERVICES DASHBOARD**
California Correctional Institution (CCI)

**January 2022**

### SCHEDULING & ACCESS TO CARE

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CCI</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Specialty Services</td>
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<td></td>
</tr>
<tr>
<td>Diagnostic Services</td>
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<td></td>
<td></td>
<td></td>
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<tr>
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<tr>
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<tr>
<td>Effective Communication Provided</td>
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<tr>
<td>Sign Language Interpreter Provided</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td></td>
<td></td>
<td></td>
</tr>
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</table>

### MEDICATION MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CCI</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications Received Timely</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td></td>
<td></td>
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<tr>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td></td>
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</table>

### CONTINUITY OF CLINICIANS & SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CCI</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
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### STAFFING

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<th>CCI</th>
<th>Statewide</th>
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</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
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### POPULATION HEALTH MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CCI</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Annual Influenza</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Asthma Care</td>
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</tr>
<tr>
<td>Women's Care</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### AVAILABILITY OF HEALTH INFORMATION

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CCI</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
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<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>EHRs Timely Documentation</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### WORKLOAD PER DAY

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CCI</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td></td>
<td></td>
<td></td>
</tr>
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</table>

### OTHER TRENDS

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CCI</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grievances Received*</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

### CARE MANAGEMENT

**6 Mo. Trend | CCI   | Statewide**

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CCI</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td></td>
<td></td>
<td></td>
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### RESOURCE MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CCI</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td></td>
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<tr>
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<td></td>
<td></td>
</tr>
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### MAJOR COSTS PER INMATE PER MONTH**

<table>
<thead>
<tr>
<th>Service</th>
<th>YTD 20/21</th>
<th>YTD 19/20</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Labor Cost</td>
<td>$1,415</td>
<td>$1,920</td>
<td></td>
</tr>
<tr>
<td>Total Non Labor Cost</td>
<td>$364</td>
<td>$462</td>
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</table>

### GRIEVANCE PROCESSING

<table>
<thead>
<tr>
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<th>CCI</th>
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<tbody>
<tr>
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<td></td>
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** Statewide figures exclude HQ positions

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Report run: 3/21/2022 12:33:08 PM
# Healthcare Services Dashboard

## California Correctional Center (CCC)

### January 2022

### Scheduling & Access to Care

<table>
<thead>
<tr>
<th></th>
<th>CCC 6 Mo. Trend</th>
<th>CCC Statewide</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
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<td>78%</td>
<td></td>
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<td>58%</td>
<td></td>
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<td>Diagnostic Services</td>
<td>86%</td>
<td>71%</td>
<td></td>
</tr>
<tr>
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<td>90%</td>
<td>84%</td>
<td></td>
</tr>
<tr>
<td>Appts Cancelled due to Custody - Medical</td>
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<td>1.9%</td>
<td></td>
</tr>
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<td>72%</td>
<td></td>
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</tr>
<tr>
<td>Medical Backlog*</td>
<td>47.5</td>
<td>405.7</td>
<td></td>
</tr>
</tbody>
</table>

### Medication Management

<table>
<thead>
<tr>
<th></th>
<th>CCC 6 Mo. Trend</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td>91%</td>
<td>93%</td>
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### Staffing

<table>
<thead>
<tr>
<th></th>
<th>CCC 6 Mo. Trend</th>
<th>CCC Statewide</th>
<th>Statewide</th>
</tr>
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<tbody>
<tr>
<td>Actual Vacancies</td>
<td>26%</td>
<td>29%</td>
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<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>-</td>
<td>6%</td>
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<tr>
<td>Hires Completed: PCP (66 Days)</td>
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### Populaton Health Management

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<tbody>
<tr>
<td>Adult Immunizations</td>
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</tr>
<tr>
<td>Annual Influenza</td>
<td></td>
<td></td>
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<tr>
<td>Asthma Care</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Colon Cancer Screening</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Controlling High Blood Pressure (&lt;140/90)</td>
<td></td>
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<tr>
<td>Diabetes Care</td>
<td></td>
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</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td></td>
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<td>End Stage Liver Disease Care</td>
<td></td>
<td></td>
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<tr>
<td>Polypharmacy Medication Review</td>
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<td>Warfarin: Time In Therapeutic Range</td>
<td></td>
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<tr>
<td>Utilization Specialty Services</td>
<td></td>
<td></td>
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<tr>
<td>Women’s Care</td>
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### Availability of Health Information

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<th>Statewide</th>
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<tbody>
<tr>
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<tr>
<td>Community Hospital Records</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>EHRs Timely Documentation</td>
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### Care Management

<table>
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<th>CCC 6 Mo. Trend</th>
<th>CCC Statewide</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td></td>
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### Resource Management

<table>
<thead>
<tr>
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<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td>22%</td>
<td>64%</td>
<td></td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td></td>
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</tbody>
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### Workload Per Day

<table>
<thead>
<tr>
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<th>CCC 6 Mo. Trend</th>
<th>CCC Statewide</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Appointments per PCRN</td>
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### Other Trends

<table>
<thead>
<tr>
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<th>CCC 6 Mo. Trend</th>
<th>CCC Statewide</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td>13.6</td>
<td>13.2</td>
<td></td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td>36</td>
<td>49</td>
<td></td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td>1.1</td>
<td>3.7</td>
<td></td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td>2.3</td>
<td>2.6</td>
<td></td>
</tr>
<tr>
<td>Grievances Received*</td>
<td>10</td>
<td>33</td>
<td></td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td>44%</td>
<td>110%</td>
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</table>

### Grievance Processing

<table>
<thead>
<tr>
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<th>CCC 6 Mo. Trend</th>
<th>CCC Statewide</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td>100%</td>
<td>93%</td>
<td></td>
</tr>
</tbody>
</table>

---

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

Please direct questions or feedback to QMstaff@cdcr.ca.gov

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Report run: 3/21/2022 12:27:05 PM
## HEALTHCARE SERVICES DASHBOARD
Calipatria State Prison (CAL)
January 2022

### SCHEDULING & ACCESS TO CARE

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CAL</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td></td>
<td>93%</td>
<td>78%</td>
</tr>
<tr>
<td>Specialty Services</td>
<td></td>
<td>86%</td>
<td>58%</td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td></td>
<td>54%</td>
<td>71%</td>
</tr>
<tr>
<td>Dental Services</td>
<td></td>
<td>67%</td>
<td>84%</td>
</tr>
<tr>
<td>Appts Cancelled due to Custody- Medical</td>
<td></td>
<td>0.1%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Seen as Scheduled- Medical</td>
<td></td>
<td>83%</td>
<td>72%</td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td></td>
<td>99%</td>
<td>99%</td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td></td>
<td>-</td>
<td>88%</td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td></td>
<td>134.2</td>
<td>405.7</td>
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### MEDICATION MANAGEMENT

<table>
<thead>
<tr>
<th>Medication Received Timely</th>
<th>6 Mo. Trend</th>
<th>CAL</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications</td>
<td></td>
<td>92%</td>
<td>93%</td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td></td>
<td>3.2%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td></td>
<td>0.0%</td>
<td>9.6%</td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td></td>
<td>82%</td>
<td>79%</td>
</tr>
</tbody>
</table>

### CONTINUITY OF CLINICIANS & SERVICES

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CAL</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td></td>
<td>95%</td>
<td>93%</td>
</tr>
</tbody>
</table>

### STAFFING

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CAL</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td></td>
<td>10%</td>
<td>29%</td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td></td>
<td>-</td>
<td>6%</td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
<td></td>
<td>-</td>
<td>0%</td>
</tr>
</tbody>
</table>

### POPULATION HEALTH MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CAL</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td></td>
<td>70%</td>
<td>62%</td>
</tr>
<tr>
<td>Annual Influenza</td>
<td></td>
<td>47%</td>
<td>52%</td>
</tr>
<tr>
<td>Asthma Care</td>
<td></td>
<td>92%</td>
<td>80%</td>
</tr>
<tr>
<td>Colon Cancer Screening</td>
<td></td>
<td>84%</td>
<td>80%</td>
</tr>
<tr>
<td>Controlling High Blood Pressure (&lt;140/90)</td>
<td></td>
<td>77%</td>
<td>85%</td>
</tr>
<tr>
<td>Diabetes Care</td>
<td></td>
<td>83%</td>
<td>85%</td>
</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td></td>
<td>100%</td>
<td>91%</td>
</tr>
<tr>
<td>End Stage Liver Disease Care</td>
<td></td>
<td>95%</td>
<td>88%</td>
</tr>
<tr>
<td>Polypathway Medication Review</td>
<td></td>
<td>100%</td>
<td>95%</td>
</tr>
<tr>
<td>Warfarin: Time In Therapeutic Range</td>
<td></td>
<td>-</td>
<td>63%</td>
</tr>
<tr>
<td>Utilization Specialty Services</td>
<td></td>
<td>97%</td>
<td>91%</td>
</tr>
<tr>
<td>Women's Care</td>
<td></td>
<td>-</td>
<td>71%</td>
</tr>
</tbody>
</table>

### AVAILABILITY OF HEALTH INFORMATION

<table>
<thead>
<tr>
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<th>6 Mo. Trend</th>
<th>CAL</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
<td></td>
<td>89%</td>
<td>92%</td>
</tr>
<tr>
<td>Community Hospital Records</td>
<td></td>
<td>100%</td>
<td>93%</td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td></td>
<td>95%</td>
<td>97%</td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td></td>
<td>96%</td>
<td>94%</td>
</tr>
<tr>
<td>EHRs Timely Documentation</td>
<td></td>
<td>92%</td>
<td>93%</td>
</tr>
</tbody>
</table>

### CARE MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CAL</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td></td>
<td>N/A</td>
<td>73%</td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td></td>
<td>22.5%</td>
<td>20.2%</td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td></td>
<td>39.2</td>
<td>69.3</td>
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</table>

### RESOURCE MANAGEMENT

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CAL</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td></td>
<td>74%</td>
<td>64%</td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td></td>
<td>84%</td>
<td>89%</td>
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### WORKLOAD PER DAY

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CAL</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
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<td>-</td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td></td>
<td>-</td>
<td>-</td>
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### OTHER TRENDS

<table>
<thead>
<tr>
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<th>6 Mo. Trend</th>
<th>CAL</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
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<td>6.2</td>
<td>13.2</td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td></td>
<td>40</td>
<td>49</td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td></td>
<td>1.6</td>
<td>3.7</td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td></td>
<td>1.8</td>
<td>2.6</td>
</tr>
<tr>
<td>Grievances Received*</td>
<td></td>
<td>9</td>
<td>33</td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td></td>
<td>121%</td>
<td>110%</td>
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### MAJOR COSTS PER INMATE PER MONTH**

<table>
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<tr>
<th>Cost</th>
<th>YTD 20/21</th>
<th>YTD 19/20</th>
<th>Statewide</th>
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<tbody>
<tr>
<td>Total Labor Cost</td>
<td>$870</td>
<td>$1,920</td>
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<tr>
<td>Total Non Labor Cost</td>
<td>$229</td>
<td>$462</td>
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### GRIEVANCE PROCESSING

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<th>CAL</th>
<th>Statewide</th>
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</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td></td>
<td>100%</td>
<td>93%</td>
</tr>
</tbody>
</table>

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

Please direct questions or feedback to QMstaff@cdcr.ca.gov
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Report run: 3/21/2022 12:26:54 PM
# California City Correctional Facility (CAC) Healthcare Services Dashboard

## January 2022

### Scheduling & Access to Care

<table>
<thead>
<tr>
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<th>CAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>59%</td>
<td>78%</td>
<td></td>
</tr>
<tr>
<td>Specialty Services</td>
<td>76%</td>
<td>58%</td>
<td></td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>85%</td>
<td>71%</td>
<td></td>
</tr>
<tr>
<td>Dental Services</td>
<td>78%</td>
<td>84%</td>
<td></td>
</tr>
<tr>
<td>Appts Cancelled due to Custody-Medical</td>
<td>0.3%</td>
<td>1.9%</td>
<td></td>
</tr>
<tr>
<td>Seen as Scheduled-Medical</td>
<td>83%</td>
<td>72%</td>
<td></td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td>100%</td>
<td>99%</td>
<td></td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td>-</td>
<td>88%</td>
<td></td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>510.0</td>
<td>405.7</td>
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### Medication Management

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications Received Timely</td>
<td>97%</td>
<td>93%</td>
<td></td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td>2.5%</td>
<td>7.9%</td>
<td></td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>-</td>
<td>9.6%</td>
<td></td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>62%</td>
<td>79%</td>
<td></td>
</tr>
</tbody>
</table>

### Continuity of Clinicians & Services

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td>100%</td>
<td>93%</td>
<td></td>
</tr>
</tbody>
</table>

### Staffing

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td>10%</td>
<td>29%</td>
<td></td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>-</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
<td>-</td>
<td>0%</td>
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</tr>
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</table>

### Populated Health Management

### Availability of Health Information

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty Notes</td>
<td>80%</td>
<td>92%</td>
<td></td>
</tr>
<tr>
<td>Community Hospital Records</td>
<td>100%</td>
<td>93%</td>
<td></td>
</tr>
<tr>
<td>Scanning Accuracy: Non-Dental</td>
<td>98%</td>
<td>97%</td>
<td></td>
</tr>
<tr>
<td>Scanning Accuracy: Dental</td>
<td>86%</td>
<td>94%</td>
<td></td>
</tr>
<tr>
<td>EHRs Timely Documentation</td>
<td>92%</td>
<td>93%</td>
<td></td>
</tr>
</tbody>
</table>

### Care Management

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td>N/A</td>
<td>73%</td>
<td></td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>14.0%</td>
<td>20.2%</td>
<td></td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td>33.7</td>
<td>69.3</td>
<td></td>
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</tbody>
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### Resource Management

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td>57%</td>
<td>64%</td>
<td></td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td>-</td>
<td>98%</td>
<td>89%</td>
</tr>
</tbody>
</table>

### Workload per Day

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
</tbody>
</table>

### Other Trends

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td>8.0</td>
<td>13.2</td>
<td></td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td>18</td>
<td>49</td>
<td></td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td>1.6</td>
<td>3.7</td>
<td></td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td>1.2</td>
<td>2.6</td>
<td></td>
</tr>
<tr>
<td>Grievances Received*</td>
<td>4</td>
<td>33</td>
<td></td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td>-</td>
<td>110%</td>
<td></td>
</tr>
</tbody>
</table>

### Major Costs per Inmate per Month**

<table>
<thead>
<tr>
<th>Service</th>
<th>YTD 20/21</th>
<th>YTD 19/20</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Labor Cost</td>
<td>$962</td>
<td>$1,920</td>
<td></td>
</tr>
<tr>
<td>Total Non Labor Cost</td>
<td>$241</td>
<td>$462</td>
<td></td>
</tr>
</tbody>
</table>

### Grievance Processing

<table>
<thead>
<tr>
<th>Service</th>
<th>6 Mo. Trend</th>
<th>CAC</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timely Grievances</td>
<td>100%</td>
<td>93%</td>
<td></td>
</tr>
</tbody>
</table>

---

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

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# HEALTHCARE SERVICES DASHBOARD

**Avenal State Prison (ASP)**

**January 2022**

## SCHEDULING & ACCESS TO CARE

<table>
<thead>
<tr>
<th>6 Mo. Trend</th>
<th>ASP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Team Services</td>
<td>81%</td>
<td>78%</td>
</tr>
<tr>
<td>Specialty Services</td>
<td>72%</td>
<td>58%</td>
</tr>
<tr>
<td>Diagnostic Services</td>
<td>77%</td>
<td>71%</td>
</tr>
<tr>
<td>Dental Services</td>
<td>99%</td>
<td>84%</td>
</tr>
<tr>
<td>Appts Cancelled due to Custody-Medical</td>
<td>0.2%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Seen as Scheduled-Medical</td>
<td>78%</td>
<td>72%</td>
</tr>
<tr>
<td>Effective Communication Provided</td>
<td>100%</td>
<td>99%</td>
</tr>
<tr>
<td>Sign Language Interpreter (SLI) Provided</td>
<td>-</td>
<td>88%</td>
</tr>
<tr>
<td>Medical Backlog*</td>
<td>167.1</td>
<td>405.7</td>
</tr>
</tbody>
</table>

## MEDICATION MANAGEMENT

<table>
<thead>
<tr>
<th>6 Mo. Trend</th>
<th>ASP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Medications Received Timely</td>
<td>99%</td>
<td>93%</td>
</tr>
<tr>
<td>Non-Formulary by Medical Providers</td>
<td>2.7%</td>
<td>7.9%</td>
</tr>
<tr>
<td>Non-Formulary by Psychiatrists</td>
<td>1.7%</td>
<td>9.6%</td>
</tr>
<tr>
<td>Central Fill Prescriptions</td>
<td>83%</td>
<td>79%</td>
</tr>
</tbody>
</table>

## CONTINUITY OF CLINICIANS & SERVICES

<table>
<thead>
<tr>
<th>6 Mo. Trend</th>
<th>ASP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary Care Provider (PCP)</td>
<td>94%</td>
<td>93%</td>
</tr>
</tbody>
</table>

## STAFFING

<table>
<thead>
<tr>
<th>6 Mo. Trend</th>
<th>ASP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual Vacancies</td>
<td>13%</td>
<td>29%</td>
</tr>
<tr>
<td>Hires Completed: Non-PCP (87/108 Days)</td>
<td>0%</td>
<td>6%</td>
</tr>
<tr>
<td>Hires Completed: PCP (66 Days)</td>
<td>-</td>
<td>0%</td>
</tr>
</tbody>
</table>

## POPULATION HEALTH MANAGEMENT

<table>
<thead>
<tr>
<th>6 Mo. Trend</th>
<th>ASP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Immunizations</td>
<td>53%</td>
<td>62%</td>
</tr>
<tr>
<td>Annual Influenza</td>
<td>60%</td>
<td>52%</td>
</tr>
<tr>
<td>Asthma Care</td>
<td>94%</td>
<td>80%</td>
</tr>
<tr>
<td>Colon Cancer Screening</td>
<td>69%</td>
<td>80%</td>
</tr>
<tr>
<td>Controlling High Blood Pressure (&lt;140/90)</td>
<td>86%</td>
<td>85%</td>
</tr>
<tr>
<td>Diabetes Care</td>
<td>93%</td>
<td>85%</td>
</tr>
<tr>
<td>Diagnostic Monitoring</td>
<td>96%</td>
<td>91%</td>
</tr>
<tr>
<td>End Stage Liver Disease Care</td>
<td>100%</td>
<td>88%</td>
</tr>
<tr>
<td>Polypharmacy Medication Review</td>
<td>100%</td>
<td>95%</td>
</tr>
<tr>
<td>Warfarin: Time In Therapeutic Range</td>
<td>-</td>
<td>63%</td>
</tr>
<tr>
<td>Utilization Specialty Services</td>
<td>92%</td>
<td>91%</td>
</tr>
<tr>
<td>Women's Care</td>
<td>-</td>
<td>71%</td>
</tr>
</tbody>
</table>

## RESOURCE MANAGEMENT

<table>
<thead>
<tr>
<th>6 Mo. Trend</th>
<th>ASP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialty On-Site/Telemedicine</td>
<td>70%</td>
<td>64%</td>
</tr>
<tr>
<td>Availability of Medical Equipment</td>
<td>93%</td>
<td>89%</td>
</tr>
</tbody>
</table>

## WORKLOAD PER DAY

<table>
<thead>
<tr>
<th>6 Mo. Trend</th>
<th>ASP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments per PCP</td>
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<td>-</td>
</tr>
<tr>
<td>Appointments per PCRN</td>
<td>-</td>
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</table>

## OTHER TRENDS

<table>
<thead>
<tr>
<th>6 Mo. Trend</th>
<th>ASP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>ED/Hospital Stay*</td>
<td>2.8</td>
<td>13.2</td>
</tr>
<tr>
<td>Specialty Care Referrals*</td>
<td>38</td>
<td>49</td>
</tr>
<tr>
<td>Prescriptions Per Inmate</td>
<td>1.8</td>
<td>3.7</td>
</tr>
<tr>
<td>Diagnostics Per Inmate</td>
<td>1.7</td>
<td>2.6</td>
</tr>
<tr>
<td>Grievances Received*</td>
<td>16</td>
<td>33</td>
</tr>
<tr>
<td>Prison Population Capacity</td>
<td>128%</td>
<td>110%</td>
</tr>
</tbody>
</table>

## CARE MANAGEMENT

<table>
<thead>
<tr>
<th>6 Mo. Trend</th>
<th>ASP</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Placement High Risk Patients</td>
<td>N/A</td>
<td>73%</td>
</tr>
<tr>
<td>ED/Hospital Returns Within 30 days</td>
<td>9.4%</td>
<td>20.2%</td>
</tr>
<tr>
<td>Possibly Preventable ED/Hospital Stay*</td>
<td>17.1</td>
<td>69.3</td>
</tr>
</tbody>
</table>

## MAJOR COSTS PER INMATE PER MONTH**

<table>
<thead>
<tr>
<th></th>
<th>YTD 20/21</th>
<th>YTD 19/20</th>
<th>Statewide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Labor Cost</td>
<td>$877</td>
<td>$1,920</td>
<td></td>
</tr>
<tr>
<td>Total Non Labor Cost</td>
<td>$186</td>
<td>$462</td>
<td></td>
</tr>
</tbody>
</table>

## GRIEVANCE PROCESSING

<table>
<thead>
<tr>
<th>6 Mo. Trend</th>
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<tbody>
<tr>
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