

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	549	249	120%	▲
	Admits	485	77	530%	
	Discharges	602	72	736%	
	Service Hours	304	837	-64%	▼
	Bed Days	2,048	1,893	8%	

▲ > 10% Over 1 Yr Ago    ▼ > 10% Under 1Yr Ago

### Consumer Satisfaction Survey (Based on 84 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		96%	80%	92%
✓ Access		95%	80%	88%
✓ Quality and Appropriateness		95%	80%	93%
✓ Participation in Treatment		93%	80%	92%
✓ Overall		92%	80%	91%
✓ Respect		88%	80%	91%
● Outcome		65%	80%	83%
● Recovery		58%	80%	79%

Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Case Management	328	58.4%
	Outpatient	181	32.2%
	Inpatient Services	53	9.4%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	41	7%	15%	Male	284	54%	60%
26-34	79	14%	24%	Female	245	46%	40%
35-44	86	16%	19%	Transgender			0%
45-54	170	31%	22%				
55-64	128	23%	15%				
65+	44	8%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	322	59%	75%	White/Caucasian	486	89%	65%
Unknown	217	40%	6%	Black/African American	52	9%	16%
Hisp-Puerto Rican	6	1%	12%	Other	6	1%	13%
Hispanic-Other	4	1%	7%	Asian	2	0%	1%
Hispanic-Cuban			0%	Unknown	2	0%	3%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan	1	0%	1%
				Multiple Races			1%
				Hawaiian/Other Pacific Islander			0%

Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	53	0%
Admits	51	50	2%
Discharges	51	49	4%
Bed Days	2,048	1,893	8%

### Discharge Outcomes

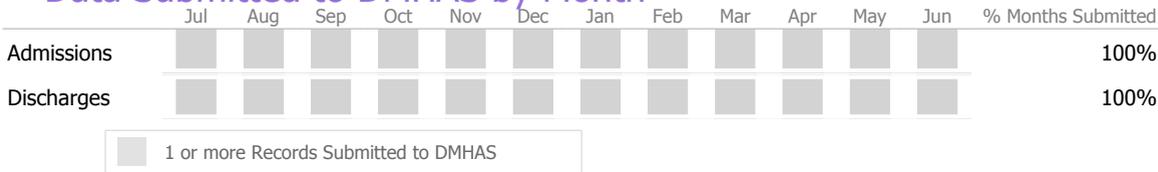
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	95%	57%	-95%
No Re-admit within 30 Days of Discharge		49	96%	85%	90%	11%
Follow-up within 30 Days of Discharge		N/A	N/A	90%	54%	N/A

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		2	562 days	0.0	280%	90%	104%	190%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month



> 10% Over    < 10% Under

Actual    Goal    Goal Met    Below Goal

\* State Avg based on 29 Active Acute Psychiatric Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	8	525% ▲
Admits	44	7	529% ▲
Discharges	13	2	550% ▲
Service Hours	155	24	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	96%
On-Time Periodic 6 Month Updates	25%	65%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	56%	-50% ▼

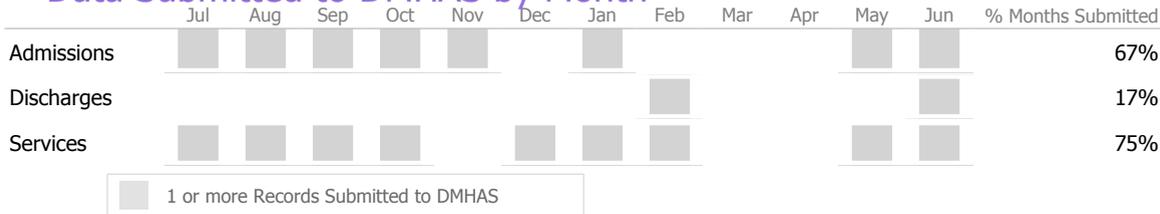
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		41	82%	80%	82%	2%
● Employed		7	14%	20%	12%	-6%
● Social Support		15	30%	60%	65%	-30% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		35	95%	90%	67%	5%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
  Goal
  Goal Met
  Below Goal

\* State Avg based on 31 Active Standard Case Management Programs

# ED-Case Management-O+E

Middlesex Hospital Mental Health Clinic

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

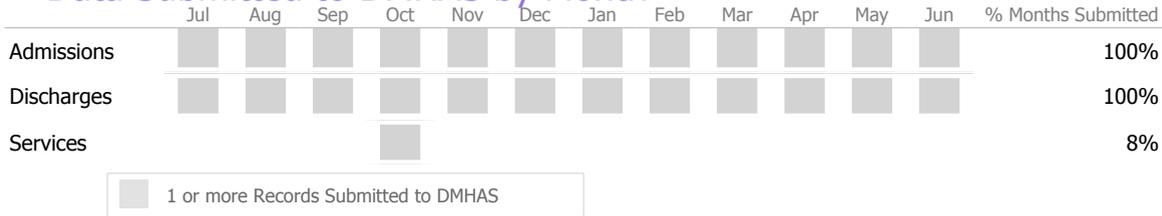
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	280	9	3011% ▲
Admits	387	14	2664% ▲
Discharges	387	14	2664% ▲
Service Hours	1	-	

## Service Engagement



## Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 38 Active Outreach & Engagement Programs