

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	430	227	89%	▲
	Admits	323	44	634%	
	Discharges	472	46	926%	
	Service Hours	239	583	-59%	▼
	Bed Days	1,507	1,348	12%	▲

▲ > 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	216	48.9%
	Outpatient	181	41.0%
	Inpatient Services	45	10.2%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	29	7%	15%	Male	212	51%	60%
26-34	60	14%	24%	Female	206	49%	40%
35-44	62	14%	19%	Transgender			0%
45-54	129	30%	23%				
55-64	108	25%	15%				
65+	41	10%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	264	61%	75%	White/Caucasian	381	89%	65%
Unknown	160	37%	5%	Black/African American	40	9%	17%
Hispanic-Other	3	1%	7%	Other	5	1%	13%
Hisp-Puerto Rican	3	1%	12%	Unknown	2	0%	3%
Hispanic-Cuban			0%	Am. Indian/Native Alaskan	1	0%	0%
Hispanic-Mexican			1%	Asian	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	45	36	25% ▲
Admits	43	33	30% ▲
Discharges	43	33	30% ▲
Bed Days	1,507	1,348	12% ▲

### Discharge Outcomes

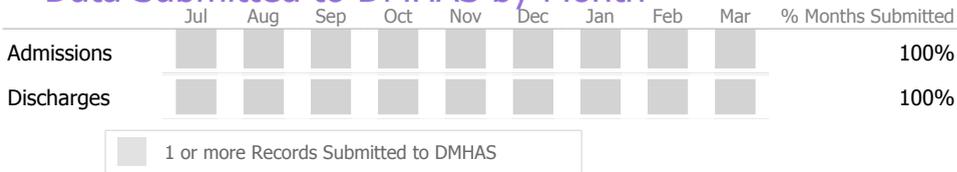
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	95%	56%	-95% ▼
✓ No Re-admit within 30 Days of Discharge		41	95%	85%	89%	10%
Follow-up within 30 Days of Discharge		N/A	N/A	90%	57%	N/A

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		2	502 days	0.0	274%	90%	104%	184% ▲

■ < 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	13	2	550% ▲
Admits	7	1	600% ▲
Discharges	8	1	700% ▲
Service Hours	91	1	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%
On-Time Periodic 6 Month Updates	0%	71%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	55%	-50% ▼

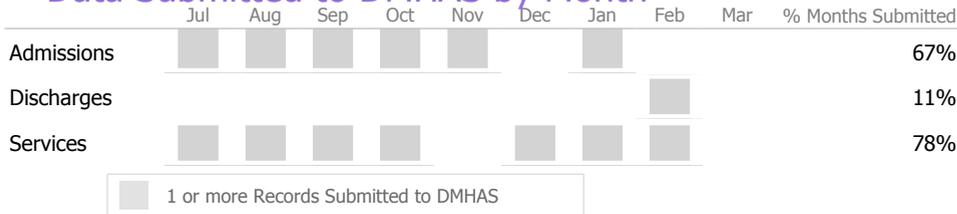
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		9	69%	60%	64%	9%
● Stable Living Situation		10	77%	80%	81%	-3%
● Employed		1	8%	20%	10%	-12% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		2	40%	90%	64%	-50% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✔ Goal Met    ● Below Goal

\* State Avg based on 32 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 - March 2016 (Data as of Jun 15, 2016)

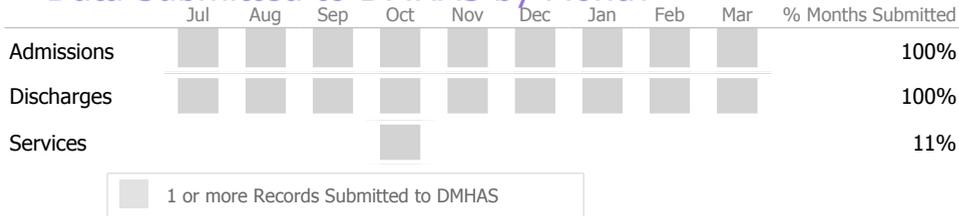
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	203	5	3960% ▲
Admits	270	5	5300% ▲
Discharges	270	5	5300% ▲
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