

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,788	1,398	28% ▲
	Admits	3,080	1,790	72% ▲
	Discharges	3,054	1,789	71% ▲
	Service Hours	3,473	161	

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Crisis Services	1,351	73.7%
	Outpatient	418	22.8%
	IOP	39	2.1%
	Case Management	24	1.3%

### Consumer Satisfaction Survey (Based on 47 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Overall		100%	80%	91%
✓ Quality and Appropriateness		98%	80%	93%
✓ Participation in Treatment		98%	80%	92%
✓ General Satisfaction		98%	80%	92%
✓ Respect		96%	80%	91%
✓ Access		94%	80%	88%
✓ Outcome		91%	80%	83%
✓ Recovery		83%	80%	79%

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

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	245	16%	15%	Female	942	53%	40%
26-34	273	17%	24%	Male	843	47%	60%
35-44	292	19%	19%	Transgender			0%
45-54	349	22%	23%				
55-64	275	18%	15%				
65+	135	9%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,399	78%	75%	White/Caucasian	1,151	64%	65%
Hispanic-Other	298	17%	7%	Other	314	18%	13%
Hisp-Puerto Rican	73	4%	12%	Black/African American	259	14%	17%
Unknown	16	1%	5%	Multiple Races	35	2%	1%
Hispanic-Cuban	1	0%	0%	Asian	17	1%	1%
Hispanic-Mexican	1	0%	1%	Am. Indian/Native Alaskan	6	0%	0%
				Unknown	4	0%	3%
				Hawaiian/Other Pacific Islander	2	0%	0%

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

**Acute IP 522-111**

Waterbury Hospital Health Center

Mental Health - Inpatient Services - Acute Psychiatric

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	0		
Admits	-	-	
Discharges	-	-	

**Discharge Outcomes**

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

**Data Submitted to DMHAS by Month**

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

\* State Avg based on 29 Active Acute Psychiatric Programs

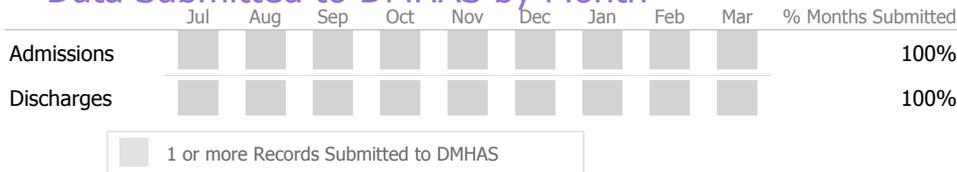
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,351	1,342	1%
Admits	1,726	1,724	0%
Discharges	1,723	1,722	0%

### Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Evaluation within 1.5 hours of Request		1,625	64%	75%	64%	-11%
Community Location Evaluation		2	0%	80%	59%	-80%
Follow-up Service within 48 hours		50	7%	90%	51%	-83%

### Data Submitted to DMHAS by Month



> 10% Over < 10% Under

Actual | Goal Goal Met Below Goal

\* State Avg based on 25 Active Mobile Crisis Team Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	39	18	117% ▲
Admits	78	18	333% ▲
Discharges	78	18	333% ▲
Service Hours	1,782	158	
Social Rehab/PHP/IOP Days	0	0	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	19%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	14%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	79%
SA Screen Complete	0%	78%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	0%	90%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		35	45%	50%	75%	-5%
Follow-up within 30 Days of Discharge		13	37%	90%	70%	-53% ▼

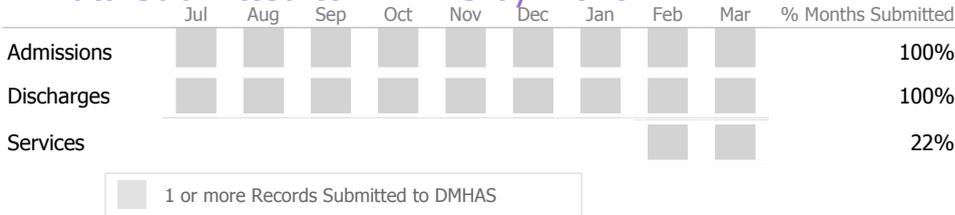
### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		14	18%	30%	22%	-12% ▼
Social Support		0	0%	60%	69%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	68%	-75% ▼
Stable Living Situation		0	0%	95%	82%	-95% ▼

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		9	100%	90%	51%	10%

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 5 Active Standard IOP Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	393	36	992% ▲
Admits	1,182	36	3183% ▲
Discharges	1,182	36	3183% ▲
Service Hours	1,406	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	20%	92%
On-Time Periodic 6 Month Updates	N/A	62%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	77%
SA Screen Complete	0%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	0%	85%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		467	40%	50%	42%	-10% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		146	12%	30%	21%	-18% ▼
● Social Support		0	0%	60%	69%	-60% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	52%	-75% ▼
● Stable Living Situation		0	0%	95%	86%	-95% ▼

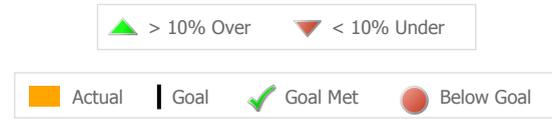
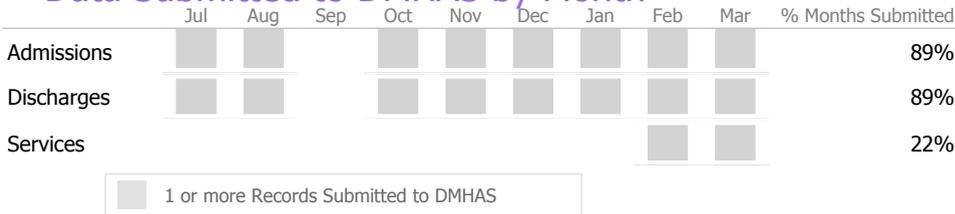
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		151	100%	90%	84%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		99	25%	75%	65%	-50% ▼

### Data Submitted to DMHAS by Month

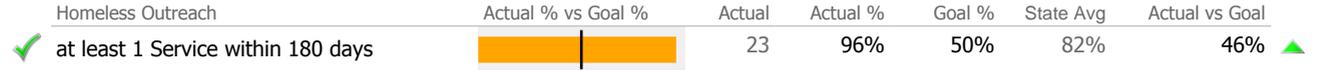


\* State Avg based on 93 Active Standard Outpatient Programs

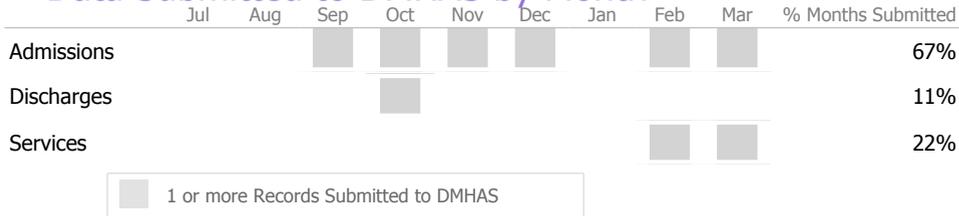
### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	24	1	2300% ▲
Admits	24	-	
Discharges	1	1	0%
Service Hours	267	-	

### 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	28	12	133% ▲
Admits	70	12	483% ▲
Discharges	70	12	483% ▲
Service Hours	18	3	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	20%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	62%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	77%
SA Screen Complete	0%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	0%	85%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		34	49%	50%	42%	-1%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		4	6%	30%	21%	-24% ▼
Social Support		0	0%	60%	69%	-60% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	52%	-75% ▼
Stable Living Situation		0	0%	95%	86%	-95% ▼

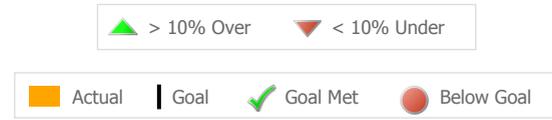
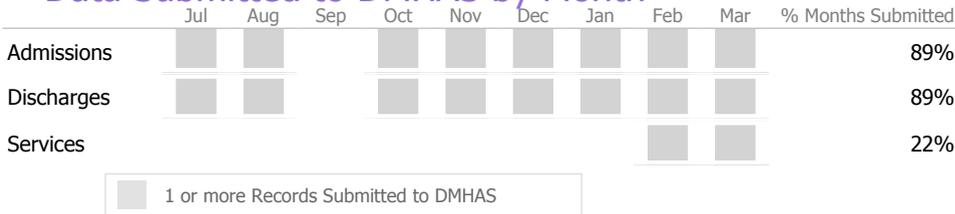
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		6	100%	90%	84%	10%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	4%	75%	65%	-71% ▼

### Data Submitted to DMHAS by Month



\* State Avg based on 93 Active Standard Outpatient Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge	<div style="width: 0%;"></div>	N/A	N/A	85%	91%	N/A
Follow-up within 30 Days of Discharge	<div style="width: 0%;"></div>	N/A	N/A	90%	74%	N/A

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 9 Active Respite Bed Programs