**Yale University-Behavioral Health**
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - June 2017   (Data as of Sep 13, 2017)

## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % |
|---|---|---|---|---|
| | Unique Clients | 327 | 328 | 0% |
| | Admits | 84 | 77 | 9% |
| | Discharges | 80 | 82 | -2% |
| | Service Hours | 2,403 | 2,282 | 5% |

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

## Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|---|---|---|---|
| **Mental Health** | | | |
| | Outpatient | 327 | 100.0% |

## Consumer Satisfaction Survey   (Based on 114 FY16 Surveys)

| | Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|---|---|---|---|---|---|
| ✔ | Overall | | 100% | 80% | 91% |
| ✔ | Respect | | 100% | 80% | 91% |
| ✔ | Participation in Treatment | | 98% | 80% | 92% |
| ✔ | General Satisfaction | | 98% | 80% | 92% |
| ✔ | Access | | 98% | 80% | 88% |
| ✔ | Quality and Appropriateness | | 98% | 80% | 93% |
| ✔ | Outcome | | 93% | 80% | 83% |
| ✔ | Recovery | | 90% | 80% | 79% |

Legend: ▮ Satisfied %   | Goal %   ▮ 0-80%   ▮ 80-100%   ✔ Goal Met   ⬤ Under Goal

## Client Demographics

### Age

| Age | # | % | State Avg |
|---|---|---|---|
| 18-25 | 23 | 7% | 14% |
| 26-34 | 45 | 14% | 24% |
| 35-44 | 61 | 19% | 20% |
| 45-54 | 71 | 22% | 22% |
| 55-64 | 74 | 23% | 16% |
| 65+ | 52 | 16% ▲ | 5% |

### Gender

| Gender | # | % | | State Avg |
|---|---|---|---|---|
| Female | 174 | 53% | ▲ | 40% |
| Male | 153 | 47% | ▼ | 60% |
| Transgender | | | | 0% |

### Ethnicity

| Ethnicity | # | % | | State Avg |
|---|---|---|---|---|
| Non-Hispanic | 297 | 91% | ▲ | 74% |
| Hispanic-Other | 17 | 5% | | 7% |
| Unknown | 8 | 2% | | 6% |
| Hisp-Puerto Rican | 5 | 2% | ▼ | 13% |
| Hispanic-Cuban | | | | 0% |
| Hispanic-Mexican | | | | 1% |

### Race

| Race | # | % | State Avg |
|---|---|---|---|
| White/Caucasian | 207 | 63% | 65% |
| Black/African American | 72 | 22% | 16% |
| Other | 28 | 9% | 13% |
| Asian | 7 | 2% | 1% |
| Multiple Races | 7 | 2% | 1% |
| Unknown | 5 | 2% | 3% |
| Am. Indian/Native Alaskan | 1 | 0% | 1% |
| Hawaiian/Other Pacific Islander | | | 0% |

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

**Outpatient Services   917-210**
Yale University-Behavioral Health
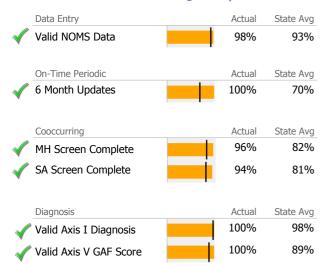Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
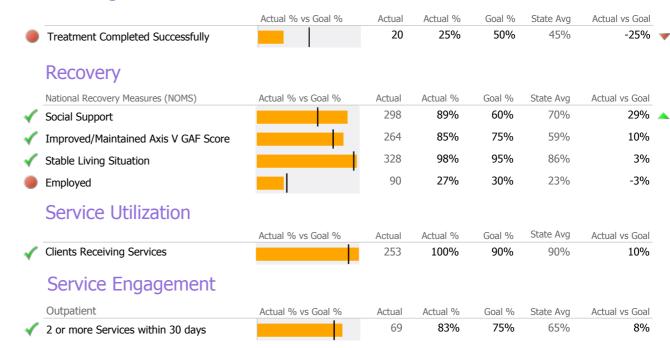Reporting Period: July 2016 - June 2017  (Data as of Sep 13, 2017)

## Program Activity

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## Data Submission Quality

| Data Entry | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 98% | 93% |

| On-Time Periodic | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 100% | 70% |

| Cooccurring | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✔ MH Screen Complete | | 96% | 82% |
| ✔ SA Screen Complete | | 94% | 81% |

| Diagnosis | Actual % vs Goal % | Actual | State Avg |
|---|---|---|---|
| ✔ Valid Axis I Diagnosis | | 100% | 98% |
| ✔ Valid Axis V GAF Score | | 100% | 89% |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| 🔴 Treatment Completed Successfully | | 20 | 25% | 50% | 45% | -25% ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Social Support | | 298 | 89% | 60% | 70% | 29% ▲ |
| ✔ Improved/Maintained Axis V GAF Score | | 264 | 85% | 75% | 59% | 10% |
| ✔ Stable Living Situation | | 328 | 98% | 95% | 86% | 3% |
| 🔴 Employed | | 90 | 27% | 30% | 23% | -3% |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ Clients Receiving Services | | 253 | 100% | 90% | 90% | 10% |

## Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ 2 or more Services within 30 days | | 69 | 83% | 75% | 65% | 8% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | | | | | | | | | | | 100% |
| Discharges | | | | | | | | | | | | | 100% |
| Services | | | | | | | | | | | | | 100% |

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    ✔ Goal Met    🔴 Below Goal

* State Avg based on 92 Active Standard Outpatient Programs