

Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	310	137	126%	▲
	Admits	179	141	27%	▲
	Discharges	130	141	-8%	
	Service Hours	971	-		
	Bed Days	1,243	1,426	-13%	▼

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

### Consumer Satisfaction Survey (Based on 135 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		93%	80%	92%
✓ Respect		91%	80%	91%
✓ Overall		91%	80%	91%
✓ Participation in Treatment		90%	80%	92%
✓ Quality and Appropriateness		89%	80%	93%
✓ Access		89%	80%	88%
✓ Outcome		81%	80%	83%
● Recovery		77%	80%	79%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	189	61.0%
	Crisis Services	121	39.0%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	25	8%	13%	Female	162	52%	41%
26-34	55	18%	23%	Male	147	48%	59%
35-44	58	19%	19%	Transgender			0%
45-54	87	28%	22%				
55-64	73	24%	17%				
65+	12	4%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	257	83%	74%	White/Caucasian	172	55%	65%
Hisp-Puerto Rican	27	9%	12%	Black/African American	107	35%	16%
Unknown	15	5%	6%	Other	13	4%	13%
Hispanic-Other	11	4%	7%	Unknown	11	4%	3%
Hispanic-Cuban		0%		Asian	3	1%	1%
Hispanic-Mexican		1%		Am. Indian/Native Alaskan	2	1%	1%
				Multiple Races	1	0%	1%
				Hawaiian/Other Pacific Islander	1	0%	0%

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

# Respite Bed Program

Yale-New Haven Hospital

Mental Health - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	121	137	-12% ▼
Admits	117	141	-17% ▼
Discharges	118	141	-16% ▼
Bed Days	1,243	1,426	-13% ▼

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		107	91%	85%	90%	6%
● Follow-up within 30 Days of Discharge		62	68%	90%	80%	-22% ▼

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	12 days	0.1	84%	90%	63%	-6%

■ < 90%   
 ■ 90-110%   
 ■ >110%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%

> 10% Over    < 10% Under

Actual    Goal    Goal Met    Below Goal

\* State Avg based on 10 Active Respite Bed Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	189		
Admits	62	-	
Discharges	12	-	
Service Hours	971	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	93%
On-Time Periodic		
6 Month Updates	89%	58%
Cooccurring		
MH Screen Complete	38%	83%
SA Screen Complete	38%	81%
Diagnosis		
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	97%	87%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	25%	50%	39%	-25% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		136	72%	60%	66%	12% ▲
Stable Living Situation		157	83%	95%	82%	-12% ▼
Employed		21	11%	30%	20%	-19% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	49%	-75% ▼

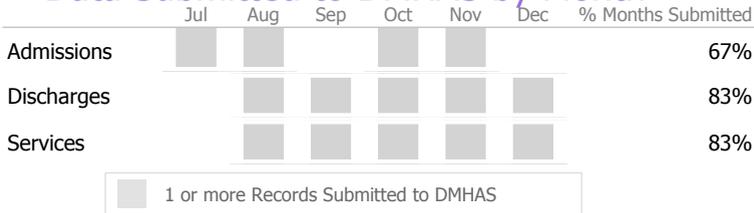
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		158	89%	90%	79%	-1% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		30	48%	75%	64%	-27% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

Actual | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 93 Active Standard Outpatient Programs