

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	17	27	-37%	▼
	Admits	16	26	-38%	▼
	Discharges	17	24	-29%	▼
	Service Hours	-	-	-	
	Bed Days	1,056	1,323	-20%	▼

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

Consumer Satisfaction Survey (Based on 152 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		93%	80%	93%
✓ Overall		91%	80%	91%
✓ Participation in Treatment		90%	80%	92%
✓ Respect		89%	80%	91%
✓ Access		89%	80%	88%
✓ General Satisfaction		86%	80%	92%
● Outcome		76%	80%	83%
● Recovery		74%	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	Inpatient Services	17	100.0%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	7	41%	▲ 14%	Female	11	65%	▲ 40%
26-34	3	18%	24%	Male	6	35%	▼ 60%
35-44	1	6%	▼ 20%	Transgender			0%
45-54	3	18%	22%				
55-64	2	12%	16%				
65+	1	6%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	15	88%	▲ 74%	White/Caucasian	13	76%	▲ 65%
Unknown	2	12%	6%	Black/African American	3	18%	17%
Hispanic-Cuban			0%	Unknown	1	6%	3%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan			1%
Hispanic-Other			7%	Asian			1%
Hisp-Puerto Rican			▼ 12%	Multiple Races			1%
				Hawaiian/Other Pacific Islander			0%
				Other			▼ 13%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	6	-50% ▼
Admits	1	4	-75% ▼
Discharges	1	4	-75% ▼
Bed Days	589	339	74% ▲

Discharge Outcomes

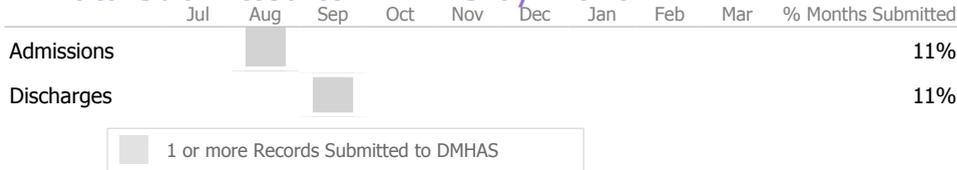
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	95%	62%	5%
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	91%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	68%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		2	501 days	0.3	107%	90%	91%	17% ▲

■ < 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	0		
Admits	-	-	
Discharges	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	NaN
Valid TEDS Data	N/A	NaN

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A

Cooccurring	Actual	State Avg
MH Screen Complete	N/A	N/A
SA Screen Complete	N/A	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 0 Active Observation Bed Programs

Intermediate Care Contract

Natchaug Hospital

Mental Health - Inpatient Services - Acute Pyschiatric - Intermediate

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2016 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	22	-36% ▼
Admits	15	22	-32% ▼
Discharges	16	20	-20% ▼
Bed Days	467	840	-44% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		16	100%	95%	98%	5%
● No Re-admit within 30 Days of Discharge		11	69%	85%	78%	-16% ▼
● Follow-up within 30 Days of Discharge		12	75%	90%	70%	-15% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	NaN
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
Cooccurring	Actual	State Avg
✓ MH Screen Complete	0%	0%
✓ SA Screen Complete	0%	0%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	100%

Recovery

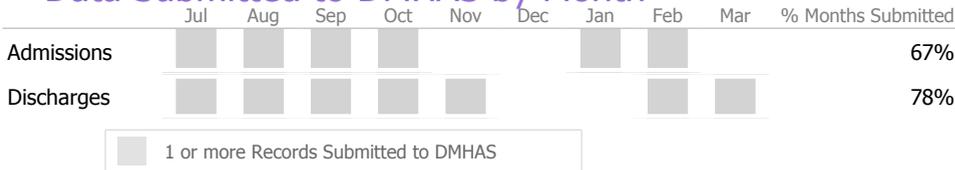
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		16	100%	95%	98%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	42 days	0.2	57%	90%	77%	-33% ▼

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 1 Active Acute Pyschiatric - Intermediate Programs