

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	414	413	0%
	Admits	131	110	19% ▲
	Discharges	142	132	8%
	Service Hours	5,401	3,855	40% ▲
	Bed Days	7,055	7,395	-5%

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

Consumer Satisfaction Survey

(Based on 422 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		81%	80%	93%
✓ General Satisfaction		81%	80%	92%
✓ Participation in Treatment		80%	80%	92%
● Overall		77%	80%	91%
● Respect		77%	80%	91%
● Outcome		67%	80%	83%
● Access		62%	80%	88%
● Recovery		57%	80%	79%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	225	53.8%
	Other	84	20.1%
	Case Management	68	16.3%
	Residential Services	41	9.8%

Client Demographics

Age	#	%	State Avg
18-25	106	26%	▲ 13%
26-34	55	13%	▼ 24%
35-44	59	14%	20%
45-54	79	19%	21%
55-64	63	15%	16%
65+	50	12%	5%

Gender	#	%	State Avg
Female	227	55%	▲ 40%
Male	185	45%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	228	55%	▼ 72%
Hisp-Puerto Rican	137	33%	▲ 12%
Hispanic-Other	34	8%	7%
Unknown	15	4%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	152	37%	▼ 64%
Other	106	26%	▲ 13%
Unknown	82	20%	▲ 4%
Black/African American	66	16%	17%
Asian	7	2%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Am. Indian/Native Alaskan			1%
Multiple Races			1%

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	19	20	-5%
Admits	14	15	-7%
Discharges	14	15	-7%
Bed Days	1,707	1,946	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	89%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	90%
SA Screen Complete	100%	89%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	71%	75%	65%	-4%
No Re-admit within 30 Days of Discharge		13	93%	85%	67%	8%
Follow-up within 30 Days of Discharge		9	90%	90%	75%	0%

Recovery

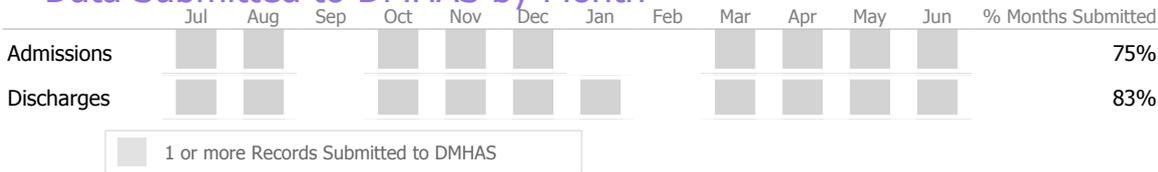
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		13	93%	75%	57%	18% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	139 days	0.1	94%	90%	95%	4%

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 21 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	225	207	9%
Admits	41	17	141% ▲
Discharges	55	23	139% ▲
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	88%
SA Screen Complete	0%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	98%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	45%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		25	11%	30%	24%	-19% ▼
Stable Living Situation		161	72%	95%	86%	-23% ▼
Social Support		44	20%	60%	69%	-40% ▼
Improved/Maintained Axis V GAF Score		36	16%	75%	54%	-59% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	89%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	67%	-75% ▼

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

Schizophrenia Rehab. Program

Hartford Hospital

Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	84	93	-10%
Admits	27	29	-7%
Discharges	27	36	-25% ▼

Data Submitted to DMHAS by Month



* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	25	4%
Admits	11	12	-8%
Discharges	12	10	20% ▲
Bed Days	5,348	5,449	-2%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	75%	75%	65%	0%
● No Re-admit within 30 Days of Discharge		8	67%	85%	67%	-18% ▼
✓ Follow-up within 30 Days of Discharge		9	100%	90%	75%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	89%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	90%
✓ SA Screen Complete	100%	89%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	89%

Recovery

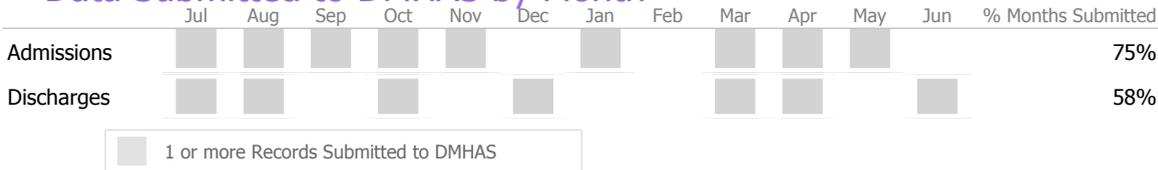
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		14	67%	75%	57%	-8%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		16	540 days	0.2	92%	90%	95%	2%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 21 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	78	-13% ▼
Admits	38	37	3%
Discharges	34	48	-29% ▼
Service Hours	5,401	3,855	40% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic 6 Month Updates	10%	66%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		30	88%	50%	60%	38% ▲

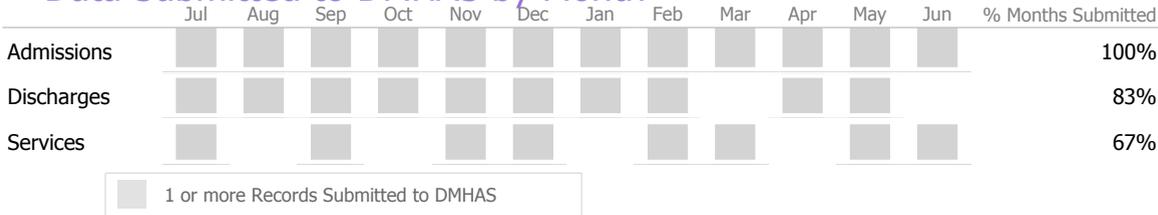
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		33	49%	20%	11%	29% ▲
✓ Social Support		57	84%	60%	71%	24% ▲
✓ Stable Living Situation		68	100%	80%	84%	20% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		34	100%	90%	71%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 30 Active Standard Case Management Programs