

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
↘	Unique Clients	3	13	-77%	▼
	Admits		12	-100%	▼
↘	Discharges	1	10	-90%	▼
	Service Hours		-		
	Bed Days	188	492	-62%	▼

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

Consumer Satisfaction Survey

(Based on 168 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		93%	80%	93%
✓ Respect		93%	80%	91%
✓ Participation in Treatment		92%	80%	92%
✓ Overall		90%	80%	91%
✓ General Satisfaction		89%	80%	92%
✓ Access		88%	80%	88%
● Outcome		79%	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	Inpatient Services	3	100.0%

Client Demographics

Age	#	%	State Avg
18-25	1	33%	▲ 11%
26-34	1	33%	▲ 22%
35-44			▼ 19%
45-54			▼ 22%
55-64	1	33%	▲ 19%
65+			6%

Gender	#	%	State Avg
Male	3	100%	▲ 58%
Female			▼ 41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	3	100%	▲ 74%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			7%
Hisp-Puerto Rican			▼ 13%
Unknown			6%

Race	#	%	State Avg
White/Caucasian	2	67%	65%
Unknown	1	33%	▲ 3%
Am. Indian/Native Alaskan			1%
Asian			1%
Black/African American			▼ 16%
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	3	0%
Admits	-	1	-100% ▼
Discharges	1	1	0%
Bed Days	188	225	-16% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	95%	51%	5%
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	86%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	78%	10%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		2	633 days	0.7	102%	90%	91%	12% ▲



* State Avg based on 29 Active Acute Psychiatric Programs

Data Submitted to DMHAS by Month

Jul Aug Sep % Months Submitted

Admissions 0%

Discharges 33%

1 or more Records Submitted to DMHAS

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	% 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	10	▼
Admits	-	11	-100% ▼
Discharges	-	9	-100% ▼

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	N/A	0%
SA Screen Complete	N/A	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	95%	100%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	100%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	83%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		N/A	N/A	95%	100%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		3	N/A	N/A	0%	90%	54%	-90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 1 Active Acute Pyschiatric - Intermediate Programs