

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	305	347	-12%	▼
	Admits	165	226	-27%	▼
	Discharges	171	201	-15%	▼
	Service Hours	753	1,223	-38%	▼
	Bed Days	1,727	1,840	-6%	

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

Consumer Satisfaction Survey

(Based on 128 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		95%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ General Satisfaction		93%	80%	92%
✓ Participation in Treatment		92%	80%	92%
✓ Access		90%	80%	88%
✓ Overall		89%	80%	91%
● Outcome		78%	80%	83%
● Recovery		70%	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	181	59.2%
	Crisis Services	125	40.8%

Client Demographics

Age	#	%	State Avg
18-25	22	7%	13%
26-34	45	15%	24%
35-44	59	19%	20%
45-54	91	30%	21%
55-64	74	24%	17%
65+	14	5%	5%

Gender	#	%	State Avg
Female	165	54%	▲ 40%
Male	139	46%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	254	83%	73%
Hisp-Puerto Rican	35	11%	12%
Unknown	10	3%	7%
Hispanic-Other	6	2%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	156	51%	▼ 64%
Black/African American	117	38%	▲ 16%
Other	12	4%	13%
Unknown	10	3%	4%
Am. Indian/Native Alaskan	3	1%	1%
Asian	3	1%	1%
Multiple Races	3	1%	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 2017 - March 2018 (Data as of Jun 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	125	159	-21% ▼
Admits	136	164	-17% ▼
Discharges	138	164	-16% ▼
Bed Days	1,727	1,840	-6%

Discharge Outcomes

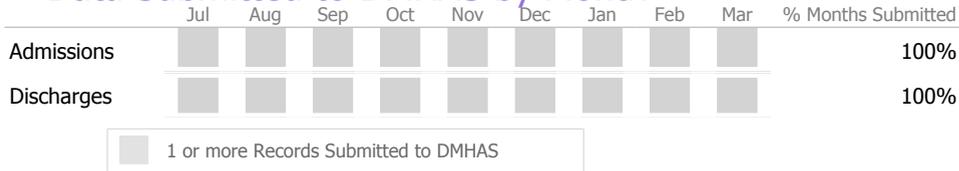
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		124	90%	85%	87%	5%
● Follow-up within 30 Days of Discharge		59	57%	90%	78%	-33% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	16 days	0.1	79%	90%	69%	-11% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 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	181	189	-4%
Admits	29	62	-53% ▼
Discharges	33	37	-11% ▼
Service Hours	753	1,223	-38% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	97%	87%
SA Screen Complete	90%	87%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	97%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	6%	50%	44%	-44% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		132	73%	60%	69%	13% ▲
Employed		31	17%	30%	23%	-13% ▼
Stable Living Situation		144	80%	95%	85%	-15% ▼
Improved/Maintained Axis V GAF Score		1	1%	75%	51%	-74% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		134	91%	90%	88%	1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		26	90%	75%	68%	15% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 93 Active Standard Outpatient Programs