

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	214	251	-15%	▼
	Admits	50	118	-58%	▼
	Discharges	50	66	-24%	▼
	Service Hours	230	591	-61%	▼
	Bed Days	599	658	-9%	

▲ > 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	164	76.6%
	Crisis Services	50	23.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	7	3%	11%	Female	128	60%	▲ 41%
26-34	29	14%	22%	Male	85	40%	▼ 58%
35-44	37	17%	19%	Transgender			0%
45-54	67	31%	22%				
55-64	62	29%	19%				
65+	12	6%	6%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	171	80%	74%	White/Caucasian	105	49%	▼ 65%
Hisp-Puerto Rican	28	13%	13%	Black/African American	84	39%	▲ 16%
Unknown	11	5%	6%	Unknown	10	5%	3%
Hispanic-Other	4	2%	7%	Other	9	4%	13%
Hispanic-Cuban			0%	Asian	3	1%	1%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan	2	1%	1%
				Hawaiian/Other Pacific Islander	1	0%	0%
				Multiple Races			1%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	50	66	-24% ▼
Admits	43	60	-28% ▼
Discharges	45	63	-29% ▼
Bed Days	599	658	-9%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● No Re-admit within 30 Days of Discharge		36	80%	85%	89%	-5%
● Follow-up within 30 Days of Discharge		21	58%	90%	82%	-32% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	18 days	0.2	81%	90%	73%	-9%

* State Avg based on 10 Active Respite Bed Programs

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	164	185	-11% ▼
Admits	7	58	-88% ▼
Discharges	5	3	67% ▲
Service Hours	230	591	-61% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	86%	84%
SA Screen Complete	86%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	97%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	20%	50%	40%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		119	73%	60%	67%	13% ▲
Stable Living Situation		138	84%	95%	83%	-11% ▼
Employed		23	14%	30%	21%	-16% ▼
Improved/Maintained Axis V GAF Score		1	1%	75%	43%	-74% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		125	79%	90%	78%	-11% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		7	100%	75%	67%	25% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
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