

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	219	209	5%
	Admits	51	50	2%
	Discharges	47	53	-11% ▼
	Service Hours	319	230	39% ▲
	Bed Days	544	599	-9%

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

Consumer Satisfaction Survey (Based on 97 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		88%	80%	92%
✓ Participation in Treatment		87%	80%	92%
✓ Access		85%	80%	88%
✓ Quality and Appropriateness		84%	80%	93%
● Overall		79%	80%	91%
● Respect		73%	80%	91%
● Outcome		66%	80%	83%
● Recovery		51%	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	171	77.7%
	Crisis Services	49	22.3%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	6	3%	10%	Female	128	58%	▲ 41%
26-34	29	13%	22%	Male	91	42%	▼ 58%
35-44	42	19%	20%	Transgender			0%
45-54	64	29%	21%	Race			
55-64	63	29%	19%	White/Caucasian	98	45%	▼ 63%
65+	15	7%	7%	Black/African American	91	42%	▲ 16%
Ethnicity				Other	15	7%	13%
Non-Hispanic	172	79%	71%	Unknown	6	3%	5%
Hisp-Puerto Rican	21	10%	13%	Am. Indian/Native Alaskan	4	2%	1%
Unknown	13	6%	8%	Asian	3	1%	1%
Hispanic-Other	12	5%	7%	Multiple Races	1	0%	1%
Hispanic-Mexican	1	0%	1%	Hawaiian/Other Pacific Islander	1	0%	0%
Hispanic-Cuban			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 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	49	50	-2%
Admits	42	43	-2%
Discharges	46	45	2%
Bed Days	544	599	-9%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		40	87%	85%	87%	2%
● Follow-up within 30 Days of Discharge		21	62%	90%	72%	-28%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	18 days	0.2	74%	90%	63%	-16%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 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	171	159	8%
Admits	9	7	29% ▲
Discharges	1	8	-88% ▼
Service Hours	319	230	39% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	37%	65%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	91%
✓ SA Screen Complete	100%	91%
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		0	0%	50%	55%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		126	74%	60%	65%	14% ▲
● Stable Living Situation		144	84%	95%	82%	-11% ▼
● Employed		30	18%	30%	22%	-12% ▼
● Improved/Maintained Axis V GAF Score		1	1%	75%	42%	-74% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		121	71%	90%	79%	-19% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		7	78%	75%	68%	3%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 93 Active Standard Outpatient Programs