

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	333	307	8%
	Admits	167	166	1%
	Discharges	161	171	-6%
	Service Hours	1,218	754	62% ▲
	Bed Days	1,648	1,728	-5%

▲ > 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	207	61.8%
	Crisis Services	128	38.2%

Client Demographics

Age	#	%	State Avg
18-25	22	7%	12%
26-34	51	15%	24%
35-44	68	20%	21%
45-54	82	25%	20%
55-64	90	27%	17%
65+	20	6%	6%

Gender	#	%	State Avg
Female	179	54%	▲ 40%
Male	154	46%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	276	83%	▲ 71%
Hisp-Puerto Rican	26	8%	13%
Hispanic-Other	17	5%	7%
Unknown	13	4%	9%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	167	50%	▼ 63%
Black/African American	128	38%	▲ 16%
Other	19	6%	14%
Unknown	6	2%	5%
Am. Indian/Native Alaskan	4	1%	1%
Asian	4	1%	1%
Multiple Races	3	1%	1%
Hawaiian/Other Pacific Islander	2	1%	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 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	128	126	2%
Admits	125	137	-9%
Discharges	126	139	-9%
Bed Days	1,648	1,728	-5%

Discharge Outcomes

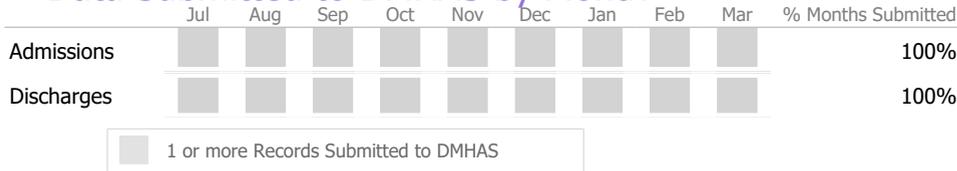
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		111	88%	85%	87%	3%
● Follow-up within 30 Days of Discharge		56	61%	90%	75%	-29% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	18 days	0.1	75%	90%	61%	-15% ▼

■ < 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	207	182	14% ▲
Admits	42	29	45% ▲
Discharges	35	32	9%
Service Hours	1,218	754	62% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	96%
On-Time Periodic 6 Month Updates	51%	63%
Cooccurring MH Screen Complete	100%	92%
SA Screen Complete	100%	92%
Diagnosis Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	98%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	52%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		156	75%	60%	67%	15% ▲
Employed		40	19%	30%	25%	-11% ▼
Stable Living Situation		175	84%	95%	85%	-11% ▼
Improved/Maintained Axis V GAF Score		4	2%	75%	51%	-73% ▼

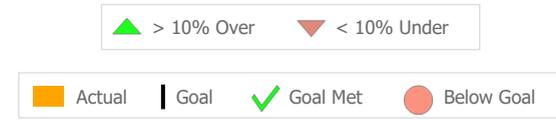
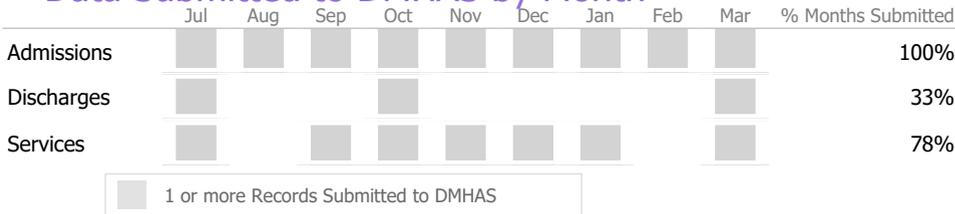
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		166	96%	90%	86%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		32	76%	75%	69%	1%

Data Submitted to DMHAS by Month



* State Avg based on 94 Active Standard Outpatient Programs