

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	348	414	-16% ▼
	Admits	80	131	-39% ▼
	Discharges	110	144	-24% ▼
	Service Hours	8,755	5,401	62% ▲
	Bed Days	6,425	7,055	-9%

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

Consumer Satisfaction Survey

(Based on 89 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ General Satisfaction		92%	80%	92%
✓ Respect		90%	80%	91%
✓ Overall		83%	80%	91%
✓ Access		80%	80%	88%
● Outcome		69%	80%	83%
● Recovery		53%	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	168	47.6%
	Other	74	21.0%
	Case Management	73	20.7%
	Residential Services	38	10.8%

Client Demographics

Age	#	%	State Avg
18-25	94	27%	▲ 12%
26-34	55	16%	24%
35-44	45	13%	21%
45-54	66	19%	20%
55-64	54	16%	17%
65+	33	10%	6%

Gender	#	%	State Avg
Female	186	54%	▲ 40%
Male	161	46%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	202	58%	▼ 70%
Hisp-Puerto Rican	106	30%	▲ 12%
Hispanic-Other	27	8%	7%
Unknown	12	3%	10%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	142	41%	▼ 63%
Other	88	25%	▲ 13%
Black/African American	55	16%	17%
Unknown	52	15%	5%
Asian	10	3%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Am. Indian/Native Alaskan			1%
Multiple Races			1%

Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	19	-21% ▼
Admits	10	14	-29% ▼
Discharges	12	14	-14% ▼
Bed Days	1,541	1,707	-10%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		6	50%	75%	56%	-25% ▼
● No Re-admit within 30 Days of Discharge		8	67%	85%	77%	-18% ▼
✓ Follow-up within 30 Days of Discharge		6	100%	90%	77%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	87%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	87%
✓ SA Screen Complete	100%	89%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	94%
✓ Valid Axis V GAF Score	100%	88%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		11	92%	75%	54%	17% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		5	137 days	0.2	84%	90%	93%	-6%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 27 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	168	225	-25% ▼
Admits	-	41	-100% ▼
Discharges	33	57	-42% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	60%
Cooccurring	Actual	State Avg
MH Screen Complete	2%	67%
SA Screen Complete	0%	68%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	99%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	51%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Stable Living Situation		139	83%	95%	85%	-12% ▼
● Employed		22	13%	30%	26%	-17% ▼
● Social Support		45	27%	60%	68%	-33% ▼
● Improved/Maintained Axis V GAF Score		28	17%	75%	54%	-58% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	88%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	74%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

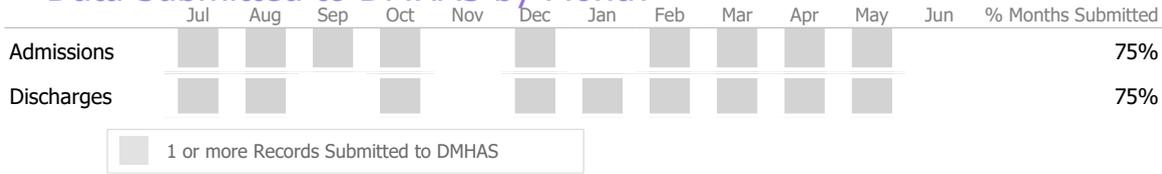
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	84	-12% ▼
Admits	17	27	-37% ▼
Discharges	19	27	-30% ▼

Data Submitted to DMHAS by Month



* State Avg based on 18 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	27	26	4%
Admits	14	11	27% ▲
Discharges	13	12	8%
Bed Days	4,884	5,348	-9%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		8	62%	75%	56%	-13% ▼
✓ No Re-admit within 30 Days of Discharge		11	85%	85%	77%	0%
● Follow-up within 30 Days of Discharge		7	88%	90%	77%	-2%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	90%	87%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	94%	87%
✓ SA Screen Complete	94%	89%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	94%
✓ Valid Axis V GAF Score	100%	88%

Recovery

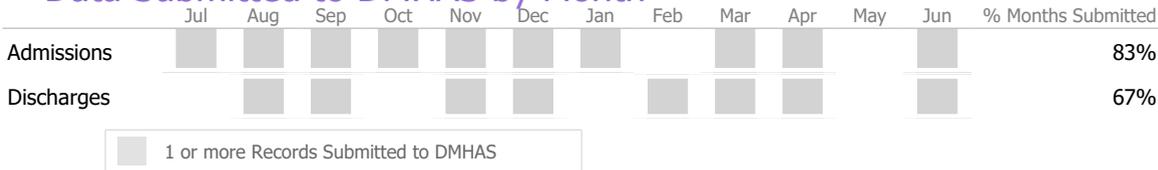
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		13	57%	75%	54%	-18% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		16	549 days	0.2	84%	90%	93%	-6%

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 27 Active MH Intensive Res. Rehabilitation Programs

Young Adult Case Management

Hartford Hospital

Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	73	68	7%
Admits	39	38	3%
Discharges	33	34	-3%
Service Hours	8,755	5,401	62% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	93%
On-Time Periodic 6 Month Updates	5%	69%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		29	88%	50%	30%	38% ▲

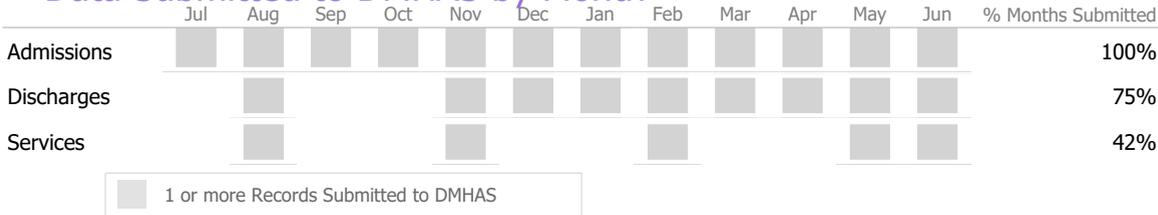
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		69	95%	60%	61%	35% ▲
✓ Stable Living Situation		72	99%	80%	77%	19% ▲
✓ Employed		28	38%	20%	11%	18% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		42	100%	90%	86%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Standard Case Management Programs