

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	379	362	5%
	Admits	218	229	-5%
	Discharges	216	216	0%
	Service Hours	1,513	1,104	37% ▲
	Bed Days	2,245	2,270	-1%

▲ > 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	216	56.5%
	Crisis Services	166	43.5%

Client Demographics

Age	#	%	State Avg
18-25	29	8%	12%
26-34	66	17%	24%
35-44	76	20%	21%
45-54	93	25%	20%
55-64	93	25%	17%
65+	21	6%	6%

Gender	#	%	State Avg
Female	194	51%	▲ 40%
Male	185	49%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	317	84%	▲ 70%
Hisp-Puerto Rican	29	8%	12%
Hispanic-Other	19	5%	7%
Unknown	13	3%	10%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	193	51%	▼ 63%
Black/African American	143	38%	▲ 17%
Other	22	6%	13%
Unknown	6	2%	5%
Asian	5	1%	1%
Am. Indian/Native Alaskan	4	1%	1%
Multiple Races	4	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 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	166	164	1%
Admits	167	182	-8%
Discharges	166	182	-9%
Bed Days	2,245	2,270	-1%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		148	89%	85%	86%	4%
● Follow-up within 30 Days of Discharge		73	59%	90%	76%	-31% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	18 days	0.0	77%	90%	63%	-13% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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	216	200	8%
Admits	51	47	9%
Discharges	50	34	47% ▲
Service Hours	1,513	1,104	37% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	91%
On-Time Periodic 6 Month Updates	61%	60%
Cooccurring MH Screen Complete	100%	67%
SA Screen Complete	100%	68%
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		3	6%	50%	51%	-44% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		164	76%	60%	68%	16% ▲
Employed		44	20%	30%	26%	-10%
Stable Living Situation		183	84%	95%	85%	-11% ▼
Improved/Maintained Axis V GAF Score		14	7%	75%	54%	-68% ▼

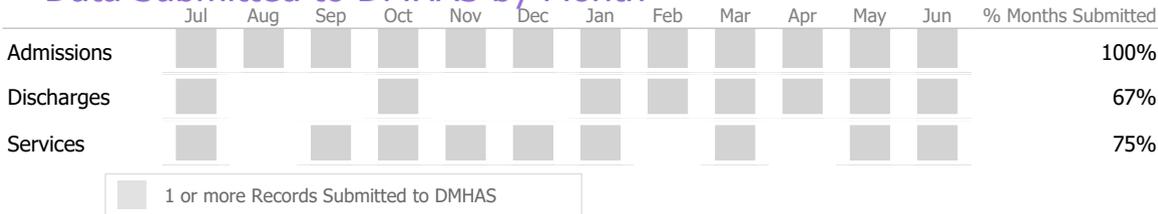
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		163	98%	90%	88%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		35	69%	75%	74%	-6%

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