

Reporting Period: July 2020 - September 2020 (Data as of Feb 01, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	193	226	-15% ▼
	Admits	40	50	-20% ▼
	Discharges	46	47	-2%
	Service Hours	285	455	-37% ▼
	Bed Days	385	582	-34% ▼

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

Consumer Satisfaction Survey

(Based on 100 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		98%	80%	92%
✓ Overall		97%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ General Satisfaction		95%	80%	92%
✓ Access		95%	80%	88%
✓ Respect		95%	80%	91%
● Outcome		78%	80%	83%
● Recovery		68%	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	155	80.3%
	Crisis Services	38	19.7%

Client Demographics

Age	#	%	State Avg
18-25	15	8%	8%
26-34	27	14%	21%
35-44	35	18%	22%
45-54	43	22%	20%
55-64	63	33% ▲	20%
65+	10	5%	9%

Gender	#	%	State Avg
Female	114	59% ▲	42%
Male	79	41% ▼	58%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	160	83% ▲	69%
Hisp-Puerto Rican	17	9%	12%
Unknown	10	5%	11%
Hispanic-Other	5	3%	8%
Hispanic-Mexican	1	1%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	82	42% ▼	63%
Black/African American	78	40% ▲	16%
Other	16	8%	13%
Unknown	7	4%	5%
Am. Indian/Native Alaskan	6	3%	1%
Asian	2	1%	1%
Multiple Races	2	1%	1%
Hawaiian/Other Pacific Islander			0%

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

Variations in data may be indicative of operational adjustments related to the pandemic.

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 2020 - September 2020 (Data as of Feb 01, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	38	40	-5%
Admits	36	33	9%
Discharges	37	38	-3%
Bed Days	385	582	-34% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		36	97%	85%	90%	12% ▲
● Follow-up within 30 Days of Discharge		14	54%	90%	71%	-36% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		7	13 days	0.2	60%	90%	108%	-30% ▼

■ < 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

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	155	186	-17% ▼
Admits	4	17	-76% ▼
Discharges	9	9	0%
Service Hours	285	455	-37% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	48%	54%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	75%
SA Screen Complete	100%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	98%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	33%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		117	75%	60%	59%	15% ▲
Stable Living Situation		144	93%	95%	73%	-2%
Employed		38	25%	30%	20%	-5%
Improved/Maintained Axis V GAF Score		0	0%	75%	40%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		125	86%	90%	75%	-4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	75%	75%	76%	0%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 84 Active Standard Outpatient Programs

Variations in data may be indicative of operational adjustments related to the pandemic.