Yale-New Haven Hospital
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - December 2020   (Data as of Apr 06, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	222	278	-20%	▼
	Admits	70	107	-35%	▼
	Discharges	83	91	-9%	
	Service Hours	609	928	-34%	▼
	Bed Days	783	1,070	-27%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		166	74.8%
	Crisis Services		56	25.2%

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

Client Demographics

Age

		#	%	State Avg
18-25		17	8%	9%
26-34		36	16%	21%
35-44		39	18%	22%
45-54		51	23%	19%
55-64		68	31% ▲	20%
65+		11	5%	8%

Gender

		#	%	State Avg
Female		126	57% ▲	42%
Male		96	43% ▼	58%
Transgender				0%

Ethnicity

		#	%	State Avg
Non-Hispanic		181	82% ▲	70%
Hisp-Puerto Rican		23	10%	12%
Unknown		10	5%	10%
Hispanic-Other		7	3%	8%
Hispanic-Mexican		1	0%	0%
Hispanic-Cuban				0%

Race

		#	%	State Avg
White/Caucasian		100	45% ▼	62%
Black/African American		84	38% ▲	17%
Other		18	8%	13%
Unknown		9	4%	6%
Am. Indian/Native Alaskan		6	3%	1%
Multiple Races		3	1%	1%
Asian		2	1%	1%
Hawaiian/Other Pacific Islander				0%

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

Variances 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 - December 2020 (Data as of Apr 06, 2021)

Program Activity

| Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	56	78	-28%	▼
Admits	55	74	-26%	▼
Discharges	55	81	-32%	▼
Bed Days	783	1,070	-27%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	No Re-admit within 30 Days of Discharge		53	96%	85%	91%	11%	▲
🔴	Follow-up within 30 Days of Discharge		19	45%	90%	70%	-45%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		7	18 days	0.1	61%	90%	139%	-29%	▼

🟦 < 90%	⬜ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	⬜	⬜	⬜	⬜	⬜	⬜	100%
Discharges	⬜	⬜	⬜	⬜	⬜	⬜	100%

⬜ 1 or more Records Submitted to DMHAS
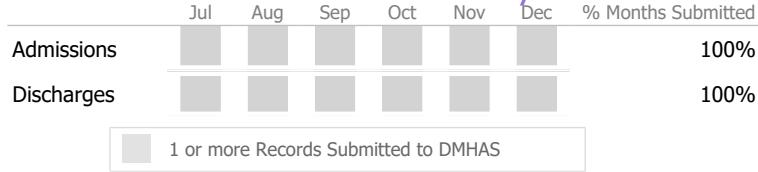
▲ > 10% Over	▼ < 10% Under

🟧 Actual	┃ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 10 Active Respite Bed Programs

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

YNHH - Continuing Care Clinic - OP
Yale-New Haven Hospital
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	166	202	-18%	▼
Admits	15	33	-55%	▼
Discharges	28	10	180%	▲
Service Hours	609	928	-34%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	98%	86%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	50%	52%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	75%
✓	SA Screen Complete	100%	75%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢	▢		100%
Discharges	▢	▢	▢		▢		67%
Services	▢	▢	▢		▢	▢	83%

▢ 1 or more Records Submitted to DMHAS

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		126	76%	60%	60%	16%	▲
🔴	Stable Living Situation		154	93%	95%	74%	-2%	
🔴	Employed		40	24%	30%	22%	-6%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		140	90%	90%	81%	0%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	2 or more Services within 30 days		10	67%	75%	76%	-8%
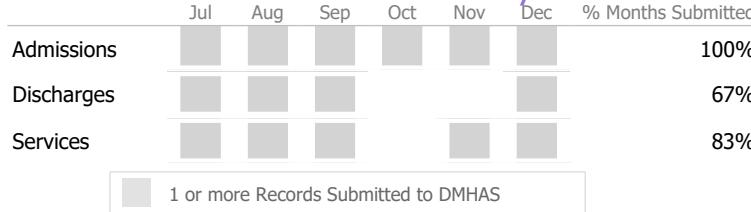
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

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