

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	272	327	-17%	▼
	Admits	122	158	-23%	▼
	Discharges	110	171	-36%	▼
	Service Hours	959	1,303	-26%	▼
	Bed Days	1,071	1,565	-32%	▼

▲ > 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	190	69.9%
	Crisis Services	82	30.1%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	21	8%	10%	Female	147	54%	▲ 42%
26-34	48	18%	22%	Male	124	46%	▼ 58%
35-44	48	18%	23%	Transgender			0%
45-54	64	24%	19%				
55-64	77	28%	19%				
65+	14	5%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	225	83%	▲ 69%	White/Caucasian	122	45%	▼ 62%
Hisp-Puerto Rican	25	9%	12%	Black/African American	102	38%	▲ 17%
Unknown	11	4%	11%	Other	23	8%	13%
Hispanic-Other	9	3%	8%	Unknown	12	4%	6%
Hispanic-Cuban	1	0%	0%	Am. Indian/Native Alaskan	6	2%	0%
Hispanic-Mexican	1	0%	0%	Asian	3	1%	1%
				Multiple Races	3	1%	1%
				Hawaiian/Other Pacific Islander	1	0%	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 - March 2021 (Data as of Jun 28, 2021)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	82	116	-29% ▼
Admits	83	114	-27% ▼
Discharges	81	118	-31% ▼
Bed Days	1,071	1,565	-32% ▼

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		76	94%	85%	92%	9%
● Follow-up within 30 Days of Discharge		33	57%	90%	78%	-33% ▼

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		7	17 days	0.1	56%	90%	163%	-34% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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	190	213	-11% ▼
Admits	39	44	-11% ▼
Discharges	29	53	-45% ▼
Service Hours	959	1,303	-26% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic		
6 Month Updates	61%	55%
Co-occurring		
MH Screen Complete	100%	78%
SA Screen Complete	100%	79%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	34%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		144	76%	60%	62%	16% ▲
Stable Living Situation		178	94%	95%	74%	-1%
Employed		45	24%	30%	23%	-6%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		155	96%	90%	84%	6%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		26	67%	75%	76%	-8%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■		■	■	■			67%
Services	■	■	■		■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 85 Active Standard Outpatient Programs