

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	126	135	-7%
	Admits	51	57	-11% ▼
	Discharges	55	62	-11% ▼
	Service Hours	9,905	13,480	-27% ▼
	Bed Days	1,783	1,720	4%

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

Consumer Satisfaction Survey

(Based on 66 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		98%	80%	91%
✓ Quality and Appropriateness		95%	80%	93%
✓ Overall		92%	80%	91%
✓ Recovery		91%	80%	79%
✓ Participation in Treatment		91%	80%	92%
✓ General Satisfaction		89%	80%	92%
✓ Access		88%	80%	88%
✓ Outcome		83%	80%	83%

■ Satisfied % | Goal % ■ 0-80% ■ 80-100% ✓ Goal Met ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Inpatient Services	51	40.2%
	Case Management	44	34.6%
	Residential Services	32	25.2%

Client Demographics

Age	#	%	State Avg
18-25	6	5%	10%
26-34	21	17%	22%
35-44	23	18%	23%
45-54	27	21%	19%
55-64	36	29% ▲	18%
65+	13	10%	7%

Gender	#	%	State Avg
Male	73	58%	59%
Female	53	42%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	107	85% ▲	68%
Hisp-Puerto Rican	8	6%	11%
Unknown	6	5%	12%
Hispanic-Other	5	4%	8%
Hispanic-Cuban			0%
Hispanic-Mexican			0%

Race	#	%	State Avg
White/Caucasian	72	57%	61%
Black/African American	47	37% ▲	17%
Other	5	4%	13%
Asian	1	1%	1%
Unknown	1	1%	6%
Am. Indian/Native Alaskan			0%
Multiple Races			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.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	32	0%
Admits	2	2	0%
Discharges	6	2	200% ▲
Service Hours	4,360	5,732	-24% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	100%	50%	77%	50% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		25	78%	60%	82%	18% ▲
✓ Stable Living Situation		32	100%	85%	96%	15% ▲
● Employed		2	6%	25%	11%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		26	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Residential Support Programs

Intermediate Inpatient Care Services

St. Vincent's Medical Center

Mental Health - Inpatient Services - Acute Pyschiatric - Intermediate

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	51	55	-7%
Admits	49	53	-8%
Discharges	47	55	-15% ▼
Bed Days	1,783	1,720	4%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	NaN
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
Co-occurring	Actual	State Avg
MH Screen Complete	0%	2%
SA Screen Complete	0%	0%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		47	100%	95%	100%	5%
✓ No Re-admit within 30 Days of Discharge		46	98%	85%	94%	13% ▲
○ Follow-up within 30 Days of Discharge		23	49%	90%	52%	-41% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
○ Avg Utilization Rate		8	47 days	0.1	61%	90%	49%	-29% ▼

Legend: ■ < 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%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ○ Below Goal

* State Avg based on 2 Active Acute Pyschiatric - Intermediate Programs

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

Next Steps Supportive Hsing

St. Vincent's Medical Center

Mental Health - Case Management - Supportive Housing – Scattered Site

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	44	49	-10% ▼
Admits	-	2	-100% ▼
Discharges	2	5	-60% ▼
Service Hours	5,545	7,748	-28% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		44	100%	85%	89%	15% ▲

Service Utilization

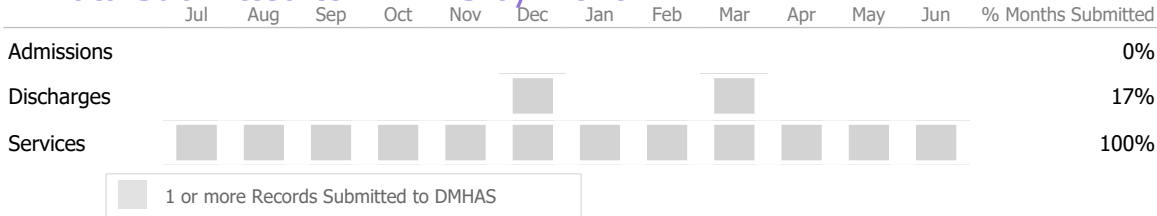
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		42	100%	90%	97%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		96%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		87%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 106 Active Supportive Housing – Scattered Site Programs

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