

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	320	353	-9%
	Admits	172	190	-9%
	Discharges	157	213	-26% ▼
	Service Hours	1,298	1,566	-17% ▼
	Bed Days	1,496	1,873	-20% ▼

▲ > 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	202	63.1%
	Crisis Services	118	36.9%

### Client Demographics

Age	#	%	State Avg
18-25	28	9%	10%
26-34	59	18%	22%
35-44	56	18%	23%
45-54	73	23%	19%
55-64	87	27%	18%
65+	17	5%	7%

Gender	#	%	State Avg
Female	164	51%	41%
Male	155	49%	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	271	85%	▲ 68%
Hisp-Puerto Rican	25	8%	11%
Hispanic-Other	11	3%	8%
Unknown	11	3%	12%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	0%

Race	#	%	State Avg
White/Caucasian	151	47%	▼ 61%
Black/African American	118	37%	▲ 17%
Other	25	8%	13%
Unknown	13	4%	6%
Am. Indian/Native Alaskan	6	2%	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 - June 2021 (Data as of Sep 20, 2021)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	118	134	-12% ▼
Admits	121	138	-12% ▼
Discharges	121	143	-15% ▼
Bed Days	1,496	1,873	-20% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		114	94%	85%	91%	9%
● Follow-up within 30 Days of Discharge		48	53%	90%	76%	-37% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		7	15 days	0.1	59%	90%	48%	-31% ▼

■ < 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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	202	221	-9%
Admits	51	52	-2%
Discharges	36	70	-49% ▼
Service Hours	1,298	1,566	-17% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic		
6 Month Updates	98%	54%
Co-occurring		
MH Screen Complete	100%	80%
SA Screen Complete	100%	81%
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%	36%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		149	74%	60%	62%	14% ▲
Stable Living Situation		189	94%	95%	75%	-1%
Employed		47	23%	30%	24%	-7%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		158	95%	90%	85%	5%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		28	55%	75%	75%	-20% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■		■	■	■			■	■	■	75%
Services	■	■	■		■	■	■	■	■		■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 88 Active Standard Outpatient Programs

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