

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	291	281	4%
	Admits	23	22	5%
	Discharges	11	20	-45% ▼
	Service Hours	27	42	-37% ▼
	Bed Days	2,186	2,145	2%

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

### Consumer Satisfaction Survey

(Based on 23 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Overall		87%	80%	91%
✓ Quality and Appropriateness		86%	80%	93%
✓ General Satisfaction		83%	80%	92%
✓ Participation in Treatment		82%	80%	92%
● Outcome		77%	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	#	%
<b>Mental Health</b>	Outpatient	145	49.0%
	Case Management	74	25.0%
	Other	48	16.2%
	Residential Services	29	9.8%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	80	28%	▲ 10%	Female	152	52%	42%
26-34	51	18%	21%	Male	139	48%	58%
35-44	30	10%	▼ 23%	Transgender			0%
45-54	44	15%	19%				
55-64	50	17%	20%				
65+	33	11%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	171	59%	69%	White/Caucasian	110	38%	▼ 62%
Hisp-Puerto Rican	92	32%	▲ 11%	Other	84	29%	▲ 12%
Hispanic-Other	26	9%	8%	Black/African American	57	20%	17%
Hispanic-Cuban	1	0%	0%	Unknown	36	12%	6%
Unknown	1	0%	▼ 12%	Asian	3	1%	1%
Hispanic-Mexican			1%	Hawaiian/Other Pacific Islander	1	0%	0%
				Am. Indian/Native Alaskan			1%
				Multiple Races			1%

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.

# Eli's Retreat 610242

Hartford Hospital

Mental Health - Residential Services - MH Intensive Res. Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - September 2022 (Data as of Dec 16, 2022)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	8	9	-11% ▼
Admits	1	2	-50% ▼
Discharges	4	5	-20% ▼
Bed Days	504	509	-1%

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	91%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	50%	75%	64%	-25% ▼
No Re-admit within 30 Days of Discharge		4	100%	85%	81%	15% ▲
Follow-up within 30 Days of Discharge		2	100%	90%	64%	10%

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	150 days	0.6	110%	90%	90%	20% ▲

■ < 90%   
 ■ 90-110%   
 ■ > 110%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on Active MH Intensive Res. Rehabilitation Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	145	156	-7%
Admits	5	3	67% ▲
Discharges	1	8	-88% ▼
Service Hours	-	-	

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
On-Time Periodic		
6 Month Updates	98%	52%
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%	42%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		141	97%	60%	57%	37% ▲
Stable Living Situation		141	97%	95%	71%	2%
Employed		30	21%	30%	23%	-9%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	74%	N/A ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	79%	-75% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%
Services				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on Active Standard Outpatient Programs

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

# Potential Program



Hartford Hospital

Mental Health - Outpatient - Standard Outpatient


## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

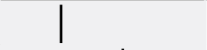
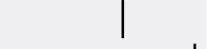
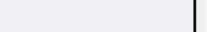
## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A	90%
On-Time Periodic		
6 Month Updates	 N/A	52%


## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	23%	-30% ▼
Social Support		N/A	N/A	60%	57%	-60% ▼
Stable Living Situation		N/A	N/A	95%	71%	-95% ▼

## Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	74%	N/A ▼

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

 1 or more Records Submitted to DMHAS

 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

\* State Avg based on Active Standard Outpatient Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	48	49	-2%
Admits	-	-	
Discharges	-	2	-100% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on Active Other Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	19	16% ▲
Admits	4	2	100% ▲
Discharges	3	1	200% ▲
Bed Days	1,682	1,636	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	100%	91%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	67%	75%	64%	-8%
No Re-admit within 30 Days of Discharge		1	33%	85%	81%	-52% ▼
Follow-up within 30 Days of Discharge		2	100%	90%	64%	10%

### Bed Utilization

	12 Months Trend			Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate				20	637 days	0.9	91%	90%	90%	1%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on Active MH Intensive Res. Rehabilitation Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	74	54	37% ▲
Admits	13	15	-13% ▼
Discharges	3	4	-25% ▼
Service Hours	27	42	-37% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	68%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		2	67%	50%	53%	17% ▲

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		60	81%	60%	72%	21% ▲
✓ Employed		20	27%	20%	20%	7%
✓ Stable Living Situation		61	82%	80%	77%	2%

### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		27	38%	90%	75%	-52% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

Actual    | Goal    Goal Met    Below Goal

\* State Avg based on Active Standard Case Management Programs