

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	147	222	-34% ▼
	Admits	17	80	-79% ▼
	Discharges	6	79	-92% ▼
	Service Hours	333	429	-23% ▼
	Bed Days	368	1,264	-71% ▼

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

### Consumer Satisfaction Survey

(Based on 83 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		95%	80%	93%
✓ General Satisfaction		94%	80%	92%
✓ Respect		94%	80%	91%
✓ Overall		93%	80%	91%
✓ Participation in Treatment		91%	80%	92%
✓ Access		90%	80%	88%
● Recovery		67%	80%	79%
● Outcome		67%	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	Outpatient	145	98.6%
	Crisis Services	2	1.4%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	4	3%	8%	Female	100	68%	▲ 41%
26-34	21	14%	19%	Male	47	32%	▼ 59%
35-44	16	11%	▼ 24%	Transgender			0%
45-54	36	24%	18%				
55-64	52	35%	▲ 19%				
65+	18	12%	10%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	114	78%	▲ 65%	White/Caucasian	69	47%	▼ 60%
Hisp-Puerto Rican	18	12%	10%	Black/African American	52	35%	▲ 17%
Unknown	11	7%	14%	Other	17	12%	12%
Hispanic-Other	2	1%	10%	Unknown	4	3%	8%
Hispanic-Cuban	1	1%	0%	Am. Indian/Native Alaskan	3	2%	1%
Hispanic-Mexican	1	1%	1%	Asian	2	1%	1%
				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	145	149	-3%
Admits	17	7	143% ▲
Discharges	6	10	-40% ▼
Service Hours	333	429	-23% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	43%	52%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	38%	-50% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		114	79%	60%	63%	19% ▲
Stable Living Situation		138	95%	95%	72%	0%
Employed		28	19%	30%	25%	-11% ▼
Improved/Maintained Function Score		2	2%	75%	41%	-73% ▼

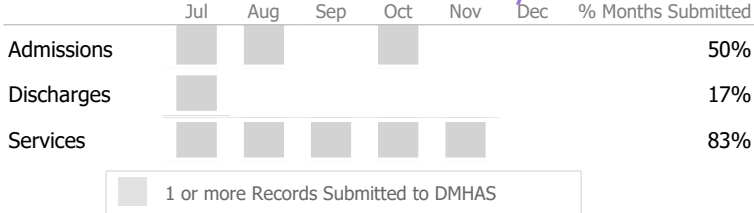
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		110	79%	90%	84%	-11% ▼

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		3	18%	75%	61%	-57% ▼

### Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 77 Active Standard Outpatient Programs

Variations 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 2023 - December 2023 (Data as of Mar 26, 2024)

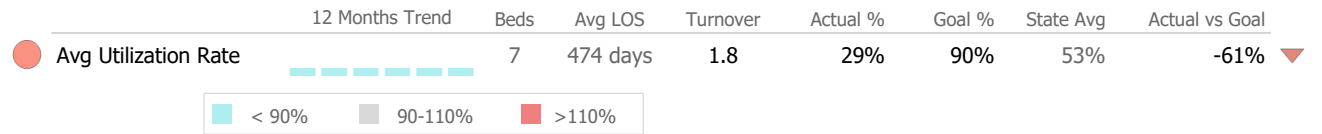
## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	73	-97% ▼
Admits	-	73	-100% ▼
Discharges	-	69	-100% ▼
Bed Days	368	1,264	-71% ▼

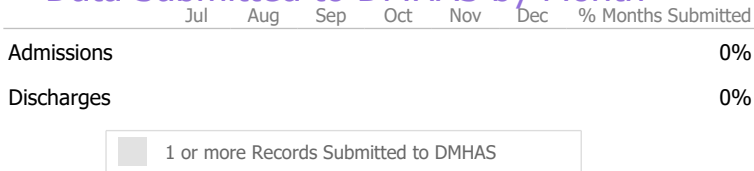
## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	88%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

## Bed Utilization



## Data Submitted to DMHAS by Month



▲ > 10% Over   
 ▼ < 10% Under

Actual   
 |   
 Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 11 Active Respite Bed Programs

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