#### **Yale-New Haven Hospital**

New Haven, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

69%

✓ Goal Met

80%

Under Goal

83%

Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

80-100%

# **Provider Activity**

| Monthly Trend | Measure        | Actual | 1 Yr Ago | Variance % |   |
|---------------|----------------|--------|----------|------------|---|
|               | Unique Clients | 172    | 165      | 5%         |   |
| ~             | Admits         | 36     | 32       | 13%        | • |
| $\checkmark$  | Discharges     | 10     | 28       | -64%       | • |
|               | Service Hours  | 971    | 820      | 19%        | • |



## Clients by Level of Care

| Program Type         | Level of Care Type | #   | %      |
|----------------------|--------------------|-----|--------|
| <b>Mental Health</b> |                    |     |        |
|                      | Outpatient         | 173 | 100.0% |

#### **Consumer Satisfaction Survey** (Based on 115 FY24 Surveys) Question Domain Satisfied % vs Goal% Satisfied % Goal % State Avg ✓ Respect 95% 80% 91% Participation in Treatment 80% 92% 93% ✓ General Satisfaction 92% 80% 92% ✓ Quality and Appropriateness 89% 80% 93% Overall 86% 80% 91% Access 85% 80% 88%

### **Client Demographics**

0-80%

Goal %

Outcome

Satisfied %

| Age               | #        | %       | State Avg    | Gender                          | #       | %        | State Avg    |
|-------------------|----------|---------|--------------|---------------------------------|---------|----------|--------------|
| 18-25             | 8        | 5%      | 9%           | Female Female                   | 120     | 69%      | <b>4</b> 0%  |
| 26-34             | 25       | 14%     | 19%          | Male 📙 📗                        | 51      | 29%      | <b>▼</b> 60% |
| 35-44             | 15       | 9%      | <b>▼</b> 26% | Transgender/Other               | 2       | 1%       | 0%           |
| 45-54             | 36       | 21%     | 18%          |                                 |         |          |              |
| 55-64             | 54       | 31%     | <b>▲</b> 18% |                                 |         |          |              |
| 65+               | 35       | 20%     | 10%          | Race                            | #       | %        | State Avg    |
|                   |          |         |              | White/Caucasian                 | 87      | 50%      | 58%          |
| <b>Ethnicity</b>  | #        | %       | State Avg    | Black/African American          | 52      | 30%      | <b>18%</b>   |
| Non-Hispanic      | 132      | 76%     | <b>▲</b> 64% | Other 📙                         | 21      | 12%      | 12%          |
| Hisp-Puerto Rican | 19       | 11%     | 10%          | Am. Indian/Native Alaskan       | 5       | 3%       | 1%           |
| Unknown           | 13       | 8%      | 14%          | Asian                           | 4       | 2%       | 1%           |
| Hispanic-Other    | 8        | 5%      | 12%          | Unknown                         | 4       | 2%       | 10%          |
|                   |          |         |              | Multiple Races                  |         |          | 1%           |
| Hispanic-Cuban    | 1        | 1%      | 0%           | Hawaiian/Other Pacific Islander |         |          | 0%           |
| Hispanic-Mexican  |          |         | 1%           |                                 |         |          |              |
|                   | Unique C | Clients | State Avg    | ▲ > 10% Over State Avg          | > 10% L | Inder St | tate Avg     |

#### **Adult Outpatient Psychiatric Services**

Yale-New Haven Hospital

Mental Health - Outpatient - Standard Outpatient

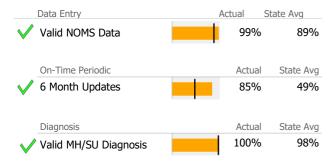
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

# **Program Activity**

| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 172    | 165      | 4%         |   |
| Admits         | 36     | 32       | 13%        | • |
| Discharges     | 10     | 28       | -64%       | • |
| Service Hours  | 971    | 820      | 19%        | • |

# **Data Submission Quality**

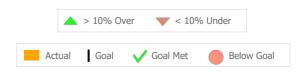


## **Discharge Outcomes**



#### Data Submitted to DMHAS for Month

|            |   | Jul     | Aug      | Sep     | Oct       | Nov   | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|------------|---|---------|----------|---------|-----------|-------|-----|-----|-----|-----|-----|-----|-----|--------------------|
| Admissions | 6 |         |          |         |           |       |     |     |     |     |     |     |     | 92%                |
| Discharges |   |         |          |         |           |       |     |     |     |     |     |     |     | 33%                |
| Services   |   |         |          |         |           |       |     |     |     |     |     |     |     | 100%               |
|            |   | 1 or mo | re Recor | ds Subn | nitted to | DMHAS |     |     |     |     |     |     |     |                    |



<sup>\*</sup> State Avg based on 76 Active Standard Outpatient Programs

#### **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 2024 - June 2025 (Data as of Sep 09, 2025)

# **Program Activity**

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

## **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%    | 91%       | N/A            |
|   | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
| Follow-up within 30 Days of Discharge   |                    | N/A    | N/A      | 90%    | 57%       | N/A            |

#### **Bed Utilization**

|  | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|--|-----------------|------|---------|----------|----------|--------|-----------|----------------|
| <ul> <li>Avg Utilization Rate</li> </ul> |                 | 7    | N/A     | N/A      | 0%       | 90%    | 59%       | -90%           |

#### Data Submitted to DMHAS for Month

Admissions

Discharges

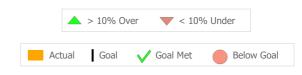
Sep Oct Nov Dec Jan Feb Mar Apr May Jun % Months Submitted

O%

O%

OM

1 or more Records Submitted to DMHAS



<sup>\*</sup> State Avg based on 13 Active Respite Bed Programs