**Yale-New Haven Hospital**
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2025 -December 2025   (Data as of Mar 13, 2026)

## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|---|
| | Unique Clients | 189 | 159 | 19% | ▲ |
| | Admits | 36 | 23 | 57% | ▲ |
| | Discharges | 3 | 10 | -70% | ▼ |
| | Service Hours | 593 | 478 | 24% | ▲ |

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

## Consumer Satisfaction Survey   (Based on 81 FY25 Surveys)

| Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|---|---|---|---|---|
| ✓ Participation in Treatment | | 94% | 80% | 92% |
| ✓ General Satisfaction | | 91% | 80% | 92% |
| ✓ Overall | | 90% | 80% | 91% |
| ✓ Access | | 90% | 80% | 88% |
| ✓ Quality and Appropriateness | | 89% | 80% | 93% |
| ✓ Respect | | 88% | 80% | 91% |
| ● Outcome | | 68% | 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 | | 190 | 100.0% |

## Client Demographics

### Age

| Age | | # | % | State Avg |
|---|---|---|---|---|
| 18-25 | | 12 | 6% | 8% |
| 26-34 | | 35 | 18% | 18% |
| 35-44 | | 19 | 10% ▼ | 25% |
| 45-54 | | 34 | 18% | 19% |
| 55-64 | | 49 | 26% | 19% |
| 65+ | | 41 | 22% | 12% |

### Gender

| Gender | | # | % | State Avg |
|---|---|---|---|---|
| Female | | 127 | 67% ▲ | 40% |
| Male | | 58 | 31% ▼ | 59% |
| Transgender/Other | | 5 | 3% | 0% |

### Ethnicity

| Ethnicity | | # | % | State Avg |
|---|---|---|---|---|
| Non-Hispanic | | 140 | 74% | 64% |
| Hisp-Puerto Rican | | 23 | 12% | 10% |
| Unknown | | 13 | 7% | 13% |
| Hispanic-Other | | 12 | 6% | 12% |
| Hispanic-Cuban | | 1 | 1% | 0% |
| Hispanic-Mexican | | 1 | 1% | 1% |

### Race

| Race | | # | % | State Avg |
|---|---|---|---|---|
| White/Caucasian | | 86 | 45% ▼ | 59% |
| Black/African American | | 57 | 30% ▲ | 18% |
| Other | | 29 | 15% | 12% |
| Am. Indian/Native Alaskan | | 7 | 4% | 1% |
| Unknown | | 7 | 4% | 8% |
| Asian | | 4 | 2% | 1% |
| Multiple Races | | | | 1% |
| Hawaiian/Other Pacific Islander | | | | 0% |

| ▬ Unique Clients | | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State 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 2025 - December 2025

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 189 | 159 | 19% | ▲ |
| Admits | 36 | 23 | 57% | ▲ |
| Discharges | 3 | 10 | -70% | ▼ |
| Service Hours | 593 | 478 | 24% | ▲ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 96% | 89% |

| Periodic Submitted | | Actual | State Avg |
|---|---|---|---|
| 6 Month Updates | | 50% | 51% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| Valid MH/SU Diagnosis | | 99% | 98% |

## Discharge Outcomes

(Data as of Mar 13, 2026)

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Treatment Completed Successfully | | 0 | 0% | 50% | 49% | -50% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✅ Social Support | | 164 | 86% | 60% | 57% | 26% | ▲ |
| ✅ Stable Living Situation | | 181 | 95% | 95% | 72% | 0% | |
| 🔴 Employed | | 50 | 26% | 30% | 31% | -4% | |
| Self Help | | 14 | 7% | N/A | 22% | N/A | |
| 🔴 Improved/Maintained Function Score | | 2 | 1% | 75% | 38% | -74% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| 🔴 Clients Receiving Services | | 167 | 89% | 90% | 82% | -1% |

## Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 2 or more Services within 30 days | | 16 | 44% | 75% | 75% | -31% | ▼ |

## Data Submitted to DMHAS for Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % Months Submitted |
|---|---|---|---|---|---|---|---|
| Admissions | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | 100% |
| Discharges | | ☐ | | ☐ | | | 50% |
| Services | ☐ | ☐ | ☐ | ☐ | ☐ | ☐ | 100% |

☐ 1 or more Records Submitted to DMHAS
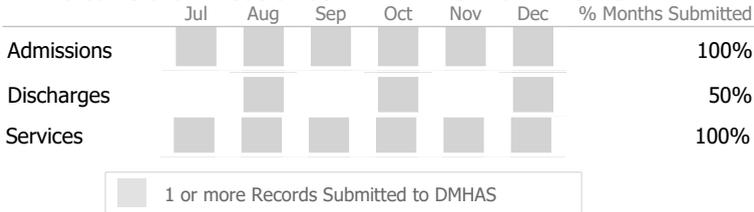
▲ > 10% Over    ▼ < 10% Under

🟧 Actual    | Goal    ✅ Goal Met    🔴 Below Goal

* 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 2025 - December 2025

## Program Activity

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

## Discharge Outcomes

(Data as of Mar 13, 2026)

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| No Re-admit within 30 Days of Discharge | | N/A | N/A | 85% | 90% | 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% | 54% | N/A |

## Bed Utilization

| | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|---|
| ● Avg Utilization Rate | | 7 | N/A | N/A | 0% | 90% | 60% | -90% |

## Data Submitted to DMHAS for Month

| | Jul | Aug | Sep | Oct | Nov | Dec | % 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 13 Active Respite Bed Programs