DMHAS-EQMI

MONTHLY PROVIDER DATA QUALITY NEWSLETTER

October 2021

Residential Utilization Rates Exceed 100 %
Length of Stay Outliers

As you are aware, EQMI communicates data quality issues to DMHAS funded and State-operated providers. These data quality issues can affect DMHAS' ability to report accurate information to providers, federal / state authorities and legislative committees.

This newsletter addresses a data quality issue as it relates to residential providers that have programs with utilization in excess of 100%. If a programs utilization rate exceeds 100%, this typically is indicative of clients not being discharged when they are no longer active in a residential program. For providers who submit data via direct data entry, it signifies that clients are not being discharged. For providers who submit data via a file upload, this can signify that discharges "error out" of DDaP. Agencies assume a client has been discharged, but a file upload error can prevent this from happening. These discharges then become length of stay outliers. Established thresholds for some levels of care are listed below, but providers should review all of their residential program DDaP rosters and discharge clients that are no longer active.

Detoxification Programs 3.7 & 4.2 (SO & PNP) - maximum average length of stay (LOS) = 10 days

Intensive Residential Program 3.7 (SO & PNP) = 30 days

Intensive Residential Programs 3.8 (SO & PNP) = 45 days

The result of **NOT** discharging residential clients is as follows:

1) DMHAS EQMI is unable to accurately calculate utilization rates and average length of stay reporting which is used for contract monitoring and performance measures on the Provider Quality Reports, measures, EQMI Annual Statistical Report, and Provider Quality Reports.

2) DMHAS Federal reporting requirements may be affected which may negatively impact grant applications or federal funding levels.

3) DMHAS state reporting requirements may be negatively impacted. Missing data impacts on a range of data used to evaluate DMHAS funding allocations and service provision.

4) DMHAS System Analysis and Planning efforts can be negatively affected by data that skews utilization patterns in DMHAS programs.

If you have residential programs with LOS Outliers, DMHAS staff will be contacting your agency to assist you to develop a plan for submitting this information. **Please use the DDaP Bed Utilization (client folder) and Length of Stay Outlier (data quality folder) re- ports to review your residential program's utilization (over 100%) and rosters and make every effort to discharge the non-active clients ASAP.**

For any questions please contact Karolina Wytrykowska at Karolina.Wytrykowska@ct.gov