

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	411	439	-6%
	Admits	108	96	13% ▲
	Discharges	130	109	19% ▲
	Service Hours	3,855	4,495	-14% ▼
	Bed Days	7,395	18,182	-59% ▼

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

Consumer Satisfaction Survey

(Based on 1,039 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		82%	80%	93%
✓ Participation in Treatment		82%	80%	92%
✓ General Satisfaction		82%	80%	92%
✓ Respect		81%	80%	91%
✓ Overall		81%	80%	91%
● Outcome		76%	80%	83%
● Access		63%	80%	88%
● Recovery		58%	80%	79%

Satisfied % | Goal % 0-80% 80-100% Goal Met ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	207	49.6%
	Other	91	21.8%
	Case Management	78	18.7%
	Residential Services	41	9.8%

Client Demographics

Age	#	%	State Avg
18-25	100	25%	▲ 14%
26-34	58	14%	24%
35-44	56	14%	20%
45-54	74	18%	22%
55-64	67	17%	16%
65+	49	12%	5%

Gender	#	%	State Avg
Male	204	50%	60%
Female	202	50%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	227	55%	▼ 74%
Hisp-Puerto Rican	144	35%	▲ 13%
Hispanic-Other	31	8%	7%
Unknown	8	2%	6%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	151	37%	▼ 65%
Other	104	25%	▲ 13%
Unknown	93	23%	▲ 3%
Black/African American	59	14%	16%
Asian	3	1%	1%
Multiple Races	1	0%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%

Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	14	43% ▲
Admits	15	9	67% ▲
Discharges	15	9	67% ▲
Bed Days	1,946	1,785	9%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		10	67%	75%	68%	-8%
✓ No Re-admit within 30 Days of Discharge		13	87%	85%	73%	2%
✓ Follow-up within 30 Days of Discharge		10	100%	90%	78%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	86%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	91%	90%
SA Screen Complete	82%	89%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	97%
✓ Valid Axis V GAF Score	100%	83%

Recovery

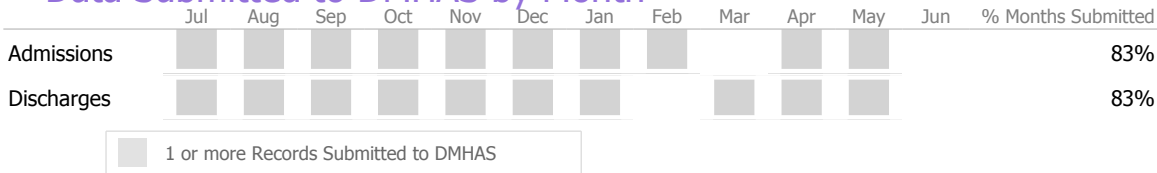
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		10	67%	75%	43%	-8%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	142 days	0.1	107%	90%	93%	17% ▲

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 13 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	207	216	-4%
Admits	16	2	700% ▲
Discharges	23	25	-8%
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	81%	93%
On-Time Periodic	Actual	State Avg
6 Month Updates	33%	70%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	82%
SA Screen Complete	0%	81%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	98%
✓ Valid Axis V GAF Score	98%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		0	0%	50%	45%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		13	6%	30%	23%	-24% ▼
● Social Support		30	14%	60%	70%	-46% ▼
● Stable Living Situation		85	41%	95%	86%	-54% ▼
● Improved/Maintained Axis V GAF Score		18	9%	75%	59%	-66% ▼

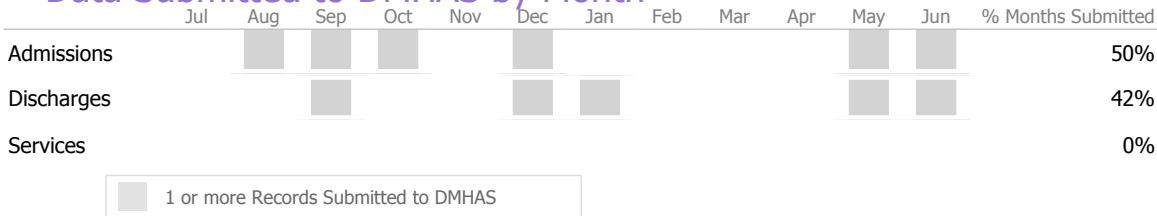
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	90%	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%	65%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

Schizophrenia Rehab. Program

Hartford Hospital

Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services

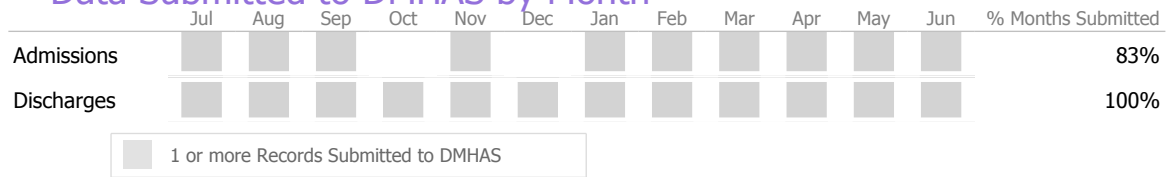
Program Quality Dashboard

Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	90	1%
Admits	28	32	-13% ▼
Discharges	34	28	21% ▲

Data Submitted to DMHAS by Month



* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	25	0%
Admits	12	12	0%
Discharges	10	12	-17% ▼
Bed Days	5,449	4,685	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	86%
Cooccurring	Actual	State Avg
MH Screen Complete	87%	90%
SA Screen Complete	87%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	83%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	60%	75%	68%	-15% ▼
No Re-admit within 30 Days of Discharge		6	60%	85%	73%	-25% ▼
Follow-up within 30 Days of Discharge		6	100%	90%	78%	10%

Recovery

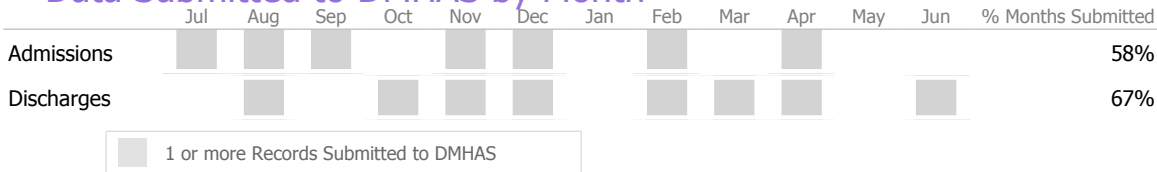
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		12	60%	75%	43%	-15% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		16	641 days	0.2	93%	90%	93%	3%

Legend: < 90% (light blue), 90-110% (grey), > 110% (red)

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 13 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	78	75	4%
Admits	37	41	-10%
Discharges	48	35	37% ▲
Service Hours	3,855	4,495	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic 6 Month Updates	65%	73%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		39	81%	50%	58%	31% ▲

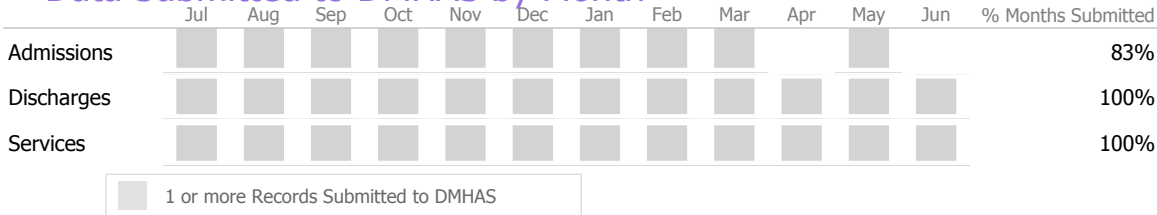
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		38	49%	20%	10%	29% ▲
✓ Social Support		66	85%	60%	68%	25% ▲
✓ Stable Living Situation		76	97%	80%	85%	17% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		31	100%	90%	74%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 31 Active Standard Case Management Programs