

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	3,283	3,350	-2%
	Admits	3,356	3,471	-3%
	Discharges	3,567	3,480	3%
	Service Hours		-	
	Bed Days	193,206	209,571	-8%

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

Consumer Satisfaction Survey

(Based on 228 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		89%	80%	92%
✓ Quality and Appropriateness		83%	80%	93%
✓ Respect		82%	80%	91%
✓ General Satisfaction		81%	80%	92%
✓ Overall		81%	80%	91%
● Access		77%	80%	88%
● Recovery		71%	80%	79%
● Outcome		71%	80%	83%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Inpatient Services	2,589	78.2%
	Outpatient Services		
Forensic MH	Inpatient Services	384	11.6%
	Outpatient Services		
Mental Health	Inpatient Services	323	9.8%
	Residential Services	16	0.5%

Client Demographics

Age	#	%	State Avg
18-25	290	9%	13%
26-34	959	29%	24%
35-44	704	21%	20%
45-54	788	24%	21%
55-64	434	13%	16%
65+	107	3%	5%

Gender	#	%	State Avg
Male	2,432	74%	▲ 60%
Female	847	26%	▼ 40%
Transgender	4	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,633	80%	72%
Hisp-Puerto Rican	434	13%	12%
Hispanic-Other	154	5%	7%
Unknown	47	1%	7%
Hispanic-Mexican	8	0%	1%
Hispanic-Cuban	7	0%	0%

Race	#	%	State Avg
White/Caucasian	2,063	63%	64%
Black/African American	615	19%	17%
Other	525	16%	13%
Multiple Races	35	1%	1%
Unknown	19	1%	4%
Asian	17	1%	1%
Am. Indian/Native Alaskan	8	0%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,879	1,881	0%
Admits	2,388	2,407	-1%
Discharges	1,838	1,907	-4%
Transfers - In	7	5	40% ▲
Transfers - Out	554	515	8%
Bed Days	12,894	12,958	0%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1,240	67%	80%	67%	-13% ▼
✔ No Re-admit within 30 Days of Discharge		1,682	92%	85%	92%	7%
● Follow-up within 30 Days of Discharge		623	50%	90%	50%	-40% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		11	0%	95%	0%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		41	5 days	0.0	86%	90%	86%	-4%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submission Quality

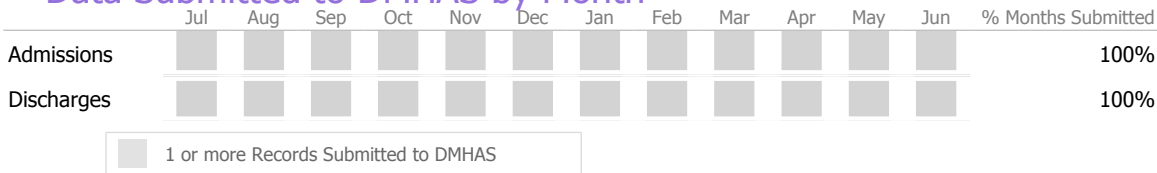
Data Entry	Actual	State Avg
✔ Valid NOMS Data		84%
✔ Valid TEDS Data		97%

On-Time Periodic	Actual	State Avg
6 Month Updates		N/A

Cooccurring	Actual	State Avg
✔ MH Screen Complete		87%
✔ SA Screen Complete		88%

Diagnosis	Actual	State Avg
✔ Valid Axis I Diagnosis		100%
✔ Valid Axis V GAF Score		1%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 3 Active Medically Managed Detox 4.2 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	255	299	-15% ▼
Admits	161	217	-26% ▼
Discharges	257	198	30% ▲
Transfers - In	6	9	-33% ▼
Transfers - Out	7	16	-56% ▼
Bed Days	30,413	28,287	8%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		25	10%	95%	10%	-85% ▼
No Re-admit within 30 Days of Discharge		157	61%	85%	48%	-24% ▼
Follow-up within 30 Days of Discharge		19	76%	90%	78%	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		45	17%	95%	16%	-78% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		81	313 days	0.1	103%	90%	67%	13% ▲

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
Cooccurring	Actual	State Avg
MH Screen Complete	100%	100%
SA Screen Complete	100%	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	17%	15%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													83%
Discharges													83%

Legend: 1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 13 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	106	-14% ▼
Admits	3	5	-40% ▼
Discharges	90	14	543% ▲
Transfers - In	1	6	-83% ▼
Transfers - Out	2	7	-71% ▼
Bed Days	26,031	28,970	-10%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	7%	95%	10%	-88% ▼
No Re-admit within 30 Days of Discharge		6	7%	85%	48%	-78% ▼
Follow-up within 30 Days of Discharge		4	67%	90%	78%	-23% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		10	11%	95%	16%	-84% ▼

Data Submission Quality

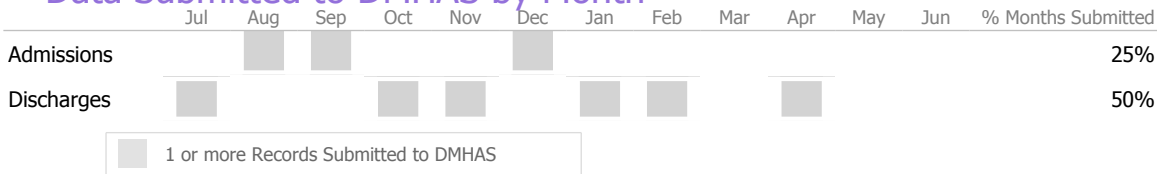
Data Entry	Actual	State Avg
Valid NOMS Data		81% / 87%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	100%
SA Screen Complete	N/A	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		100% / 100%
Valid Axis V GAF Score		24% / 15%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		117	2,119 days	0.3	61%	90%	67%	-29% ▼

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 13 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	53	-25% ▼
Admits	2	18	-89% ▼
Discharges	37	14	164% ▲
Transfers - In	2	-	
Transfers - Out	3	4	-25% ▼
Bed Days	10,352	12,061	-14% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	8%	95%	10%	-87% ▼
● No Re-admit within 30 Days of Discharge		4	11%	85%	48%	-74% ▼
✓ Follow-up within 30 Days of Discharge		3	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		8	20%	95%	16%	-75% ▼

Bed Utilization

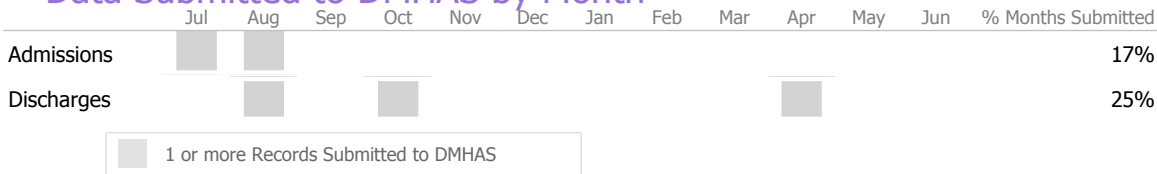
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		34	1,139 days	0.2	83%	90%	67%	-7%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		81% 87%
On-Time Periodic	Actual	State Avg
6 Month Updates		N/A N/A
Cooccurring	Actual	State Avg
✓ MH Screen Complete		100% 100%
✓ SA Screen Complete		100% 100%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 100%
✓ Valid Axis V GAF Score		23% 15%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 13 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	234	244	-4%
Admits	81	78	4%
Discharges	86	92	-7%
Transfers - In	14	28	-50% ▼
Transfers - Out	5	8	-38% ▼
Bed Days	56,000	53,014	6%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		71	83%	95%	54%	-12% ▼
✓ No Re-admit within 30 Days of Discharge		80	94%	85%	91%	9%
● Follow-up within 30 Days of Discharge		52	73%	90%	78%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		11	5%	95%	17%	-90% ▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		90% / 89%
On-Time Periodic	Actual	State Avg
6 Month Updates		0% / 12%
Cooccurring	Actual	State Avg
✓ MH Screen Complete		91% / 91%
✓ SA Screen Complete		100% / 100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		98% / 99%
Valid Axis V GAF Score		5% / 22%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		140	969 days	0.2	110%	90%	91%	20% ▲

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%

Legend: 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 29 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	34	-6%
Admits	6	3	100% ▲
Discharges	7	8	-13% ▼
Bed Days	9,559	10,210	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	12%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	0%	22%

Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	57%	95%	54%	-38% ▼
No Re-admit within 30 Days of Discharge		5	100%	85%	91%	15% ▲
Follow-up within 30 Days of Discharge		2	50%	90%	78%	-40% ▼

Recovery

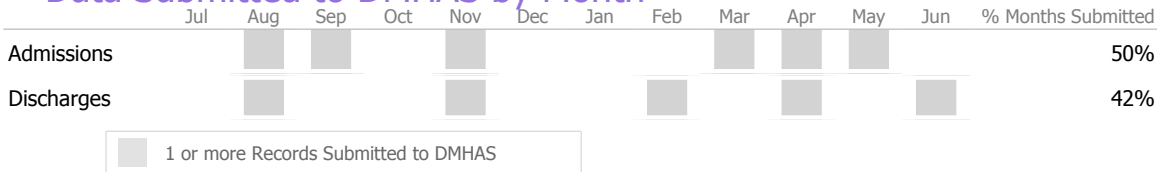
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		0	0%	95%	17%	-95% ▼

Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate	45	1,393 days	0.4	58%	90%	91%	-32% ▼

Legend: ■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 29 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	28	-21% ▼
Admits	7	9	-22% ▼
Discharges	11	10	10%
Bed Days	4,972	6,480	-23% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	12%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	27%	22%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	91%	95%	54%	-4%
No Re-admit within 30 Days of Discharge		11	100%	85%	91%	15% ▲
Follow-up within 30 Days of Discharge		7	70%	90%	78%	-20% ▼

Recovery

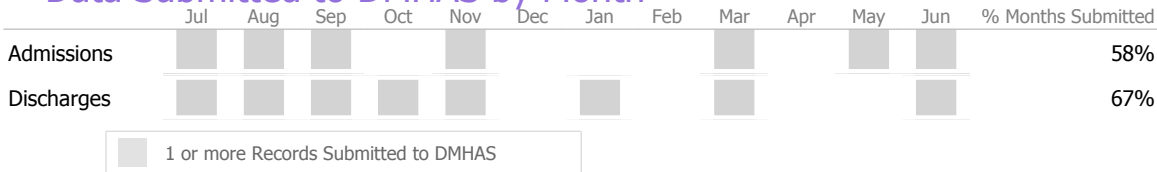
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		6	29%	95%	17%	-66% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	1,000 days	0.2	91%	90%	91%	1%

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 29 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	37	39	-5%
Admits	21	24	-13% ▼
Discharges	19	21	-10%
Transfers - In	1	-	
Transfers - Out	2	3	-33% ▼
Bed Days	5,364	6,430	-17% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		17	89%	95%	54%	-6%
✔ No Re-admit within 30 Days of Discharge		19	100%	85%	91%	15% ▲
● Follow-up within 30 Days of Discharge		13	76%	90%	78%	-14% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		2	8%	95%	17%	-87% ▼

Bed Utilization

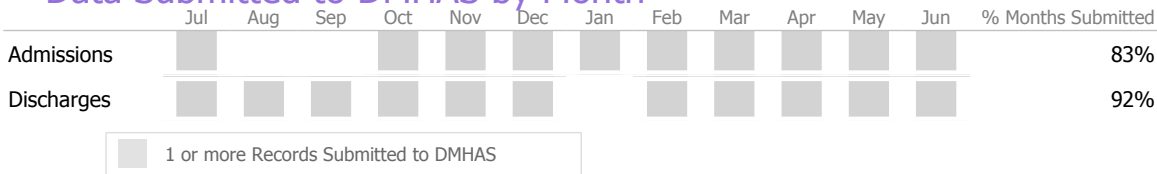
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		20	358 days	0.3	73%	90%	91%	-17% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submission Quality

Data Entry	Actual	State Avg
✔ Valid NOMS Data		89%
On-Time Periodic		
6 Month Updates		12%
Cooccurring		
✔ MH Screen Complete		91%
✔ SA Screen Complete		100%
Diagnosis		
Valid Axis I Diagnosis		99%
Valid Axis V GAF Score		22%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

Actual
 |
 Goal
 ✔ Goal Met
 ● Below Goal

* State Avg based on 29 Active Acute Psychiatric Programs

Intens Res Rehab 3.8

Connecticut Valley Hospital

Addiction - Inpatient Services - Intensive Res. Rehabilitation 3.8

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,283	1,256	2%
Admits	681	705	-3%
Discharges	1,216	1,211	0%
Transfers - In	565	545	4%
Transfers - Out	23	42	-45% ▼
Bed Days	37,621	37,856	-1%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		883	73%	80%	73%	-7%
✓ No Re-admit within 30 Days of Discharge		1,126	93%	85%	93%	8%
● Follow-up within 30 Days of Discharge		503	57%	90%	57%	-33% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		2	0%	75%	0%	-75% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		111	34 days	0.1	93%	90%	93%	3%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		90%
✓ Valid TEDS Data		100%
On-Time Periodic		
6 Month Updates	N/A	N/A
Cooccurring		
✓ MH Screen Complete		100%
✓ SA Screen Complete		100%
Diagnosis		
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 4 Active Intensive Res. Rehabilitation 3.8 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	15	7%
Admits	6	5	20% ▲
Discharges	6	5	20% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	0%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	100%
SA Screen Complete	100%	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	88%	77%

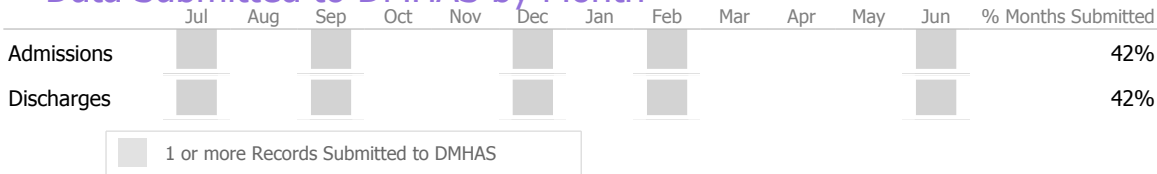
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	100%	95%	87%	5%
● No Re-admit within 30 Days of Discharge		0	0%	85%	90%	-85% ▼
● Follow-up within 30 Days of Discharge		2	33%	90%	96%	-57% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		12	80%	95%	37%	-15% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Sub-Acute Programs