

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	361	391	-8%
	Admits	229	278	-18% ▼
	Discharges	215	253	-15% ▼
	Service Hours	1,103	1,481	-26% ▼
	Bed Days	2,270	2,439	-7%

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

Consumer Satisfaction Survey

(Based on 128 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		95%	80%	91%
✓ Quality and Appropriateness		94%	80%	93%
✓ General Satisfaction		93%	80%	92%
✓ Participation in Treatment		92%	80%	92%
✓ Access		90%	80%	88%
✓ Overall		89%	80%	91%
● Outcome		78%	80%	83%
● Recovery		70%	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	199	54.8%
	Crisis Services	164	45.2%

Client Demographics

Age	#	%	State Avg
18-25	28	8%	13%
26-34	51	14%	24%
35-44	70	19%	20%
45-54	111	31%	21%
55-64	87	24%	16%
65+	14	4%	5%

Gender	#	%	State Avg
Female	186	52%	▲ 40%
Male	174	48%	▼ 60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	299	83%	▲ 72%
Hisp-Puerto Rican	37	10%	12%
Unknown	13	4%	7%
Hispanic-Other	11	3%	7%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	187	52%	▼ 64%
Black/African American	139	39%	▲ 17%
Other	13	4%	13%
Unknown	10	3%	4%
Am. Indian/Native Alaskan	4	1%	1%
Multiple Races	4	1%	1%
Asian	3	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

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 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	164	198	-17% ▼
Admits	182	210	-13% ▼
Discharges	182	210	-13% ▼
Bed Days	2,270	2,439	-7%

Discharge Outcomes

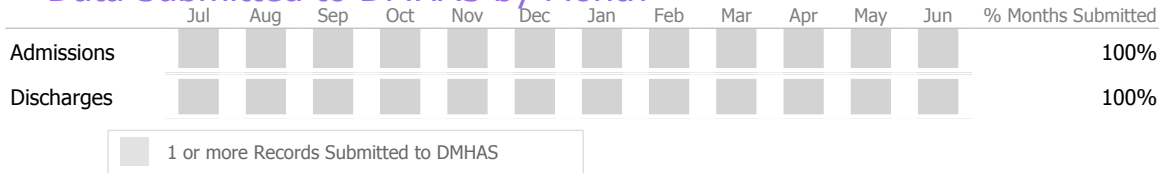
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		163	90%	85%	86%	5%
● Follow-up within 30 Days of Discharge		82	60%	90%	79%	-30% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		8	16 days	0.0	78%	90%	67%	-12% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	199	195	2%
Admits	47	68	-31% ▼
Discharges	33	43	-23% ▼
Service Hours	1,103	1,481	-26% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	94%
On-Time Periodic 6 Month Updates	76%	69%
Cooccurring MH Screen Complete	96%	88%
SA Screen Complete	91%	88%
Diagnosis Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	97%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	6%	50%	45%	-44% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		145	73%	60%	69%	13% ▲
Employed		33	17%	30%	24%	-13% ▼
Stable Living Situation		159	80%	95%	86%	-15% ▼
Improved/Maintained Axis V GAF Score		1	1%	75%	54%	-74% ▼

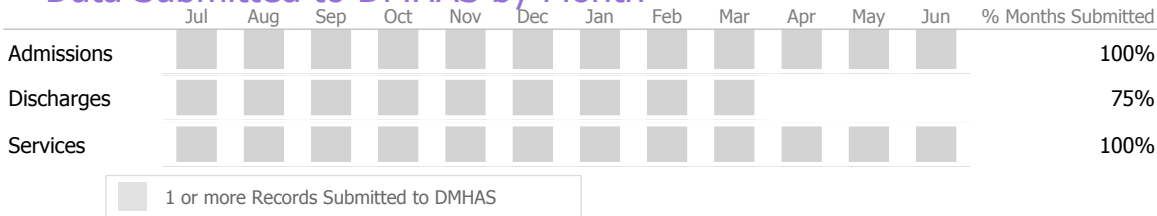
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		150	90%	90%	89%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		39	83%	75%	67%	8%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual
 Goal
 ✔ Goal Met
 ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs