Cornell Scott-Hill Health Corporation
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,587	1,585	0%
	Admits	1,935	2,065	-6%
	Discharges	1,961	1,952	0%
	Service Hours	1,635	1,803	-9%
	Bed Days	6,704	7,280	-8%

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

Clients by Level of Care

Program Type / Level of Care Type	#	%
Addiction		
Residential Services	1,348	79.4%
Recovery Support	144	8.5%
Medication Assisted Treatment	124	7.3%
Employment Services	13	0.8%
Forensic SA		
Case Management	35	2.1%
Mental Health		
Case Management	33	1.9%

Consumer Satisfaction Survey

(Based on 416 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		88%	80%	92%
✓ Quality and Appropriateness		87%	80%	93%
✓ Respect		86%	80%	91%
✓ General Satisfaction		86%	80%	92%
✓ Overall		82%	80%	91%
● Outcome		79%	80%	83%
● Access		74%	80%	88%
● Recovery		74%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	100	6%	12%
26-34	455	29%	24%
35-44	450	28%	21%
45-54	338	21%	20%
55-64	225	14%	17%
65+	19	1%	6%

Gender	#	%	State Avg
Male	1,068	67%	60%
Female	518	33%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,273	80%	70%
Hisp-Puerto Rican	214	13%	12%
Hispanic-Other	79	5%	7%
Unknown	12	1%	10%
Hispanic-Mexican	5	0%	1%
Hispanic-Cuban	4	0%	0%

Race	#	%	State Avg
White/Caucasian	1,109	70%	63%
Other	243	15%	13%
Black/African American	206	13%	17%
Unknown	9	1%	5%
Am. Indian/Native Alaskan	6	0%	1%
Multiple Races	6	0%	1%
Asian	5	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%

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

Arrest Diversion - New Haven
Cornell Scott-Hill Health Corporation
Forensic SA - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	35	19	84%	▲
Admits	20	19	5%	
Discharges	21	4	425%	▲
Service Hours	105	177	-41%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■		■				■	■	■	■	■	■	67%
Discharges	■	■	■		■		■	■	■	■		■	75%
Services		■						■	■	■	■	■	50%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 3 Active Outreach & Engagement Programs

MAT - Naltrexone - Ansonia
Cornell Scott-Hill Health Corporation
Addiction - Medication Assisted Treatment - Naltrexone

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	5	1	400%	▲
Admits	4	-		
Discharges	-	-		

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	80%
✓ Valid TEDS Data	100%	99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	67%	23%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	84%
✓ SA Screen Complete	100%	100%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	61%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		5	100%	75%	79%	25%	▲
✓ Stable Living Situation		5	100%	95%	81%	5%	
✓ Abstinence/Reduced Drug Use		3	60%	55%	58%	5%	
✓ Self Help		3	60%	60%	39%	0%	
● Employed		1	20%	50%	21%	-30%	▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	72%	-75%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													33%
Discharges													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 8 Active Naltrexone Programs

Outreach & Engage.Srvs 915-294
Cornell Scott-Hill Health Corporation
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	33	32	3%	
Admits	17	16	6%	
Discharges	17	14	21%	▲
Service Hours	300	336	-11%	▼

Service Engagement

	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		17	100%	50%	97%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■		■		■		■	■	■	■	■		67%
Discharges	■	■	■	■			■	■	■	■	■		75%
Services	■	■	■	■				■	■	■	■	■	75%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 45 Active Outreach & Engagement Programs

Recovery Coach - Meth
Cornell Scott-Hill Health Corporation
Addiction - Recovery Support - Peer Based Mentoring

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	144	50	188%	▲
Admits	108	101	7%	
Discharges	138	60	130%	▲
Service Hours	40	25	62%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■		■	■	■	■	■	■	■	■	92%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services			■		■			■	■	■	■	■	58%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Peer Based Mentoring Programs

SCRC Residential Detox 986600
Cornell Scott-Hill Health Corporation
Addiction - Residential Services - Medically Monitored Detox 3.7D

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,348	1,407	-4%
Admits	1,731	1,835	-6%
Discharges	1,734	1,832	-5%
Bed Days	6,704	7,280	-8%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	92%
✓ Valid TEDS Data	100%	99%

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

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	99%
✓ SA Screen Complete	100%	99%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1,260	73%	80%	75%	-7%
No Re-admit within 30 Days of Discharge		1,377	79%	85%	80%	-6%
Follow-up within 30 Days of Discharge		797	63%	90%	56%	-27% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		24	4 days	0.0	77%	90%	85%	-13% ▼

< 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%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 9 Active Medically Monitored Detox 3.7D Programs

STR E MAT Employment
Cornell Scott-Hill Health Corporation
Addiction - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	1	1200%	▲
Admits	12	2	500%	▲
Discharges	-	1	-100%	▼
Service Hours	3	-		

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		5	38%	35%	29%	3%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		9	69%	90%	88%	-21%	▼

Data Submission Quality

	Data Entry	Actual	State Avg
✓	Valid NOMS Data	100%	86%

	On-Time Periodic	Actual	State Avg
✓	6 Month Updates	100%	30%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions									■	■	■	■	33%
Discharges													0%
Services											■		8%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Employment Services Programs

STR E MAT Recovery Coach
Cornell Scott-Hill Health Corporation
Addiction - Recovery Support - Peer Based Mentoring

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 5 Active Peer Based Mentoring Programs

STR E-MAT
Cornell Scott-Hill Health Corporation
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	120	110	9%	
Admits	43	91	-53%	▼
Discharges	51	31	65%	▲
Service Hours	1,188	620	92%	▲

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	94%
✓ Valid TEDS Data	100%	99%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	97%	38%

Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	82%
✓ SA Screen Complete	100%	97%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	93%	97%

Discharge Outcomes

	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully	50	98%	50%	52%	48%	▲

Recovery

National Recovery Measures (NOMS)	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested	122	100%	75%	89%	25%	▲
✓ Abstinence/Reduced Drug Use	82	67%	55%	61%	12%	▲
✓ Employed	69	57%	50%	35%	7%	
✓ Stable Living Situation	120	98%	95%	88%	3%	
● Improved/Maintained Axis V GAF Score	48	43%	75%	57%	-32%	▼
● Self Help	28	23%	60%	32%	-37%	▼

Service Utilization

	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services	67	94%	90%	67%	4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■		■	■	■		■	■	■	■	■	83%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■			■	■	■	■	■	■		75%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 23 Active Buprenorphine Maintenance Programs