

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	225	223	1%
	Admits	50	51	-2%
	Discharges	47	47	0%
	Service Hours	455	319	43% ▲
	Bed Days	2,328	544	328%

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

Consumer Satisfaction Survey (Based on 90 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Overall		89%	80%	91%
✓ Quality and Appropriateness		88%	80%	93%
✓ General Satisfaction		88%	80%	92%
✓ Respect		84%	80%	91%
✓ Access		83%	80%	88%
● Outcome		59%	80%	83%
● Recovery		59%	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	185	82.2%
	Crisis Services	40	17.8%

Client Demographics

Age	#	%	State Avg
18-25	15	7%	9%
26-34	28	12%	22%
35-44	43	19%	21%
45-54	59	26%	20%
55-64	71	32% ▲	20%
65+	9	4%	7%

Gender	#	%	State Avg
Female	129	57% ▲	41%
Male	96	43% ▼	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	187	83% ▲	71%
Hisp-Puerto Rican	20	9%	12%
Unknown	12	5%	9%
Hispanic-Other	5	2%	7%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
Black/African American	103	46% ▲	16%
White/Caucasian	96	43% ▼	64%
Other	15	7%	13%
Unknown	4	2%	5%
Am. Indian/Native Alaskan	3	1%	1%
Asian	3	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Multiple Races			1%

■ 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

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Program Activity

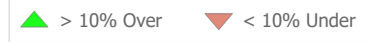
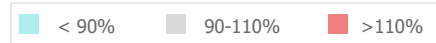
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	49	-18% ▼
Admits	33	42	-21% ▼
Discharges	38	46	-17% ▼
Bed Days	2,328	544	328% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		36	95%	85%	88%	10%
○ Follow-up within 30 Days of Discharge		22	71%	90%	81%	-19% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		15	21 days	0.4	169%	90%	91%	79% ▲



* State Avg based on 10 Active Respite Bed Programs

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	185	175	6%
Admits	17	9	89% ▲
Discharges	9	1	800% ▲
Service Hours	455	319	43% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	61%
SA Screen Complete	100%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	98%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	11%	50%	46%	-39% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		141	76%	60%	62%	16% ▲
Employed		46	25%	30%	22%	-5%
Stable Living Situation		162	88%	95%	79%	-7%
Improved/Maintained Axis V GAF Score		1	1%	75%	42%	-74% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		141	80%	90%	74%	-10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		14	82%	75%	78%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%
Services				67%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

* State Avg based on 89 Active Standard Outpatient Programs