Yale-New Haven Hospital
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - December 2019   (Data as of Apr 06, 2020)
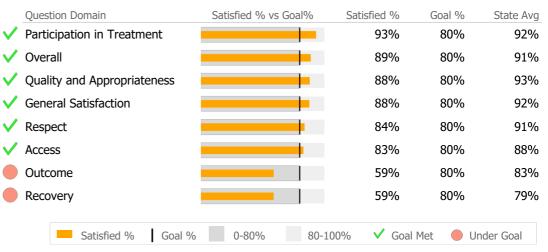
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	277	279	-1%	
	Admits	107	112	-4%	
	Discharges	91	114	-20%	▼
	Service Hours	928	758	23%	▲
	Bed Days	4,280	1,069	300%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		201	72.0%
	Crisis Services		78	28.0%

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%

Legend: ▬ Satisfied % | Goal % ▢ 0-80% ▢ 80-100% ✓ Goal Met ● Under Goal

Client Demographics

Age

		#	%	State Avg
18-25		21	8%	10%
26-34		38	14%	23%
35-44		53	19%	22%
45-54		75	27%	20%
55-64		80	29%	19%
65+		10	4%	7%

Gender

		#	%		State Avg
Female		149	54%	▲	40%
Male		128	46%	▼	60%
Transgender					0%

Race

		#	%		State Avg
White/Caucasian		123	44%	▼	63%
Black/African American		118	43%	▲	17%
Other		20	7%		13%
Unknown		6	2%		5%
Am. Indian/Native Alaskan		4	1%		1%
Asian		4	1%		1%
Multiple Races		1	0%		1%
Hawaiian/Other Pacific Islander		1	0%		0%

Ethnicity

		#	%		State Avg
Non-Hispanic		230	83%	▲	70%
Hisp-Puerto Rican		28	10%		12%
Unknown		13	5%		9%
Hispanic-Other		5	2%		8%
Hispanic-Mexican		1	0%		1%
Hispanic-Cuban					0%

Legend: ▬ 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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	78	85	-8%	
Admits	74	81	-9%	
Discharges	81	80	1%	▽
Bed Days	4,280	1,069	300%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	No Re-admit within 30 Days of Discharge		74	91%	85%	87%	6%	
●	Follow-up within 30 Days of Discharge		43	69%	90%	81%	-21%	▽

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		15	17 days	0.2	155%	90%	86%	65%	▲

☐ < 90%	☐ 90-110%	☐ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 10 Active Respite Bed Programs

YNHH - Continuing Care Clinic - OP
Yale-New Haven Hospital
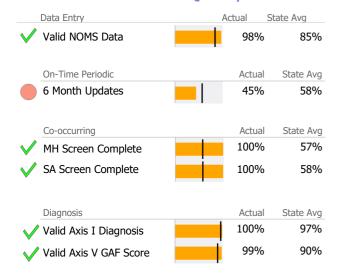Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
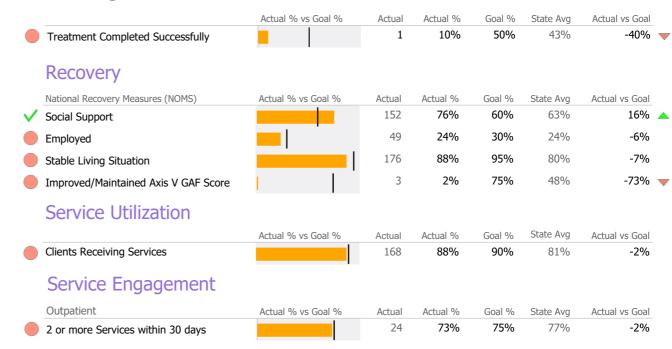Reporting Period: July 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	201	196	3%	
Admits	33	31	6%	
Discharges	10	34	-71%	▼
Service Hours	928	758	23%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	85%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		45%	58%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	57%
✓ SA Screen Complete		100%	58%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		99%	90%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	10%	50%	43%	-40%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		152	76%	60%	63%	16%	▲
🔴	Employed		49	24%	30%	24%	-6%	
🔴	Stable Living Situation		176	88%	95%	80%	-7%	
🔴	Improved/Maintained Axis V GAF Score		3	2%	75%	48%	-73%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		168	88%	90%	81%	-2%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	2 or more Services within 30 days		24	73%	75%	77%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▢	▢	▢	▢	▢	100%
Discharges		▢				▢	33%
Services			▢	▢	▢	▢	83%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 89 Active Standard Outpatient Programs