Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

# **Provider Activity**





#### Clients by Level of Care

| Program Type                  | Level of Care Type | #     | %     |
|-------------------------------|--------------------|-------|-------|
| Addiction                     |                    |       |       |
| Medication Assisted Treatment |                    | 6,720 | 98.4% |
|                               | Case Management    | 108   | 1.6%  |

### Consumer Satisfaction Survey (Based on 6

(Based on 639 FY19 Surveys)

|          | Question Domain             | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|----------|-----------------------------|----------------------|-------------|--------|-----------|
| <b>\</b> | Respect                     |                      | 93%         | 80%    | 91%       |
| <b>✓</b> | Participation in Treatment  |                      | 92%         | 80%    | 92%       |
| <b>✓</b> | Quality and Appropriateness |                      | 92%         | 80%    | 93%       |
| <b>✓</b> | Overall                     |                      | 89%         | 80%    | 91%       |
| <b>\</b> | Outcome                     |                      | 87%         | 80%    | 83%       |
| <b>✓</b> | General Satisfaction        |                      | 84%         | 80%    | 92%       |
| <b>✓</b> | Recovery                    |                      | 82%         | 80%    | 79%       |
| <b>✓</b> | Access                      |                      | 80%         | 80%    | 88%       |
|          |                             |                      |             |        |           |
|          | Satisfied % Goal %          | 0-80% 80-100         | 0% ✓ Goal I | Met Ur | nder Goal |

#### **Client Demographics**

| Age               |          | #        | %      | State Avg | Gender                          |            | #       | %       | State Avg    |
|-------------------|----------|----------|--------|-----------|---------------------------------|------------|---------|---------|--------------|
| 18-25             |          | 211      | 3%     | 11%       | Male                            |            | 4,097   | 61%     | 60%          |
| 26-34             |          | 1,830    | 27%    | 23%       | Female                          | 1          | 2,622   | 39%     | 40%          |
| 35-44             |          | 1,911    | 28%    | 22%       | Transgender                     |            |         |         | 0%           |
| 45-54             |          | 1,438    | 21%    | 20%       |                                 |            |         |         |              |
| 55-64             |          | 1,052    | 16%    | 18%       |                                 |            |         |         |              |
| 65+               | 1        | 285      | 4%     | 6%        | Race                            |            | #       | %       | State Avg    |
|                   |          |          |        |           | White/Caucasian                 |            | 5,203   | 77%     | <b>▲</b> 62% |
| <b>Ethnicity</b>  |          | #        | %      | State Avg | Other                           |            | 1,090   | 16%     | 13%          |
| Non-Hispanic      |          | 5,089    | 76%    | 70%       | Black/African American          |            | 367     | 5%      | <b>▼</b> 17% |
| Hisp-Puerto Rican | <u> </u> | 1,366    | 20%    | 12%       | Unknown                         |            | 28      | 0%      | 5%           |
| Hispanic-Other    |          | 174      | 3%     | 8%        | Am. Indian/Native Alaskan       |            | 23      | 0%      | 1%           |
| Unknown           | l<br>I   | 81       | 1%     | 10%       | Asian                           |            | 10      | 0%      | 1%           |
|                   | l        |          |        |           | Hawaiian/Other Pacific Islander |            | 4       | 0%      | 0%           |
| Hispanic-Mexican  |          | 9        | 0%     | 1%        | Multiple Races                  |            | 2       | 0%      | 1%           |
| Hispanic-Cuban    |          | 8        | 0%     | 0%        |                                 |            |         |         |              |
|                   |          |          |        |           |                                 |            |         |         |              |
|                   |          | Unique C | lients | State Avg | ▲ > 10% Over State Avg          | <b>V</b> : | > 10% U | nder St | ate Avg      |

#### **Bristol Clinic MM 656816**

Hartford Dispensary

Addiction - Medication Assisted Treatment - Methadone Maintenance

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

## **Program Activity**

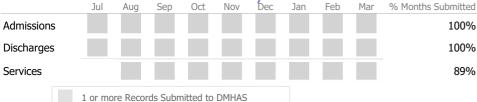
| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 741    | 636      | 17%        | • |
| Admits         | 227    | 154      | 47%        | • |
| Discharges     | 183    | 140      | 31%        | • |
| Service Hours  | 2,508  | 3,106    | -19%       | • |

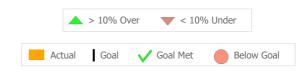
# **Data Submission Quality**

| Data Entry               | Actual | State Avg    |
|--------------------------|--------|--------------|
| ✓ Valid NOMS Data        | 100%   | % 99%        |
| ✓ Valid TEDS Data        | 99%    | % 99%        |
| On-Time Periodic         | Actu   | al State Avg |
| ✓ 6 Month Updates        | 100%   |              |
| Co-occurring             | Actu   | al State Avg |
|                          |        | 3            |
| MH Screen Complete       | 97%    | % 98%        |
| SA Screen Complete       | 97%    | 6 98%        |
|                          |        |              |
| Diagnosis                | Actua  | al State Avg |
| Valid Axis I Diagnosis   | 100%   | 6 99%        |
| √ Valid Axis V GAF Score | 100%   | 6 99%        |
|                          | -      |              |

# **Discharge Outcomes**

|          |                                      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |          |
|----------|--------------------------------------|--------------------|--------|----------|--------|-----------|----------------|----------|
| <b>\</b> | Treatment Completed Successfully     |                    | 92     | 50%      | 50%    | 57%       | 0%             |          |
|          | Recovery                             |                    |        |          |        |           |                |          |
|          | National Recovery Measures (NOMS)    | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |          |
| <b>V</b> | Abstinence/Reduced Drug Use          |                    | 599    | 77%      | 50%    | 74%       | 27%            | _        |
| <b>V</b> | Not Arrested                         |                    | 765    | 98%      | 75%    | 94%       | 23%            | _        |
| <b>V</b> | Self Help                            |                    | 586    | 75%      | 60%    | 65%       | 15%            | _        |
| <b>V</b> | Employed                             |                    | 401    | 51%      | 40%    | 44%       | 11%            | _        |
| <b>V</b> | Stable Living Situation              |                    | 771    | 98%      | 90%    | 93%       | 8%             |          |
| <b>V</b> | Improved/Maintained Axis V GAF Score |                    | 617    | 92%      | 75%    | 87%       | 17%            | <u> </u> |
|          | Service Utilization                  |                    |        |          |        |           |                |          |
|          |                                      | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |          |
| <b>V</b> | Clients Receiving Services           |                    | 589    | 98%      | 90%    | 94%       | 8%             |          |
|          | Service Engagement                   |                    |        |          |        |           |                |          |
|          | Medication Assisted Treatment        | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |          |
| <b>V</b> | Length of Stay over 1 Year           |                    | 462    | 62%      | 50%    | 66%       | 12%            | _        |





<sup>\*</sup> State Avg based on 36 Active Methadone Maintenance Programs

## **Program Activity**

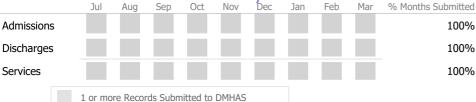
| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 873    | 817      | 7%         |   |
| Admits         | 328    | 186      | 76%        | • |
| Discharges     | 299    | 269      | 11%        | • |
| Service Hours  | 4,240  | 3,675    | 15%        | • |

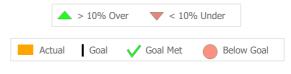
# **Data Submission Quality**

| Data Entry               | Actual | State Avg   |
|--------------------------|--------|-------------|
| ✓ Valid NOMS Data        | 99%    | 99%         |
| ✓ Valid TEDS Data        | 100%   | 99%         |
| On-Time Periodic         | Actua  | l State Avg |
| ✓ 6 Month Updates        | 100%   | 92%         |
| Co-occurring             | Actua  | l State Avg |
| ✓ MH Screen Complete     | 100%   | 98%         |
| ✓ SA Screen Complete     | 100%   | 98%         |
| Diagnosis                | Actua  | l State Avg |
| ✓ Valid Axis I Diagnosis | 100%   | 99%         |
| ✓ Valid Axis V GAF Score | 100%   | 99%         |

#### **Discharge Outcomes**







<sup>\*</sup> State Avg based on 36 Active Methadone Maintenance Programs

#### Henderson/JohnsonClinicMM100124

Hartford Dispensary

Addiction - Medication Assisted Treatment - Methadone Maintenance

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

## **Program Activity**

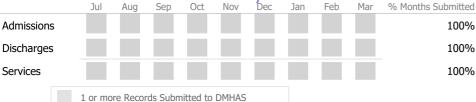
| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 1,102  | 1,029    | 7%         |   |
| Admits         | 416    | 283      | 47%        | • |
| Discharges     | 406    | 289      | 40%        | • |
| Service Hours  | 5,332  | 4,784    | 11%        | • |

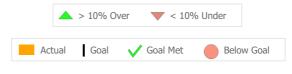
## **Data Submission Quality**

| Data Entry               | Actual | State Avg |
|--------------------------|--------|-----------|
| ✓ Valid NOMS Data        | 100%   | 99%       |
| ✓ Valid TEDS Data        | 100%   | 99%       |
| On-Time Periodic         | Actual | State Avg |
| 6 Month Updates          | 100%   | 92%       |
| Co-occurring             | Actual | State Avg |
| ✓ MH Screen Complete     | 100%   | 98%       |
| ✓ SA Screen Complete     | 100%   | 98%       |
|                          |        |           |
| Diagnosis                | Actual | State Avg |
| ✓ Valid Axis I Diagnosis | 100%   | 99%       |
| ✓ Valid Axis V GAF Score | 100%   | 99%       |
|                          | •      |           |

#### **Discharge Outcomes**







<sup>\*</sup> State Avg based on 36 Active Methadone Maintenance Programs

#### **Intensive CM Main St. 830-290**

Hartford Dispensary

Addiction - Case Management - Standard Case Management

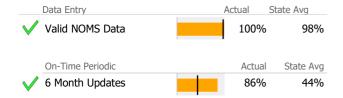
# Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

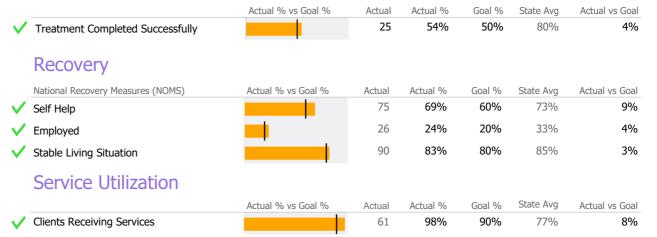
## **Program Activity**

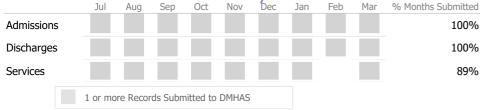
| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 108    | 80       | 35%        | • |
| Admits         | 43     | 32       | 34%        | • |
| Discharges     | 46     | 21       | 119%       | • |
| Service Hours  | 582    | 197      | 196%       | • |

#### **Data Submission Quality**



#### Discharge Outcomes







<sup>\*</sup> State Avg based on 8 Active Standard Case Management Programs

## **Program Activity**

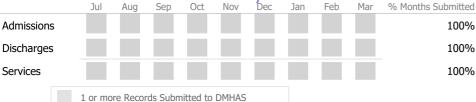
| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 858    | 881      | -3%        |   |
| Admits         | 228    | 167      | 37%        | • |
| Discharges     | 210    | 228      | -8%        |   |
| Service Hours  | 3,845  | 4,250    | -10%       |   |

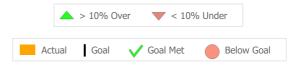
# **Data Submission Quality**

| Data Entry               | Actual | State Avg |
|--------------------------|--------|-----------|
| ✓ Valid NOMS Data        | 99%    | 99%       |
| ✓ Valid TEDS Data        | 100%   | 99%       |
| On-Time Periodic         | Actual | State Avg |
| 6 Month Updates          | 100%   | 92%       |
| Co-occurring             | Actua  | State Avg |
| ✓ MH Screen Complete     | 100%   | 98%       |
| ✓ SA Screen Complete     | 100%   | 98%       |
| Diagnosis                | Actual | State Avg |
| ✓ Valid Axis I Diagnosis | 100%   | 99%       |
| ✓ Valid Axis V GAF Score | 100%   | 99%       |

#### Discharge Outcomes





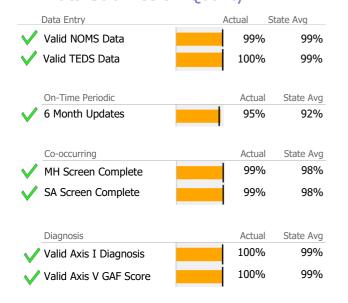


<sup>\*</sup> State Avg based on 36 Active Methadone Maintenance Programs

### **Program Activity**

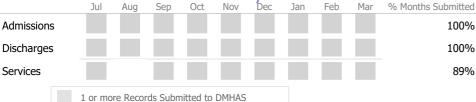
| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 1,058  | 926      | 14%        | • |
| Admits         | 362    | 234      | 55%        | • |
| Discharges     | 378    | 213      | 77%        | • |
| Service Hours  | 3,642  | 4,571    | -20%       | • |

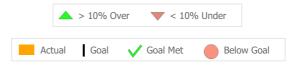
# **Data Submission Quality**



#### Discharge Outcomes







<sup>\*</sup> State Avg based on 36 Active Methadone Maintenance Programs

#### **New London Clinic MM 100146**

Hartford Dispensary

Addiction - Medication Assisted Treatment - Methadone Maintenance

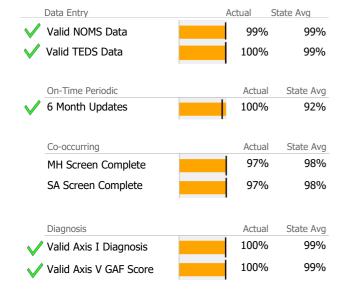
# Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

### **Program Activity**

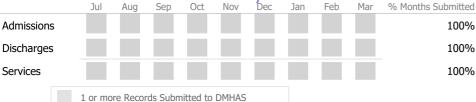
| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 748    | 603      | 24%        | • |
| Admits         | 306    | 139      | 120%       | • |
| Discharges     | 239    | 120      | 99%        | • |
| Service Hours  | 2,990  | 3,231    | -7%        |   |

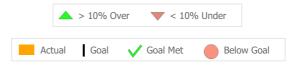
# **Data Submission Quality**



#### Discharge Outcomes







<sup>\*</sup> State Avg based on 36 Active Methadone Maintenance Programs

## **Program Activity**

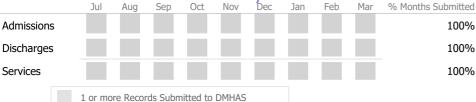
| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 681    | 637      | 7%         |   |
| Admits         | 206    | 116      | 78%        | • |
| Discharges     | 238    | 160      | 49%        | • |
| Service Hours  | 2,772  | 3,542    | -22%       | • |

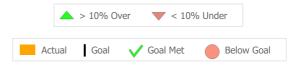
# **Data Submission Quality**

| Data Entry               | Actual | State Avg |
|--------------------------|--------|-----------|
| Valid NOMS Data          | 98%    | 99%       |
| ✓ Valid TEDS Data        | 100%   | 99%       |
|                          |        |           |
| On-Time Periodic         | Actual | State Avg |
| ✓ 6 Month Updates        | 100%   | 92%       |
| Co-occurring             | Actual | State Avg |
| ✓ MH Screen Complete     | 99%    | 98%       |
| ✓ SA Screen Complete     | 99%    | 98%       |
|                          |        |           |
| Diagnosis                | Actual | State Avg |
| ✓ Valid Axis I Diagnosis | 100%   | 99%       |
| ✓ Valid Axis V GAF Score | 100%   | 99%       |

#### Discharge Outcomes







<sup>\*</sup> State Avg based on 36 Active Methadone Maintenance Programs

Data Entry

Actual

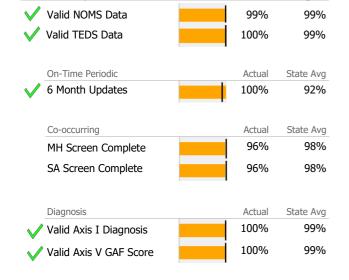
State Avg

Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

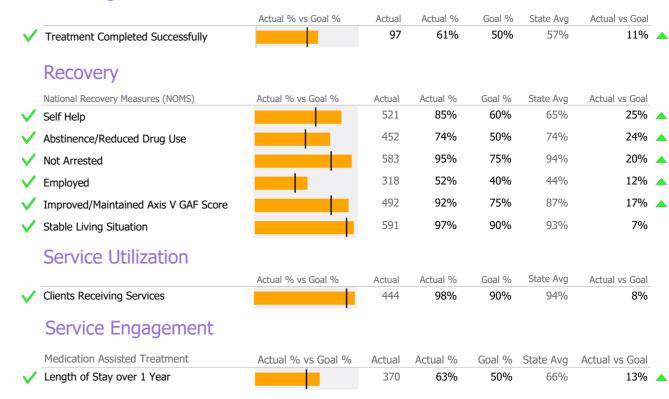
## **Program Activity**

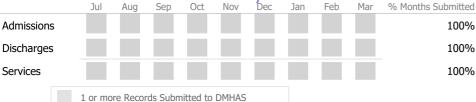
| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 587    | 556      | 6%         |   |
| Admits         | 182    | 147      | 24%        | • |
| Discharges     | 160    | 172      | -7%        |   |
| Service Hours  | 2,506  | 2,728    | -8%        |   |

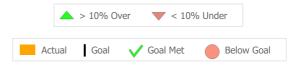
## **Data Submission Quality**



#### Discharge Outcomes







<sup>\*</sup> State Avg based on 36 Active Methadone Maintenance Programs

#### Willimantic Clinic MM 100918

Hartford Dispensary

Addiction - Medication Assisted Treatment - Methadone Maintenance

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

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### **Program Activity**

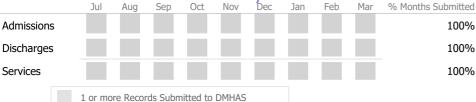
| Measure        | Actual | 1 Yr Ago | Variance % |   |
|----------------|--------|----------|------------|---|
| Unique Clients | 663    | 582      | 14%        | • |
| Admits         | 215    | 120      | 79%        | • |
| Discharges     | 160    | 122      | 31%        | • |
| Service Hours  | 3,050  | 3,358    | -9%        |   |

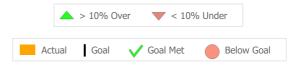
## **Data Submission Quality**

| Data Entry               | Actual | State Avg |
|--------------------------|--------|-----------|
| ✓ Valid NOMS Data        | 100%   | 99%       |
| ✓ Valid TEDS Data        | 100%   | 99%       |
|                          | •      |           |
| On-Time Periodic         | Actua  | State Avg |
| 6 Month Updates          | 100%   | 92%       |
| ı                        | •      |           |
| Co-occurring             | Actua  | State Avg |
| ✓ MH Screen Complete     | 98%    | 98%       |
| ✓ SA Screen Complete     | 98%    | 98%       |
|                          | •      |           |
| Diagnosis                | Actua  | State Avg |
| ✓ Valid Axis I Diagnosis | 100%   | 99%       |
| ✓ Valid Axis V GAF Score | 100%   | 99%       |

#### **Discharge Outcomes**







<sup>\*</sup> State Avg based on 36 Active Methadone Maintenance Programs