

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	8	16	-50%	▼
	Admits	5	17	-71%	▼
	Discharges	6	16	-63%	▼
	Service Hours		-		
	Bed Days	374	448	-17%	▼

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

Consumer Satisfaction Survey

(Based on 216 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		95%	80%	93%
✓ General Satisfaction		94%	80%	92%
✓ Respect		93%	80%	91%
✓ Participation in Treatment		91%	80%	92%
✓ Overall		89%	80%	91%
✓ Access		88%	80%	88%
● Outcome		72%	80%	83%
● Recovery		60%	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	Inpatient Services	8	100.0%

Client Demographics

Age	#	%	State Avg
18-25	1	13%	11%
26-34	1	13%	23%
35-44	1	13%	22%
45-54	2	25%	20%
55-64	2	25%	18%
65+	1	13%	6%

Gender	#	%	State Avg
Male	6	75%	60%
Female	2	25%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	8	100%	70%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			8%
Hisp-Puerto Rican			12%
Unknown			10%

Race	#	%	State Avg
White/Caucasian	6	75%	62%
Black/African American	2	25%	17%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			13%
Unknown			5%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4	1	300% ▲
Admits	4	1	300% ▲
Discharges	3	-	
Bed Days	236	27	774% ▲

Discharge Outcomes

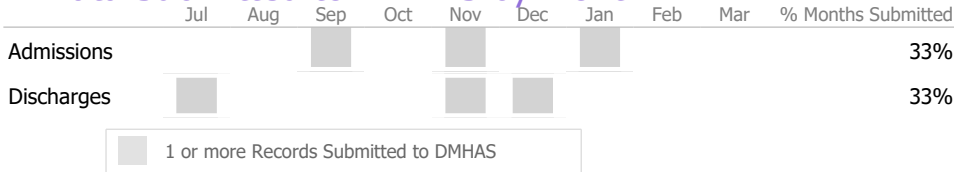
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	95%	82%	5%
● No Re-admit within 30 Days of Discharge		2	67%	85%	90%	-18% ▼
● Follow-up within 30 Days of Discharge		2	67%	90%	60%	-23% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		2	64 days	0.3	43%	90%	90%	-47% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 11 Active Acute Psychiatric Programs

Program Activity

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

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A
Valid TEDS Data		N/A

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

Co-occurring	Actual	State Avg
MH Screen Complete		N/A
SA Screen Complete		N/A

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 0 Active Observation Bed Programs

Intermediate Care Contract

Natchaug Hospital

Mental Health - Inpatient Services - Acute Pyschiatric - Intermediate

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	4	16	-75% ▼
Admits	1	16	-94% ▼
Discharges	3	16	-81% ▼
Bed Days	138	189	-27% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	NaN
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
Co-occurring	Actual	State Avg
✓ MH Screen Complete	0%	0%
✓ SA Screen Complete	0%	0%
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		3	100%	95%	98%	5%
● No Re-admit within 30 Days of Discharge		2	67%	85%	88%	-18% ▼
● Follow-up within 30 Days of Discharge		2	67%	90%	66%	-23% ▼

Recovery

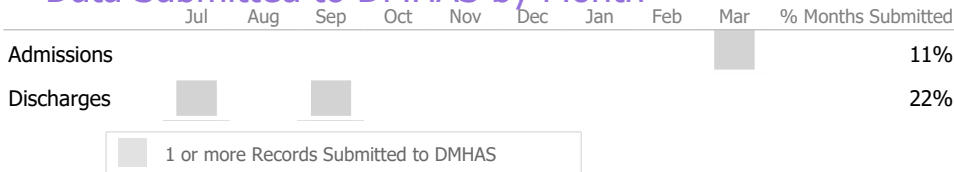
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		0	0%	95%	93%	-95% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		3	73 days	0.8	17%	90%	46%	-73% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Acute Pyschiatric - Intermediate Programs