Yale-New Haven Hospital
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - March 2020   (Data as of Jul 15, 2020)
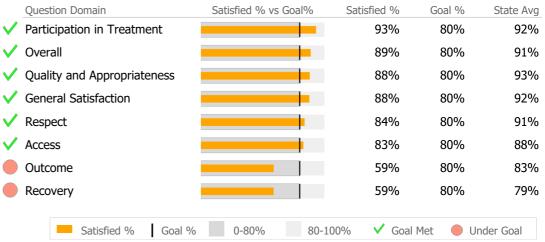
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	327	333	-2%
	Admits	158	167	-5%
	Discharges	164	163	1%
	Service Hours	1,301	1,218	7%
	Bed Days	1,565	1,648	-5%

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		213	64.7%
	Crisis Services		116	35.3%

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

Age		#	%	State Avg
18-25		23	7%	11%
26-34		53	16%	23%
35-44		67	20%	22%
45-54		83	25%	20%
55-64		87	27%	18%
65+		14	4%	6%

Gender

Gender		#	%	State Avg
Male		165	50%	60%
Female		162	50%	40%
Transgender				0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		272	83%	▲	70%
Hisp-Puerto Rican		33	10%		12%
Unknown		13	4%		10%
Hispanic-Other		8	2%		8%
Hispanic-Mexican		1	0%		1%
Hispanic-Cuban					0%

Race

Race		#	%		State Avg
White/Caucasian		152	46%	▼	62%
Black/African American		131	40%	▲	17%
Other		25	8%		13%
Am. Indian/Native Alaskan		6	2%		1%
Unknown		6	2%		5%
Asian		4	1%		1%
Multiple Races		2	1%		1%
Hawaiian/Other Pacific Islander		1	0%		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
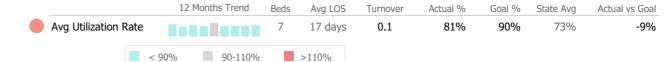Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	116	128	-9%
Admits	114	125	-9%
Discharges	118	126	-6%
Bed Days	1,565	1,648	-5%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	No Re-admit within 30 Days of Discharge		109	92%	85%	88%	7%
🔴	Follow-up within 30 Days of Discharge		58	67%	90%	81%	-23% ▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		7	17 days	0.1	81%	90%	73%	-9%

▪ < 90%	▪ 90-110%	▪ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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
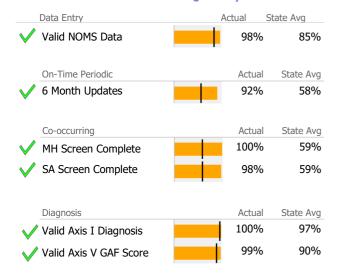Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)
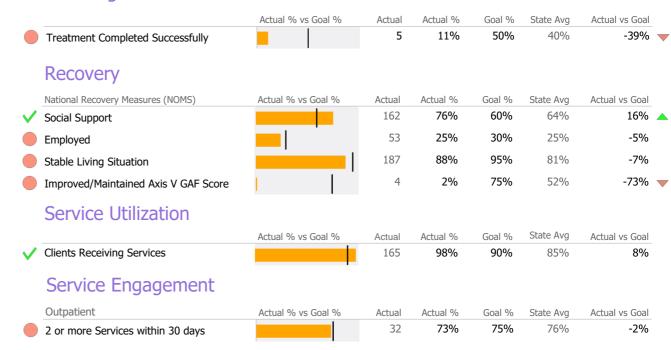
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	213	207	3%	
Admits	44	42	5%	
Discharges	46	37	24%	▲
Service Hours	1,301	1,218	7%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		92%	58%

Co-occurring		Actual	State Avg
✔ MH Screen Complete		100%	59%
✔ SA Screen Complete		98%	59%

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		5	11%	50%	40%	-39%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		162	76%	60%	64%	16%	▲
🔴	Employed		53	25%	30%	25%	-5%	
🔴	Stable Living Situation		187	88%	95%	81%	-7%	
🔴	Improved/Maintained Axis V GAF Score		4	2%	75%	52%	-73%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		165	98%	90%	85%	8%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	2 or more Services within 30 days		32	73%	75%	76%	-2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										56%
Services										89%

⬜ 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