

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	353	379	-7%
	Admits	190	218	-13% ▼
	Discharges	209	214	-2%
	Service Hours	1,565	1,513	3%
	Bed Days	1,873	2,245	-17% ▼

▲ > 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	221	62.3%
	Crisis Services	134	37.7%

### Client Demographics

Age	#	%	State Avg
18-25	25	7%	11%
26-34	62	18%	23%
35-44	72	20%	22%
45-54	90	25%	20%
55-64	90	25%	18%
65+	14	4%	6%

Gender	#	%	State Avg
Male	180	51%	60%
Female	173	49%	40%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	297	84%	▲ 69%
Hisp-Puerto Rican	33	9%	11%
Unknown	13	4%	11%
Hispanic-Other	9	3%	8%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

Race	#	%	State Avg
White/Caucasian	172	49%	▼ 62%
Black/African American	135	38%	▲ 17%
Other	25	7%	13%
Unknown	7	2%	6%
Am. Indian/Native Alaskan	6	2%	1%
Asian	5	1%	1%
Multiple Races	2	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

■ 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 - June 2020 (Data as of Oct 19, 2020)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	134	166	-19% ▼
Admits	138	167	-17% ▼
Discharges	143	166	-14% ▼
Bed Days	1,873	2,245	-17% ▼

## Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		134	94%	85%	89%	9%
● Follow-up within 30 Days of Discharge		69	66%	90%	81%	-24% ▼

## Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		7	18 days	0.0	73%	90%	67%	-17% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	221	216	2%
Admits	52	51	2%
Discharges	66	48	38% ▲
Service Hours	1,565	1,513	3%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	84%
On-Time Periodic	Actual	State Avg
6 Month Updates	88%	56%
Co-occurring	Actual	State Avg
MH Screen Complete	100%	61%
SA Screen Complete	98%	61%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	99%	89%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	9%	50%	39%	-41% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		166	75%	60%	64%	15% ▲
Employed		52	24%	30%	25%	-6%
Stable Living Situation		195	88%	95%	81%	-7%
Improved/Maintained Axis V GAF Score		6	3%	75%	55%	-72% ▼

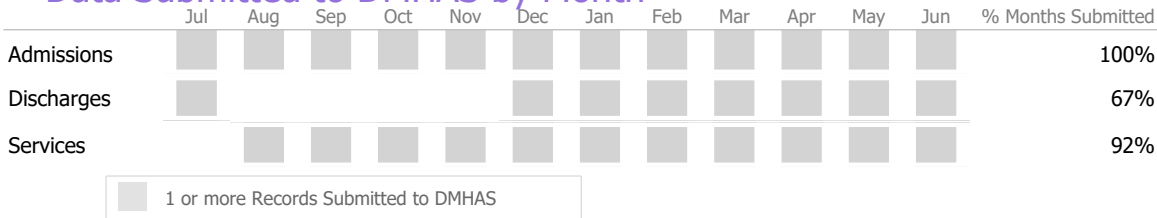
### Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		153	99%	90%	85%	9%

### Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		37	71%	75%	74%	-4%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 89 Active Standard Outpatient Programs