

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	249	273	-9%
	Admits	85	122	-30% ▼
	Discharges	105	109	-4%
	Service Hours	682	960	-29% ▼
	Bed Days	840	861	-2%

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

Consumer Satisfaction Survey

(Based on 62 FY21 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		92%	80%	92%
✓ Respect		89%	80%	91%
✓ General Satisfaction		89%	80%	92%
✓ Quality and Appropriateness		88%	80%	93%
✓ Overall		82%	80%	91%
● Access		76%	80%	88%
● Outcome		70%	80%	83%
● Recovery		58%	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	182	72.8%
	Crisis Services	68	27.2%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	24	10%	10%	Female	135	54%	▲ 41%
26-34	49	20%	22%	Male	114	46%	▼ 59%
35-44	43	17%	23%	Transgender			0%
45-54	58	23%	19%				
55-64	58	23%	19%				
65+	17	7%	8%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	205	82%	▲ 68%	White/Caucasian	122	49%	▼ 62%
Hisp-Puerto Rican	23	9%	11%	Black/African American	81	33%	▲ 17%
Unknown	12	5%	12%	Other	26	10%	13%
Hispanic-Other	7	3%	8%	Unknown	10	4%	6%
Hispanic-Cuban	1	0%	0%	Am. Indian/Native Alaskan	4	2%	0%
Hispanic-Mexican	1	0%	1%	Asian	4	2%	1%
				Multiple Races	1	0%	1%
				Hawaiian/Other Pacific Islander	1	0%	0%

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

Variances in data may be indicative of operational adjustments related to the pandemic.

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 2021 - March 2022 (Data as of Jun 27, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	82	-17% ▼
Admits	66	83	-20% ▼
Discharges	69	81	-15% ▼
Bed Days	840	861	-2%

Discharge Outcomes

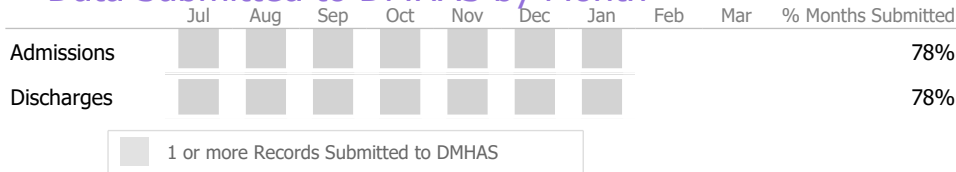
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		64	93%	85%	90%	8%
● Follow-up within 30 Days of Discharge		28	54%	90%	79%	-36% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		7	14 days	0.1	44%	90%	53%	-46% ▼

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Respite Bed Programs

Variations in data may be indicative of operational adjustments related to the pandemic.

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	182	191	-5%
Admits	19	39	-51% ▼
Discharges	36	28	29% ▲
Service Hours	682	960	-29% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	88%
On-Time Periodic		
6 Month Updates	98%	53%
Co-occurring		
MH Screen Complete	100%	90%
SA Screen Complete	95%	90%
Diagnosis		
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	8%	50%	41%	-42% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		136	75%	60%	61%	15% ▲
Stable Living Situation		170	93%	95%	72%	-2%
Employed		46	25%	30%	25%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		142	97%	90%	82%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		5	26%	75%	78%	-49% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■		■	■	■	■	■	89%
Discharges	■	■		■	■	■	■	■		78%
Services	■		■	■	■	■	■	■	■	89%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs