

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	325	307	6%
	Admits	78	59	32% ▲
	Discharges	43	59	-27% ▼
	Service Hours	264	99	165% ▲
	Bed Days	5,936	6,090	-3%

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

Consumer Satisfaction Survey

(Based on 23 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Overall		87%	80%	91%
✓ Quality and Appropriateness		86%	80%	93%
✓ General Satisfaction		83%	80%	92%
✓ Participation in Treatment		82%	80%	92%
● Outcome		77%	80%	83%
● Recovery		68%	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	147	44.4%
	Case Management	110	33.2%
	Other	42	12.7%
	Residential Services	32	9.7%

Client Demographics

Age	#	%	State Avg
18-25	111	34%	▲ 10%
26-34	57	18%	20%
35-44	32	10%	▼ 24%
45-54	41	13%	18%
55-64	47	14%	19%
65+	37	11%	9%

Gender	#	%	State Avg
Female	164	50%	41%
Male	161	50%	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	196	60%	68%
Hisp-Puerto Rican	102	31%	▲ 11%
Hispanic-Other	25	8%	9%
Hispanic-Cuban	1	0%	0%
Unknown	1	0%	▼ 12%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	121	37%	▼ 61%
Other	92	28%	▲ 13%
Black/African American	71	22%	17%
Unknown	36	11%	7%
Asian	4	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%
Am. Indian/Native Alaskan			1%
Multiple Races			1%

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

Eli's Retreat 610242

Hartford Hospital

Mental Health - Residential Services - MH Intensive Res. Rehabilitation

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	9	15	-40% ▼
Admits	2	8	-75% ▼
Discharges	6	9	-33% ▼
Bed Days	1,196	1,498	-20% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	85%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		4	67%	75%	68%	-8%
No Re-admit within 30 Days of Discharge		6	100%	85%	80%	15% ▲
Follow-up within 30 Days of Discharge		4	100%	90%	76%	10%

Recovery

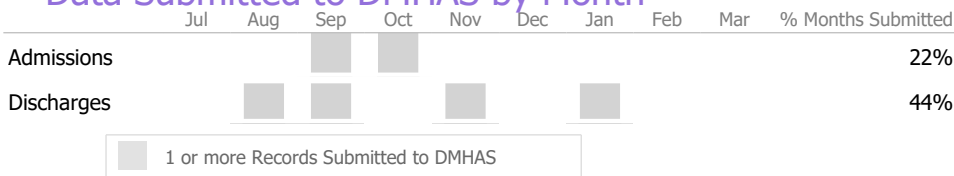
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		0	0%	75%	30%	-75% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	224 days	0.3	87%	90%	87%	-3%

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 35 Active MH Intensive Res. Rehabilitation Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	147	161	-9%
Admits	7	8	-13% ▼
Discharges	1	17	-94% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	39%	49%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	44%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		145	99%	60%	60%	39% ▲
Stable Living Situation		144	98%	95%	73%	3%
Employed		32	22%	30%	25%	-8%
Improved/Maintained Function Score		0	0%	75%	25%	-75% ▼

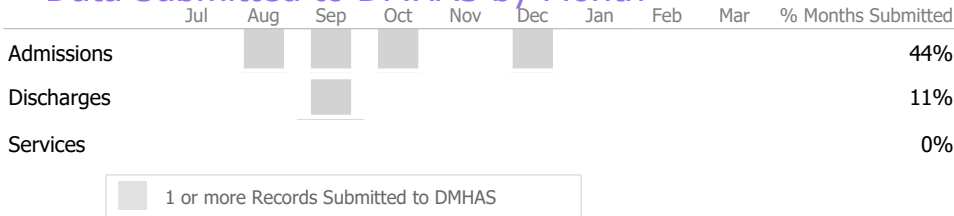
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	82%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	78%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal



* State Avg based on 71 Active Standard Outpatient Programs

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


Program Activity

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

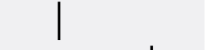

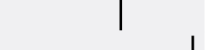
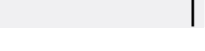
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	 N/A	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	 N/A	49%

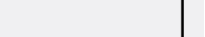
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	44%	N/A

Recovery


National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	25%	-30% ▼
Improved/Maintained Function Score		N/A	N/A	75%	25%	-75% ▼
Social Support		N/A	N/A	60%	60%	-60% ▼
Stable Living Situation		N/A	N/A	95%	73%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	82%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%



 > 10% Over  < 10% Under

 Actual  Goal  Goal Met  Below Goal

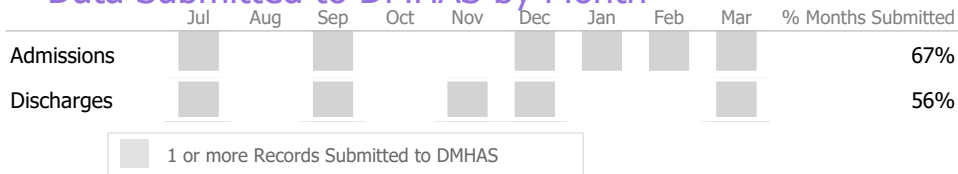
* State Avg based on 71 Active Standard Outpatient Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	35	20% ▲
Admits	15	1	1400% ▲
Discharges	6	6	0%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 27 Active Other Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	22	14% ▲
Admits	7	5	40% ▲
Discharges	9	6	50% ▲
Bed Days	4,740	4,592	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	23%	85%
Diagnosis		
Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	67%	75%	68%	-8%
No Re-admit within 30 Days of Discharge		5	56%	85%	80%	-29% ▼
Follow-up within 30 Days of Discharge		6	100%	90%	76%	10%

Recovery

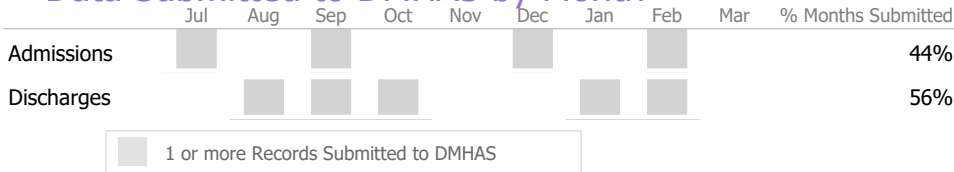
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		2	8%	75%	30%	-67% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	716 days	0.3	86%	90%	87%	-4%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 35 Active MH Intensive Res. Rehabilitation Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	110	77	43% ▲
Admits	47	37	27% ▲
Discharges	21	21	0%
Service Hours	264	99	165% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		12	57%	50%	63%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		97	87%	60%	74%	27% ▲
✓ Employed		32	29%	20%	22%	9%
✓ Stable Living Situation		97	87%	80%	78%	7%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		87	97%	90%	86%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	█	█	█	█	█	█	█	█	█	100%
Discharges		█					█	█	█	44%
Services	█	█	█	█	█	█	█	█	█	100%

█ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

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