

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,447	1,056	37%	▲
	Admits	1,392	867	61%	▲
	Discharges	1,356	867	56%	▲
	Service Hours		-		
	Bed Days	99,552	92,215	8%	

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

### Consumer Satisfaction Survey

(Based on 33 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		94%	80%	92%
✓ Overall		94%	80%	91%
✓ Respect		90%	80%	91%
✓ Access		88%	80%	88%
✓ Recovery		88%	80%	79%
✓ General Satisfaction		85%	80%	92%
✓ Outcome		84%	80%	83%

■ Satisfied %    |    Goal %    ■ 0-80%    ■ 80-100%    ✓ Goal Met    ● Under Goal

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Inpatient Services	1,150	79.1%
	Outpatient Services	304	20.9%
<b>Mental Health</b>	Inpatient Services	304	20.9%
	Outpatient Services	1,150	79.1%

### Client Demographics

Age	#	%	State Avg
18-25	70	5%	10%
26-34	263	18%	21%
35-44	407	28%	24%
45-54	260	18%	18%
55-64	312	22%	18%
65+	133	9%	9%

Gender	#	%	State Avg
Male	974	67%	59%
Female	469	32%	41%
Transgender	4	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	1,137	79%	▲ 67%
Hisp-Puerto Rican	180	12%	10%
Hispanic-Other	89	6%	9%
Unknown	35	2%	▼ 13%
Hispanic-Cuban	3	0%	0%
Hispanic-Mexican	3	0%	1%

Race	#	%	State Avg
White/Caucasian	854	59%	60%
Black/African American	285	20%	18%
Other	225	16%	12%
Unknown	44	3%	7%
Multiple Races	18	1%	1%
Asian	11	1%	1%
Am. Indian/Native Alaskan	9	1%	1%
Hawaiian/Other Pacific Islander	1	0%	0%

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

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	633	506	25% ▲
Admits	225	245	-8%
Discharges	604	481	26% ▲
Transfers - In	439	254	73% ▲
Transfers - Out	32	19	68% ▲
Bed Days	17,592	13,535	30% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		499	78%	80%	78%	-2%
✓ No Re-admit within 30 Days of Discharge		604	100%	85%	100%	15% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	0%	-90% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		111	35 days	0.1	43%	90%	43%	-47% ▼

■ < 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 1 Active NA Programs

### 3.7 WM Medically Monitored Withdrawal Management

Connecticut Valley Hospital

Addiction - Inpatient Services - Medically Managed Detox IP

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

#### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	900	65	1285% ▲
Admits	1,040	65	1500% ▲
Discharges	645	28	2204% ▲
Transfers - In	12	-	
Transfers - Out	398	28	1321% ▲
Bed Days	5,667	364	1457% ▲

#### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	88%
Valid TEDS Data	99%	99%
On-Time Periodic		
6 Month Updates	N/A	N/A
Diagnosis		
Valid Axis I Diagnosis	100%	100%

#### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		597	57%	80%	57%	-23% ▼
No Re-admit within 30 Days of Discharge		610	95%	85%	95%	10% ▲
Follow-up within 30 Days of Discharge		123	39%	90%	39%	-51% ▼

#### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		1	0%	95%	0%	-95% ▼

#### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		41	6 days	0.0	38%	90%	38%	-52% ▼

Legend: ■ < 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%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

\* State Avg based on 1 Active Medically Managed Detox IP Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	34	435	-92% ▼
Admits	32	468	-93% ▼
Discharges	8	267	-97% ▼
Transfers - In	1	-	
Transfers - Out	27	209	-87% ▼
Bed Days	211	1,783	-88% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	22%
Valid TEDS Data	99%	13%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	N/A
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		11	31%	80%	31%	-49% ▼
No Re-admit within 30 Days of Discharge		6	75%	85%	75%	-10%
Follow-up within 30 Days of Discharge		1	50%	90%	50%	-40% ▼

### Recovery

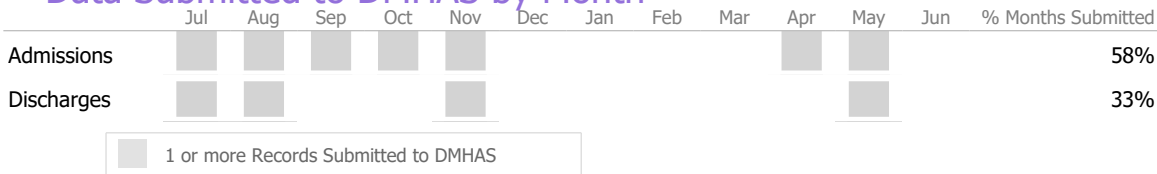
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		1	3%	95%	3%	-92% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		41	6 days	1.1	1%	90%	1%	-89% ▼

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 Medically Managed Detox 4.2 Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	203	199	2%
Admits	48	56	-14% ▼
Discharges	66	52	27% ▲
Transfers - In	7	2	250% ▲
Transfers - Out	1	-	
Bed Days	53,807	53,565	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	87%
On-Time Periodic		
6 Month Updates	1%	18%
Diagnosis		
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> Treatment Completed Successfully		58	87%	95%	78%	-8%
<span style="color: green;">✓</span> No Re-admit within 30 Days of Discharge		61	94%	85%	93%	9%
<span style="color: red;">●</span> Follow-up within 30 Days of Discharge		44	76%	90%	65%	-14% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: red;">●</span> Improved/Maintained Function Score		2	1%	95%	3%	-94% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color: green;">✓</span> Avg Utilization Rate		140	1,361 days	0.2	105%	90%	89%	15% ▲

■ < 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 Acute Psychiatric Programs

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	35	14% ▲
Admits	14	7	100% ▲
Discharges	3	10	-70% ▼
Bed Days	10,872	10,063	8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	18%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	95%	78%	-62% ▼
No Re-admit within 30 Days of Discharge		3	100%	85%	93%	15% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	65%	-90% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		0	0%	95%	3%	-95% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		45	1,422 days	0.3	66%	90%	89%	-24% ▼

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 10 Active Acute Psychiatric Programs

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	20	5%
Admits	9	8	13% ▲
Discharges	8	8	0%
Bed Days	4,664	4,707	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	18%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	62%	95%	78%	-33% ▼
No Re-admit within 30 Days of Discharge		5	100%	85%	93%	15% ▲
Follow-up within 30 Days of Discharge		2	40%	90%	65%	-50% ▼

### Recovery

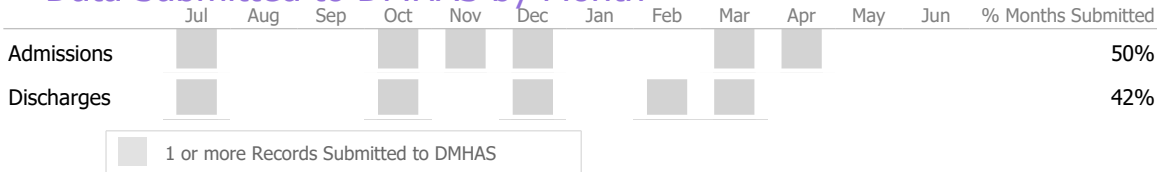
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		0	0%	95%	3%	-95% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	1,116 days	0.3	85%	90%	89%	-5%

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 10 Active Acute Psychiatric Programs

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### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	42	40	5%
Admits	24	18	33% ▲
Discharges	22	21	5%
Transfers - Out	1	1	0%
Bed Days	6,739	7,284	-7%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	87%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	18%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		19	83%	95%	78%	-12% ▼
✓ No Re-admit within 30 Days of Discharge		21	95%	85%	93%	10%
● Follow-up within 30 Days of Discharge		15	83%	90%	65%	-7%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		0	0%	95%	3%	-95% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	433 days	0.2	92%	90%	89%	2%

Legend: ■ < 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	■	■		■	■	■	■	■	■	■	■	■	92%
Discharges	■	■		■	■	■		■	■	■	■	■	83%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   ● Below Goal

\* State Avg based on 10 Active Acute Psychiatric Programs

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