

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	358	332	8%
	Admits	115	84	37% ▲
	Discharges	60	80	-25% ▼
	Service Hours	337	151	123% ▲
	Bed Days	7,943	8,127	-2%

▲ > 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	40.4%
	Case Management	127	34.9%
	Other	46	12.6%
	Residential Services	44	12.1%

Client Demographics

Age	#	%	State Avg
18-25	130	37%	▲ 10%
26-34	58	16%	21%
35-44	37	10%	▼ 24%
45-54	44	12%	18%
55-64	50	14%	18%
65+	37	10%	9%

Gender	#	%	State Avg
Male	183	51%	59%
Female	175	49%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	225	63%	67%
Hisp-Puerto Rican	104	29%	▲ 10%
Hispanic-Other	27	8%	9%
Hispanic-Cuban	1	0%	0%
Unknown	1	0%	▼ 13%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	137	38%	▼ 60%
Other	94	26%	▲ 12%
Black/African American	85	24%	18%
Unknown	36	10%	7%
Asian	5	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 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	19	-21% ▼
Admits	8	12	-33% ▼
Discharges	11	12	-8%
Bed Days	1,677	2,024	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic 6 Month Updates	N/A	77%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		9	82%	75%	68%	7%
● No Re-admit within 30 Days of Discharge		8	73%	85%	80%	-12% ▼
✓ Follow-up within 30 Days of Discharge		9	100%	90%	75%	10%

Recovery

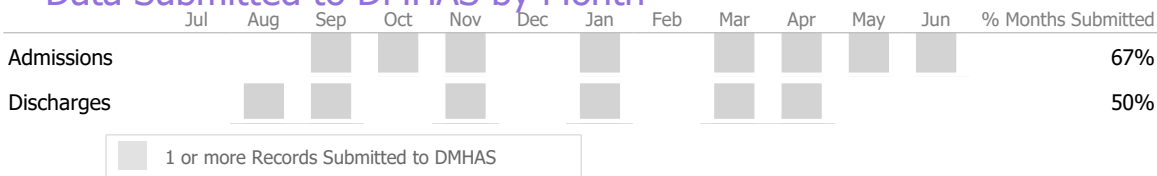
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Function Score		5	45%	75%	37%	-30% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		7	189 days	0.2	66%	90%	92%	-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 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	162	-9%
Admits	7	9	-22% ▼
Discharges	1	22	-95% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	57%
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%	40%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		146	99%	60%	66%	39% ▲
Stable Living Situation		145	99%	95%	78%	4%
Employed		32	22%	30%	28%	-8%
Improved/Maintained Function Score		0	0%	75%	33%	-75% ▼

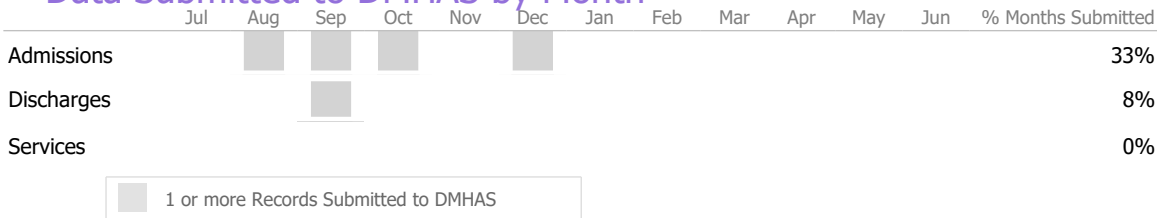
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	90%	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%	74%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 Active Standard Outpatient Programs

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

Potential Program

Hartford Hospital

Mental Health - Case Management - Standard Case Management

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	127	93	37% ▲
Admits	64	53	21% ▲
Discharges	23	30	-23% ▼
Service Hours	337	151	123% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	63%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		14	61%	50%	65%	11% ▲

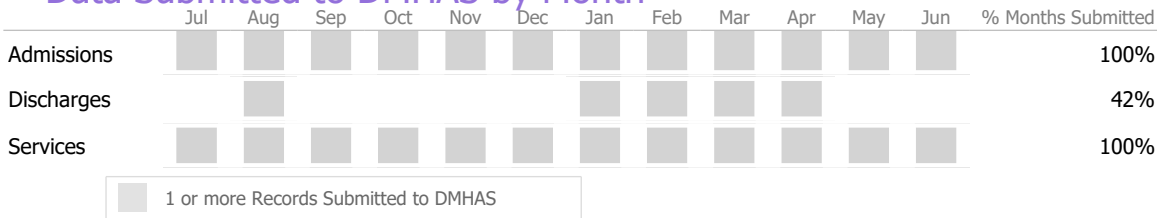
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		112	88%	60%	74%	28% ▲
✓ Employed		36	28%	20%	22%	8%
✓ Stable Living Situation		112	88%	80%	79%	8%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		102	97%	90%	89%	7%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

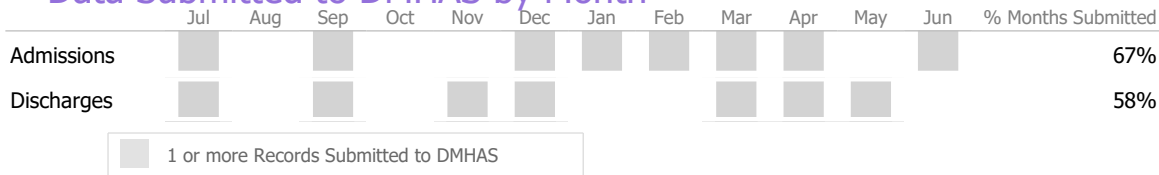
* State Avg based on 31 Active Standard Case Management Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	46	35	31% ▲
Admits	19	1	1800% ▲
Discharges	9	8	13% ▲

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	34	26	31% ▲
Admits	17	9	89% ▲
Discharges	16	8	100% ▲
Bed Days	6,266	6,103	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	98%
On-Time Periodic		
6 Month Updates	100%	77%
Diagnosis		
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		10	62%	75%	68%	-13% ▼
No Re-admit within 30 Days of Discharge		11	69%	85%	80%	-16% ▼
Follow-up within 30 Days of Discharge		9	90%	90%	75%	0%

Recovery

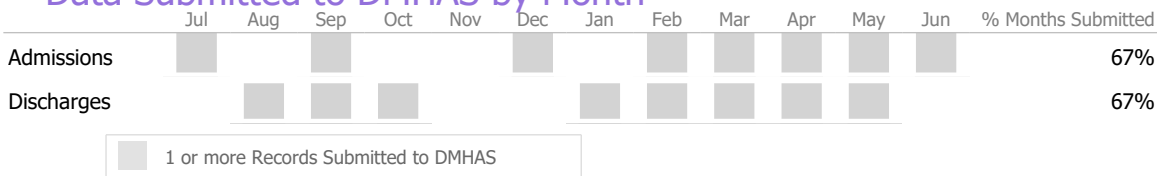
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		5	20%	75%	37%	-55% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	642 days	0.2	86%	90%	92%	-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

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