Yale-New Haven Hospital
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 - June 2023 (Data as of Sep 25, 2023)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	238	294	-19% ▼
	Admits	98	134	-27% ▼
	Discharges	117	152	-23% ▼
	Service Hours	792	910	-13% ▼
	Bed Days	1,959	1,420	38% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	150	63.0%
	Crisis Services	88	37.0%

Consumer Satisfaction Survey (Based on 49 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		94%	80%	92%
✓ Respect		90%	80%	91%
✓ Participation in Treatment		89%	80%	92%
✓ Overall		88%	80%	91%
✓ Quality and Appropriateness		87%	80%	93%
● Access		70%	80%	88%
● Outcome		67%	80%	83%
● Recovery		60%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	19	8%	10%
26-34	40	17%	21%
35-44	46	19%	24%
45-54	55	23%	18%
55-64	60	25%	18%
65+	18	8%	9%

Gender	#	%	State Avg
Female	130	55% ▲	41%
Male	108	45% ▼	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	184	77%	67%
Hisp-Puerto Rican	20	8%	10%
Unknown	17	7%	13%
Hispanic-Other	15	6%	9%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	112	47% ▼	60%
Black/African American	78	33% ▲	18%
Other	30	13%	12%
Unknown	8	3%	7%
Asian	4	2%	1%
Am. Indian/Native Alaskan	3	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

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

Adult Outpatient Psychiatric Services
Yale-New Haven Hospital
Mental Health - Outpatient - Standard Outpatient

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	150	185	-19%	▼
Admits	8	22	-64%	▼
Discharges	23	43	-47%	▼
Service Hours	792	910	-13%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	99%	90%

On-Time Periodic	Actual	State Avg
● 6 Month Updates	52%	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		117	78%	60%	66%	18%	▲
● Stable Living Situation		141	94%	95%	78%	-1%	
● Employed		37	25%	30%	28%	-5%	
● Improved/Maintained Function Score		1	1%	75%	33%	-74%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		124	98%	90%	90%	8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		1	13%	75%	74%	-63%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■		■			■	■						33%
Discharges	■	■	■	■		■	■	■	■				67%
Services		■	■	■	■	■	■	■	■	■	■	■	92%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 72 Active Standard Outpatient Programs

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 2022 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	88	110	-20%	▼
Admits	90	112	-20%	▼
Discharges	94	109	-14%	▼
Bed Days	1,959	1,420	38%	▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
No Re-admit within 30 Days of Discharge		79	84%	85%	87%	-1%	
Follow-up within 30 Days of Discharge		33	52%	90%	68%	-38%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
Avg Utilization Rate		7	52 days	0.1	77%	90%	66%	-13%	▼

< 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													67%
Discharges													75%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal | ✓ Goal Met | Below Goal

* State Avg based on 11 Active Respite Bed Programs

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