Hospital of St. Raphael
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2012 - June 2013   (Data as of Dec 16, 2013)

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	550	574	-4%	
	Admits	93	193	-52%	▼
	Discharges	409	121	238%	▲
	Service Hours	3,032	3,947	-23%	▼

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	550	100.0%

Consumer Satisfaction Survey   (Based on 152 FY12 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Participation in Treatment		96%	80%	92%
✔	General Satisfaction		95%	80%	92%
✔	Respect		95%	80%	91%
✔	Quality and Appropriateness		95%	80%	93%
✔	Access		90%	80%	88%
✔	Overall		87%	80%	91%
🔴	Recovery		72%	80%	79%
🔴	Outcome		68%	80%	83%

Satisfied %	Goal %	0-80%	80-100%	✔ Goal Met	🔴 Under Goal

Client Demographics

Age

Age	#	%		State Avg
18-25	18	3%	▼	17%
26-34	70	13%		22%
35-44	103	19%		20%
45-54	195	35%	▲	24%
55-64	117	21%		13%
65+	47	9%		4%

Gender

Gender	#	%		State Avg
Female	338	62%	▲	40%
Male	211	38%	▼	60%

Race

Race	#	%		State Avg
White/Caucasian	297	54%		64%
Black/African American	175	32%	▲	17%
Other	52	9%		15%
Multiple Races	11	2%		1%
Am. Indian/Native Alaskan	7	1%		1%
Asian	6	1%		1%
Unknown	2	0%		2%
Hawaiian/Other Pacific Islander				0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	470	85%	▲	74%
Hisp-Puerto Rican	42	8%		12%
Hispanic-Other	25	5%		7%
Hispanic-Mexican	6	1%		0%
Unknown	6	1%		7%
Hispanic-Cuban	1	0%		0%

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

Adult OP Psych Services 909210
Hospital of St. Raphael
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
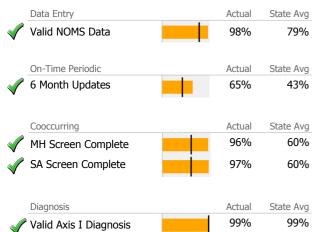Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

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Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	79%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		65%	43%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		96%	60%
✔ SA Screen Complete		97%	60%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		99%	99%
Valid Axis V GAF Score		70%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		267	66%	50%	54%	16%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		374	68%	60%	49%	8%	
● Stable Living Situation		504	91%	95%	74%	-4%	
● Employed		57	10%	30%	17%	-20%	▼
● Improved/Maintained Axis V GAF Score		268	49%	75%	39%	-26%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		366	94%	90%	90%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		60	65%	75%	60%	-10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
Discharges													100%
Services													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs