

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	775	934	-17%	▼
	Admits	819	1,057	-23%	▼
	Discharges	806	1,054	-24%	▼
	Bed Days	827	838	-1%	

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

Unique Clients by Level of Care

Program Type	Level of Care Type	#	%
Addiction	Inpatient Services	618	79.7%
	IOP	155	20.0%
Mental Health	Inpatient Services	29	3.7%

Consumer Satisfaction Survey (Based on 159 FY12 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		93%	80%	93%
✓ Overall		92%	80%	91%
✓ Participation in Treatment		90%	80%	92%
✓ General Satisfaction		89%	80%	92%
✓ Respect		88%	80%	91%
✓ Access		87%	80%	88%
● Outcome		78%	80%	83%
● Recovery		72%	80%	79%

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

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg		
18-25	151	20%	17%	Male	464	60%	60%		
26-34	139	18%	22%	Female	311	40%	40%		
35-44	150	19%	20%	Race	White/Caucasian	707	91% ▲	64%	
45-54	200	26%	24%		Black/African American	39	5%	17%	
55-64	110	14%	13%		Other	16	2%	15%	
65+	20	3%	4%		Multiple Races	7	1%	1%	
Ethnicity	Non-Hispanic	678	87% ▲		74%	Unknown	5	1%	2%
	Hisp-Puerto Rican	43	6%		12%	Am. Indian/Native Alaskan	1	0%	1%
Hispanic-Other	36	5%	7%	Asian			1%		
Unknown	15	2%	7%	Hawaiian/Other Pacific Islander			0%		
Hispanic-Mexican	2	0%	0%						
Hispanic-Cuban	1	0%	0%						

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	38	-24% ▼
Admits	29	34	-15% ▼
Discharges	25	37	-32% ▼
Bed Days	827	838	-1%

Discharge Outcomes

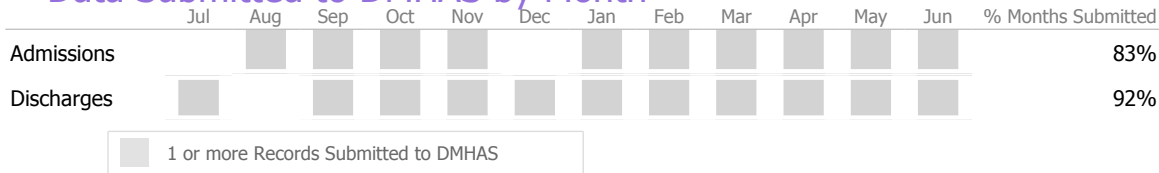
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		25	100%	95%	69%	5%
● No Re-admit within 30 Days of Discharge		20	80%	85%	86%	-5%
● Follow-up within 30 Days of Discharge		17	68%	90%	42%	-22% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		2	37 days	0.1	113%	90%	111%	23% ▲

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 26 Active Acute Psychiatric Programs

Detox Fee for Serv 4.2 704600

Natchaug Hospital

Addiction - Inpatient Services - Medically Managed Detox 4.2

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	618	742	-17% ▼
Admits	681	863	-21% ▼
Discharges	681	862	-21% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		650	95%	80%	74%	15% ▲
✓ No Re-admit within 30 Days of Discharge		681	100%	85%	100%	15% ▲
● Follow-up within 30 Days of Discharge		257	40%	90%	44%	-50% ▼

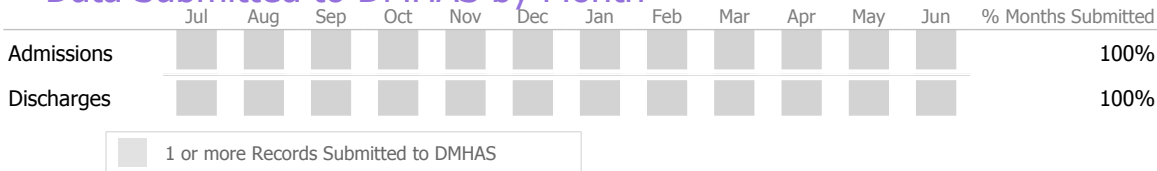
Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		98% 99%
✓ Valid TEDS Data		99% 96%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		0% 0%
Cooccurring	Actual	State Avg
MH Screen Complete		0% 78%
SA Screen Complete		0% 78%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		100% 100%
✓ Valid Axis V GAF Score		100% 100%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		677	98%	95%	91%	3%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 3 Active Medically Managed Detox 4.2 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	155	197	-21% ▼
Admits	109	160	-32% ▼
Discharges	100	155	-35% ▼
Service Hours	-	-	
Social Rehab/PHP/IOP Days	0	0	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	97%	86%
Valid TEDS Data	100%	99%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	0%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	94%
SA Screen Complete	0%	94%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	95%	98%
Valid Axis V GAF Score	94%	81%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		67	67%	50%	62%	17% ▲
Follow-up within 30 Days of Discharge		8	12%	90%	42%	-78% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		112	70%	55%	44%	15% ▲
Not Arrested		123	77%	75%	88%	2%
Improved/Maintained Axis V GAF Score		97	68%	75%	52%	-7%
Self Help		62	39%	60%	27%	-21% ▼
Employed		40	25%	50%	24%	-25% ▼
Stable Living Situation		110	69%	95%	87%	-26% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	41%	-90% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■		■	■	■	92%
Discharges	■	■	■	■	■	■	■	■		■	■	■	92%
Services													0%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 49 Active Standard IOP Programs