# Middlesex Hospital Mental Health Clinic
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2013 - June 2014   (Data as of Sep 16, 2014)

## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|---|
| | Unique Clients | 255 | 288 | -11% | ▼ |
| | Admits | 71 | 94 | -24% | ▼ |
| | Discharges | 81 | 102 | -21% | ▼ |
| | Service Hours | 729 | 917 | -21% | ▼ |
| | Bed Days | 1,558 | 1,607 | -3% | |

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

## Consumer Satisfaction Survey   (Based on 61 FY13 Surveys)

| | Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|---|---|---|---|---|---|
| ✔ | Participation in Treatment | | 97% | 80% | 92% |
| ✔ | Respect | | 94% | 80% | 91% |
| ✔ | General Satisfaction | | 93% | 80% | 92% |
| ✔ | Quality and Appropriateness | | 93% | 80% | 93% |
| ✔ | Overall | | 92% | 80% | 91% |
| ✔ | Access | | 92% | 80% | 88% |
| 🔴 | Outcome | | 77% | 80% | 83% |
| 🔴 | Recovery | | 62% | 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 | 186 | 72.9% |
| | Inpatient Services | 69 | 27.1% |

## Client Demographics

### Age

| Age | # | % | | State Avg |
|---|---|---|---|---|
| 18-25 | 13 | 5% | ▼ | 16% |
| 26-34 | 32 | 13% | | 23% |
| 35-44 | 47 | 19% | | 20% |
| 45-54 | 71 | 28% | | 24% |
| 55-64 | 67 | 26% | ▲ | 14% |
| 65+ | 24 | 9% | | 4% |

### Gender

| Gender | # | % | | State Avg |
|---|---|---|---|---|
| Female | 152 | 60% | ▲ | 40% |
| Male | 103 | 40% | ▼ | 60% |

### Race

| Race | # | % | | State Avg |
|---|---|---|---|---|
| White/Caucasian | 225 | 88% | ▲ | 65% |
| Black/African American | 19 | 7% | | 17% |
| Other | 8 | 3% | ▼ | 14% |
| Am. Indian/Native Alaskan | 1 | 0% | | 1% |
| Asian | 1 | 0% | | 1% |
| Unknown | 1 | 0% | | 3% |
| Multiple Races | | | | 1% |
| Hawaiian/Other Pacific Islander | | | | 0% |

### Ethnicity

| Ethnicity | # | % | | State Avg |
|---|---|---|---|---|
| Non-Hispanic | 236 | 93% | ▲ | 75% |
| Unknown | 11 | 4% | | 6% |
| Hispanic-Other | 5 | 2% | | 6% |
| Hisp-Puerto Rican | 3 | 1% | ▼ | 12% |
| Hispanic-Cuban | | | | 0% |
| Hispanic-Mexican | | | | 0% |

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

**Acute Inpatient 308-111**
Middlesex Hospital Mental Health Clinic
Mental Health - Inpatient Services - Acute Psychiatric

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 69 | 85 | -19% | ▼ |
| Admits | 68 | 83 | -18% | ▼ |
| Discharges | 71 | 81 | -12% | ▼ |
| Bed Days | 1,558 | 1,607 | -3% | |

## Discharge Outcomes

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| 🔴 | Treatment Completed Successfully | | 0 | 0% | 95% | 69% | -95% | ▼ |
| ✔ | No Re-admit within 30 Days of Discharge | | 68 | 96% | 85% | 87% | 11% | ▲ |
| | Follow-up within 30 Days of Discharge | | N/A | N/A | 90% | 47% | N/A | |

## Bed Utilization

| | | 12 Months Trend | Beds | Avg LOS | Turnover | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|---|---|
| ✔ | Avg Utilization Rate | | 2 | 274 days | 0.0 | 213% | 90% | 110% | 123% | ▲ |

| | < 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
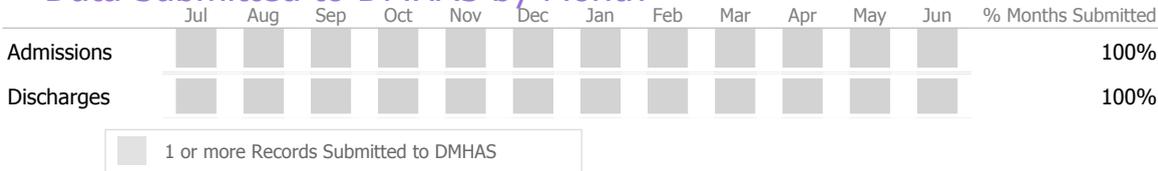
▲ > 10% Over       ▼ < 10% Under

🟧 Actual    | Goal    ✔ Goal Met    🔴 Below Goal

* State Avg based on 26 Active Acute Psychiatric Programs

**Outpatient Clinical 308-210**
Middlesex Hospital Mental Health Clinic
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 186 | 204 | -9% | |
| Admits | 3 | 11 | -73% | ▼ |
| Discharges | 10 | 21 | -52% | ▼ |
| Service Hours | 729 | 917 | -21% | ▼ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✓ Valid NOMS Data | | 97% | 88% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✓ 6 Month Updates | | 59% | 56% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| ✓ MH Screen Complete | | 93% | 70% |
| ✓ SA Screen Complete | | 100% | 67% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| Valid Axis I Diagnosis | | 94% | 98% |
| Valid Axis V GAF Score | | 35% | 91% |

## Discharge Outcomes

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Treatment Completed Successfully | | 3 | 38% | 50% | 45% | -12% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ✓ Social Support | | 127 | 68% | 60% | 55% | 8% | |
| 🔴 Stable Living Situation | | 160 | 86% | 95% | 81% | -9% | |
| 🔴 Employed | | 25 | 13% | 30% | 19% | -17% | ▼ |
| 🔴 Improved/Maintained Axis V GAF Score | | 1 | 1% | 75% | 51% | -74% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 Clients Receiving Services | | 157 | 89% | 90% | 87% | -1% | |

## Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| 🔴 2 or more Services within 30 days | | 0 | 0% | 75% | 67% | -75% | ▼ |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | % Months Submitted |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Admissions | | | ▪ | ▪ | | | | | | ▪ | | | 25% |
| Discharges | | ▪ | | | | ▪ | ▪ | ▪ | ▪ | | ▪ | | 50% |
| Services | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | ▪ | 100% |

☐ 1 or more Records Submitted to DMHAS
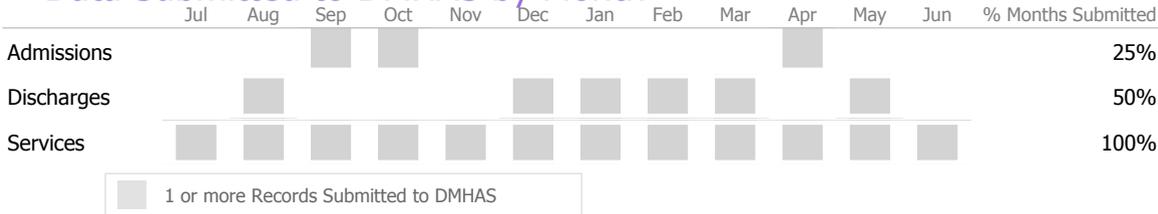
▲ > 10% Over    ▼ < 10% Under

■ Actual   | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 91 Active Standard Outpatient Programs