

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	476	443	7%
	Admits	170	169	1%
	Discharges	142	128	11% ▲
	Service Hours	3,712	874	
	Bed Days	18,294	19,063	-4%

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

Consumer Satisfaction Survey (Based on 165 FY14 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		88%	80%	91%
✓ Quality and Appropriateness		87%	80%	93%
✓ Overall		87%	80%	91%
✓ Participation in Treatment		87%	80%	92%
✓ General Satisfaction		86%	80%	92%
✓ Outcome		86%	80%	83%
✓ Access		82%	80%	88%
● Recovery		79%	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	222	45.6%
	Inpatient Services	96	19.7%
	Case Management	69	14.2%
	Other	61	12.5%
	Residential Services	39	8.0%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	113	24%	16%	Female	238	50%	40%	
26-34	71	15%	24%	Male	237	50%	60%	
35-44	66	14%	19%	Race	White/Caucasian	165	35% ▼	66%
45-54	91	19%	23%		Other	120	25% ▲	13%
55-64	88	19%	14%		Unknown	102	21% ▲	3%
65+	46	10%	4%		Black/African American	82	17%	17%
					Asian	7	1%	1%
Ethnicity	Non-Hispanic	265	56% ▼	75%	Am. Indian/Native Alaskan			1%
	Hisp-Puerto Rican	145	30% ▲	12%	Multiple Races			1%
	Hispanic-Other	47	10%	6%	Hawaiian/Other Pacific Islander			0%
	Unknown	17	4%	6%				
Hispanic-Mexican	2	0%	1%					
Hispanic-Cuban			0%					

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	96	120	-20% ▼
Admits	67	90	-26% ▼
Discharges	70	90	-22% ▼
Bed Days	12,174	12,468	-2%

Discharge Outcomes

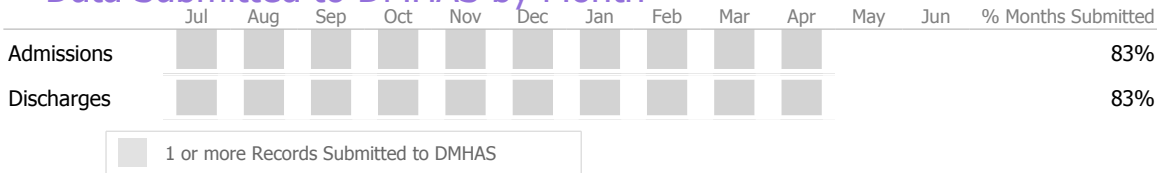
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		69	99%	95%	72%	4%
✓ No Re-admit within 30 Days of Discharge		65	93%	85%	88%	8%
● Follow-up within 30 Days of Discharge		18	26%	90%	50%	-64% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	1,735 days	0.0	1112%	90%	108%	1022%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 29 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	12	25% ▲
Admits	11	8	38% ▲
Discharges	10	8	25% ▲
Bed Days	1,076	1,358	-21% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic 6 Month Updates	N/A	80%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	91%
SA Screen Complete	100%	90%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	100%	80%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		8	80%	75%	72%	5%
No Re-admit within 30 Days of Discharge		9	90%	85%	71%	5%
Follow-up within 30 Days of Discharge		8	100%	90%	85%	10%

Recovery

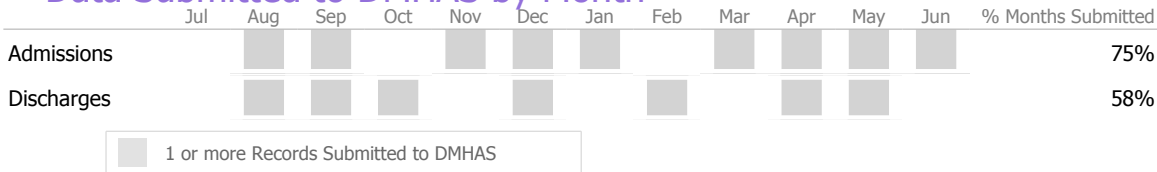
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		10	100%	75%	58%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	147 days	0.2	59%	90%	86%	-31% ▼

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 8 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	222	219	1%
Admits	13	5	160% ▲
Discharges	12	10	20% ▲
Service Hours	-	87	-100% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	66%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	99%	66%
Cooccurring	Actual	State Avg
MH Screen Complete	1%	67%
SA Screen Complete	1%	62%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	99%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	8%	50%	40%	-42% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		215	97%	95%	85%	2%
Social Support		95	43%	60%	66%	-17% ▼
Employed		17	8%	30%	21%	-22% ▼
Improved/Maintained Axis V GAF Score		15	7%	75%	57%	-68% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	86%	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%	69%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Schizophrenia Rehab. Program

Hartford Hospital

Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services

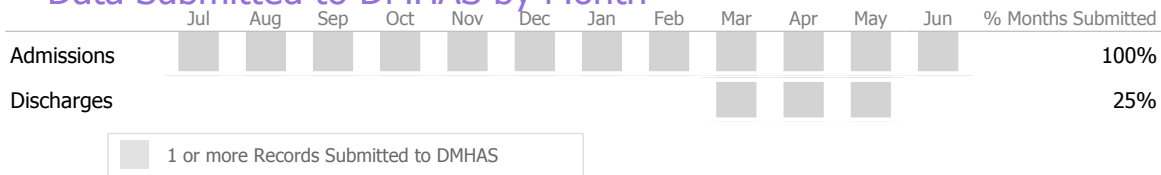
Program Quality Dashboard

Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	35	74% ▲
Admits	26	21	24% ▲
Discharges	4	-	

Data Submitted to DMHAS by Month



* State Avg based on 13 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	23	9%
Admits	11	7	57% ▲
Discharges	12	9	33% ▲
Bed Days	5,044	5,237	-4%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		11	92%	75%	72%	17% ▲
● No Re-admit within 30 Days of Discharge		10	83%	85%	71%	-2%
✓ Follow-up within 30 Days of Discharge		11	100%	90%	85%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	97%
✓ On-Time Periodic	100%	80%
✓ 6 Month Updates	100%	80%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	91%
✓ SA Screen Complete	100%	90%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	80%

Recovery

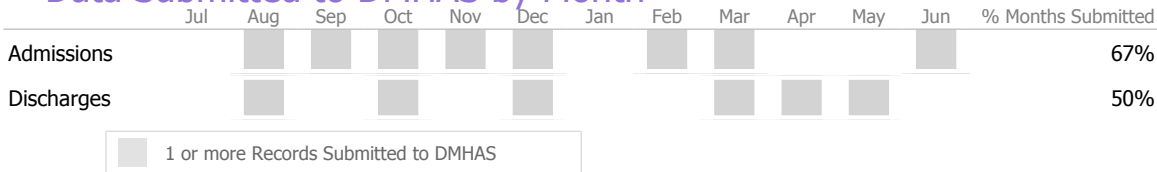
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		20	95%	75%	58%	20% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		16	725 days	0.2	86%	90%	86%	-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 8 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	69	38	82% ▲
Admits	42	38	11% ▲
Discharges	34	11	209% ▲
Service Hours	3,712	787	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic		
6 Month Updates	96%	72%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		26	76%	50%	54%	26% ▲

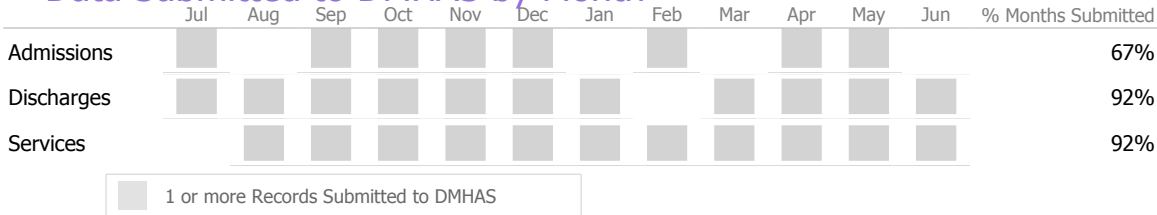
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		59	86%	60%	73%	26% ▲
Stable Living Situation		65	94%	80%	91%	14% ▲
Employed		15	22%	20%	12%	2%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		38	100%	90%	95%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 30 Active Standard Case Management Programs