Middlesex Hospital Mental Health Clinic
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2014 - June 2015   (Data as of Sep 17, 2015)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	239	260	-8%	
	Admits	63	75	-16%	▼
	Discharges	58	82	-29%	▼
	Service Hours	826	822	1%	
	Bed Days	1,893	1,567	21%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		184	75.1%
	Inpatient Services		53	21.6%
	Case Management		8	3.3%

Consumer Satisfaction Survey   (Based on 78 FY14 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Participation in Treatment		96%	80%	92%
✔	Respect		96%	80%	91%
✔	General Satisfaction		95%	80%	92%
✔	Quality and Appropriateness		95%	80%	93%
✔	Overall		94%	80%	91%
✔	Access		92%	80%	88%
🔴	Outcome		74%	80%	83%
🔴	Recovery		65%	80%	79%

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

Client Demographics

Age

Age		#	%		State Avg
18-25		9	4%	▼	16%
26-34		23	10%	▼	24%
35-44		36	15%		19%
45-54		76	32%		23%
55-64		65	27%	▲	14%
65+		28	12%		4%

Gender

Gender		#	%		State Avg
Female		143	60%	▲	40%
Male		96	40%	▼	60%

Race

Race		#	%		State Avg
White/Caucasian		207	87%	▲	66%
Black/African American		22	9%		17%
Other		5	2%	▼	13%
Am. Indian/Native Alaskan		2	1%		1%
Asian		2	1%		1%
Unknown		1	0%		3%
Multiple Races					1%
Hawaiian/Other Pacific Islander					0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		222	93%	▲	75%
Unknown		10	4%		6%
Hisp-Puerto Rican		4	2%		12%
Hispanic-Other		3	1%		6%
Hispanic-Cuban					0%
Hispanic-Mexican					1%

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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	53	70	-24% ▼
Admits	50	69	-28% ▼
Discharges	49	71	-31% ▲
Bed Days	1,893	1,567	21% ▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		0	0%	95%	72%	-95% ▼
✔	No Re-admit within 30 Days of Discharge		48	98%	85%	88%	13% ▲
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	50%	N/A

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔	Avg Utilization Rate		2	456 days	0.0	259%	90%	108%	169% ▲

▢ < 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
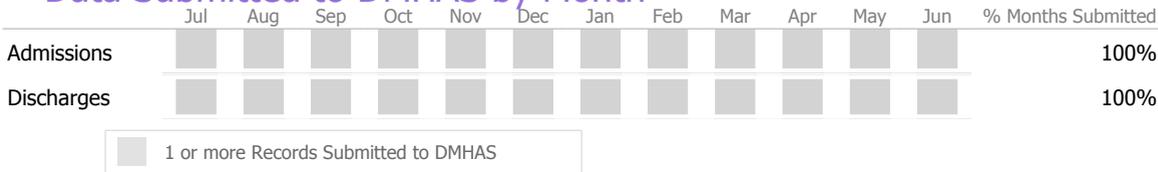
▲ > 10% Over	▼ < 10% Under

▬ Actual	▏ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 29 Active Acute Psychiatric Programs

Case Management Program
Middlesex Hospital Mental Health Clinic
Mental Health - Case Management - Standard Case Management

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	8	2	300%	▲
Admits	7	2	250%	▲
Discharges	3	1	200%	▲
Service Hours	24		-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		1	33%	50%	54%	-17%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		8	100%	80%	91%	20%	▲
✔ Social Support		6	75%	60%	73%	15%	▲
● Employed		1	12%	20%	12%	-8%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	72%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		5	83%	90%	95%	-7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪									▪	▪	▪	33%
Discharges					▪						▪	▪	25%
Services					▪								8%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 30 Active Standard Case Management Programs

ED-Case Management-O+E
Middlesex Hospital Mental Health Clinic
Mental Health - Case Management - Outreach & Engagement

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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

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

| 1 or more Records Submitted to DMHAS |

| ▲ > 10% Over | ▼ < 10% Under |

| Actual | | Goal | ✔ Goal Met | ● Below Goal |

* State Avg based on 38 Active Outreach & Engagement 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 2014 - June 2015   (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	184	188	-2%	
Admits	6	4	50%	▲
Discharges	6	10	-40%	▼
Service Hours	803	822	-2%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		97%	94%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
6 Month Updates		40%	66%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		100%	67%
✔ SA Screen Complete		100%	62%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid Axis I Diagnosis		94%	98%
Valid Axis V GAF Score		38%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		4	67%	50%	40%	17%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		121	66%	60%	66%	6%	
● Stable Living Situation		158	86%	95%	85%	-9%	
● Employed		27	15%	30%	21%	-15%	▼
● Improved/Maintained Axis V GAF Score		1	1%	75%	57%	-74%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		151	85%	90%	86%	-5%	

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▢	▢	▢		▢			▢			42%
Discharges	▢		▢					▢					25%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

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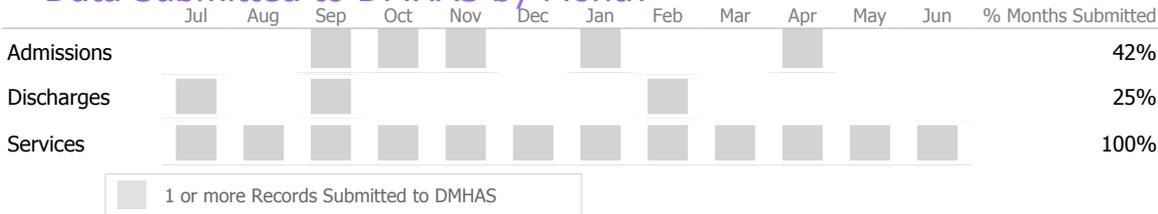
▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs