

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	363	368	-1%
	Admits	21	47	-55% ▼
	Discharges	24	45	-47% ▼
	Service Hours	935	922	1%
	Bed Days	4,574	4,761	-4%

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

Consumer Satisfaction Survey (Based on 1,290 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		83%	80%	92%
✓ Quality and Appropriateness		83%	80%	93%
✓ Participation in Treatment		82%	80%	92%
✓ Respect		81%	80%	91%
✓ Overall		80%	80%	91%
● Outcome		75%	80%	83%
● Recovery		69%	80%	79%
● Access		55%	80%	88%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	210	56.8%
	Other	64	17.3%
	Case Management	44	11.9%
	Inpatient Services	32	8.6%
	Residential Services	20	5.4%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg	
18-25	63	17%	13%	Female	198	55%	42%	
26-34	47	13%	22%	Male	161	45%	58%	
35-44	57	16%	19%	Race	White/Caucasian	125	34%	66%
45-54	64	18%	24%		Other	93	26%	13%
55-64	84	23%	17%		Unknown	92	25%	3%
65+	47	13%	5%		Black/African American	48	13%	16%
					Asian	5	1%	1%
					Am. Indian/Native Alaskan			0%
Ethnicity	#	%	State Avg	Multiple Races			1%	
Non-Hispanic	195	54%	75%	Hawaiian/Other Pacific Islander			0%	
Hisp-Puerto Rican	132	36%	12%					
Hispanic-Other	25	7%	6%					
Unknown	9	2%	5%					
Hispanic-Mexican	2	1%	1%					
Hispanic-Cuban			0%					

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

Adult AIP 610-111

Hartford Hospital

Mental Health - Inpatient Services - Acute Psychiatric

Program Activity

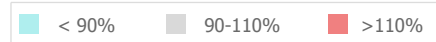
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	57	-44% ▼
Admits	-	23	-100% ▼
Discharges	-	25	-100% ▼
Bed Days	2,944	3,142	-6%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	95%	56%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	87%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	48%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	2,227 days	0.1	1067%	90%	105%	977%



* State Avg based on 29 Active Acute Psychiatric Programs

Data Submitted to DMHAS by Month

Jul Aug Sep % Months Submitted

Admissions 0%

Discharges 0%

1 or more Records Submitted to DMHAS

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	6	-17% ▼
Admits	-	2	-100% ▼
Discharges	-	3	-100% ▼
Bed Days	460	316	46% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	90%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	94%
SA Screen Complete	N/A	94%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	78%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	75%	52%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	83%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	92%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	39%	-75% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	160 days	1.0	100%	90%	90%	10%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 8 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	210	212	-1%
Admits	-	3	-100% ▼
Discharges	6	2	200% ▲
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	53%	95%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	67%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	78%
SA Screen Complete	N/A	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	96%
Valid Axis V GAF Score	100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	38%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		203	97%	95%	83%	2%
Social Support		88	42%	60%	65%	-18% ▼
Employed		17	8%	30%	19%	-22% ▼
Improved/Maintained Axis V GAF Score		0	0%	75%	48%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	71%	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%	63%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				67%
Services				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

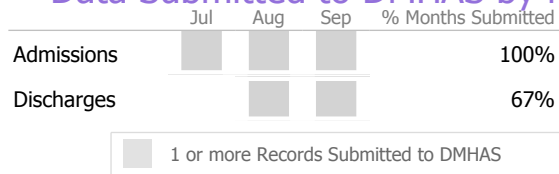
Actual | Goal Goal Met Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	64	40	60% ▲
Admits	10	5	100% ▲
Discharges	8	-	

Data Submitted to DMHAS by Month



* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	16	-6%
Admits	2	2	0%
Discharges	1	1	0%
Bed Days	1,170	1,303	-10%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	90%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	94%
SA Screen Complete	100%	94%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	100%	78%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	75%	52%	-75% ▼
No Re-admit within 30 Days of Discharge		1	100%	85%	83%	15% ▲
Follow-up within 30 Days of Discharge		N/A	N/A	90%	92%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		11	92%	75%	39%	17% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		16	668 days	1.1	79%	90%	90%	-11% ▼

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%

■ 1 or more Records Submitted to DMHAS

▲ > 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	44	39	13% ▲
Admits	9	12	-25% ▼
Discharges	9	14	-36% ▼
Service Hours	935	922	1%

Data Submission Quality

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		7	78%	50%	57%	28% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		33	75%	60%	68%	15% ▲
✓ Stable Living Situation		39	89%	80%	86%	9%
✓ Employed		11	25%	20%	11%	5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		41	100%	90%	77%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 31 Active Standard Case Management Programs