Yale-New Haven Hospital
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
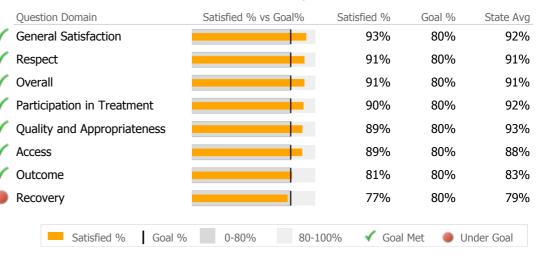Reporting Period: July 2016 - June 2017   (Data as of Sep 13, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	391	371	5%
	Admits	278	411	-32% ▼
	Discharges	243	285	-15% ▼
	Service Hours	1,481	6	
	Bed Days	2,439	2,831	-14% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Crisis Services	198	50.4%
	Outpatient	195	49.6%

Consumer Satisfaction Survey   (Based on 135 FY16 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		93%	80%	92%
✓	Respect		91%	80%	91%
✓	Overall		91%	80%	91%
✓	Participation in Treatment		90%	80%	92%
✓	Quality and Appropriateness		89%	80%	93%
✓	Access		89%	80%	88%
✓	Outcome		81%	80%	83%
🔴	Recovery		77%	80%	79%

Satisfied % | Goal %   ▨ 0-80%   ▨ 80-100%   ✓ Goal Met   🔴 Under Goal

Client Demographics

Age

	#	%	State Avg
18-25	31	8%	14%
26-34	79	20%	24%
35-44	80	20%	20%
45-54	104	27%	22%
55-64	85	22%	16%
65+	12	3%	5%

Gender

	#	%		State Avg
Female	198	51%	▲	40%
Male	191	49%	▼	60%
Transgender				0%

Ethnicity

	#	%	State Avg
Non-Hispanic	325	83%	74%
Hisp-Puerto Rican	36	9%	13%
Hispanic-Other	16	4%	7%
Unknown	14	4%	6%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race

	#	%		State Avg
White/Caucasian	219	56%		65%
Black/African American	135	35%	▲	16%
Other	15	4%		13%
Unknown	12	3%		3%
Multiple Races	4	1%		1%
Asian	3	1%		1%
Am. Indian/Native Alaskan	2	1%		1%
Hawaiian/Other Pacific Islander	1	0%		0%

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

Respite Bed Program
Yale-New Haven Hospital
Mental Health - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	198	244	-19%	▼
Admits	210	284	-26%	▼
Discharges	210	285	-26%	▼
Bed Days	2,439	2,831	-14%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	No Re-admit within 30 Days of Discharge		191	91%	85%	90%	6%	
🔴	Follow-up within 30 Days of Discharge		114	72%	90%	81%	-18%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		8	14 days	0.0	84%	90%	62%	-6%

■ < 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 10 Active Respite Bed Programs

YNHH - Continuing Care Clinic - OP
Yale-New Haven Hospital
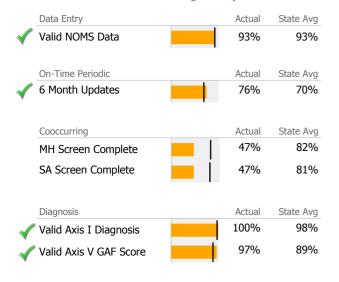Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
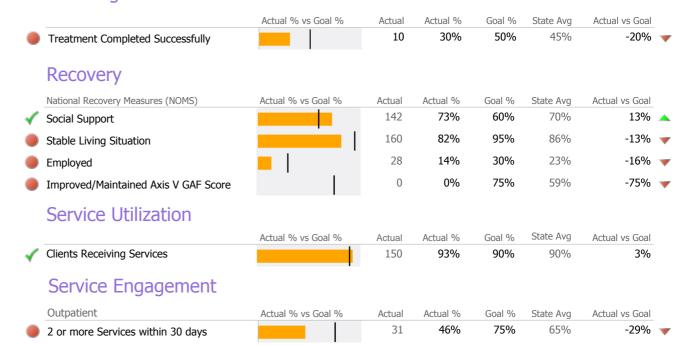Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	195	127	54%	▲
Admits	68	127	-46%	▼
Discharges	33	-		
Service Hours	1,481	6		

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		93%	93%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		76%	70%

Cooccurring		Actual	State Avg
MH Screen Complete		47%	82%
SA Screen Complete		47%	81%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		97%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		10	30%	50%	45%	-20%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		142	73%	60%	70%	13%	▲
🔴 Stable Living Situation		160	82%	95%	86%	-13%	▼
🔴 Employed		28	14%	30%	23%	-16%	▼
🔴 Improved/Maintained Axis V GAF Score		0	0%	75%	59%	-75%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		150	93%	90%	90%	3%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		31	46%	75%	65%	-29%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪		▪	▪						▪	▪	50%
Discharges		▪	▪	▪	▪	▪	▪	▪	▪		▪		75%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪		92%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 92 Active Standard Outpatient Programs