Yale-New Haven Hospital
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - March 2017   (Data as of Jun 08, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	347	179	94%	▲
	Admits	226	202	12%	▲
	Discharges	196	202	-3%	
	Service Hours	1,223	-		
	Bed Days	1,840	2,120	-13%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		189	54.3%
	Crisis Services		159	45.7%

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

Age		#	%	State Avg
18-25		29	8%	14%
26-34		67	19%	24%
35-44		66	19%	20%
45-54		95	27%	22%
55-64		78	22%	16%
65+		12	3%	5%

Gender

Gender		#	%		State Avg
Female		179	52%	▲	40%
Male		167	48%	▼	60%
Transgender					0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		293	84%	74%
Hisp-Puerto Rican		28	8%	12%
Unknown		15	4%	6%
Hispanic-Other		11	3%	7%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race

Race		#	%		State Avg
White/Caucasian		196	56%		65%
Black/African American		118	34%	▲	17%
Other		13	4%		13%
Unknown		11	3%		3%
Asian		3	1%		1%
Multiple Races		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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	159	179	-11%	▼
Admits	164	202	-19%	▼
Discharges	164	202	-19%	▼
Bed Days	1,840	2,120	-13%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	No Re-admit within 30 Days of Discharge		149	91%	85%	90%	6%	
●	Follow-up within 30 Days of Discharge		92	71%	90%	81%	-19%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate		8	13 days	0.0	84%	90%	60%	-6%

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 - March 2017 (Data as of Jun 08, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	189		
Admits	62	-	
Discharges	32	-	
Service Hours	1,223	-	

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
Valid NOMS Data		92%	93%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		99%	64%

Cooccurring		Actual	State Avg
MH Screen Complete		38%	82%
SA Screen Complete		38%	80%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		97%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		10	31%	50%	41%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		136	72%	60%	68%	12% ▲
🔴 Stable Living Situation		157	83%	95%	85%	-12% ▼
🔴 Employed		24	13%	30%	22%	-17% ▼
🔴 Improved/Maintained Axis V GAF Score		0	0%	75%	53%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		150	96%	90%	85%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		30	48%	75%	64%	-27% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪		▪	▪					44%
Discharges		▪	▪	▪	▪	▪	▪	▪	▪	89%
Services		▪	▪	▪	▪	▪	▪	▪	▪	89%

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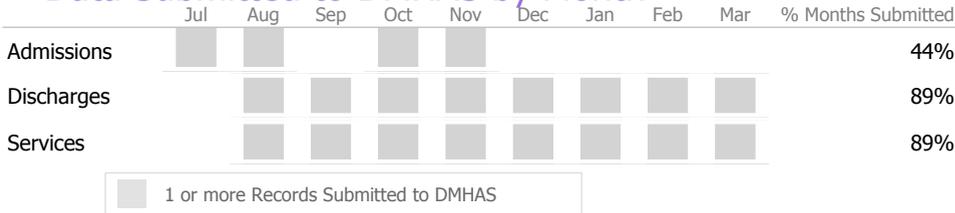
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs