Yale-New Haven Hospital
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - December 2017   (Data as of Mar 21, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	254	310	-18%	▼
	Admits	103	179	-42%	▼
	Discharges	111	130	-15%	▼
	Service Hours	468	971	-52%	▼
	Bed Days	1,188	1,243	-4%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	173	67.8%
	Crisis Services	82	32.2%

Consumer Satisfaction Survey   (Based on 128 FY17 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Respect		95%	80%	91%
✓	Quality and Appropriateness		94%	80%	93%
✓	General Satisfaction		93%	80%	92%
✓	Participation in Treatment		92%	80%	92%
✓	Access		90%	80%	88%
✓	Overall		89%	80%	91%
🔴	Outcome		78%	80%	83%
🔴	Recovery		70%	80%	79%

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

Client Demographics

Age

	#	%	State Avg
18-25	12	5%	12%
26-34	38	15%	23%
35-44	46	18%	20%
45-54	78	31%	22%
55-64	68	27%	18%
65+	12	5%	6%

Gender

	#	%		State Avg
Female	143	57%	▲	41%
Male	110	43%	▼	59%
Transgender				0%

Ethnicity

	#	%	State Avg
Non-Hispanic	206	81%	74%
Hisp-Puerto Rican	33	13%	13%
Unknown	10	4%	6%
Hispanic-Other	5	2%	7%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race

	#	%		State Avg
White/Caucasian	126	50%	▼	65%
Black/African American	99	39%	▲	16%
Other	10	4%		13%
Unknown	10	4%		3%
Am. Indian/Native Alaskan	3	1%		1%
Asian	3	1%		1%
Multiple Races	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
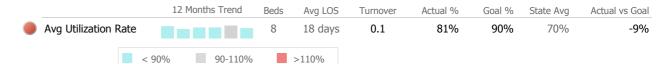Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	82	121	-32%	▼
Admits	82	117	-30%	▼
Discharges	86	118	-27%	▼
Bed Days	1,188	1,243	-4%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	No Re-admit within 30 Days of Discharge		74	86%	85%	87%	1%	
●	Follow-up within 30 Days of Discharge		38	57%	90%	78%	-33%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
●	Avg Utilization Rate		8	18 days	0.1	81%	90%	70%	-9%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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
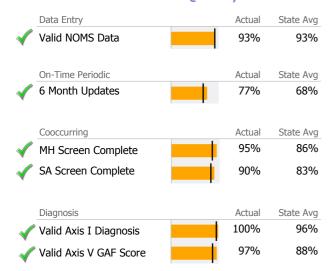Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	173	189	-8%	▼
Admits	21	62	-66%	▼
Discharges	25	12	108%	▲
Service Hours	468	971	-52%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		77%	68%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		95%	86%
✔ SA Screen Complete		90%	83%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	96%
✔ Valid Axis V GAF Score		97%	88%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		2	8%	50%	42%	-42%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		128	74%	60%	68%	14%	▲
🔴	Stable Living Situation		139	80%	95%	84%	-15%	▼
🔴	Employed		25	14%	30%	22%	-16%	▼
🔴	Improved/Maintained Axis V GAF Score		1	1%	75%	48%	-74%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		134	90%	90%	85%	0%

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	2 or more Services within 30 days		19	90%	75%	68%	15%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
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 92 Active Standard Outpatient Programs