

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,699	2,742	-2%
	Admits	2,539	2,595	-2%
	Discharges	2,530	2,586	-2%
	Service Hours	-	-	-
	Bed Days	155,372	157,622	-1%

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

### Consumer Satisfaction Survey

(Based on 228 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		89%	80%	92%
✓ Quality and Appropriateness		83%	80%	93%
✓ Respect		82%	80%	91%
✓ General Satisfaction		81%	80%	92%
✓ Overall		81%	80%	91%
● Access		77%	80%	88%
● Recovery		71%	80%	79%
● Outcome		71%	80%	83%

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Inpatient Services	2,038	74.8%
	Outpatient Services	-	-
<b>Forensic MH</b>	Inpatient Services	375	13.8%
	Outpatient Services	-	-
<b>Mental Health</b>	Inpatient Services	297	10.9%
	Residential Services	15	0.6%
	Outpatient Services	-	-

### Client Demographics

Age	#	%	State Avg
18-25	233	9%	13%
26-34	780	29%	24%
35-44	577	21%	20%
45-54	640	24%	21%
55-64	369	14%	17%
65+	100	4%	5%

Gender	#	%	State Avg
Male	2,026	75%	▲ 60%
Female	669	25%	▼ 40%
Transgender	4	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	2,159	80%	73%
Hisp-Puerto Rican	361	13%	12%
Hispanic-Other	130	5%	7%
Unknown	37	1%	7%
Hispanic-Cuban	6	0%	0%
Hispanic-Mexican	6	0%	1%

Race	#	%	State Avg
White/Caucasian	1,695	63%	64%
Black/African American	500	19%	16%
Other	440	16%	13%
Multiple Races	30	1%	1%
Asian	15	1%	1%
Unknown	12	0%	4%
Am. Indian/Native Alaskan	7	0%	1%
Hawaiian/Other Pacific Islander	-	-	0%

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

## Detox 4.2

Connecticut Valley Hospital

Addiction - Inpatient Services - Medically Managed Detox 4.2

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2017 - March 2018 (Data as of Jun 13, 2018)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,467	1,479	-1%
Admits	1,779	1,798	-1%
Discharges	1,365	1,407	-3%
Transfers - In	5	4	25% ▲
Transfers - Out	414	399	4%
Bed Days	9,674	9,685	0%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		917	67%	80%	67%	-13% ▼
✓ No Re-admit within 30 Days of Discharge		1,241	91%	85%	91%	6%
● Follow-up within 30 Days of Discharge		440	48%	90%	48%	-42% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		8	0%	95%	0%	-95% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		41	6 days	0.0	86%	90%	86%	-4%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		84%
✓ Valid TEDS Data		97%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	N/A
<b>Cooccurring</b>		
✓ MH Screen Complete		88%
✓ SA Screen Complete		88%
<b>Diagnosis</b>		
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		0%

### 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 3 Active Medically Managed Detox 4.2 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	246	249	-1%
Admits	151	164	-8%
Discharges	142	145	-2%
Transfers - In	6	7	-14% ▼
Transfers - Out	6	14	-57% ▼
Bed Days	27,528	25,413	8%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	2%	1%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	100%
SA Screen Complete	100%	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	17%	19%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		20	14%	95%	19%	-81% ▼
No Re-admit within 30 Days of Discharge		137	96%	85%	96%	11% ▲
Follow-up within 30 Days of Discharge		15	75%	90%	72%	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		36	19%	95%	14%	-76% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		81	318 days	0.2	124%	90%	78%	34% ▲

Legend: ■ < 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%

Legend: ■ 1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 13 Active Acute Psychiatric Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	91	105	-13% ▼
Admits	3	4	-25% ▼
Discharges	7	8	-13% ▼
Transfers - In	1	5	-80% ▼
Transfers - Out	2	5	-60% ▼
Bed Days	23,624	26,163	-10%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	90%
On-Time Periodic		
6 Month Updates	0%	1%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	100%
SA Screen Complete	N/A	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	24%	19%

### Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	86%	95%	19%	-9%
No Re-admit within 30 Days of Discharge		6	86%	85%	96%	1%
Follow-up within 30 Days of Discharge		3	50%	90%	72%	-40%

### Recovery

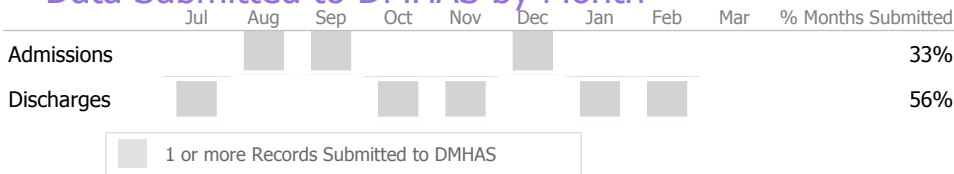
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		7	8%	95%	14%	-87%

### Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	117	2,118 days	0.4	74%	90%	78%	-16%

Legend: ■ < 90%    ■ 90-110%    ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    |    Goal    
 ✓ Goal Met    
 ● Below Goal

\* State Avg based on 13 Active Acute Psychiatric Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	40	52	-23% ▼
Admits	2	17	-88% ▼
Discharges	4	13	-69% ▼
Transfers - In	2	-	
Transfers - Out	3	2	50% ▲
Bed Days	9,395	10,924	-14% ▼

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		3	75%	95%	19%	-20% ▼
✓ No Re-admit within 30 Days of Discharge		4	100%	85%	96%	15% ▲
✓ Follow-up within 30 Days of Discharge		3	100%	90%	72%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		2	5%	95%	14%	-90% ▼

### Bed Utilization

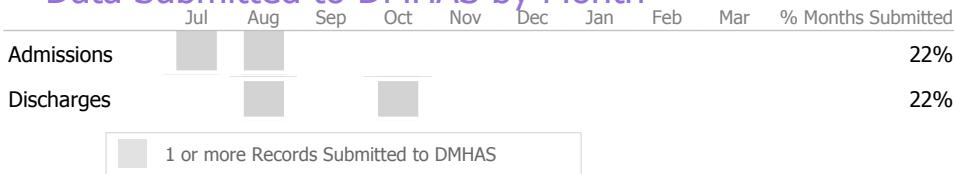
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		34	1,133 days	0.3	101%	90%	78%	11% ▲

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		85% / 90%
On-Time Periodic		
6 Month Updates		0% / 1%
Cooccurring		
✓ MH Screen Complete		100% / 100%
✓ SA Screen Complete		100% / 100%
Diagnosis		
✓ Valid Axis I Diagnosis		100% / 100%
✓ Valid Axis V GAF Score		23% / 19%

### Data Submitted to DMHAS by Month



▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 13 Active Acute Psychiatric Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	219	225	-3%
Admits	62	59	5%
Discharges	64	73	-12% ▼
Transfers - In	11	24	-54% ▼
Transfers - Out	5	8	-38% ▼
Bed Days	42,004	39,538	6%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		54	84%	95%	55%	-11% ▼
✓ No Re-admit within 30 Days of Discharge		61	97%	85%	90%	12% ▲
● Follow-up within 30 Days of Discharge		38	70%	90%	75%	-20% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		11	6%	95%	16%	-89% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		88%
On-Time Periodic	Actual	State Avg
6 Month Updates		11%
Cooccurring	Actual	State Avg
MH Screen Complete		92%
✓ SA Screen Complete		100%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis		98%
Valid Axis V GAF Score		22%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		140	922 days	0.3	109%	90%	91%	19% ▲

■ < 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 29 Active Acute Psychiatric Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	30	34	-12% ▼
Admits	4	3	33% ▲
Discharges	4	7	-43% ▼
Bed Days	7,162	7,784	-8%

### Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	50%	95%	55%	-45% ▼
No Re-admit within 30 Days of Discharge		2	100%	85%	90%	15% ▲
Follow-up within 30 Days of Discharge		1	50%	90%	75%	-40% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		88%
On-Time Periodic 6 Month Updates		11%
Cooccurring	Actual	State Avg
MH Screen Complete		92%
SA Screen Complete		100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis		98%
Valid Axis V GAF Score		22%

### Recovery

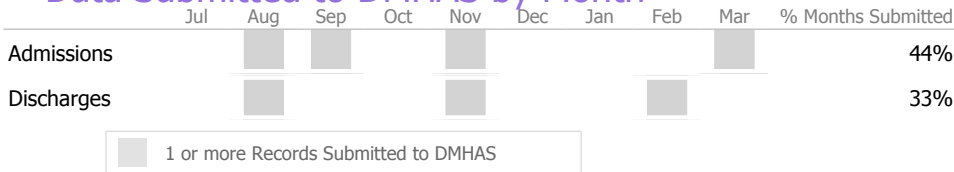
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		0	0%	95%	16%	-95% ▼

### Bed Utilization

12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
	45	1,365 days	0.5	58%	90%	91%	-32% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 29 Active Acute Psychiatric Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	27	-22% ▼
Admits	5	8	-38% ▼
Discharges	10	8	25% ▲
Bed Days	3,828	4,889	-22% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	86%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	11%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	92%
SA Screen Complete	100%	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	33%	22%

### Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		9	90%	95%	55%	-5%
No Re-admit within 30 Days of Discharge		10	100%	85%	90%	15% ▲
Follow-up within 30 Days of Discharge		6	67%	90%	75%	-23% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		6	30%	95%	16%	-65% ▼

### Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	936 days	0.3	93%	90%	91%	3%

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month

Measure	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■		■				■	56%
Discharges	■	■	■	■	■		■		■	78%

Legend: ■ 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



### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	29	31	-6%
Admits	13	16	-19% ▼
Discharges	14	13	8%
Transfers - In	1	-	
Transfers - Out	2	1	100% ▲
Bed Days	3,951	4,932	-20% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	88%	88%
On-Time Periodic		
6 Month Updates	0%	11%
Cooccurring		
MH Screen Complete	100%	92%
SA Screen Complete	100%	100%
Diagnosis		
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	3%	22%

### Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		12	86%	95%	55%	-9%
No Re-admit within 30 Days of Discharge		14	100%	85%	90%	15% ▲
Follow-up within 30 Days of Discharge		9	75%	90%	75%	-15% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		2	10%	95%	16%	-85% ▼

### Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		20	346 days	0.4	72%	90%	91%	-18% ▼

Legend: ■ < 90%    ■ 90-110%    ■ > 110%

### Data Submitted to DMHAS by Month

Measure	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■			■	■	■	■	■	■	78%
Discharges	■	■	■	■	■	■		■	■	89%

Legend: 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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	999	988	1%
Admits	515	522	-1%
Discharges	915	908	1%
Transfers - In	423	422	0%
Transfers - Out	17	35	-51% ▼
Bed Days	28,206	28,294	0%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	90%
Valid TEDS Data	100%	100%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	N/A
<b>Cooccurring</b>		
MH Screen Complete	100%	100%
SA Screen Complete	100%	100%
<b>Diagnosis</b>		
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	0%	0%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		651	71%	80%	71%	-9%
No Re-admit within 30 Days of Discharge		851	93%	85%	93%	8%
Follow-up within 30 Days of Discharge		364	56%	90%	56%	-34% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		2	0%	75%	0%	-75% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		111	34 days	0.1	93%	90%	93%	3%

■ < 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 4 Active Intensive Res. Rehabilitation 3.8 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	14	7%
Admits	5	4	25% ▲
Discharges	5	4	25% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	88%	89%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	100%
SA Screen Complete	100%	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	93%	74%

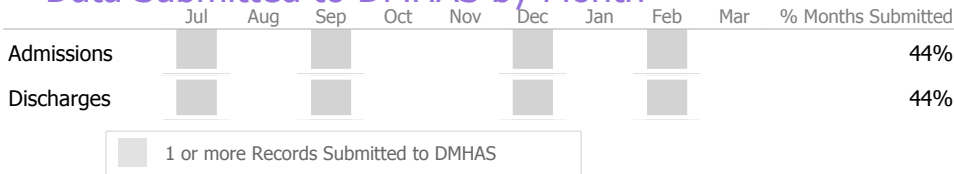
### Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		5	100%	95%	88%	5%
No Re-admit within 30 Days of Discharge		0	0%	85%	90%	-85%
Follow-up within 30 Days of Discharge		2	40%	90%	96%	-50%
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		10	77%	95%	33%	-18%

### Recovery

Improved/Maintained Axis V GAF Score

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

█ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 2 Active Sub-Acute Programs