Bridges Healthcare, Inc.
Milford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - June 2019   (Data as of Sep 16, 2019)
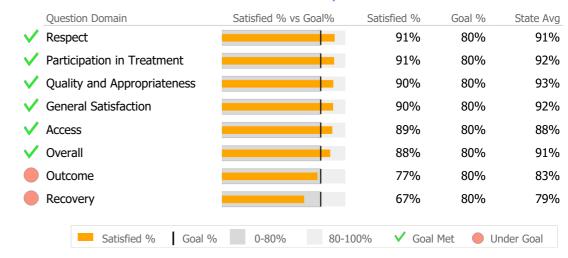
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,232	1,249	-1%	
	Admits	637	689	-8%	
	Discharges	526	694	-24%	▼
	Service Hours	34,128	59,193	-42%	▼
	Bed Days	3,579	3,784	-5%	
	S.Rehab/PHP/IOP	3,884	16	24175%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,064	59.2%
	Community Support	285	15.9%
	Employment Services	89	5.0%
	Social Rehabilitation	78	4.3%
	ACT	54	3.0%
	Residential Services	20	1.1%
	Case Management	13	0.7%
Addiction			
	Outpatient	61	3.4%
	Recovery Support	21	1.2%
	Medication Assisted Treatment	20	1.1%
Forensic MH			
	Forensics Community-based	88	4.9%
Other			
	Other	3	0.2%

Consumer Satisfaction Survey   (Based on 333 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Respect		91%	80%	91%
✓	Participation in Treatment		91%	80%	92%
✓	Quality and Appropriateness		90%	80%	93%
✓	General Satisfaction		90%	80%	92%
✓	Access		89%	80%	88%
✓	Overall		88%	80%	91%
●	Outcome		77%	80%	83%
●	Recovery		67%	80%	79%

Legend: Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Client Demographics

Age

		#	%	State Avg
18-25		158	13%	12%
26-34		208	17%	24%
35-44		185	15%	21%
45-54		231	19%	20%
55-64		272	22%	17%
65+		170	14%	6%

Gender

		#	%		State Avg
Female		657	53%	▲	40%
Male		574	47%	▼	60%
Transgender					0%

Ethnicity

		#	%	State Avg
Non-Hispanic		901	73%	70%
Hispanic-Other		174	14%	7%
Unknown		118	10%	10%
Hisp-Puerto Rican		33	3%	12%
Hispanic-Mexican		6	0%	1%
Hispanic-Cuban				0%

Race

		#	%		State Avg
White/Caucasian		1,005	82%	▲	63%
Other		89	7%		13%
Black/African American		80	6%	▼	17%
Unknown		27	2%		5%
Am. Indian/Native Alaskan		19	2%		1%
Asian		11	1%		1%
Hawaiian/Other Pacific Islander		1	0%		0%
Multiple Races					1%

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

Addiction Outpatient 988200
Bridges Healthcare, Inc.
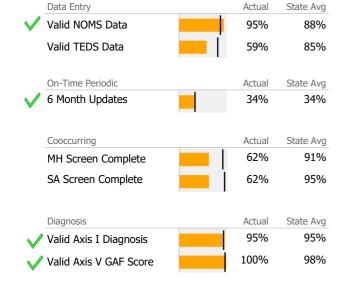Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
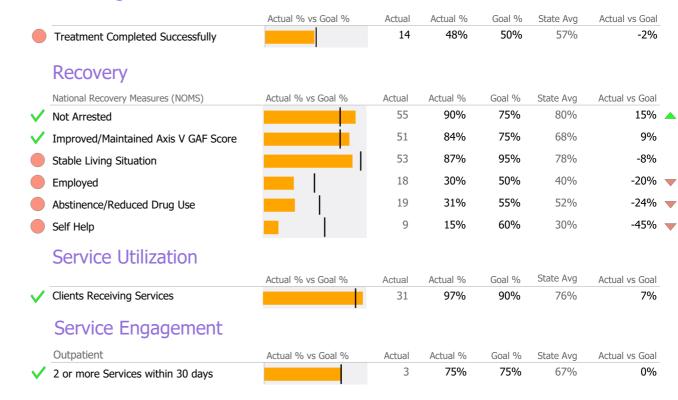Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	61	97	-37%	▼
Admits	4	27	-85%	▼
Discharges	29	40	-28%	▼
Service Hours	316	676	-53%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	95%	88%
	Valid TEDS Data	59%	85%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	34%	34%

Cooccurring		Actual	State Avg
	MH Screen Complete	62%	91%
	SA Screen Complete	62%	95%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	95%	95%
✓	Valid Axis V GAF Score	100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		14	48%	50%	57%	-2%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		55	90%	75%	80%	15%	▲
✓	Improved/Maintained Axis V GAF Score		51	84%	75%	68%	9%	
🔴	Stable Living Situation		53	87%	95%	78%	-8%	
🔴	Employed		18	30%	50%	40%	-20%	▼
🔴	Abstinence/Reduced Drug Use		19	31%	55%	52%	-24%	▼
🔴	Self Help		9	15%	60%	30%	-45%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		31	97%	90%	76%	7%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	2 or more Services within 30 days		3	75%	75%	67%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■		■										17%
Discharges	■	■	■	■	■	■	■	■	■	■		■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 116 Active Standard Outpatient Programs

BHH ADULT NAE
Bridges Healthcare, Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1	1	0%	
Admits	-	1	-100%	▼
Discharges	-	-		
Service Hours	-	1	-100%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	91%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	60%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	67%
SA Screen Complete		N/A	68%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		0%	97%
✓ Valid Axis V GAF Score		100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	51%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		1	100%	60%	68%	40%	▲
✓ Stable Living Situation		1	100%	95%	85%	5%	
● Employed		0	0%	30%	26%	-30%	▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	54%	-75%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		0	0%	90%	88%	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%	74%	-75%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%
Services													8%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

BHH CHILDREN Program
Bridges Healthcare, Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
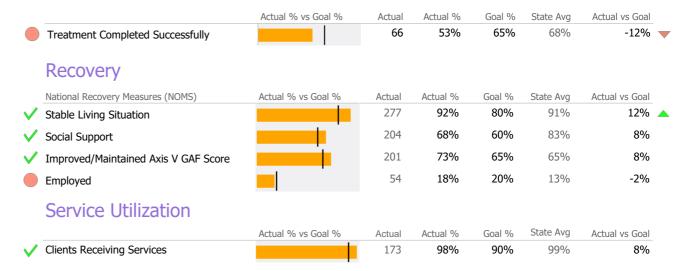Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 45 Active Outreach & Engagement Programs

CSP 230
Bridges Healthcare, Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	285	324	-12%	▼
Admits	99	172	-42%	▼
Discharges	124	158	-22%	▼
Service Hours	7,510	8,059	-7%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		86%	90%

On-Time Periodic		Actual	State Avg
6 Month Updates		49%	86%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		52%	51%
SA Screen Complete		49%	51%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
✔ Valid Axis V GAF Score		96%	96%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		66	53%	65%	68%	-12%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Stable Living Situation		277	92%	80%	91%	12%	▲
✔	Social Support		204	68%	60%	83%	8%	
✔	Improved/Maintained Axis V GAF Score		201	73%	65%	65%	8%	
🔴	Employed		54	18%	20%	13%	-2%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		173	98%	90%	99%	8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 37 Active CSP Programs

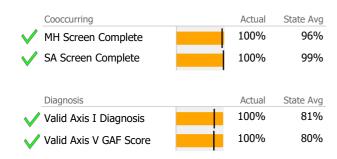**Integrated Behavioral Health**
Bridges Healthcare, Inc.
Other - Other - Integrated Primary Care

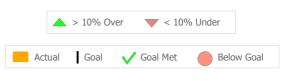Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	96%
✓ SA Screen Complete		100%	99%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	81%
✓ Valid Axis V GAF Score		100%	80%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions						▪		▪					17%
Discharges													0%
Services	▪												8%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 6 Active Integrated Primary Care Programs

Jail Diversion 309-341
Bridges Healthcare, Inc.
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	88	66	33%	▲
Admits	57	52	10%	
Discharges	21	37	-43%	▼
Service Hours	6	-		

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		4	6%	90%	51%	-84%	▼

Jail Diversion

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Follow-up Service within 48 hours		22	2%	0%	4%	2%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢		▢	▢	▢	▢	▢		83%
Discharges	▢	▢	▢	▢	▢			▢		▢			58%
Services						▢		▢	▢			▢	33%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 19 Active Court Liaison-Jail Diversion Programs

Mental Health Outpatient309210
Bridges Healthcare, Inc.
Mental Health - Outpatient - Standard Outpatient

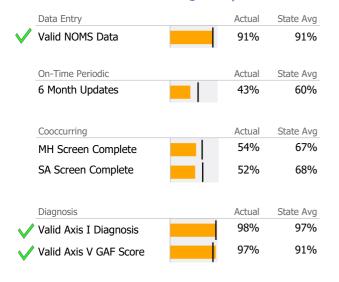Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
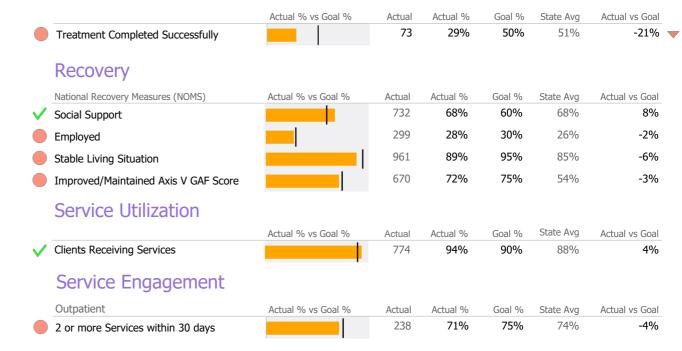Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,064	1,073	-1%	▼
Admits	341	339	1%	
Discharges	254	363	-30%	▼
Service Hours	10,652	12,497	-15%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		91%	91%

On-Time Periodic		Actual	State Avg
6 Month Updates		43%	60%

Cooccurring		Actual	State Avg
MH Screen Complete		54%	67%
SA Screen Complete		52%	68%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		98%	97%
✓ Valid Axis V GAF Score		97%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		73	29%	50%	51%	-21%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		732	68%	60%	68%	8%
🔴 Employed		299	28%	30%	26%	-2%
🔴 Stable Living Situation		961	89%	95%	85%	-6%
🔴 Improved/Maintained Axis V GAF Score		670	72%	75%	54%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		774	94%	90%	88%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		238	71%	75%	74%	-4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 94 Active Standard Outpatient Programs

RM4
Bridges Healthcare, Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

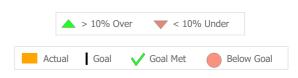Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⬤ Clients Receiving Services		N/A	N/A	90%	76%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 33 Active Social Rehabilitation Programs

Senior Outreach
Bridges Healthcare, Inc.
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
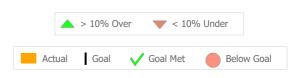Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	3	333%	▲
Admits	11	3	267%	▲
Discharges	5	1	400%	▲
Service Hours	125	5		

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		11	100%	50%	97%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢			▢		▢		▢			50%
Discharges				▢					▢			▢	25%
Services	▢	▢	▢	▢	▢				▢	▢	▢	▢	75%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

| ▮ Actual | | Goal | ✓ Goal Met | ● Below Goal |

* State Avg based on 45 Active Outreach & Engagement Programs

Social Rehab 309-280
Bridges Healthcare, Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)
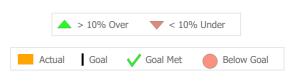
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	78	73	7%	
Admits	20	13	54%	▲
Discharges	13	15	-13%	▼
Service Hours	3,903	27,861	-86%	▼
Social Rehab/PHP/IOP Days	3,884	16	24175%	▲

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		61	94%	90%	76%	4%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪		▪	▪	▪			83%
Discharges	▪			▪	▪	▪			▪	▪			50%
Services	▪	▪	▪	▪	▪	▪			▪	▪	▪		83%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   ⬤ Below Goal

* State Avg based on 33 Active Social Rehabilitation Programs

SOR- Recovery Coach - Outreach
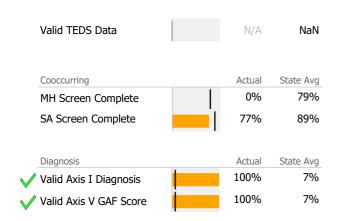Bridges Healthcare, Inc.
Addiction - Recovery Support - Peer Based Mentoring

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21		
Admits	21	-	
Discharges	-	-	

		1 Yr Ago	Variance %
Valid TEDS Data		N/A	NaN

Cooccurring		Actual	State Avg
MH Screen Complete		0%	79%
SA Screen Complete		77%	89%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	7%
✔ Valid Axis V GAF Score		100%	7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions										▪	▪	▪	25%
Discharges													0%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual	❘ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 5 Active Peer Based Mentoring Programs

SOR-MAT OP
Bridges Healthcare, Inc.
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20		
Admits	20	-	
Discharges	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	52%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		9	45%	50%	35%	-5%
● Stable Living Situation		15	75%	95%	88%	-20% ▼
● Abstinence/Reduced Drug Use		6	30%	55%	61%	-25% ▼
● Self Help		3	15%	60%	32%	-45% ▼
● Not Arrested		3	15%	75%	89%	-60% ▼
● Improved/Maintained Axis V GAF Score		N/A	N/A	75%	57%	-75% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		63%	94%
✓ Valid TEDS Data		100%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	38%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	82%
SA Screen Complete		75%	97%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		95%	97%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions										▢	▢	▢	25%
Discharges													0%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 23 Active Buprenorphine Maintenance Programs

Vocational 309-270
Bridges Healthcare, Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	89	93	-4%	
Admits	50	51	-2%	
Discharges	45	57	-21%	▼
Service Hours	729	856	-15%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		38	41%	35%	42%	6%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		44	94%	90%	97%	4%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		85%	95%

On-Time Periodic		Actual	State Avg
6 Month Updates		83%	95%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 43 Active Employment Services Programs

YAS 309-220
Bridges Healthcare, Inc.
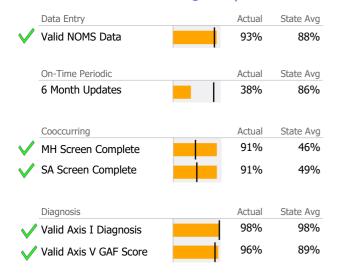Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	54	65	-17%	▼
Admits	8	11	-27%	▼
Discharges	18	20	-10%	▼
Service Hours	9,561	8,626	11%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		93%	88%

On-Time Periodic		Actual	State Avg
6 Month Updates		38%	86%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		91%	46%
✓ SA Screen Complete		91%	49%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		98%	98%
✓ Valid Axis V GAF Score		96%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		7	39%	65%	60%	-26%	▼
✓	No Re-admit within 30 Days of Discharge		16	89%	85%	86%	4%	
🔴	Follow-up within 30 Days of Discharge		3	43%	90%	49%	-47%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		48	89%	60%	91%	29%	▲
✓ Social Support		36	67%	60%	79%	7%	
✓ Employed		10	19%	15%	15%	4%	
🔴 Improved/Maintained Axis V GAF Score		42	81%	85%	59%	-4%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		36	100%	90%	100%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪	▪	▪							▪	42%
Discharges			▪				▪		▪	▪			42%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Assertive Community Treatment Programs

YAS Supervised Apt
Bridges Healthcare, Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
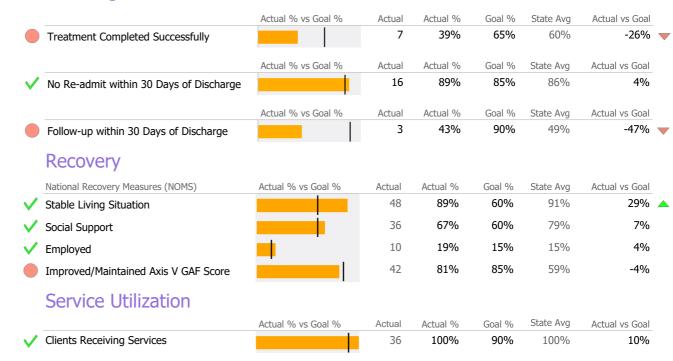Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)
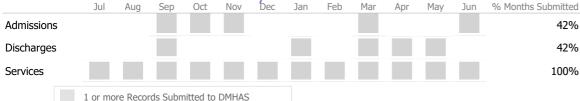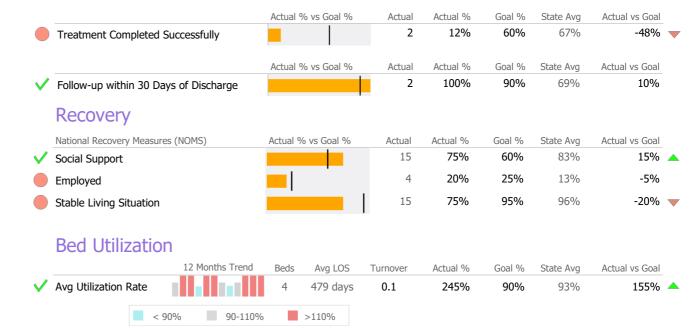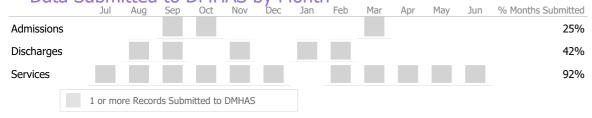
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	20	17	18%	▲
Admits	4	16	-75%	▼
Discharges	16	1	1500%	▲
Service Hours	1,326	606	119%	▲
Bed Days	3,579	3,784	-5%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		2	12%	60%	67%	-48%	▼
✅	Follow-up within 30 Days of Discharge		2	100%	90%	69%	10%	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✅	Social Support		15	75%	60%	83%	15%	▲
🔴	Employed		4	20%	25%	13%	-5%	
🔴	Stable Living Situation		15	75%	95%	96%	-20%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✅	Valid NOMS Data	92%	77%

On-Time Periodic		Actual	State Avg
	6 Month Updates	50%	84%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✅	Avg Utilization Rate		4	479 days	0.1	245%	90%	93%	155%	▲

Legend: ⬜ < 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			⬜	⬜					⬜				25%
Discharges		⬜	⬜		⬜		⬜	⬜					42%
Services		⬜	⬜	⬜	⬜	⬜		⬜	⬜	⬜	⬜	⬜	92%

⬜ 1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over   ▼ < 10% Under
🟧 Actual | Goal   ✅ Goal Met   🔴 Below Goal

* State Avg based on 80 Active Supervised Apartments Programs