

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
▼	Unique Clients	5	6	-17%	▼
	Admits	1	4	-75%	▼
	Discharges	1	5	-80%	▼
	Service Hours		-		
▼	Bed Days	307	105	192%	▲

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

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>	Inpatient Services	5	100.0%

### Consumer Satisfaction Survey

(Based on 216 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		95%	80%	93%
✓ General Satisfaction		94%	80%	92%
✓ Respect		93%	80%	91%
✓ Participation in Treatment		91%	80%	92%
✓ Overall		89%	80%	91%
✓ Access		88%	80%	88%
● Outcome		72%	80%	83%
● Recovery		60%	80%	79%

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

### Client Demographics

Age	#	%	State Avg
18-25	1	20%	▲ 9%
26-34	1	20%	22%
35-44	1	20%	21%
45-54			▼ 20%
55-64	1	20%	20%
65+	1	20%	▲ 7%

Gender	#	%	State Avg
Male	3	60%	59%
Female	2	40%	41%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	5	100%	▲ 71%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hispanic-Other			7%
Hisp-Puerto Rican			▼ 12%
Unknown			9%

Race	#	%	State Avg
White/Caucasian	4	80%	▲ 64%
Black/African American	1	20%	16%
Am. Indian/Native Alaskan			1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Other			▼ 13%
Unknown			5%

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

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	-	-
Admits	1	-	-
Discharges	1	-	-
Bed Days	31	-	-

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		1	100%	95%	92%	5%
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	92%	15% ▲
● Follow-up within 30 Days of Discharge		0	0%	90%	60%	-90% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		2	74 days	1.0	17%	90%	90%	-73% ▼

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 11 Active Acute Psychiatric Programs

### Program Activity

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

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A NaN
Valid TEDS Data		N/A N/A

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

Co-occurring	Actual	State Avg
MH Screen Complete		N/A N/A
SA Screen Complete		N/A N/A

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 0 Active Observation Bed Programs

# Intermediate Care Contract

Natchaug Hospital

Mental Health - Inpatient Services - Acute Pyschiatric - Intermediate

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2019 - September 2019 (Data as of Dec 27, 2019)

## Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	6	-50% ▼
Admits	-	4	-100% ▼
Discharges	-	5	-100% ▼
Bed Days	276	105	163% ▲

## Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	NaN
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	N/A
Co-occurring	Actual	State Avg
MH Screen Complete	N/A	0%
SA Screen Complete	N/A	0%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	100%

## Discharge Outcomes

Measure	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	95%	100%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	92%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	85%	N/A

## Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		N/A	N/A	95%	100%	-95% ▼

## Bed Utilization

Measure	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	125 days	1.0	100%	90%	72%	10%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 2 Active Acute Pyschiatric - Intermediate Programs