Cornell Scott-Hill Health Corporation
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2012 - June 2013   (Data as of Dec 16, 2013)

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,471	2,485	-1%	
	Admits	2,710	2,807	-3%	
	Discharges	2,465	2,761	-11%	▼
	Service Hours	4,342	6,233	-30%	▼
	Bed Days	8,164	9,506	-14%	▼
	S.Rehab/PHP/IOP	40	1,311	-97%	▼

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

Unique Clients by Level of Care

Program Type	Level of Care Type		#	%
Addiction				
	Residential Services		1,592	64.4%
	Outpatient		585	23.7%
	PHP		413	16.7%
Mental Health				
	Social Rehabilitation		27	1.1%
	Case Management		17	0.7%

Consumer Satisfaction Survey   (Based on 133 FY12 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Participation in Treatment		92%	80%	92%
✔	Quality and Appropriateness		86%	80%	93%
✔	Respect		86%	80%	91%
✔	Overall		86%	80%	91%
✔	Outcome		85%	80%	83%
✔	General Satisfaction		84%	80%	92%
🔴	Recovery		78%	80%	79%
🔴	Access		77%	80%	88%

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

Client Demographics

Age

	#	%	State Avg
18-25	349	14%	17%
26-34	627	25%	22%
35-44	596	24%	20%
45-54	650	26%	24%
55-64	221	9%	13%
65+	26	1%	4%

Gender

	#	%	State Avg
Male	1,655	67%	60%
Female	814	33%	40%

Race

	#	%		State Avg
White/Caucasian	1,415	57%		64%
Black/African American	684	28%	▲	17%
Other	288	12%		15%
Multiple Races	38	2%		1%
Unknown	23	1%		2%
Am. Indian/Native Alaskan	17	1%		1%
Asian	4	0%		1%
Hawaiian/Other Pacific Islander	2	0%		0%

Ethnicity

	#	%	State Avg
Non-Hispanic	2,059	83%	74%
Hisp-Puerto Rican	272	11%	12%
Hispanic-Other	121	5%	7%
Unknown	14	1%	7%
Hispanic-Cuban	4	0%	0%
Hispanic-Mexican	1	0%	0%

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

Grant St PH 986300
Cornell Scott-Hill Health Corporation
Addiction - PHP - Partial Hospitalization Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	413	485	-15%	▼
Admits	315	374	-16%	▼
Discharges	331	396	-16%	▼
Service Hours	965	1,048	-8%	
Social Rehab/PHP/IOP Days	40	1,311	-97%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	99%	76%
✔	Valid TEDS Data	100%	99%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	3%	0%

Cooccurring		Actual	State Avg
✔	MH Screen Complete	100%	72%
✔	SA Screen Complete	100%	72%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	97%
✔	Valid Axis V GAF Score	100%	50%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		63	19%	50%	69%	-31%	▼
✔	No Re-admit within 30 Days of Discharge		331	100%	85%	100%	15%	▲
🔴	Follow-up within 30 Days of Discharge		19	30%	90%	24%	-60%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Improved/Maintained Axis V GAF Score		279	77%	75%	33%	2%	
🔴	Stable Living Situation		319	73%	95%	85%	-22%	▼
🔴	Self Help		127	29%	60%	18%	-31%	▼
🔴	Employed		50	11%	50%	8%	-39%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		50	47%	90%	21%	-43%	▼

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				▨	▨		▨	▨					33%

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 14 Active Partial Hospitalization Services Programs

Northside Community OP 986200
Cornell Scott-Hill Health Corporation
Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	585	577	1%	
Admits	256	350	-27%	▼
Discharges	2	280	-99%	▼
Service Hours	2,642	4,599	-43%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		7%	12%

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

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		0	0%	50%	56%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		563	96%	75%	85%	21%	▲
✓ Abstinence/Reduced Drug Use		361	62%	55%	56%	7%	
● Stable Living Situation		525	90%	95%	82%	-5%	
● Employed		78	13%	50%	34%	-37%	▼
● Self Help		114	19%	60%	21%	-41%	▼
● Improved/Maintained Axis V GAF Score		59	13%	75%	52%	-62%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		344	59%	90%	58%	-31%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		106	41%	75%	74%	-34%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													17%
Services													67%

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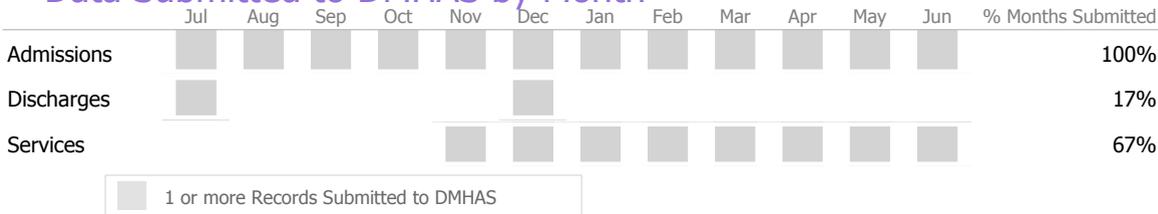
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 117 Active Standard Outpatient Programs

Outreach & Engage.Srvs 915-294
Cornell Scott-Hill Health Corporation
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	17	15	13%	▲
Admits	3	4	-25%	▼
Discharges	3	1	200%	▲
Service Hours	434	545	-20%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		3	100%	50%	79%	50%	▲

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   ⬤ Below Goal

* State Avg based on 39 Active Outreach & Engagement Programs

SCRC Residential Detox 986600
Cornell Scott-Hill Health Corporation
Addiction - Residential Services - Medically Monitored Detox 3.7D

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,592	1,557	2%
Admits	2,126	2,072	3%
Discharges	2,124	2,070	3%
Bed Days	8,164	9,506	-14% ▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1,550	73%	80%	78%	-7%
● No Re-admit within 30 Days of Discharge		1,738	82%	85%	85%	-3%
● Follow-up within 30 Days of Discharge		784	51%	90%	50%	-39% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	99%	87%
✔	Valid TEDS Data	100%	100%

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

Cooccurring		Actual	State Avg
✔	MH Screen Complete	100%	76%
✔	SA Screen Complete	100%	72%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	100%
✔	Valid Axis V GAF Score	89%	86%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		29	5 days	0.0	77%	90%	84%	-13% ▼

■ < 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													100%
Discharges													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal
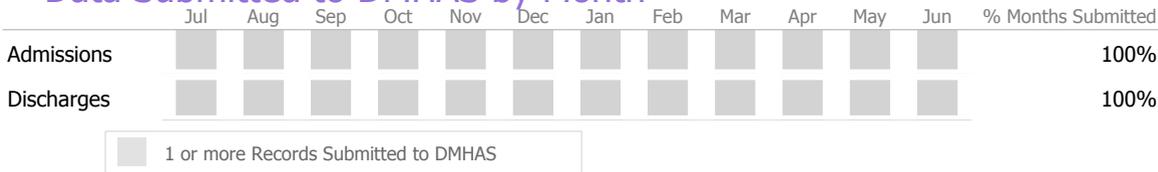
* State Avg based on 8 Active Medically Monitored Detox 3.7D Programs

Village of Power 915-280
Cornell Scott-Hill Health Corporation
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	30	-10%	
Admits	10	7	43%	▲
Discharges	5	14	-64%	▼
Service Hours	302	40	662%	▲
Social Rehab/PHP/IOP Days	0	0		

Service Utilization
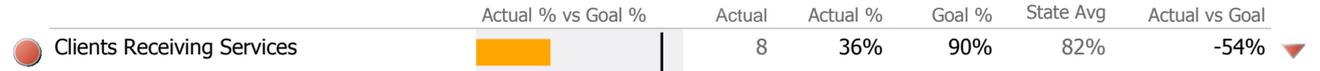
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services	▮	8	36%	90%	82%	-54%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▮				▮	▮			▮				33%
Discharges		▮				▮			▮	▮			33%
Services													0%

▯ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	▮ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 38 Active Social Rehabilitation Programs