Middlesex Hospital Mental Health Clinic
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - December 2015   (Data as of Mar 22, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	347	212	64%	▲
	Admits	205	30	583%	
	Discharges	325	30	983%	
	Service Hours	221	409	-46%	▼
	Bed Days	969	921	5%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		180	50.6%
	Case Management		142	39.9%
	Inpatient Services		34	9.6%

Consumer Satisfaction Survey   (Based on 84 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	General Satisfaction		96%	80%	92%
✔	Access		95%	80%	88%
✔	Quality and Appropriateness		95%	80%	93%
✔	Participation in Treatment		93%	80%	92%
✔	Overall		92%	80%	91%
✔	Respect		88%	80%	91%
●	Outcome		65%	80%	83%
●	Recovery		58%	80%	79%

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

Client Demographics

Age

Age		#	%	State Avg
18-25		17	5%	13%
26-34	▼	41	12%	23%
35-44		49	14%	19%
45-54		106	31%	23%
55-64	▲	97	28%	16%
65+		36	10%	5%

Gender

Gender		#	%		State Avg
Female		185	55%	▲	41%
Male		154	45%	▼	59%
Transgender					0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		228	66%	75%
Unknown	▲	114	33%	6%
Hispanic-Other		3	1%	6%
Hisp-Puerto Rican	▼	2	1%	12%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race

Race		#	%		State Avg
White/Caucasian		306	88%	▲	65%
Black/African American		32	9%		17%
Other		5	1%	▼	13%
Unknown		2	1%		3%
Am. Indian/Native Alaskan		1	0%		0%
Asian		1	0%		1%
Multiple Races					1%
Hawaiian/Other Pacific Islander					0%

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

Acute Inpatient 308-111
Middlesex Hospital Mental Health Clinic
Mental Health - Inpatient Services - Acute Psychiatric

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	34	26	31%	▲
Admits	32	23	39%	▲
Discharges	31	23	35%	▲
Bed Days	969	921	5%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		0	0%	95%	54%	-95%	▼
✔	No Re-admit within 30 Days of Discharge		29	94%	85%	88%	9%	
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	55%	N/A	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Avg Utilization Rate		2	443 days	0.0	263%	90%	104%	173%	▲

☐ < 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
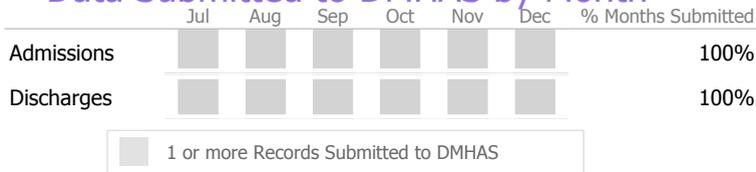
▲ > 10% Over	▼ < 10% Under

☐ Actual	│ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 29 Active Acute Psychiatric Programs

Case Management Program
Middlesex Hospital Mental Health Clinic
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	10	2	400%	▲
Admits	5	1	400%	▲
Discharges	-	1	-100%	▼
Service Hours	73	1		

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	69%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
Discharges							0%
Services							83%

1 or more Records Submitted to DMHAS

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		7	70%	60%	64%	10%	
✔ Stable Living Situation		8	80%	80%	81%	0%	
● Employed		1	10%	20%	10%	-10%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		9	90%	90%	63%	0%

▲ > 10% Over		▼ < 10% Under	

Actual	Goal	✔ Goal Met	● Below Goal

* State Avg based on 31 Active Standard Case Management Programs

ED-Case Management-O+E
Middlesex Hospital Mental Health Clinic
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015   (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	132	2	6500%	▲
Admits	165	2	8150%	▲
Discharges	165	2	8150%	▲
Service Hours	1	-		

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 at least 1 Service within 180 days		8	6%	50%	80%	-44%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	100%
Services				▢			17%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

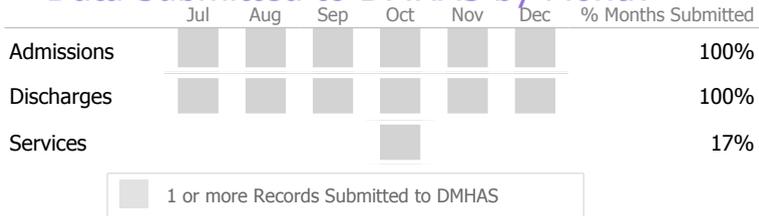* State Avg based on 38 Active Outreach & Engagement Programs