

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	403	446	-10%
	Admits	67	135	-50% ▼
	Discharges	60	119	-50% ▼
	Service Hours	3,355	2,741	22% ▲
	Bed Days	13,438	13,883	-3%

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

Consumer Satisfaction Survey (Based on 1,290 FY15 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ General Satisfaction		83%	80%	92%
✓ Quality and Appropriateness		83%	80%	93%
✓ Participation in Treatment		82%	80%	92%
✓ Respect		81%	80%	91%
✓ Overall		80%	80%	91%
● Outcome		75%	80%	83%
● Recovery		69%	80%	79%
● Access		55%	80%	88%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	210	51.0%
	Other	77	18.7%
	Case Management	62	15.0%
	Inpatient Services	32	7.8%
	Residential Services	31	7.5%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	81	20%	15%	Female	205	52%	▲ 40%
26-34	56	14%	24%	Male	193	48%	▼ 60%
35-44	65	16%	19%	Transgender			0%
45-54	66	17%	23%				
55-64	85	21%	15%				
65+	47	12%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	227	56%	▼ 75%	White/Caucasian	149	37%	▼ 65%
Hisp-Puerto Rican	137	34%	▲ 12%	Other	98	24%	▲ 13%
Hispanic-Other	28	7%	7%	Unknown	92	23%	▲ 3%
Unknown	9	2%	5%	Black/African American	58	14%	17%
Hispanic-Mexican	2	0%	1%	Asian	5	1%	1%
Hispanic-Cuban			0%	Multiple Races	1	0%	1%
				Am. Indian/Native Alaskan			0%
				Hawaiian/Other Pacific Islander			0%

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

Adult AIP 610-111

Hartford Hospital

Mental Health - Inpatient Services - Acute Psychiatric

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

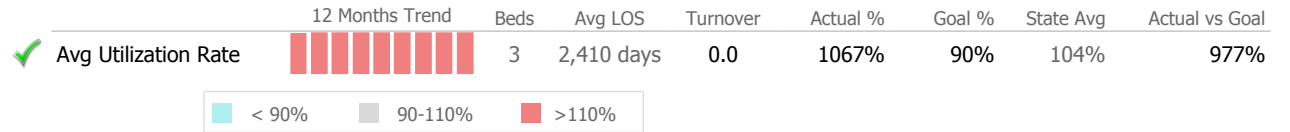
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	94	-66% ▼
Admits	-	65	-100% ▼
Discharges	-	66	-100% ▼
Bed Days	8,800	9,244	-5%

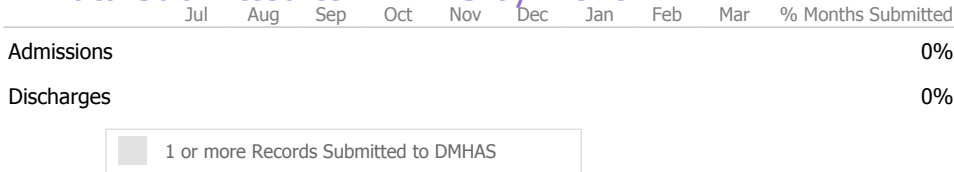
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	95%	56%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	89%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	57%	N/A

Bed Utilization



Data Submitted to DMHAS by Month



* State Avg based on 29 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	12	10	20% ▲
Admits	7	6	17% ▲
Discharges	6	7	-14% ▼
Bed Days	1,261	725	74% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		4	67%	75%	53%	-8%
● No Re-admit within 30 Days of Discharge		5	83%	85%	76%	-2%
✓ Follow-up within 30 Days of Discharge		4	100%	90%	93%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	76%
Cooccurring	Actual	State Avg
MH Screen Complete	15%	90%
SA Screen Complete	15%	89%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	99%
✓ Valid Axis V GAF Score	100%	69%

Recovery

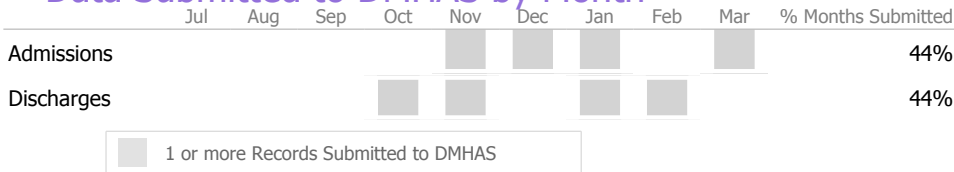
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		6	100%	75%	45%	25% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	162 days	0.2	92%	90%	89%	2%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over
 ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 8 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	210	214	-2%
Admits	-	5	-100% ▼
Discharges	8	9	-11% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	50%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	62%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	77%
SA Screen Complete	0%	74%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	50%	42%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		203	97%	95%	86%	2%
Social Support		88	42%	60%	69%	-18% ▼
Employed		17	8%	30%	21%	-22% ▼
Improved/Maintained Axis V GAF Score		1	0%	75%	52%	-75% ▼

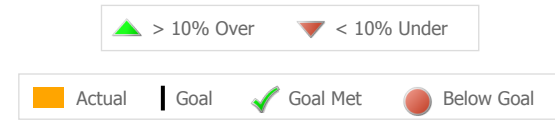
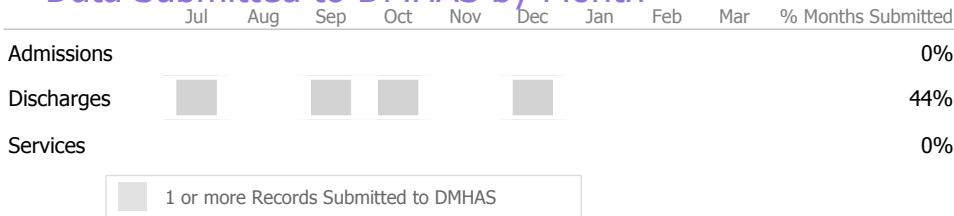
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	84%	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%	65%	-75% ▼

Data Submitted to DMHAS by Month

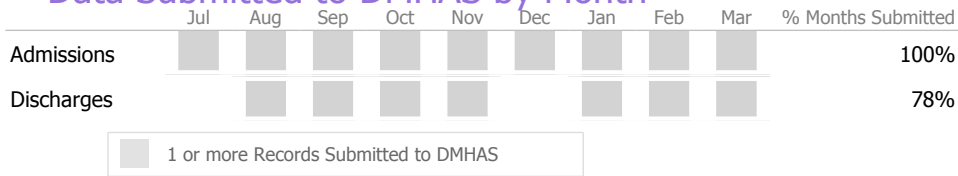


* State Avg based on 93 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	77	53	45% ▲
Admits	23	18	28% ▲
Discharges	19	1	1800% ▲

Data Submitted to DMHAS by Month



* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	22	23	-4%
Admits	9	9	0%
Discharges	9	9	0%
Bed Days	3,377	3,914	-14% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	29%	76%
Cooccurring	Actual	State Avg
MH Screen Complete	77%	90%
SA Screen Complete	77%	89%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	69%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	33%	75%	53%	-42% ▼
No Re-admit within 30 Days of Discharge		7	78%	85%	76%	-7%
Follow-up within 30 Days of Discharge		3	100%	90%	93%	10%

Recovery

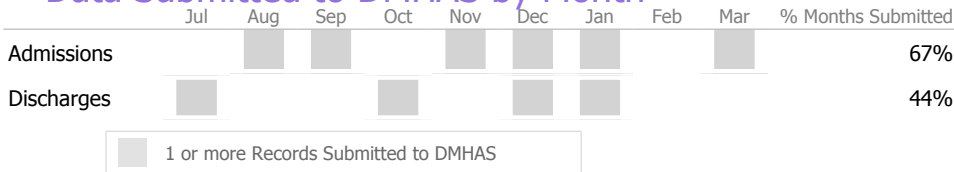
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		14	88%	75%	45%	13% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		16	657 days	0.3	77%	90%	89%	-13% ▼

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 8 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	62	59	5%
Admits	28	32	-13% ▼
Discharges	18	27	-33% ▼
Service Hours	3,355	2,741	22% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	85%	71%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		16	89%	50%	55%	39% ▲

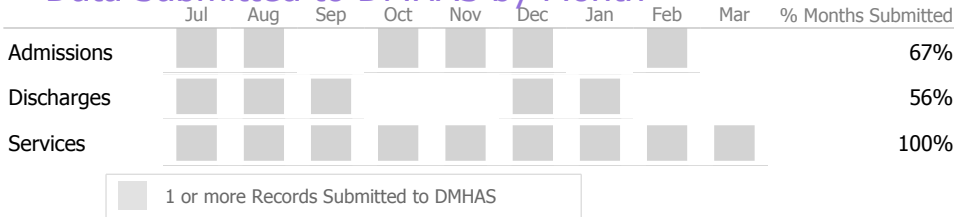
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		53	84%	60%	64%	24% ▲
✓ Stable Living Situation		58	92%	80%	81%	12% ▲
✓ Employed		20	32%	20%	10%	12% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		45	100%	90%	64%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal Goal Met Below Goal

* State Avg based on 32 Active Standard Case Management Programs