Hospital of St. Raphael
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - March 2016   (Data as of Jun 15, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	253	307	-18%	▼
	Admits	19	87	-78%	▼
	Discharges	56	31	81%	▲
	Service Hours	1,303	1,795	-27%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		253	100.0%

Consumer Satisfaction Survey   (Based on 99 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		93%	80%	92%
✓	Quality and Appropriateness		92%	80%	93%
✓	Participation in Treatment		89%	80%	92%
✓	Respect		88%	80%	91%
✓	Overall		86%	80%	91%
✓	Access		84%	80%	88%
●	Recovery		70%	80%	79%
●	Outcome		67%	80%	83%

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

Client Demographics

Age

Age		#	%		State Avg
18-25		14	6%		15%
26-34		31	12%	▼	24%
35-44		48	19%		19%
45-54		76	30%		23%
55-64		70	28%	▲	15%
65+		14	6%		5%

Gender

Gender		#	%		State Avg
Female		154	61%	▲	40%
Male		99	39%	▼	60%
Transgender					0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		199	79%	75%
Hisp-Puerto Rican		27	11%	12%
Unknown		14	6%	5%
Hispanic-Other		11	4%	7%
Hispanic-Cuban		1	0%	0%
Hispanic-Mexican		1	0%	1%

Race

Race		#	%		State Avg
White/Caucasian		112	44%	▼	65%
Black/African American		93	37%	▲	17%
Other		28	11%		13%
Unknown		9	4%		3%
Am. Indian/Native Alaskan		5	2%		0%
Asian		3	1%		1%
Multiple Races		2	1%		1%
Hawaiian/Other Pacific Islander		1	0%		0%

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

Adult OP Psych Services 909210
Hospital of St. Raphael
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
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Program Activity

Measure	Actual	1 Yr Ago	Variance %	
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Data Submission Quality

Data Entry	Actual	State Avg
✔ Valid NOMS Data	98%	92%

On-Time Periodic	Actual	State Avg
6 Month Updates	57%	62%

Cooccurring	Actual	State Avg
✔ MH Screen Complete	100%	77%
✔ SA Screen Complete	100%	74%

Diagnosis	Actual	State Avg
✔ Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	82%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		15	27%	50%	42%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		174	69%	60%	69%	9%	
🔴 Stable Living Situation		196	77%	95%	86%	-18%	▼
🔴 Employed		20	8%	30%	21%	-22%	▼
🔴 Improved/Maintained Axis V GAF Score		13	5%	75%	52%	-70%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		160	81%	90%	84%	-9%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		13	68%	75%	65%	-7%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢						44%
Discharges	▢	▢	▢	▢	▢			▢		67%
Services		▢	▢	▢	▢	▢	▢			78%

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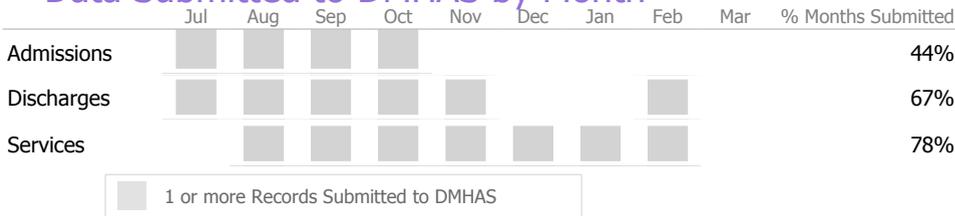
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs