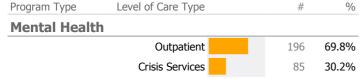**Yale-New Haven Hospital**
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
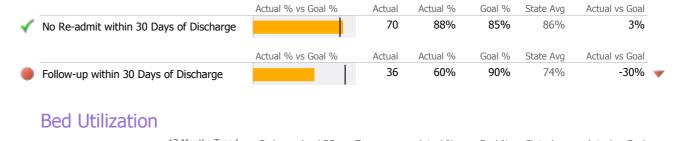Reporting Period: July 2018 - December 2018   (Data as of Mar 19, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	279	256	9%	
	Admits	112	104	8%	
	Discharges	114	111	3%	
	Service Hours	758	468	62%	▲
	Bed Days	1,069	1,189	-10%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	196	69.8%
	Crisis Services	85	30.2%

Consumer Satisfaction Survey   (Based on 97 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		88%	80%	92%
✓	Participation in Treatment		87%	80%	92%
✓	Access		85%	80%	88%
✓	Quality and Appropriateness		84%	80%	93%
●	Overall		79%	80%	91%
●	Respect		73%	80%	91%
●	Outcome		66%	80%	83%
●	Recovery		51%	80%	79%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	14	5%	11%
26-34	41	15%	23%
35-44	55	20%	21%
45-54	75	27%	21%
55-64	78	28%	18%
65+	16	6%	6%

Gender

Gender	#	%		State Avg
Female	159	57%	▲	41%
Male	120	43%	▼	59%
Transgender				0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	228	82%	▲	71%
Hisp-Puerto Rican	23	8%		13%
Hispanic-Other	14	5%		7%
Unknown	13	5%		9%
Hispanic-Mexican	1	0%		1%
Hispanic-Cuban				0%

Race

Race	#	%		State Avg
White/Caucasian	135	48%	▼	63%
Black/African American	113	41%	▲	16%
Other	15	5%		13%
Unknown	6	2%		5%
Am. Indian/Native Alaskan	4	1%		1%
Asian	3	1%		1%
Multiple Races	2	1%		1%
Hawaiian/Other Pacific Islander	1	0%		0%

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

Respite Bed Program
Yale-New Haven Hospital
Mental Health - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	85	83	2%
Admits	81	83	-2%
Discharges	80	87	-8%
Bed Days	1,069	1,189	-10%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	No Re-admit within 30 Days of Discharge		70	88%	85%	86%	3%
🔴	Follow-up within 30 Days of Discharge		36	60%	90%	74%	-30% ▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		8	17 days	0.1	73%	90%	61%	-17% ▼

□ < 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 10 Active Respite Bed Programs

YNHH - Continuing Care Clinic - OP
Yale-New Haven Hospital
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	196	174	13%	▲
Admits	31	21	48%	▲
Discharges	34	24	42%	▲
Service Hours	758	468	62%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		96%	96%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		88%	66%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		100%	91%
✔ SA Screen Complete		100%	91%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		98%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							33%
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		0	0%	50%	53%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		148	75%	60%	67%	15%	▲
🔴 Stable Living Situation		167	85%	95%	84%	-10%	
🔴 Employed		37	19%	30%	23%	-11%	▼
🔴 Improved/Maintained Axis V GAF Score		3	2%	75%	47%	-73%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		147	90%	90%	83%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		25	81%	75%	67%	6%

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs