Cornell Scott-Hill Health Corporation
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - March 2019   (Data as of Jun 25, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,285	1,236	4%
	Admits	1,460	1,537	-5%
	Discharges	1,505	1,446	4%
	Service Hours	1,381	1,255	10%
	Bed Days	5,160	5,543	-7%

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

Clients by Level of Care

Program Type / Level of Care Type	#	%
Addiction		
Residential Services	1,078	78.7%
Recovery Support	115	8.4%
Medication Assisted Treatment	114	8.3%
Employment Services	4	0.3%
Mental Health		
Case Management	30	2.2%
Forensic SA		
Case Management	29	2.1%

Consumer Satisfaction Survey   (Based on 416 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		88%	80%	92%
✓	Quality and Appropriateness		87%	80%	93%
✓	Respect		86%	80%	91%
✓	General Satisfaction		86%	80%	92%
✓	Overall		82%	80%	91%
●	Outcome		79%	80%	83%
●	Access		74%	80%	88%
●	Recovery		74%	80%	79%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	79	6%	12%
26-34	371	29%	24%
35-44	375	29%	21%
45-54	259	20%	20%
55-64	184	14%	17%
65+	17	1%	6%

Gender

Gender	#	%	State Avg
Male	866	67%	60%
Female	419	33%	40%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	1,038	81%	71%
Hisp-Puerto Rican	169	13%	13%
Hispanic-Other	63	5%	7%
Unknown	10	1%	9%
Hispanic-Cuban	3	0%	0%
Hispanic-Mexican	2	0%	1%

Race

Race	#	%	State Avg
White/Caucasian	907	71%	63%
Other	197	15%	14%
Black/African American	159	12%	16%
Unknown	8	1%	5%
Multiple Races	5	0%	1%
Am. Indian/Native Alaskan	4	0%	1%
Asian	3	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%

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

Arrest Diversion - New Haven
Cornell Scott-Hill Health Corporation
Forensic SA - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 25, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	29	4	625%	▲
Admits	14	4	250%	▲
Discharges	17	-		
Service Hours	48	13		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪		▪				▪	▪	▪	56%
Discharges	▪	▪	▪		▪		▪	▪	▪	78%
Services		▪						▪	▪	33%

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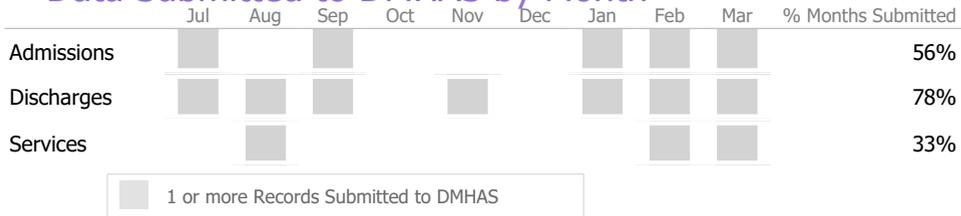
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 2 Active Outreach & Engagement Programs

MAT - Naltrexone - Ansonia
Cornell Scott-Hill Health Corporation
Addiction - Medication Assisted Treatment - Naltrexone

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019   (Data as of Jun 25, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	4	1	300%	▲
Admits	3	-		
Discharges	-	-		

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	56%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		4	100%	75%	77%	25%	▲
✓ Abstinence/Reduced Drug Use		3	75%	55%	58%	20%	▲
✓ Self Help		3	75%	60%	42%	15%	▲
✓ Stable Living Situation		4	100%	95%	84%	5%	
● Employed		1	25%	50%	19%	-25%	▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	57%	-75%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	79%
✓ Valid TEDS Data		100%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	9%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	81%
✓ SA Screen Complete		100%	100%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	95%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions				▪	▪			▪		33%
Discharges										0%

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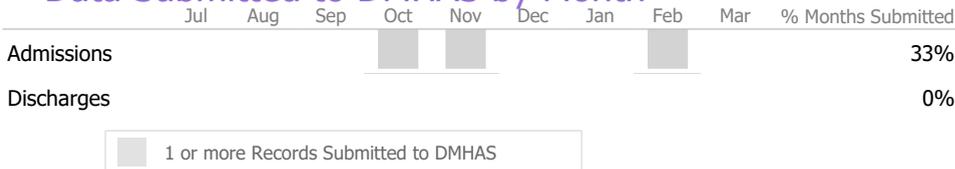
▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 8 Active Naltrexone Programs
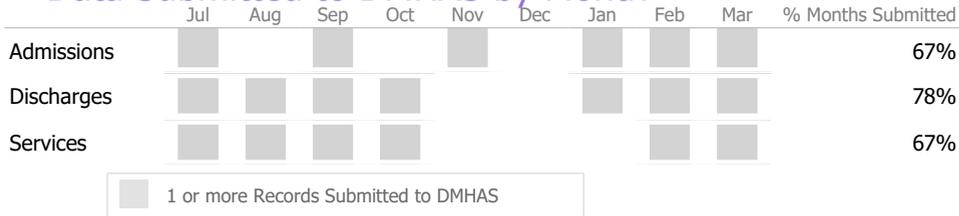
Outreach & Engage.Srvs 915-294
Cornell Scott-Hill Health Corporation
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 25, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	30	30	0%	
Admits	14	14	0%	
Discharges	13	10	30%	▲
Service Hours	231	272	-15%	▼

Service Engagement
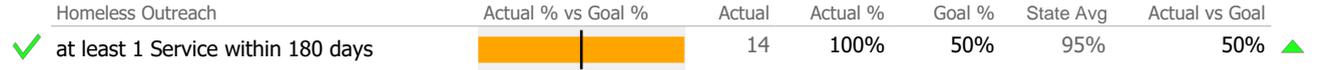
Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		14	100%	50%	95%	50%	▲

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

| ■ Actual | | Goal | ✓ Goal Met | ● Below Goal |

* State Avg based on 42 Active Outreach & Engagement Programs

Recovery Coach - Meth
Cornell Scott-Hill Health Corporation
Addiction - Recovery Support - Peer Based Mentoring

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 25, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	115	37	211%	▲
Admits	75	85	-12%	▼
Discharges	108	41	163%	▲
Service Hours	27	20	38%	▲

Data Submitted to DMHAS by Month
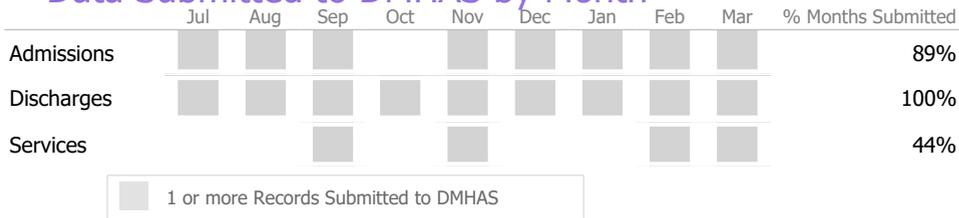
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■		■	■	■	■	■	89%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services			■		■			■	■	44%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 5 Active Peer Based Mentoring 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 2018 - March 2019 (Data as of Jun 25, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,078	1,095	-2%
Admits	1,318	1,361	-3%
Discharges	1,327	1,369	-3%
Bed Days	5,160	5,543	-7%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		967	73%	80%	75%	-7%
No Re-admit within 30 Days of Discharge		1,058	80%	85%	81%	-5%
Follow-up within 30 Days of Discharge		609	63%	90%	56%	-27% ▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	N/A

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

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

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		24	4 days	0.0	78%	90%	80%	-12% ▼

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%

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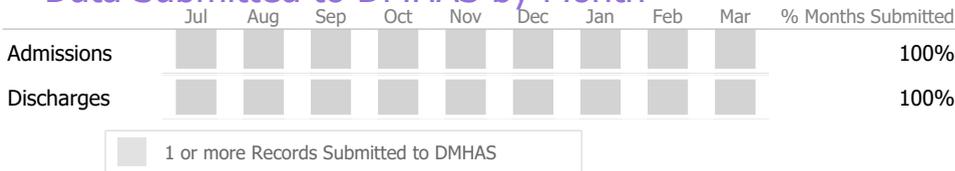
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 8 Active Medically Monitored Detox 3.7D Programs

STR E MAT Employment
Cornell Scott-Hill Health Corporation
Addiction - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 25, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	4		
Admits	3	-	
Discharges	-	-	
Service Hours		-	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		1	25%	35%	29%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		2	50%	90%	80%	-40% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	96%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	37%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										11%
Discharges										0%
Services										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 11 Active Employment Services Programs

STR E MAT Recovery Coach
Cornell Scott-Hill Health Corporation
Addiction - Recovery Support - Peer Based Mentoring

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 25, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 5 Active Peer Based Mentoring Programs

STR E-MAT
Cornell Scott-Hill Health Corporation
Addiction - Medication Assisted Treatment - Buprenorphine Maintenance

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 25, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	111	91	22%	▲
Admits	33	72	-54%	▼
Discharges	40	16	150%	▲
Service Hours	1,075	305		

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		40	100%	50%	51%	50%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Not Arrested		111	99%	75%	89%	24%	▲
✓ Abstinence/Reduced Drug Use		74	66%	55%	60%	11%	▲
✓ Employed		64	57%	50%	33%	7%	
✓ Stable Living Situation		109	97%	95%	87%	2%	
● Improved/Maintained Axis V GAF Score		37	36%	75%	54%	-39%	▼
● Self Help		19	17%	60%	30%	-43%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	93%
✓ Valid TEDS Data		100%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	37%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	84%
✓ SA Screen Complete		100%	99%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		93%	97%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		71	99%	90%	63%	9%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪	▪		▪	▪		▪	▪	78%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Services	▪	▪	▪			▪	▪	▪	▪	78%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 22 Active Buprenorphine Maintenance Programs