Yale University-Behavioral Health
New Haven, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2014 - June 2015   (Data as of Sep 17, 2015)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	321	332	-3%
	Admits	54	54	0%
	Discharges	60	64	-6%
	Service Hours	1,852	1,862	-1%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	321	100.0%

Consumer Satisfaction Survey   (Based on 113 FY14 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ Participation in Treatment		99%	80%	92%
✔ Overall		97%	80%	91%
✔ General Satisfaction		96%	80%	92%
✔ Access		96%	80%	88%
✔ Quality and Appropriateness		95%	80%	93%
✔ Respect		91%	80%	91%
✔ Outcome		81%	80%	83%
🔴 Recovery		75%	80%	79%

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

Client Demographics

Age

	#	%		State Avg
18-25	17	5%	▼	16%
26-34	42	13%	▼	24%
35-44	59	18%		19%
45-54	78	24%		23%
55-64	82	26%	▲	14%
65+	43	13%		4%

Gender

	#	%		State Avg
Female	168	52%	▲	40%
Male	153	48%	▼	60%

Race

	#	%	State Avg
White/Caucasian	215	67%	66%
Black/African American	62	19%	17%
Other	30	9%	13%
Unknown	6	2%	3%
Asian	4	1%	1%
Multiple Races	4	1%	1%
Am. Indian/Native Alaskan			1%
Hawaiian/Other Pacific Islander			0%

Ethnicity

	#	%		State Avg
Non-Hispanic	282	88%	▲	75%
Hispanic-Other	16	5%		6%
Hisp-Puerto Rican	11	3%		12%
Unknown	11	3%		6%
Hispanic-Mexican	1	0%		1%
Hispanic-Cuban				0%

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

Outpatient Services   917-210
Yale University-Behavioral Health
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	321	332	-3%
Admits	54	54	0%
Discharges	60	64	-6%
Service Hours	1,852	1,862	-1%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	94%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		94%	66%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		92%	67%
✓ SA Screen Complete		92%	62%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		12	20%	50%	40%	-30% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		265	82%	60%	66%	22% ▲
✓ Stable Living Situation		317	98%	95%	85%	3%
✓ Improved/Maintained Axis V GAF Score		246	83%	75%	57%	8%
🔴 Employed		88	27%	30%	21%	-3%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		247	94%	90%	86%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		29	54%	75%	69%	-21% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				■	■	■	■	■	■	■			75%
Discharges		■		■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■		100%

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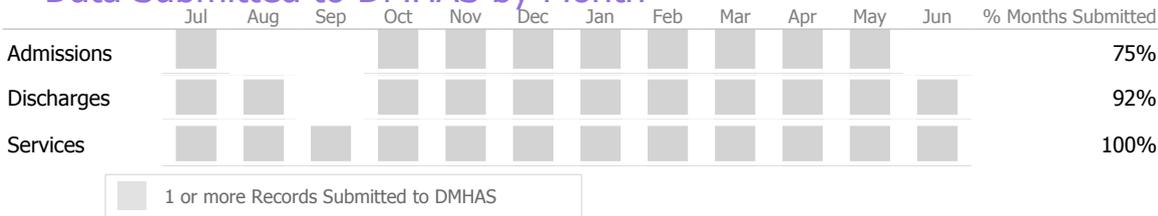
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs