

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	429	477	-10%
	Admits	93	171	-46% ▼
	Discharges	108	145	-26% ▼
	Service Hours	4,495	3,712	21% ▲
	Bed Days	18,182	18,294	-1%

▲ > 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	47.9%
	Other	85	19.4%
	Case Management	75	17.1%
	Residential Services	36	8.2%
	Inpatient Services	32	7.3%

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	94	22%	15%	Male	213	50%	60%
26-34	65	15%	24%	Female	209	50%	40%
35-44	66	16%	19%	Transgender			0%
45-54	67	16%	22%				
55-64	85	20%	15%				
65+	47	11%	4%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	245	57%	75%	White/Caucasian	167	39%	65%
Hisp-Puerto Rican	141	33%	12%	Other	103	24%	13%
Hispanic-Other	31	7%	7%	Unknown	92	21%	3%
Unknown	10	2%	6%	Black/African American	61	14%	16%
Hispanic-Mexican	2	0%	1%	Asian	5	1%	1%
Hispanic-Cuban			0%	Multiple Races	1	0%	1%
				Am. Indian/Native Alaskan			1%
				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 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	32	96	-67% ▼
Admits	-	67	-100% ▼
Discharges	-	70	-100% ▼
Bed Days	11,712	12,174	-4%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	95%	57%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	90%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	54%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		3	2,501 days	0.0	1067%	90%	104%	977%

■ < 90%
 ■ 90-110%
 ■ >110%

Data Submitted to DMHAS by Month

Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun % 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 29 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	14	15	-7%
Admits	9	11	-18% ▼
Discharges	9	10	-10%
Bed Days	1,785	1,076	66% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		6	67%	75%	53%	-8%
✓ No Re-admit within 30 Days of Discharge		8	89%	85%	76%	4%
✓ Follow-up within 30 Days of Discharge		6	100%	90%	89%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	77%
Cooccurring	Actual	State Avg
MH Screen Complete	21%	90%
SA Screen Complete	21%	89%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	69%

Recovery

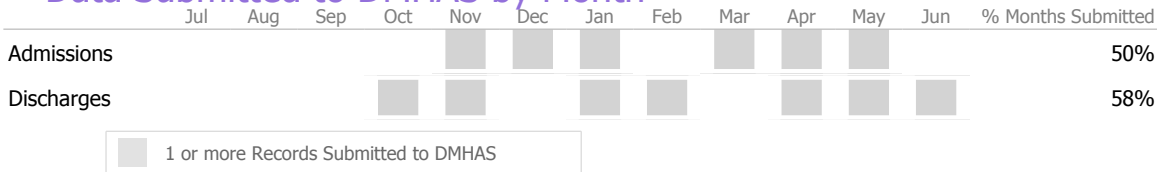
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		9	90%	75%	44%	15% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		5	167 days	0.2	98%	90%	89%	8%

■ < 90%
 ■ 90-110%
 ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual
 | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 10 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	210	222	-5%
Admits	-	13	-100% ▼
Discharges	24	12	100% ▲
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	72%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	8%	63%
Cooccurring	Actual	State Avg
MH Screen Complete	0%	78%
SA Screen Complete	0%	76%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	99%
Valid Axis V GAF Score	100%	86%

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		204	97%	95%	86%	2%
Social Support		88	42%	60%	69%	-18% ▼
Employed		17	8%	30%	22%	-22% ▼
Improved/Maintained Axis V GAF Score		16	8%	75%	53%	-67% ▼

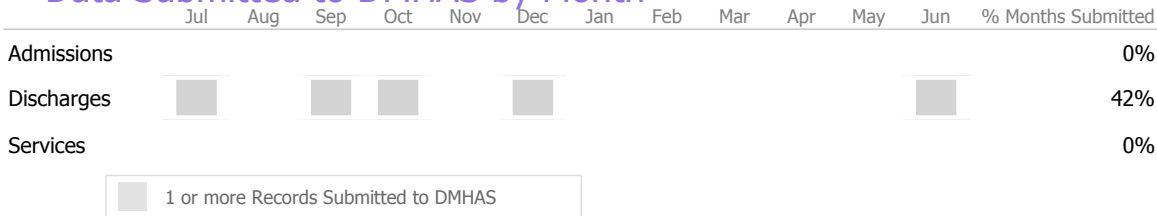
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		0	0%	90%	86%	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



▲ > 10% Over ▼ < 10% Under

█ Actual
 Goal
 ✔ Goal Met
 ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Schizophrenia Rehab. Program

Hartford Hospital

Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services

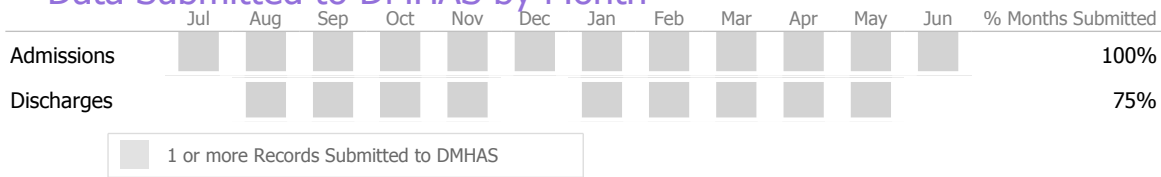
Program Quality Dashboard

Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	85	62	37% ▲
Admits	31	27	15% ▲
Discharges	28	7	300% ▲

Data Submitted to DMHAS by Month



* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	25	25	0%
Admits	12	11	9%
Discharges	12	12	0%
Bed Days	4,685	5,044	-7%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		5	42%	75%	53%	-33% ▼
● No Re-admit within 30 Days of Discharge		10	83%	85%	76%	-2%
✓ Follow-up within 30 Days of Discharge		5	100%	90%	89%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	100%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	13%	77%
Cooccurring	Actual	State Avg
MH Screen Complete	70%	90%
SA Screen Complete	70%	89%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	100%	69%

Recovery

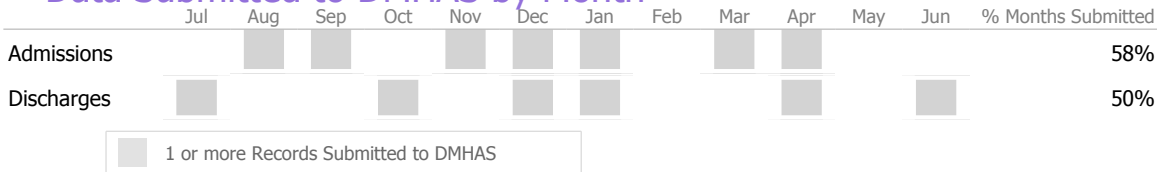
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Axis V GAF Score		15	75%	75%	44%	0%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		16	652 days	0.2	80%	90%	89%	-10%

■ < 90% ■ 90-110% ■ >110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	69	9%
Admits	41	42	-2%
Discharges	35	34	3%
Service Hours	4,495	3,712	21% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	85%	65%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		32	91%	50%	56%	41% ▲

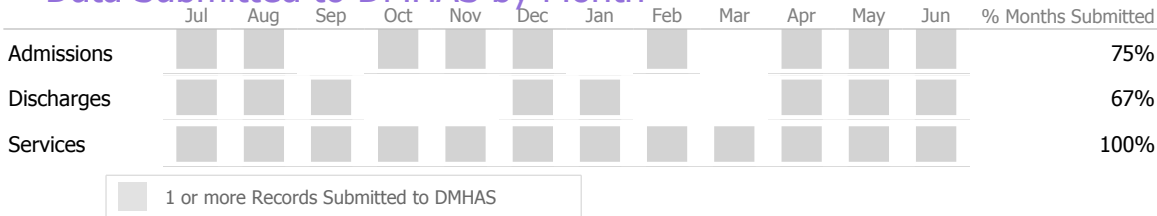
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		39	51%	20%	12%	31% ▲
✓ Social Support		65	86%	60%	65%	26% ▲
✓ Stable Living Situation		72	95%	80%	82%	15% ▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		42	100%	90%	67%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 31 Active Standard Case Management Programs