Bridges Healthcare, Inc.
Milford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - September 2016   (Data as of Jan 06, 2017)
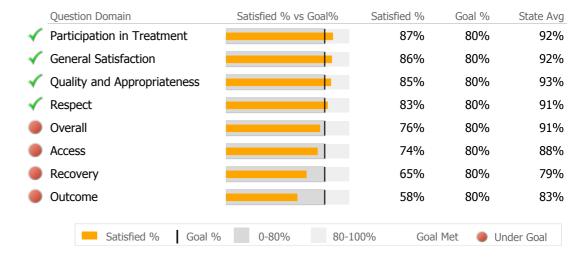
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,267	1,220	4%	
	Admits	200	152	32%	▲
	Discharges	160	241	-34%	▼
	Service Hours	11,861	16,604	-29%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		1,113	68.7%
	Community Support		203	12.5%
	Social Rehabilitation		75	4.6%
	Employment Services		57	3.5%
	Residential Services		23	1.4%
Addiction				
	Outpatient		114	7.0%
Forensic MH				
	Forensics Community-based		36	2.2%

Consumer Satisfaction Survey   (Based on 269 FY16 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		87%	80%	92%
✓	General Satisfaction		86%	80%	92%
✓	Quality and Appropriateness		85%	80%	93%
✓	Respect		83%	80%	91%
●	Overall		76%	80%	91%
●	Access		74%	80%	88%
●	Recovery		65%	80%	79%
●	Outcome		58%	80%	83%

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

Client Demographics

Age

Age		#	%	State Avg
18-25		169	13%	12%
26-34		199	16%	22%
35-44		190	15%	19%
45-54		280	22%	23%
55-64		292	23%	18%
65+		132	10%	6%

Gender

Gender		#	%		State Avg
Female		719	57%	▲	42%
Male		548	43%	▼	58%
Transgender					0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		936	74%		75%
Hispanic-Other		297	23%	▲	7%
Hisp-Puerto Rican		29	2%		12%
Hispanic-Mexican		2	0%		1%
Unknown		2	0%		6%
Hispanic-Cuban		1	0%		0%

Race

Race		#	%		State Avg
White/Caucasian		1,089	86%	▲	65%
Other		85	7%		13%
Black/African American		62	5%	▼	16%
Am. Indian/Native Alaskan		18	1%		1%
Asian		10	1%		1%
Multiple Races		2	0%		1%
Hawaiian/Other Pacific Islander		1	0%		0%
Unknown					3%

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

Addiction Outpatient 988200
Bridges Healthcare, Inc.
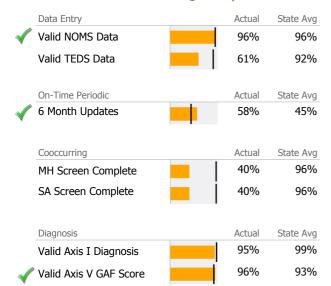Addiction - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)
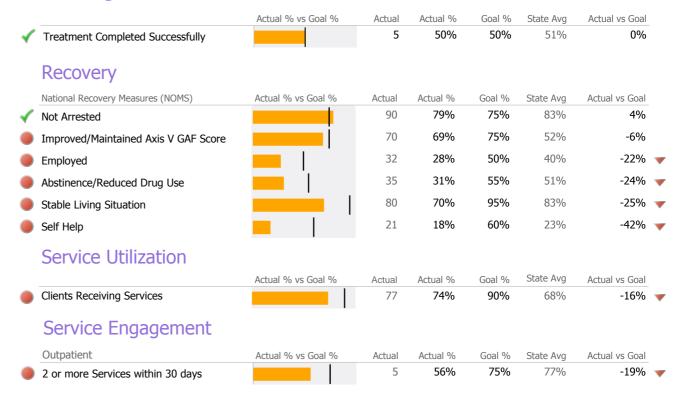
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	114	179	-36%	▼
Admits	9	17	-47%	▼
Discharges	10	52	-81%	▼
Service Hours	261	441	-41%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		5	50%	50%	51%	0%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Not Arrested		90	79%	75%	83%	4%	
●	Improved/Maintained Axis V GAF Score		70	69%	75%	52%	-6%	
●	Employed		32	28%	50%	40%	-22%	▼
●	Abstinence/Reduced Drug Use		35	31%	55%	51%	-24%	▼
●	Stable Living Situation		80	70%	95%	83%	-25%	▼
●	Self Help		21	18%	60%	23%	-42%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		77	74%	90%	68%	-16%	▼

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	2 or more Services within 30 days		5	56%	75%	77%	-19%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	96%	96%
	Valid TEDS Data	61%	92%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	58%	45%

Cooccurring		Actual	State Avg
	MH Screen Complete	40%	96%
	SA Screen Complete	40%	96%

Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis	95%	99%
✓	Valid Axis V GAF Score	96%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

    1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 115 Active Standard Outpatient Programs

BHH ADULT NAE
Bridges Healthcare, Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016   (Data as of Jan 06, 2017)

Program Activity

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

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	58%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	83%
SA Screen Complete		N/A	81%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	19%	-30%
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	45%	-75%
Social Support		N/A	N/A	60%	64%	-60%
Stable Living Situation		N/A	N/A	95%	80%	-95%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	69%	N/A

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

BHH CHILDREN Program
Bridges Healthcare, Inc.
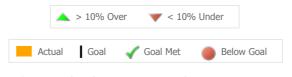Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 38 Active Outreach & Engagement Programs

CSP 230
Bridges Healthcare, Inc.
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	203	129	57%	▲
Admits	27	15	80%	▲
Discharges	10	24	-58%	▼
Service Hours	1,213	964	26%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	97%

On-Time Periodic	Actual	State Avg
6 Month Updates	54%	88%

Cooccurring	Actual	State Avg
MH Screen Complete	51%	87%
SA Screen Complete	45%	86%

Diagnosis	Actual	State Avg
✔ Valid Axis I Diagnosis	99%	98%
✔ Valid Axis V GAF Score	99%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		4	40%	65%	74%	-25%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		178	88%	80%	92%	8%	
🔴 Employed		38	19%	20%	12%	-1%	
🔴 Social Support		116	57%	60%	79%	-3%	
🔴 Improved/Maintained Axis V GAF Score		81	53%	95%	58%	-42%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		147	76%	90%	94%	-14%	▼

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 47 Active CSP Programs

Jail Diversion 309-341
Bridges Healthcare, Inc.
Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	28	29%	▲
Admits	14	9	56%	▲
Discharges	8	13	-38%	▼
Service Hours	-	-		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		0	0%	90%	39%	N/A	▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Follow-up Service within 48 hours		1	2%	0%	8%	2%

▲ > 10% Over	▼ < 10% Under

🟧 Actual	❘ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				0%

	1 or more Records Submitted to DMHAS

Mental Health Outpatient309210
Bridges Healthcare, Inc.
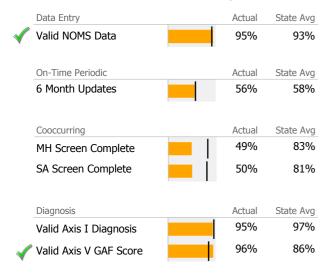Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,064	976	9%	▼
Admits	134	98	37%	▲
Discharges	102	130	-22%	▼
Service Hours	3,604	3,241	11%	▲

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
Valid NOMS Data ✔		95%	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		56%	58%

Cooccurring		Actual	State Avg
MH Screen Complete		49%	83%
SA Screen Complete		50%	81%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		95%	97%
Valid Axis V GAF Score ✔		96%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		20	20%	50%	42%	-30%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		255	24%	30%	19%	-6%	
🔴 Social Support		508	48%	60%	64%	-12%	▼
🔴 Stable Living Situation		798	75%	95%	80%	-20%	▼
🔴 Improved/Maintained Axis V GAF Score		520	60%	75%	45%	-15%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		684	71%	90%	69%	-19%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		95	71%	75%	64%	-4%

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Residential Scattered 309-250
Bridges Healthcare, Inc.
Mental Health - Residential Services - Residential Support

Connecticut Dept of Mental Health and Addiction Services
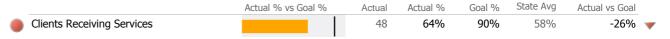Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	26	-12%	▼
Admits	-	4	-100%	▼
Discharges	23	5	360%	▲
Service Hours	143	174	-18%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		97%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	89%

Cooccurring		Actual	State Avg
MH Screen Complete		36%	82%
SA Screen Complete		29%	81%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		100%	96%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges	▢		▢	67%
Services	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		23	100%	50%	92%	50%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Stable Living Situation		22	96%	85%	93%	11%	▲
✓	Social Support		14	61%	60%	87%	1%	
●	Employed		5	22%	25%	14%	-3%	
●	Improved/Maintained Axis V GAF Score		18	78%	95%	75%	-17%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
●	Clients Receiving Services		18	86%	90%	95%	-4%

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 39 Active Residential Support Programs

Social Rehab 309-280
Bridges Healthcare, Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)
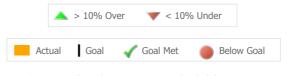
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	75	75	0%	
Admits	-	2	-100%	▼
Discharges	-	3	-100%	▼
Service Hours	1,967	6,081	-68%	▼
Social Rehab/PHP/IOP Days	0	0		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		48	64%	90%	58%	-26%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▪ Actual		Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 38 Active Social Rehabilitation Programs

Vocational 309-270
Bridges Healthcare, Inc.
Mental Health - Employment Services - Employment Services

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	57	57	0%	
Admits	15	5	200%	▲
Discharges	7	12	-42%	▼
Service Hours	304	363	-16%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Employed		22	39%	35%	43%	4%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		47	94%	90%	92%	4%

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		96%	97%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		94%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 40 Active Employment Services Programs

YAS - RM4
Bridges Healthcare, Inc.
Mental Health - Social Rehabilitation - Social Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
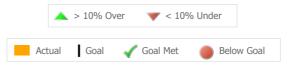Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

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

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	58%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 38 Active Social Rehabilitation Programs

YAS 309-220
Bridges Healthcare, Inc.
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	53	50	6%	
Admits	1	2	-50%	▼
Discharges	-	2	-100%	▼
Service Hours	4,370	5,341	-18%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	93%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		94%	58%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	83%
SA Screen Complete		0%	81%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		96%	97%
✓ Valid Axis V GAF Score		94%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				33%
Discharges				0%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		34	64%	60%	64%	4%	
✓ Improved/Maintained Axis V GAF Score		40	85%	75%	45%	10%	
● Employed		9	17%	30%	19%	-13%	▼
● Stable Living Situation		42	79%	95%	80%	-16%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		46	87%	90%	69%	-3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		0	0%	75%	64%	-75%	▼

▲ > 10% Over   ▼ < 10% Under

Actual | Goal | ✓ Goal Met | ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs