

### Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,100	2,146	-2%
	Admits	1,751	1,756	0%
	Discharges	1,746	1,758	-1%
	Service Hours	-	-	-
	Bed Days	105,691	105,468	0%

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

### Consumer Satisfaction Survey

(Based on 132 FY16 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Quality and Appropriateness		90%	80%	93%
✓ Respect		88%	80%	91%
✓ Overall		87%	80%	91%
✓ General Satisfaction		86%	80%	92%
✓ Recovery		82%	80%	79%
● Outcome		78%	80%	83%
● Access		76%	80%	88%

Satisfied %    |    Goal %    0-80%    80-100%    Goal Met    Under Goal

### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Addiction</b>	Inpatient Services	1,489	69.9%
	Residential Services	64	30.1%
<b>Forensic MH</b>	Inpatient Services	346	16.2%
	Residential Services	18	0.9%
<b>Mental Health</b>	Inpatient Services	285	13.4%
	Residential Services	11	0.5%

### Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	242	12%	13%	Male	1,540	73%	59%
26-34	565	27%	23%	Female	559	27%	41%
35-44	451	21%	19%	Transgender	1	0%	0%
45-54	477	23%	22%				
55-64	283	13%	17%				
65+	82	4%	5%				
Ethnicity	#	%	State Avg	Race	#	%	State Avg
Non-Hispanic	1,703	81%	74%	White/Caucasian	1,338	64%	65%
Hisp-Puerto Rican	259	12%	12%	Black/African American	385	18%	16%
Hispanic-Other	104	5%	7%	Other	321	15%	13%
Unknown	23	1%	6%	Multiple Races	25	1%	1%
Hispanic-Cuban	6	0%	0%	Asian	13	1%	1%
Hispanic-Mexican	5	0%	1%	Unknown	10	0%	3%
				Am. Indian/Native Alaskan	7	0%	1%
				Hawaiian/Other Pacific Islander	1	0%	0%

Unique Clients    |    State Avg    > 10% Over State Avg    > 10% Under State Avg

## Detox 4.2

Connecticut Valley Hospital

Addiction - Inpatient Services - Medically Managed Detox 4.2

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2016 - December 2016 (Data as of Mar 21, 2017)

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	1,070	1,105	-3%
Admits	1,224	1,215	1%
Discharges	948	940	1%
Transfers - In	4	4	0%
Transfers - Out	284	277	3%
Bed Days	6,450	6,554	-2%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color:red">●</span> Treatment Completed Successfully		639	67%	80%	67%	-13% ▼
<span style="color:green">✓</span> No Re-admit within 30 Days of Discharge		874	92%	85%	92%	7%
<span style="color:red">●</span> Follow-up within 30 Days of Discharge		350	55%	90%	55%	-35% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color:red">●</span> Improved/Maintained Axis V GAF Score		1	0%	95%	0%	-95% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
<span style="color:red">●</span> Avg Utilization Rate		41	5 days	0.0	85%	90%	85%	-5%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submission Quality

Data Entry	Actual	State Avg
<span style="color:green">✓</span> Valid NOMS Data		88% / 79%
<span style="color:green">✓</span> Valid TEDS Data		100% / 87%
On-Time Periodic		
6 Month Updates	N/A	N/A
Cooccurring		
<span style="color:green">✓</span> MH Screen Complete		99% / 78%
<span style="color:green">✓</span> SA Screen Complete		99% / 78%
Diagnosis		
<span style="color:green">✓</span> Valid Axis I Diagnosis		100% / 100%
<span style="color:green">✓</span> Valid Axis V GAF Score		0% / 0%

### Data Submitted to DMHAS by Month

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

▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 3 Active Medically Managed Detox 4.2 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	192	203	-5%
Admits	105	122	-14% ▼
Discharges	93	117	-21% ▼
Transfers - In	5	3	67% ▲
Transfers - Out	11	4	175% ▲
Bed Days	17,177	15,525	11% ▲

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	3%	1%
Cooccurring	Actual	State Avg
MH Screen Complete	99%	99%
SA Screen Complete	94%	94%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	100%
Valid Axis V GAF Score	3%	10%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		7	8%	95%	13%	-87% ▼
No Re-admit within 30 Days of Discharge		84	91%	85%	93%	6%
Follow-up within 30 Days of Discharge		3	43%	90%	71%	-47% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		2	1%	95%	6%	-94% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		81	219 days	0.3	115%	90%	99%	25% ▲

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

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

▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 13 Active Acute Psychiatric Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	105	108	-3%
Admits	4	4	0%
Discharges	8	11	-27% ▼
Transfers - In	5	5	0%
Transfers - Out	4	3	33% ▲
Bed Days	17,674	18,107	-2%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		6	75%	95%	13%	-20% ▼
✓ No Re-admit within 30 Days of Discharge		8	100%	85%	93%	15% ▲
✓ Follow-up within 30 Days of Discharge		6	100%	90%	71%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		6	6%	95%	6%	-89% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	90%
On-Time Periodic		
6 Month Updates	0%	1%
Cooccurring		
✓ MH Screen Complete	100%	99%
✓ SA Screen Complete	100%	94%
Diagnosis		
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	20%	10%

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		117	1,724 days	0.6	82%	90%	99%	-8%

■ < 90%   
 ■ 90-110%   
 ■ >110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							50%
Discharges							83%

1 or more Records Submitted to DMHAS

▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 | Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 13 Active Acute Psychiatric Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	52	44	18% ▲
Admits	16	1	1500% ▲
Discharges	9	-	
Transfers - Out	2	5	-60% ▼
Bed Days	7,365	7,484	-2%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		1	11%	95%	13%	-84% ▼
✓ No Re-admit within 30 Days of Discharge		9	100%	85%	93%	15% ▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	71%	10%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	92%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	1%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	99%
SA Screen Complete	91%	94%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	100%
✓ Valid Axis V GAF Score	15%	10%

### Recovery

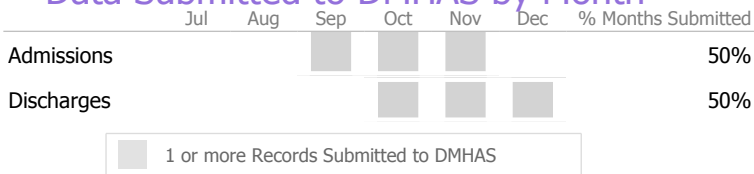
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		8	18%	95%	6%	-77% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		34	637 days	0.4	118%	90%	99%	28% ▲

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 10% Over    ▼ < 10% Under

■ Actual    | Goal    ✓ Goal Met    ● Below Goal

\* State Avg based on 13 Active Acute Psychiatric Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	197	186	6%
Admits	36	48	-25% ▼
Discharges	49	44	11% ▲
Transfers - In	18	4	350% ▲
Transfers - Out	7	3	133% ▲
Bed Days	26,577	25,965	2%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	55%	50%
Cooccurring	Actual	State Avg
MH Screen Complete	97%	91%
SA Screen Complete	96%	86%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	87%
Valid Axis V GAF Score	5%	18%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		38	78%	95%	63%	-17% ▼
No Re-admit within 30 Days of Discharge		45	96%	85%	92%	11% ▲
Follow-up within 30 Days of Discharge		29	76%	90%	63%	-14% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		17	10%	95%	18%	-85% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		140	823 days	0.4	103%	90%	91%	13% ▲

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

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

> 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	33	41	-20% ▼
Admits	2	3	-33% ▼
Discharges	6	9	-33% ▼
Bed Days	5,382	6,469	-17% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	96%	92%
On-Time Periodic		
6 Month Updates	88%	50%
Cooccurring		
MH Screen Complete	100%	91%
SA Screen Complete	100%	86%
Diagnosis		
Valid Axis I Diagnosis	100%	87%
Valid Axis V GAF Score	0%	18%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	50%	95%	63%	-45% ▼
No Re-admit within 30 Days of Discharge		5	100%	85%	92%	15% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	63%	-90% ▼

### Recovery

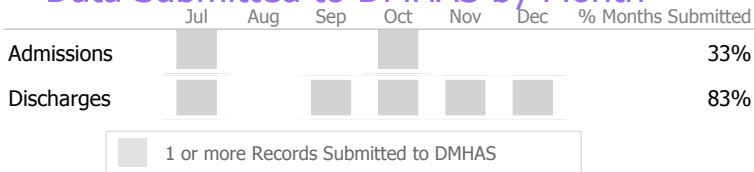
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		6	19%	95%	18%	-76% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		45	1,052 days	0.7	65%	90%	91%	-25% ▼

Legend: ■ < 90% ■ 90-110% ■ > 110%

### Data Submitted to DMHAS by Month



▲ > 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	26	24	8%
Admits	7	10	-30% ▼
Discharges	6	8	-25% ▼
Transfers - In	3	1	200% ▲
Bed Days	3,163	2,576	23% ▲

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		6	100%	95%	63%	5%
✓ No Re-admit within 30 Days of Discharge		6	100%	85%	92%	15% ▲
● Follow-up within 30 Days of Discharge		2	33%	90%	63%	-57% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data	96%	92%
On-Time Periodic	Actual	State Avg
✓ 6 Month Updates	100%	50%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	91%
✓ SA Screen Complete	100%	86%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	87%
✓ Valid Axis V GAF Score	58%	18%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		8	47%	95%	18%	-48% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		15	588 days	0.3	115%	90%	91%	25% ▲

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■		■	■	■	■	83%
Discharges	■		■	■	■		67%

■ 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	29	28	4%
Admits	14	6	133% ▲
Discharges	10	11	-9%
Transfers - Out	1	1	0%
Bed Days	3,235	3,344	-3%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		9	90%	95%	63%	-5%
✓ No Re-admit within 30 Days of Discharge		10	100%	85%	92%	15% ▲
● Follow-up within 30 Days of Discharge		8	89%	90%	63%	-1%

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	91%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	50%
Coccurring	Actual	State Avg
✓ MH Screen Complete	100%	91%
✓ SA Screen Complete	90%	86%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	87%
Valid Axis V GAF Score	0%	18%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		0	0%	95%	18%	-95% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		20	282 days	0.4	88%	90%	91%	-2%

■ < 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 29 Active Acute Psychiatric Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	713	710	0%
Admits	342	339	1%
Discharges	616	610	1%
Transfers - In	301	285	6%
Transfers - Out	27	13	108% ▲
Bed Days	18,668	19,444	-4%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		450	73%	80%	73%	-7%
✓ No Re-admit within 30 Days of Discharge		572	93%	85%	93%	8%
● Follow-up within 30 Days of Discharge		255	57%	90%	57%	-33% ▼

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Improved/Maintained Axis V GAF Score		1	0%	75%	0%	-75% ▼

### Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		111	33 days	0.1	91%	90%	91%	1%

■ < 90%   
 ■ 90-110%   
 ■ > 110%

### Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		89%
✓ Valid TEDS Data		100%
<b>On-Time Periodic</b>		
6 Month Updates	N/A	N/A
<b>Cooccurring</b>		
✓ MH Screen Complete		99%
✓ SA Screen Complete		99%
<b>Diagnosis</b>		
✓ Valid Axis I Diagnosis		100%
✓ Valid Axis V GAF Score		0%

### Data Submitted to DMHAS by Month

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

▲ > 10% Over   
 ▼ < 10% Under

■ Actual   
 |   
 Goal   
 ✓ Goal Met   
 ● Below Goal

\* State Avg based on 4 Active Intensive Res. Rehabilitation 3.8 Programs

### Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	18	-39% ▼
Admits	1	8	-88% ▼
Discharges	1	8	-88% ▼

### Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	99%	92%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	100%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	100%
SA Screen Complete	100%	100%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%
Valid Axis V GAF Score	100%	82%

### Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	95%	84%	5%
No Re-admit within 30 Days of Discharge		1	100%	85%	76%	15% ▲
Follow-up within 30 Days of Discharge		1	100%	90%	96%	10%

### Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		8	80%	95%	35%	-15% ▼

### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							17%

1 or more Records Submitted to DMHAS

▲ > 10% Over    ▼ < 10% Under

\* State Avg based on 2 Active Sub-Acute Programs