Bridges Healthcare, Inc.
Milford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - September 2017   (Data as of Dec 13, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,057	1,116	-5%	
	Admits	170	210	-19%	▼
	Discharges	155	178	-13%	▼
	Service Hours	15,099	11,390	33%	▲

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

Clients by Level of Care

Program Type / Level of Care Type	#	%
Mental Health		
Outpatient	908	62.8%
Community Support	223	15.4%
Social Rehabilitation	73	5.0%
Employment Services	65	4.5%
ACT	59	4.1%
Addiction		
Outpatient	91	6.3%
Forensic MH		
Forensics Community-based	27	1.9%

Consumer Satisfaction Survey   (Based on 296 FY17 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		91%	80%	92%
✓	Respect		88%	80%	91%
✓	Quality and Appropriateness		88%	80%	93%
✓	General Satisfaction		87%	80%	92%
✓	Overall		84%	80%	91%
✓	Access		82%	80%	88%
🔴	Outcome		73%	80%	83%
🔴	Recovery		66%	80%	79%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	140	13%	11%
26-34	160	15%	22%
35-44	135	13%	19%
45-54	222	21%	22%
55-64	269	26%	19%
65+	128	12%	6%

Gender

Gender	#	%		State Avg
Female	570	54%	▲	41%
Male	487	46%	▼	58%
Transgender				0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	788	75%		74%
Hispanic-Other	229	22%	▲	7%
Hisp-Puerto Rican	34	3%		13%
Hispanic-Mexican	4	0%		1%
Hispanic-Cuban	1	0%		0%
Unknown	1	0%		6%

Race

Race	#	%		State Avg
White/Caucasian	906	86%	▲	65%
Other	67	6%		13%
Black/African American	57	5%	▼	16%
Am. Indian/Native Alaskan	18	2%		1%
Asian	8	1%		1%
Unknown	1	0%		3%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%

Legend: 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	91	100	-9%	▲
Admits	11	9	22%	▲
Discharges	8	10	-20%	▼
Service Hours	237	261	-9%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		97%	95%
Valid TEDS Data		60%	92%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		64%	34%

Cooccurring	Actual % vs Goal %	Actual	State Avg
MH Screen Complete		89%	99%
SA Screen Complete		89%	99%

Diagnosis	Actual % vs Goal %	Actual	State Avg
Valid Axis I Diagnosis		92%	100%
✔ Valid Axis V GAF Score		100%	95%

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		5	62%	50%	55%	12%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Not Arrested		71	78%	75%	82%	3%	
🔴 Improved/Maintained Axis V GAF Score		56	73%	75%	49%	-2%	
🔴 Stable Living Situation		73	80%	95%	82%	-15%	▼
🔴 Abstinence/Reduced Drug Use		28	31%	55%	52%	-24%	▼
🔴 Employed		20	22%	50%	39%	-28%	▼
🔴 Self Help		20	22%	60%	33%	-38%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		63	76%	90%	60%	-14%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		7	64%	75%	74%	-11%	▼

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 113 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 2017 - September 2017 (Data as of Dec 13, 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	70%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	84%
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%	40%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	21%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	43%	-75% ▼
Social Support		N/A	N/A	60%	67%	-60% ▼
Stable Living Situation		N/A	N/A	95%	83%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	78%	N/A ▼

▲ > 10% Over	▼ < 10% Under

☐ Actual		Goal	✔ Goal Met	⬤ Below Goal

* State Avg based on 93 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 2017 - September 2017 (Data as of Dec 13, 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 39 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	223	208	7%	▼
Admits	39	29	34%	▲
Discharges	24	14	71%	▲
Service Hours	1,868	1,183	58%	▲

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
Valid NOMS Data		96%	98%

On-Time Periodic		Actual	State Avg
6 Month Updates		89%	92%

Cooccurring		Actual	State Avg
MH Screen Complete		51%	84%
SA Screen Complete		53%	83%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		97%	98%
✔ Valid Axis V GAF Score		97%	95%

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		10	42%	65%	65%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Stable Living Situation		188	84%	80%	93%	4%	
✔ Employed		50	22%	20%	12%	2%	
🔴 Social Support		125	56%	60%	82%	-4%	
✔ Improved/Maintained Axis V GAF Score		121	76%	65%	58%	11%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		179	90%	90%	98%	0%

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 48 Active CSP Programs

Integrated Behavioral Health
Bridges Healthcare, Inc.
Other - Other - Integrated Primary Care

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

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

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	N/A
SA Screen Complete		N/A	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 0 Active Integrated Primary Care 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	36	-25%	▼
Admits	14	15	-7%	
Discharges	6	9	-33%	▼
Service Hours	-	-		

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		0	0%	90%	43%	N/A ▼

Jail Diversion

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Follow-up Service within 48 hours		4	1%	0%	2%	1%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

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

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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	908	919	-1%	
Admits	86	136	-37%	▼
Discharges	84	108	-22%	▼
Service Hours	3,757	3,543	6%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		78%	70%

Cooccurring		Actual	State Avg
MH Screen Complete		79%	84%
SA Screen Complete		80%	81%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		95%	96%
✔ Valid Axis V GAF Score		98%	88%

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		25	30%	50%	40%	-20%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		253	28%	30%	21%	-2%
● Social Support		509	56%	60%	67%	-4%
● Stable Living Situation		780	86%	95%	83%	-9%
● Improved/Maintained Axis V GAF Score		555	70%	75%	43%	-5%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		645	78%	90%	78%	-12%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		68	79%	75%	67%	4%

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 93 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0	23	▼
Admits	-	-	
Discharges	-	23	-100% ▼
Service Hours	-	143	-100% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	99%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	95%
SA Screen Complete		N/A	93%

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%	84%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		N/A	N/A	25%	11%	-25% ▼
● Improved/Maintained Axis V GAF Score		N/A	N/A	95%	82%	-95% ▼
● Social Support		N/A	N/A	60%	91%	-60% ▼
● Stable Living Situation		N/A	N/A	85%	96%	-85% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	98%	N/A ▼

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 38 Active Residential Support Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 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%	65%	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 36 Active Social Rehabilitation 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity
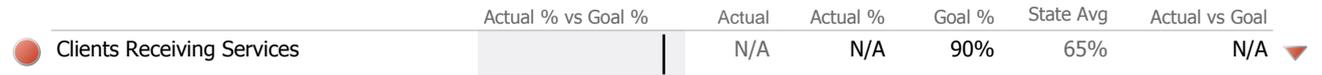
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	73	70	4%
Admits	3	1	200% ▲
Discharges	1	1	0%
Service Hours	6,777	1,967	
Social Rehab/PHP/IOP Days	0	0	

Service Utilization
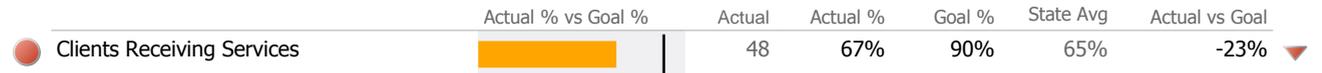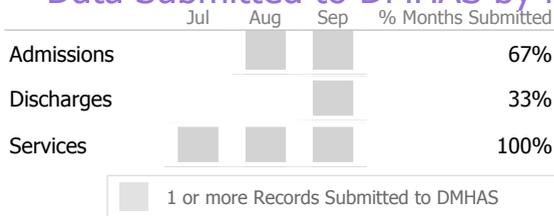
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		48	67%	90%	65%	-23% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		■	■	67%
Discharges			■	33%
Services	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 36 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 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	65	56	16%	▲
Admits	14	16	-13%	▼
Discharges	19	10	90%	▲
Service Hours	223	303	-26%	▼

Recovery
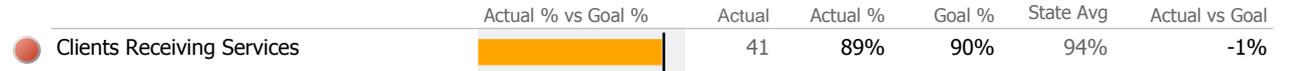
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Employed		32	49%	35%	44%	14%	▲

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		41	89%	90%	94%	-1%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	95%

Data Submitted to DMHAS by Month

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

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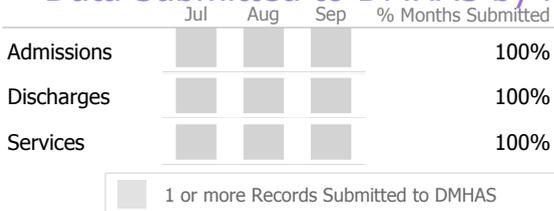
▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✔ Goal Met 🔴 Below Goal

* State Avg based on 41 Active Employment Services Programs

YAS 309-220
Bridges Healthcare, Inc.
Mental Health - ACT - Assertive Community Treatment

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	59	58	2%	▼
Admits	3	4	-25%	▼
Discharges	13	3	333%	▲
Service Hours	2,237	3,991	-44%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		89%	83%

Cooccurring		Actual	State Avg
MH Screen Complete		50%	94%
SA Screen Complete		58%	94%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		95%	98%
✓ Valid Axis V GAF Score		95%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▪	▪	67%
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		2	15%	65%	49%	-50%	▼
✓ No Re-admit within 30 Days of Discharge		13	100%	85%	94%	15%	▲
✓ Follow-up within 30 Days of Discharge		2	100%	90%	55%	10%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Stable Living Situation		52	88%	60%	88%	28%	▲
✓ Social Support		41	69%	60%	78%	9%	
✓ Employed		11	19%	15%	12%	4%	
🔴 Improved/Maintained Axis V GAF Score		42	82%	85%	43%	-3%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		41	89%	90%	99%	-1%

▲ > 10% Over	▼ < 10% Under

▬ Actual	│ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 15 Active Assertive Community Treatment Programs

YAS Superviced Apt
Bridges Healthcare, Inc.
Mental Health - Residential Services - Supervised Apartments

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

Program Activity

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	60%	77%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		N/A	N/A	25%	6%	-25% ▼
🔴 Social Support		N/A	N/A	60%	85%	-60% ▼
🔴 Stable Living Situation		N/A	N/A	95%	98%	-95% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	81%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		4	N/A	N/A	0%	90%	95%	-90%

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 70 Active Supervised Apartments Programs