

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	405	436	-7%
	Admits	4	72	-94% ▼
	Discharges	316	35	803%
	Service Hours	496	565	-12% ▼
	Bed Days	36	3	1100%

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

Consumer Satisfaction Survey (Based on 25 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ Respect		100%	80%	91%
✓ General Satisfaction		96%	80%	92%
✓ Outcome		95%	80%	83%
✓ Overall		92%	80%	91%
✓ Access		84%	80%	88%
● Recovery		65%	80%	79%

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	402	99.3%
	Inpatient Services	3	0.7%

Client Demographics

Age	#	%	State Avg
18-25	44	13%	16%
26-34	64	18%	23%
35-44	59	17%	20%
45-54	79	23%	24%
55-64	52	15%	14%
65+	50	14%	4%

Gender	#	%	State Avg
Female	247	61%	▲ 40%
Male	158	39%	▼ 60%

Ethnicity	#	%	State Avg
Non-Hispanic	385	95%	▲ 75%
Unknown	18	4%	6%
Hispanic-Other	2	0%	6%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hisp-Puerto Rican			▼ 12%

Race	#	%	State Avg
White/Caucasian	396	98%	▲ 65%
Black/African American	4	1%	▼ 17%
Other	2	0%	▼ 14%
Unknown	2	0%	3%
Am. Indian/Native Alaskan	1	0%	1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	3	3	0%
Admits	3	3	0%
Discharges	3	3	0%
Bed Days	36	3	1100% ▲

Discharge Outcomes

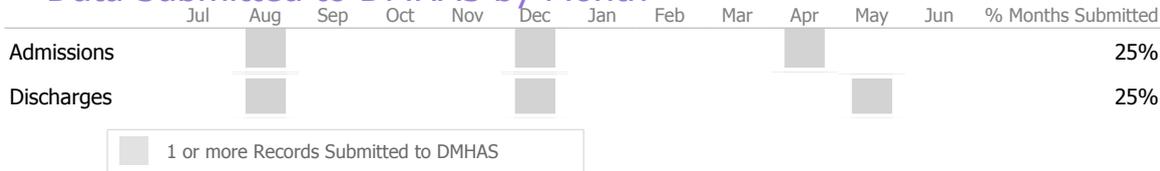
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		3	100%	95%	69%	5%
✓ No Re-admit within 30 Days of Discharge		3	100%	85%	87%	15% ▲
● Follow-up within 30 Days of Discharge		1	33%	90%	47%	-57% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		2	16 days	0.7	15%	90%	109%	15%



Data Submitted to DMHAS by Month



* State Avg based on 26 Active Acute Psychiatric Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	402	433	-7%
Admits	1	69	-99% ▼
Discharges	313	32	878% ▲
Service Hours	496	565	-12% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	15%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	20%	56%
Cooccurring	Actual	State Avg
MH Screen Complete	84%	70%
SA Screen Complete	58%	67%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	99%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	2%	50%	45%	-48% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		305	76%	75%	51%	1%
Employed		14	3%	30%	19%	-27% ▼
Social Support		16	4%	60%	55%	-56% ▼
Stable Living Situation		69	17%	95%	81%	-78% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		74	83%	90%	87%	-7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		0	0%	75%	67%	-75% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 91 Active Standard Outpatient Programs