Mission: At Connecticut Valley Hospital, individuals receive services that assist them to better manage their illness, achieve personal goals, and develop skills and supports that lead to living the most constructive and satisfying lives possible.

Vision: To promote recovery through collaborative, compassionate, and culturally competent treatment in a safe and caring environment.
Hospital Accreditation

- Certified by the Centers for Medicare and Medicaid Services
- Joint Commission, fully accredited under both Hospital and Behavioral Health Standards
Addiction Services

Acute Detoxification Services

• Medically managed program for individuals who have become addicted to a variety of substances including prescription drugs and opiates, alcohol and other drugs

Rehabilitation Services

• Short-term, inpatient substance use disorder rehabilitation treatment for individuals recovering from a variety of substance use disorders including opiate addiction, alcohol use disorder and other drugs
Opioid Use Disorder Strategies

- Medication Assisted Treatment (MAT)
  - Medication
  - Counseling and Support from family and friends
  - Education offered to patients and family members on the use of naloxone in the event of an opioid overdose
- Naloxone kits are offered to all patients upon discharge
- Pain Management Committee
  - Reviews opiate use in the hospital
  - Provides guidelines on pharmacologic and non-pharmacologic treatment of patients with pain
  - Provides consultation on complex cases related to pain management
General Psychiatry Division

Young Adult Unit
- Young adults, ages 18-25, who are experiencing acute psychiatric symptoms

Acquired Brain/Traumatic Brain Injury Unit
- Individuals of all ages who are experiencing psychiatric symptoms post brain injury

Older Adult Units
- Older adult population (60 and beyond) who are experiencing acute psychiatric symptoms

General Psychiatric Units
- Adult population who are experiencing acute psychiatric symptoms
Legal Status Overview

• **Physician’s Emergency Commitment** (“15 Day PEC”) CGS 17a-502
  – Psychiatric disability
  – Dangerous to self, is dangerous to others, or is gravely disabled
  – Need for immediate hospitalization for a psychiatric disability

• **Voluntary Admission** CGS 17a-506
  – Voluntarily signs into a hospital
  – May be held up to 3 business days after written request to leave

• **Involuntary Commitment** C.G.S 17a-498(g)
  – Clear and convincing evidence that the individual has psychiatric disabilities **and**
  – Dangerous to self, is dangerous to others, or is gravely disabled
  – No less restrictive placement is available
  – Annual review
Connecticut Department of Mental Health and Addiction Services

Patient-Centered Care

Individual’s Assets and Strengths

- Interventions
- Skill Building
- Trauma-Informed
- Positive Behavioral Support Plans
- Treatment and Recovery
- Discharge

Connecticut Department of Mental Health and Addiction Services
Patient Services

• Medical and Psychiatric Care
• Group and Individual Therapy
• Integrative Medicine
  – Art and music therapy
  – Meditation and mindfulness
• Rehabilitation Services
• Spiritual Services
• Language Interpretation and Deaf and Hard of Hearing Services
• Family Support Groups
• Community Re-integration
What is Recovery?

- Health
- Home
- Purpose
- Community

Connecticut Department of Mental Health and Addiction Services
Citizenship Program assists individuals in recovery to develop the knowledge, skills, and abilities for successful community integration.

- Principles: The 5 R’s of Citizenship: Rights, Roles, Responsibilities, Resources and Relationships

- Focused on empowering individuals to become valued and productive members of their communities through strength-based value role projects

- Seven (7) trained Citizenship Facilitators

- Three (3) Recovery Support Specialist Positions

Examples of Recent Value Role Projects:
Riverfront Clean-up, Campus Beautification, Historic Society Planting/Beautification, Reservoir Environmental Support
Patient Demographics, 2018

**Race/Ethnicity:**
- White – 63.9%
- Black/African American – 16.8%
- American Indian/Native Alaskan – 0.3%
- Asian – 0.6%
- Hispanic – 16.8%
- Unknown – 0.6%

**Gender:**
- Female – 28.2%
- Male – 71.7%
- Transgender – 0.1%

**Age:**
- 18–25 – 6.9%
- 25-34 – 29.3%
- 35-44 – 23.7%
- 45-54 – 22.8%
- 55-64 – 14.8%
- 65+ – 2.5%
Employee Demographics, 2018

Race/Ethnicity:
- White – 49%
- Black/African American – 35%
- Latino/Hispanic – 8%
- Other – 8%

Gender:
- Female – 61%
- Male – 39%

Age:
- 18–29 – 5%
- 30-49 – 43%
- 50-69 – 51%
- 70+ – 1%
# Median Length of Stay (LOS), 2018

<table>
<thead>
<tr>
<th>Division</th>
<th>LOS</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Psychiatry Division (GPD)</td>
<td>224 Days</td>
</tr>
<tr>
<td>Addiction Services Division (ASD) – Rehabilitation Unit</td>
<td>36 Days</td>
</tr>
<tr>
<td>Addiction Services Division (ASD) – Detoxification Unit</td>
<td>6 Days</td>
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</tbody>
</table>

**Connecticut Department of Mental Health and Addiction Services**
# Number of Patients Served, 2018

<table>
<thead>
<tr>
<th>Division</th>
<th># Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Psychiatry Division (GPD)</td>
<td>323</td>
</tr>
<tr>
<td>Addiction Services Division (ASD) – Rehabilitation Unit</td>
<td>1,237</td>
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<tr>
<td>Addiction Services Division (ASD) – Detoxification Unit</td>
<td>1,855</td>
</tr>
<tr>
<td><strong>TOTAL FOR CVH</strong></td>
<td><strong>3,415</strong></td>
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</tbody>
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Orientation and Training

- New Employee Orientation
- Advanced De-escalation Training
- Milieu Management Training
- Collaborative Safety Strategies (Integrated an Enhanced De-escalation)
- Kaleidoscope Inclusion and Implicit Bias Training
- Code of Conduct In-Service
  - Language Matters Project - OUCH video: Hear Something, Say Something
- Abuse and Neglect Mandatory Reporter Training
- Citizenship Training
- History of Provision of Recovery Services
- Enhanced Hand-Off Communication
- Learning Management System (LMS)
  - Online system allows staff across the DMHAS system to access extensive training on-demand
<table>
<thead>
<tr>
<th>SID</th>
<th>SID Description</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
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<tbody>
<tr>
<td>10010</td>
<td>Personal Services</td>
<td>$138,429,048</td>
<td>$122,015,931</td>
<td>$91,640,943</td>
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<td>10020</td>
<td>Other Expenses</td>
<td>$12,274,000</td>
<td>$11,052,546</td>
<td>$7,575,567</td>
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<td>12207</td>
<td>Professional Services</td>
<td>$4,452,115</td>
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<td>$3,020,549</td>
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<td>12250</td>
<td>Young Adult Services</td>
<td>$5,578,291</td>
<td>$5,071,430</td>
<td>$5,188,106</td>
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<td>12289</td>
<td>Behavioral Health Medications</td>
<td>$4,5510,360</td>
<td>$4,420,631</td>
<td>$3,251,312</td>
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<td>12292</td>
<td>Prison Overcrowding</td>
<td>$487,221</td>
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<td></td>
<td>Total</td>
<td>$165,731,035</td>
<td>$146,374,193</td>
<td>$110,676,477</td>
</tr>
</tbody>
</table>

A separate budget for Whiting Forensic Hospital was created as a result of its separation from Connecticut Valley Hospital on May 1, 2018.
Current Key Performance Indicators

Quality Assurance Process/Quality Improvements

1. Restraint Events
2. Seclusion Events
3. Allegations of Abuse, Neglect, & Exploitation
4. Aggressive Acts to Others
5. Aggressive Acts to Self
1. Restraint Data
May 2018 – April 2019

Connecticut Valley Hospital
Restrainment Utilization Per 1,000 Hours of Care
NRI Behavioral Health Performance Measurement System
Benchmark Comparison

CVH Observed Rate
NRI National Rate

Connecticut Department of Mental Health and Addiction Services
2. Seclusion Data
May 2018 – April 2019

Connecticut Valley Hospital
Seclusion Utilization Per 1,000 Hours of Care
NRI Behavioral Management Performance Measurement System
Benchmark Comparison

CVH Observed Rate  NRI National Rate
3. Allegations of Abuse, Neglect & Exploitation
May 2018 – April 2019

Allegations Made
Substantiated
4. Aggressive Acts to Others
May 2018 – April 2019
5. Aggressive Acts to Self
May 2018 – April 2019

Connecticut Department of Mental Health and Addiction Services
Connecticut Valley Hospital

Connecticut Department of Mental Health and Addiction Services