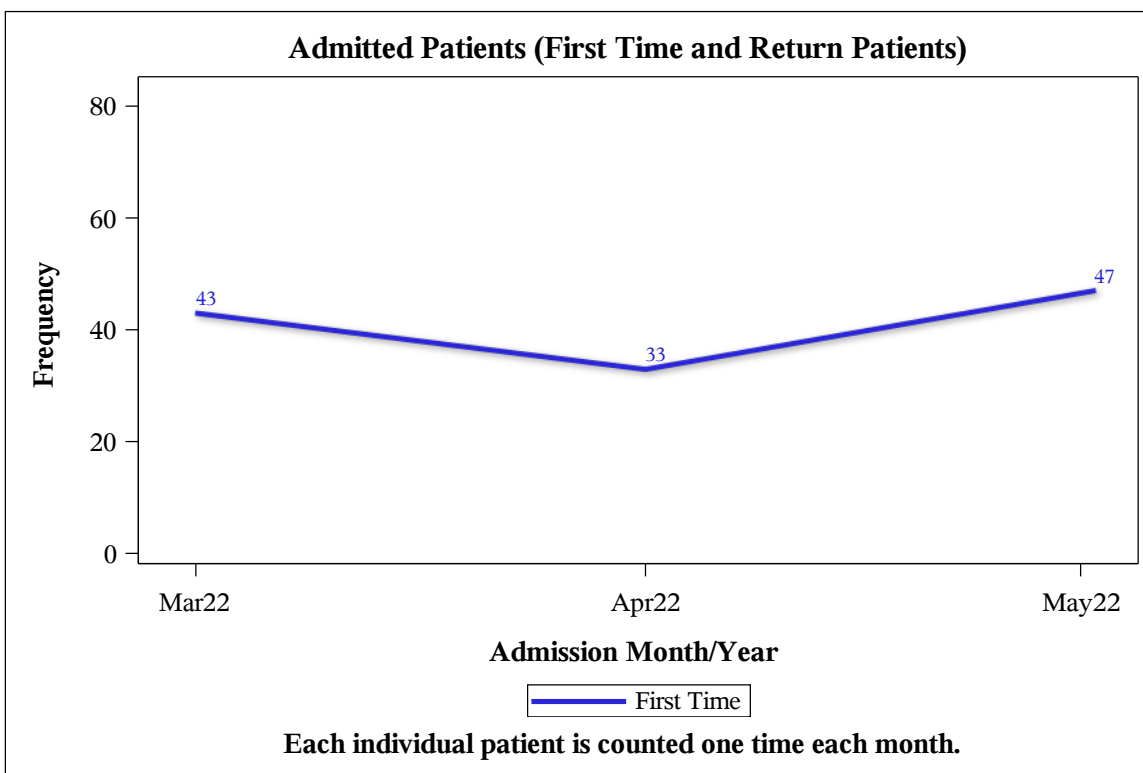
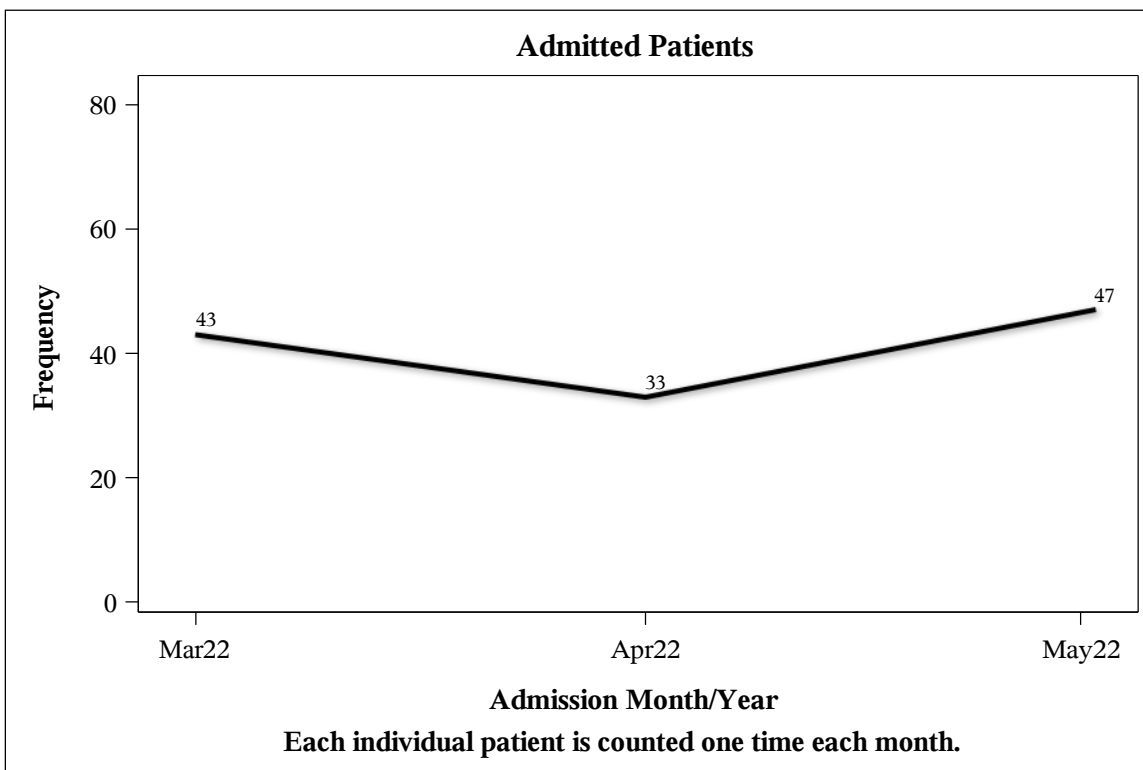


CQI Report

Admissions March 1, 2022 - May 31, 2022

Discharges March 1, 2022 - May 31, 2022

IPBH and University at Buffalo Partnership

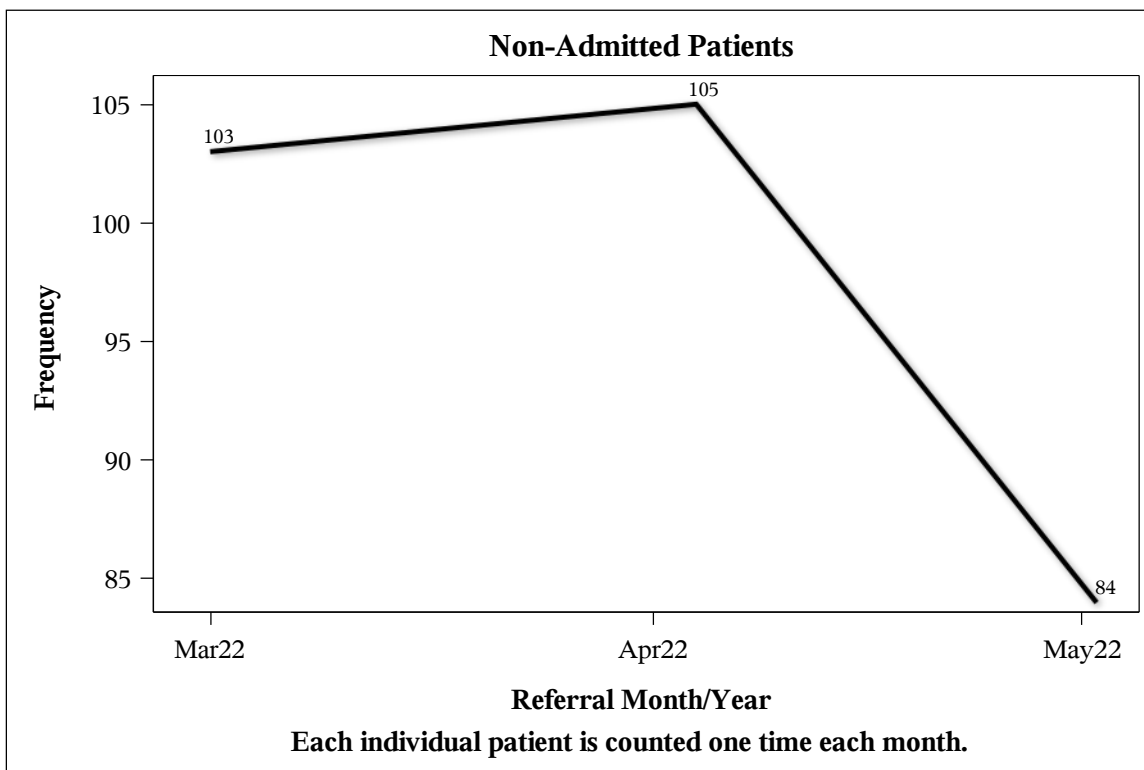


| | N | % |
|---------------------------|-----|--------|
| Gender | | |
| Female | 52 | 42.28 |
| Male | 71 | 57.72 |
| Total | 123 | 100.00 |
| Race | | |
| Missing | 75 | 60.98 |
| Black or African American | 7 | 5.69 |
| Other | 1 | 0.81 |
| White | 40 | 32.52 |
| Total | 123 | 100.00 |
| Age Group | | |
| Age 10 - 19 | 4 | 3.25 |
| Age 20 - 29 | 26 | 21.14 |
| Age 30 - 39 | 39 | 31.71 |
| Age 40 - 49 | 28 | 22.76 |
| Age 50 - 59 | 13 | 10.57 |
| Age 60 - 69 | 12 | 9.76 |
| Age 70 - 79 | 1 | 0.81 |
| Total | 123 | 100.00 |
| Marital Status | | |
| Missing | 109 | 88.62 |
| Divorced/Separated | 6 | 4.88 |
| Married | 4 | 3.25 |
| Single | 4 | 3.25 |
| Total | 123 | 100.00 |
| Insurance Status | | |
| Missing | 24 | 19.51 |
| 3rd Party | 26 | 21.14 |
| Medicaid | 60 | 48.78 |
| Medicare | 9 | 7.32 |
| Other | 4 | 3.25 |
| Total | 123 | 100.00 |
| Housing Status | | |
| Is Not Homeless | 123 | 100.00 |
| Total | 123 | 100.00 |

A total of 123 patients were admitted during March 1st, 2022 to May 31st, 2022. 30% of referred patients were admitted (123 out of 415 referrals). 58% of the admitted patients are males. 61% of admitted patients did not report their race information. 76% of the admitted patients age between 20- 49. About 89% of admitted patients did not report their marital status. About 50% of admitted patients are covered by Medicaid.

| | N | % |
|--------------------|----|--------|
| Medicaid/Medicare | | |
| -- | | |
| 3rd Party | | |
| Medicaid/Medicare | | |
| 3rd Party Medicaid | 54 | 79.41 |
| 3rd Party Medicare | 6 | 8.82 |
| Medicaid | 5 | 7.35 |
| Medicare | 3 | 4.41 |
| Total | 68 | 100.00 |

Among patients covered by Medicaid and Medicare, 79% are covered by 3rd party Medicaid.



| | N | % |
|---------------------------|-----|--------|
| Gender | | |
| Female | 92 | 31.51 |
| Male | 200 | 68.49 |
| Total | 292 | 100.00 |
| Race | | |
| Missing | 168 | 57.53 |
| Black or African American | 18 | 6.16 |
| Other | 11 | 3.77 |
| White | 95 | 32.53 |
| Total | 292 | 100.00 |
| Age Group | | |
| Age 10 - 19 | 10 | 3.42 |
| Age 20 - 29 | 54 | 18.49 |
| Age 30 - 39 | 100 | 34.25 |
| Age 40 - 49 | 67 | 22.95 |
| Age 50 - 59 | 45 | 15.41 |
| Age 60 - 69 | 14 | 4.79 |
| Age 70 - 79 | 1 | 0.34 |
| Under 10 | 1 | 0.34 |
| Total | 292 | 100.00 |
| Marital Status | | |
| Missing | 231 | 79.11 |
| Divorced/Separated | 20 | 6.85 |
| Married | 15 | 5.14 |

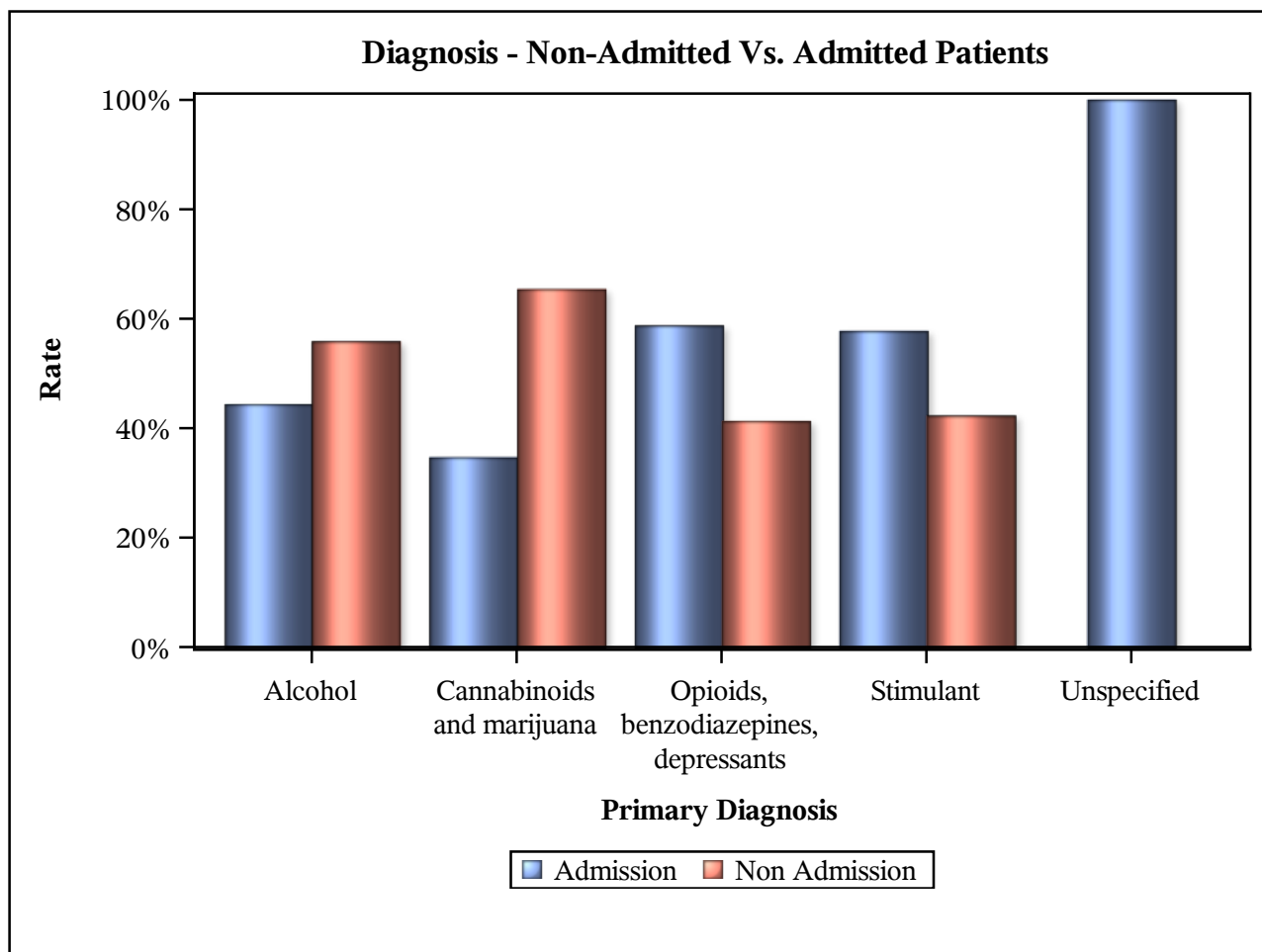
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| | N | % |
|-------------------------|-----|--------|
| Marital Status | | |
| Single | 25 | 8.56 |
| Widowed | 1 | 0.34 |
| Total | 292 | 100.00 |
| Insurance Status | | |
| Missing | 118 | 40.41 |
| 3rd Party | 40 | 13.70 |
| Medicaid | 109 | 37.33 |
| Medicare | 9 | 3.08 |
| Other | 16 | 5.48 |
| Total | 292 | 100.00 |
| Housing Status | | |
| Is Homeless | 2 | 0.68 |
| Is Not Homeless | 290 | 99.32 |
| Total | 292 | 100.00 |

There were 292 non- admitted referrals from March 1st, 2022, to May 31st, 2022. Demographic statistics of non- admitted referrals have similar distribution as admitted patients, except for insurance status. About 40% of non- admitted referrals have missing insurance, while 20% of admitted patients have missing insurance.

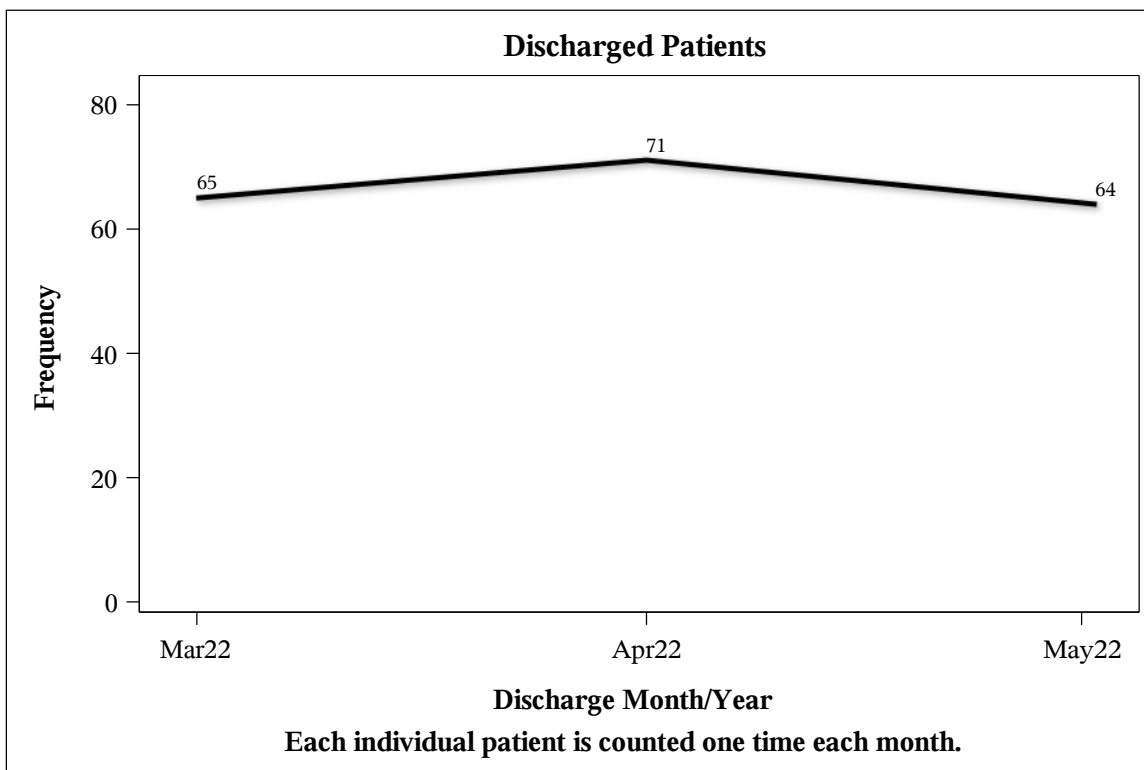
| | N | % |
|--------------------------|-----|--------|
| Medicaid/Medicare | | |
| 3rd Party | | |
| Medicaid/Medicare | | |
| 3rd Party Medicaid | 83 | 70.34 |
| 3rd Party Medicare | 5 | 4.24 |
| Medicaid | 26 | 22.03 |
| Medicare | 4 | 3.39 |
| Total | 118 | 100.00 |

Among patients covered by Medicaid and Medicare, 70% are covered by 3rd party Medicaid. This proportion is smaller than admitted patients (79%).



| Diagnosis | Admitted Status | | | | | |
|---|-----------------|--------|---------------|--------|-------|--------|
| | Admission | | Non Admission | | Total | |
| | N | % | N | % | N | % |
| No Data | 1 | 0.59 | 168 | 99.41 | 169 | 100.00 |
| Alcohol Use Disorder | 50 | 44.25 | 63 | 55.75 | 113 | 100.00 |
| Amphetamine Use Disorder | 1 | 25.00 | 3 | 75.00 | 4 | 100.00 |
| Cannabis Use Disorder | 9 | 34.62 | 17 | 65.38 | 26 | 100.00 |
| Opioid Use Disorder | 47 | 59.49 | 32 | 40.51 | 79 | 100.00 |
| Psychoactive Substance Use Disorder | 1 | 100.00 | . | . | 1 | 100.00 |
| Sedative Hypnotic Or Anxiolytic Related Disorders | . | . | 1 | 100.00 | 1 | 100.00 |
| Stimulant Use Disorder | 14 | 63.64 | 8 | 36.36 | 22 | 100.00 |
| Total | 123 | 29.64 | 292 | 70.36 | 415 | 100.00 |

More than 99% (122/123) of admitted patients have a primary diagnosis, while more than 57% (168/292) of non- admitted referrals do not have a primary diagnosis. Admitted patients are mostly diagnosed with Alcohol Use Disorder (41%)(50/123) and Opioid Use Disorder (38%)(47/123). Two major primary diagnoses for non- admitted referrals were Alcohol Use Disorder (22%)(63/292) and Opioid Use Disorder (11%)(32/292). The actual percentages may be much higher since 57% of primary diagnoses are missing.



| | N | % |
|---------------------------|-----|--------|
| Gender | | |
| Female | 70 | 35.00 |
| Male | 130 | 65.00 |
| Total | 200 | 100.00 |
| Race | | |
| Missing | 85 | 42.50 |
| Black or African American | 13 | 6.50 |
| Other | 6 | 3.00 |
| White | 96 | 48.00 |
| Total | 200 | 100.00 |
| Age Group | | |
| Age 10 - 19 | 5 | 2.50 |
| Age 20 - 29 | 54 | 27.00 |
| Age 30 - 39 | 66 | 33.00 |
| Age 40 - 49 | 38 | 19.00 |
| Age 50 - 59 | 22 | 11.00 |
| Age 60 - 69 | 12 | 6.00 |
| Age 70 - 79 | 3 | 1.50 |
| Total | 200 | 100.00 |
| Marital Status | | |
| Missing | 159 | 79.50 |
| Divorced/Separated | 9 | 4.50 |
| Married | 9 | 4.50 |
| Single | 22 | 11.00 |

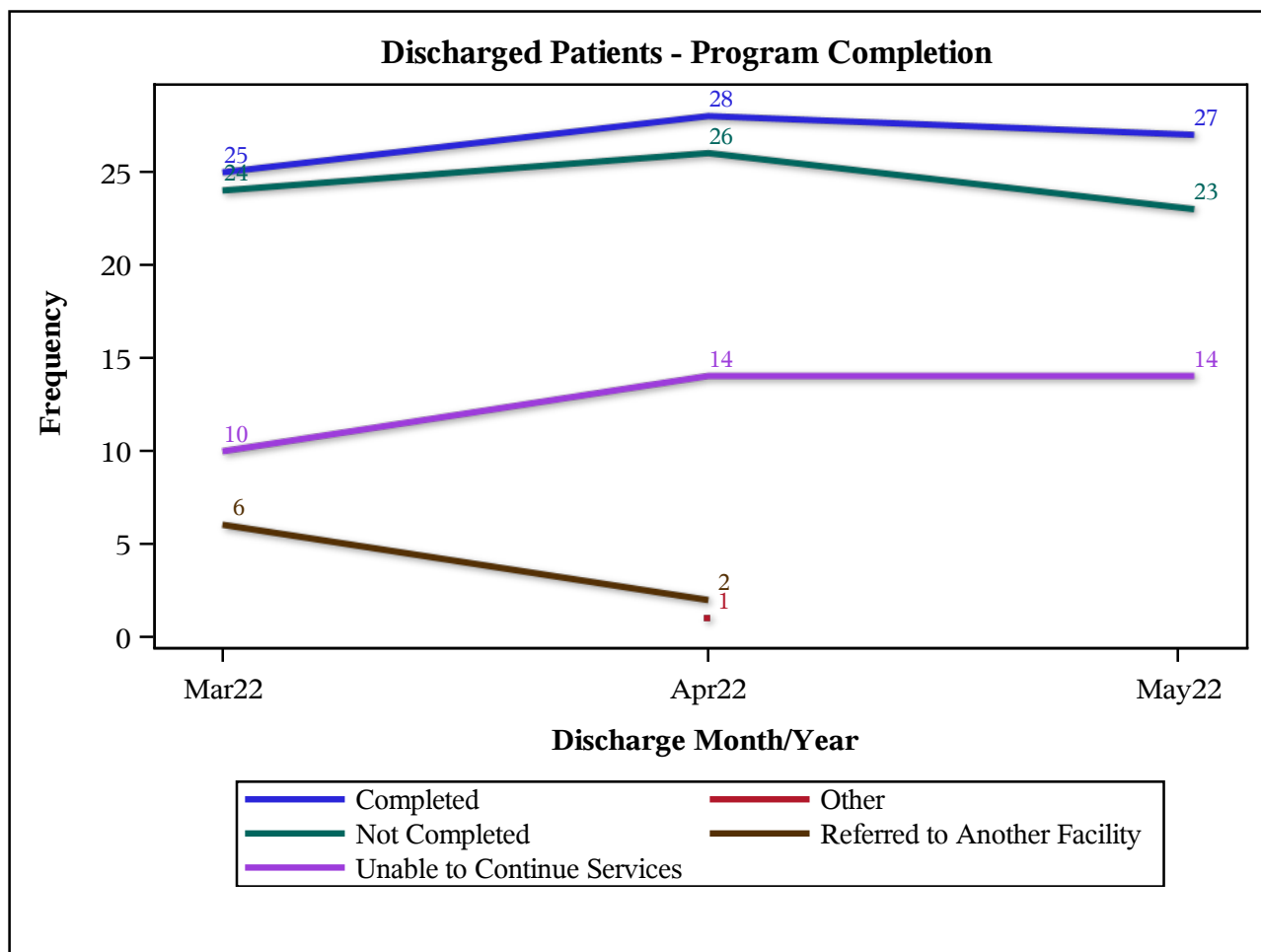
(Continued)

| | N | % |
|-------------------------|-----|--------|
| Marital Status | | |
| Widowed | 1 | 0.50 |
| Total | 200 | 100.00 |
| Insurance Status | | |
| Missing | 19 | 9.50 |
| 3rd Party | 41 | 20.50 |
| Medicaid | 124 | 62.00 |
| Medicare | 11 | 5.50 |
| Other | 5 | 2.50 |
| Total | 200 | 100.00 |
| Housing Status | | |
| Is Not Homeless | 200 | 100.00 |
| Total | 200 | 100.00 |

Overall demographics between discharged and admitted patients are similar.

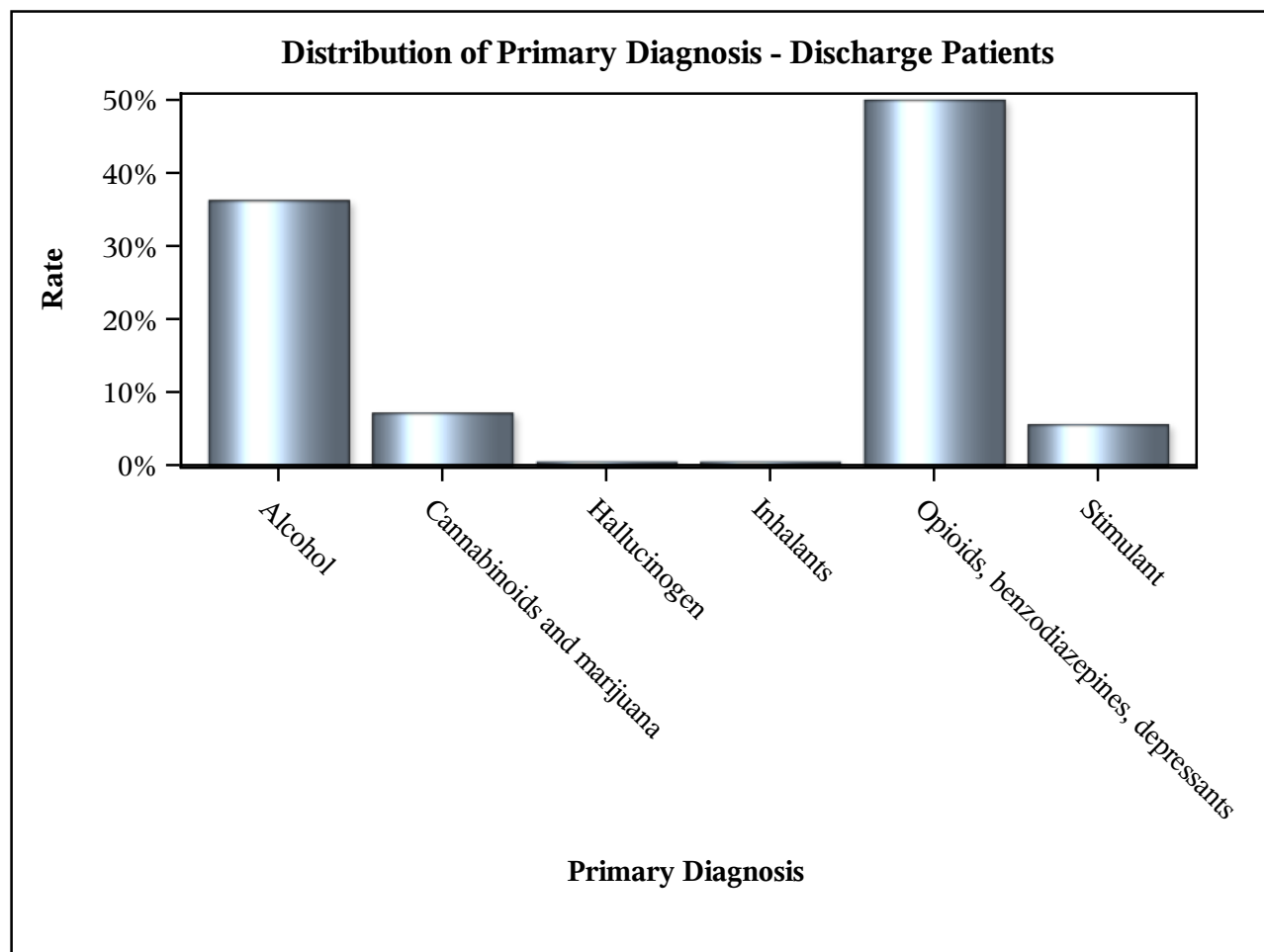
| | N | % |
|--------------------------|-----|--------|
| Medicaid/Medicare | | |
| -- | | |
| 3rd Party | | |
| Medicaid/Medicare | | |
| 3rd Party Medicaid | 112 | 84.85 |
| 3rd Party Medicare | 7 | 5.30 |
| Medicaid | 9 | 6.82 |
| Medicare | 4 | 3.03 |
| Total | 132 | 100.00 |

Among patients covered by Medicaid and Medicare, 85% are covered by 3rd party Medicaid. This proportion is slightly higher than admitted patients (79%).

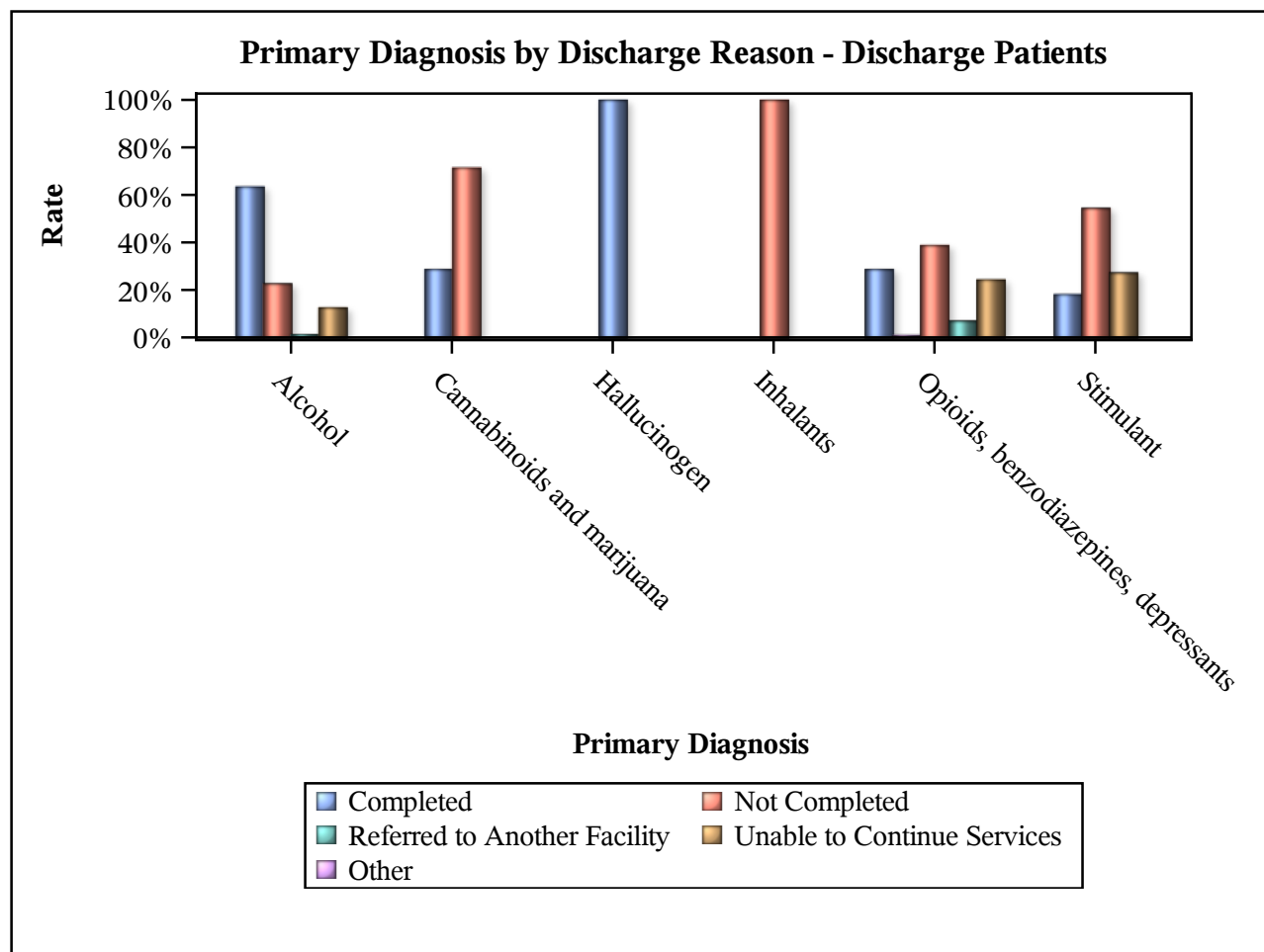


| | Completed | | missing | | Not Completed | | Referred to Another Facility | | Unable to Continue Services | | Total | |
|---------------------------|-----------|--------|---------|------|---------------|-------|------------------------------|-------|-----------------------------|-------|-------|--------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Gender | | | | | | | | | | | | |
| Female | 27 | 38.57 | 1 | 1.43 | 25 | 35.71 | 3 | 4.29 | 14 | 20.00 | 70 | 100.00 |
| Male | 53 | 40.77 | . | . | 48 | 36.92 | 5 | 3.85 | 24 | 18.46 | 130 | 100.00 |
| Total | 80 | 40.00 | 1 | 0.50 | 73 | 36.50 | 8 | 4.00 | 38 | 19.00 | 200 | 100.00 |
| Race | | | | | | | | | | | | |
| Missing | 40 | 47.06 | . | . | 27 | 31.76 | 3 | 3.53 | 15 | 17.65 | 85 | 100.00 |
| Black or African American | 2 | 15.38 | . | . | 8 | 61.54 | 1 | 7.69 | 2 | 15.38 | 13 | 100.00 |
| Other | 2 | 33.33 | . | . | . | . | 1 | 16.67 | 3 | 50.00 | 6 | 100.00 |
| White | 36 | 37.50 | 1 | 1.04 | 38 | 39.58 | 3 | 3.13 | 18 | 18.75 | 96 | 100.00 |
| Total | 80 | 40.00 | 1 | 0.50 | 73 | 36.50 | 8 | 4.00 | 38 | 19.00 | 200 | 100.00 |
| Marital Status | | | | | | | | | | | | |
| Missing | 63 | 39.62 | . | . | 64 | 40.25 | 4 | 2.52 | 28 | 17.61 | 159 | 100.00 |
| Divorced/Separated | 2 | 22.22 | . | . | 4 | 44.44 | . | . | 3 | 33.33 | 9 | 100.00 |
| Married | 6 | 66.67 | . | . | 1 | 11.11 | 1 | 11.11 | 1 | 11.11 | 9 | 100.00 |
| Single | 8 | 36.36 | 1 | 4.55 | 4 | 18.18 | 3 | 13.64 | 6 | 27.27 | 22 | 100.00 |
| Widowed | 1 | 100.00 | . | . | . | . | . | . | . | . | 1 | 100.00 |
| Total | 80 | 40.00 | 1 | 0.50 | 73 | 36.50 | 8 | 4.00 | 38 | 19.00 | 200 | 100.00 |
| Age Group | | | | | | | | | | | | |
| Age 10 - 19 | 1 | 20.00 | . | . | 4 | 80.00 | . | . | . | . | 5 | 100.00 |
| Age 20 - 29 | 14 | 25.93 | . | . | 26 | 48.15 | 2 | 3.70 | 12 | 22.22 | 54 | 100.00 |
| Age 30 - 39 | 25 | 37.88 | 1 | 1.52 | 23 | 34.85 | 4 | 6.06 | 13 | 19.70 | 66 | 100.00 |
| Age 40 - 49 | 17 | 44.74 | . | . | 13 | 34.21 | . | . | 8 | 21.05 | 38 | 100.00 |
| Age 50 - 59 | 15 | 68.18 | . | . | 3 | 13.64 | 2 | 9.09 | 2 | 9.09 | 22 | 100.00 |
| Age 60 - 69 | 8 | 66.67 | . | . | 2 | 16.67 | . | . | 2 | 16.67 | 12 | 100.00 |
| Age 70 - 79 | . | . | . | . | 2 | 66.67 | . | . | 1 | 33.33 | 3 | 100.00 |
| Total | 80 | 40.00 | 1 | 0.50 | 73 | 36.50 | 8 | 4.00 | 38 | 19.00 | 200 | 100.00 |
| Housing Status | | | | | | | | | | | | |
| Is Not Homeless | 80 | 40.00 | 1 | 0.50 | 73 | 36.50 | 8 | 4.00 | 38 | 19.00 | 200 | 100.00 |
| Total | 80 | 40.00 | 1 | 0.50 | 73 | 36.50 | 8 | 4.00 | 38 | 19.00 | 200 | 100.00 |
| Insurance Category | | | | | | | | | | | | |
| Missing | 11 | 57.89 | . | . | 2 | 10.53 | . | . | 6 | 31.58 | 19 | 100.00 |
| 3rd Party | 19 | 46.34 | . | . | 17 | 41.46 | . | . | 5 | 12.20 | 41 | 100.00 |
| Medicaid | 43 | 34.68 | 1 | 0.81 | 50 | 40.32 | 6 | 4.84 | 24 | 19.35 | 124 | 100.00 |
| Medicare | 4 | 36.36 | . | . | 4 | 36.36 | 1 | 9.09 | 2 | 18.18 | 11 | 100.00 |
| Other | 3 | 60.00 | . | . | . | . | 1 | 20.00 | 1 | 20.00 | 5 | 100.00 |
| Total | 80 | 40.00 | 1 | 0.50 | 73 | 36.50 | 8 | 4.00 | 38 | 19.00 | 200 | 100.00 |

Overall, 40% of discharged patients were discharged with program completion. The completion rate distributes similarly between gender. However, age is associated with the completion rate. Patients under 30 have a completion rate below 30% and a non-completion rate over average, while patients aged 40-69 have an over-average completion rate and a lower non-completion rate.

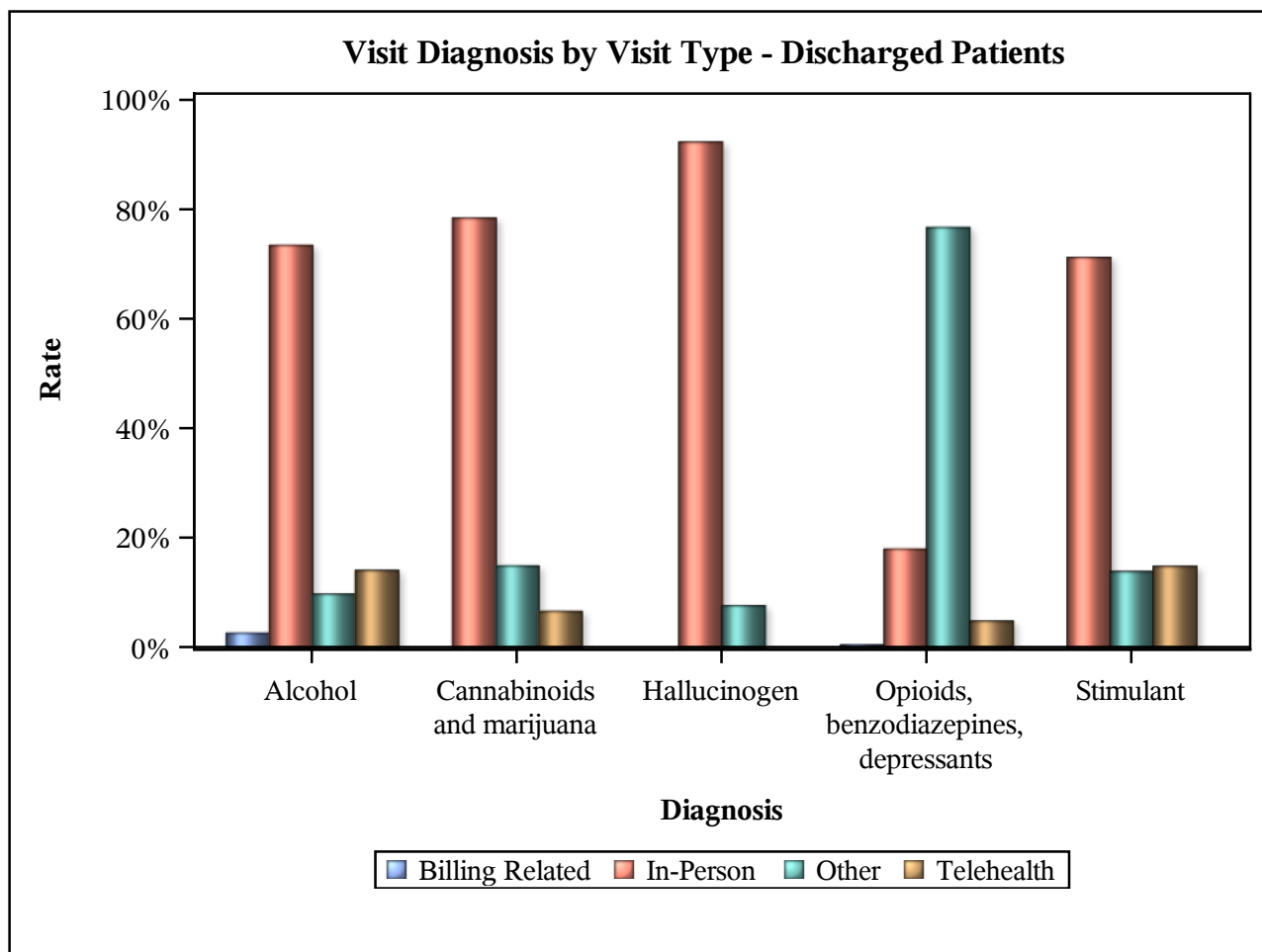


| | N | % |
|---|------------|---------------|
| Primary Diagnosis | | |
| No Data | 4 | 2.00 |
| Alcohol Use Disorder | 71 | 35.50 |
| Cannabis Use Disorder | 14 | 7.00 |
| Hallucinogen Use Disorder | 1 | 0.50 |
| Inhalant Use Disorder | 1 | 0.50 |
| Opioid Use Disorder | 94 | 47.00 |
| Sedative Hypnotic Or Anxiolytic Related Disorders | 4 | 2.00 |
| Stimulant Use Disorder | 11 | 5.50 |
| Total | 200 | 100.00 |



| Diagnosis | Discharge Status | | | | | | | | | | | |
|---|------------------|--------|---------|------|---------------|--------|------------------------------|------|-----------------------------|-------|-------|--------|
| | Completed | | missing | | Not Completed | | Referred to Another Facility | | Unable to Continue Services | | Total | |
| | N | % | N | % | N | % | N | % | N | % | N | % |
| No Data | . | . | . | . | 2 | 50.00 | . | . | 2 | 50.00 | 4 | 100.00 |
| Alcohol Use Disorder | 45 | 63.38 | . | . | 16 | 22.54 | 1 | 1.41 | 9 | 12.68 | 71 | 100.00 |
| Cannabis Use Disorder | 4 | 28.57 | . | . | 10 | 71.43 | . | . | . | . | 14 | 100.00 |
| Hallucinogen Use Disorder | 1 | 100.00 | . | . | . | . | . | . | . | . | 1 | 100.00 |
| Inhalant Use Disorder | . | . | . | . | 1 | 100.00 | . | . | . | . | 1 | 100.00 |
| Opioid Use Disorder | 27 | 28.72 | 1 | 1.06 | 36 | 38.30 | 7 | 7.45 | 23 | 24.47 | 94 | 100.00 |
| Sedative Hypnotic Or Anxiolytic Related Disorders | 1 | 25.00 | . | . | 2 | 50.00 | . | . | 1 | 25.00 | 4 | 100.00 |
| Stimulant Use Disorder | 2 | 18.18 | . | . | 6 | 54.55 | . | . | 3 | 27.27 | 11 | 100.00 |
| Total | 80 | 40.00 | 1 | 0.50 | 73 | 36.50 | 8 | 4.00 | 38 | 19.00 | 200 | 100.00 |

Two major primary diagnoses for discharged patients were Opioid Use Disorder (47%)(94/200) and Alcohol Use Disorder (36%)(71/200). The program completion rates were 29% and 63%, respectively, showing patients diagnosed with Opioid Use Disorder had a very low completion rate.



| Visit Diagnosis | Visit Type | | | | | | | | | |
|---|-----------------|------|------------|-------|-------|-------|------------|-------|-------|--------|
| | Billing Related | | In- Person | | Other | | Telehealth | | Total | |
| | N | % | N | % | N | % | N | % | N | % |
| Alcohol Use Disorder | 29 | 2.69 | 791 | 73.44 | 105 | 9.75 | 152 | 14.11 | 1077 | 100.00 |
| Cannabis Use Disorder | . | . | 142 | 78.45 | 27 | 14.92 | 12 | 6.63 | 181 | 100.00 |
| Hallucinogen Use Disorder | . | . | 12 | 92.31 | 1 | 7.69 | . | . | 13 | 100.00 |
| Opioid Use Disorder | 34 | 0.51 | 1143 | 17.15 | 5161 | 77.45 | 326 | 4.89 | 6664 | 100.00 |
| Sedative Hypnotic Or Anxiolytic Related Disorders | . | . | 65 | 92.86 | 4 | 5.71 | 1 | 1.43 | 70 | 100.00 |
| Stimulant Use Disorder | . | . | 149 | 71.29 | 29 | 13.88 | 31 | 14.83 | 209 | 100.00 |
| Total | 63 | 0.77 | 2302 | 28.03 | 5327 | 64.85 | 522 | 6.36 | 8214 | 100.00 |

Patients diagnosed as Opioid Use Disorder (81%)(6664/8214) and Alcohol Use Disorder (13%)(1077/8214) have the most visits. Overall, telehealth usage is 6%. Opioid Use Disorder has a low telehealth usage rate of 5%, while a high telehealth usage of 14% is observed in patients with Alcohol Use Disorder.

Addiction and Mental Health Medications - Discharge Patients - Summary Table

In some cases, multiple medications per patient.

'Other' category includes all medications not categorized as either an addiction or mental health medication.

Since medication file does not include Patient Chart ID, those with more than one Chart ID were removed from this analysis in order to accurately link medications with discharge status.

| Medication | Discharge Status | | | | | | | | | | | |
|-------------------------|------------------|--------|---------|-------|---------------|--------|------------------------------|------|-----------------------------|--------|-------|--------|
| | Completed | | missing | | Not Completed | | Referred to Another Facility | | Unable to Continue Services | | Total | |
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Mental Health Med | 44 | 40.37 | 3 | 2.75 | 37 | 33.94 | 6 | 5.50 | 19 | 17.43 | 109 | 100.00 |
| Other | 165 | 47.41 | 11 | 3.16 | 46 | 13.22 | 16 | 4.60 | 110 | 31.61 | 348 | 100.00 |
| acamprosate | 1 | 100.00 | . | . | . | . | . | . | . | . | 1 | 100.00 |
| buprenorphine | 2 | 25.00 | . | . | 3 | 37.50 | . | . | 3 | 37.50 | 8 | 100.00 |
| buprenorphine HCl | . | . | . | . | . | . | . | . | 1 | 100.00 | 1 | 100.00 |
| buprenorphine hcl | 3 | 30.00 | 1 | 10.00 | 4 | 40.00 | . | . | 2 | 20.00 | 10 | 100.00 |
| buprenorphine- naloxone | 13 | 28.89 | 1 | 2.22 | 23 | 51.11 | . | . | 8 | 17.78 | 45 | 100.00 |
| bupropion HCl | . | . | . | . | 2 | 100.00 | . | . | . | . | 2 | 100.00 |
| bupropion hcl | 5 | 71.43 | . | . | 2 | 28.57 | . | . | . | . | 7 | 100.00 |
| gabapentin | 8 | 44.44 | 1 | 5.56 | 4 | 22.22 | . | . | 5 | 27.78 | 18 | 100.00 |
| lofexidine | 5 | 29.41 | 1 | 5.88 | 5 | 29.41 | . | . | 6 | 35.29 | 17 | 100.00 |
| naltrexone | 7 | 43.75 | . | . | 4 | 25.00 | . | . | 5 | 31.25 | 16 | 100.00 |
| naltrexone microspheres | 4 | 50.00 | . | . | 3 | 37.50 | . | . | 1 | 12.50 | 8 | 100.00 |
| nicotine | 13 | 46.43 | 1 | 3.57 | 5 | 17.86 | 1 | 3.57 | 8 | 28.57 | 28 | 100.00 |
| nicotine (polacrilex) | 13 | 50.00 | 1 | 3.85 | 6 | 23.08 | 2 | 7.69 | 4 | 15.38 | 26 | 100.00 |
| varenicline | 1 | 50.00 | . | . | 1 | 50.00 | . | . | . | . | 2 | 100.00 |
| Total | 284 | 43.96 | 20 | 3.10 | 145 | 22.45 | 25 | 3.87 | 172 | 26.63 | 646 | 100.00 |

Addiction and Mental Health Medications Categories - Discharge Patients - Summary Table

16

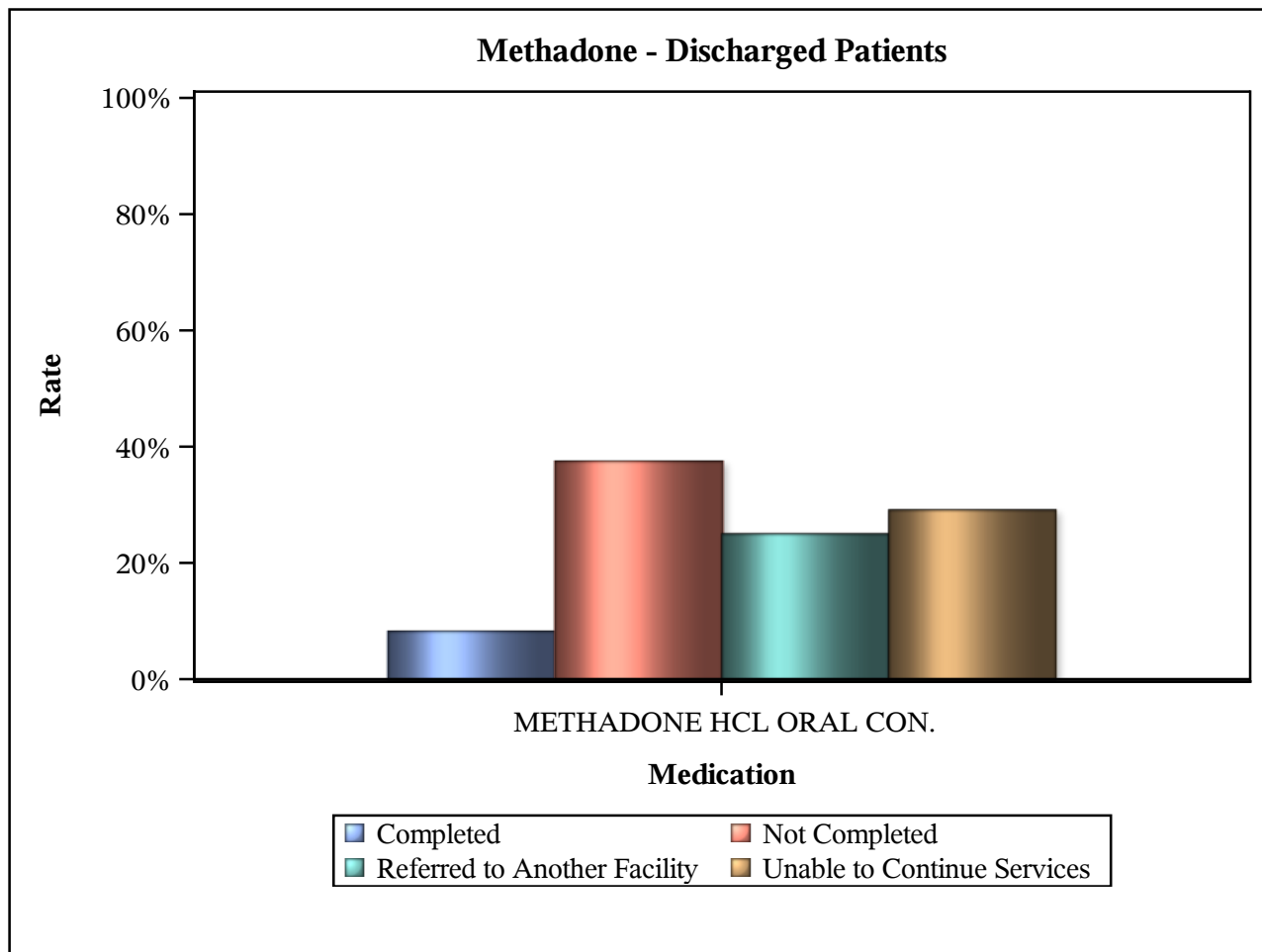
In some cases, multiple medications per patient.

'Other' category includes all medications not categorized as either an addiction or mental health medication.

Since medication file does not include Patient Chart ID, those with more than one Chart ID were removed from this analysis in order to accurately link medications with discharge status.

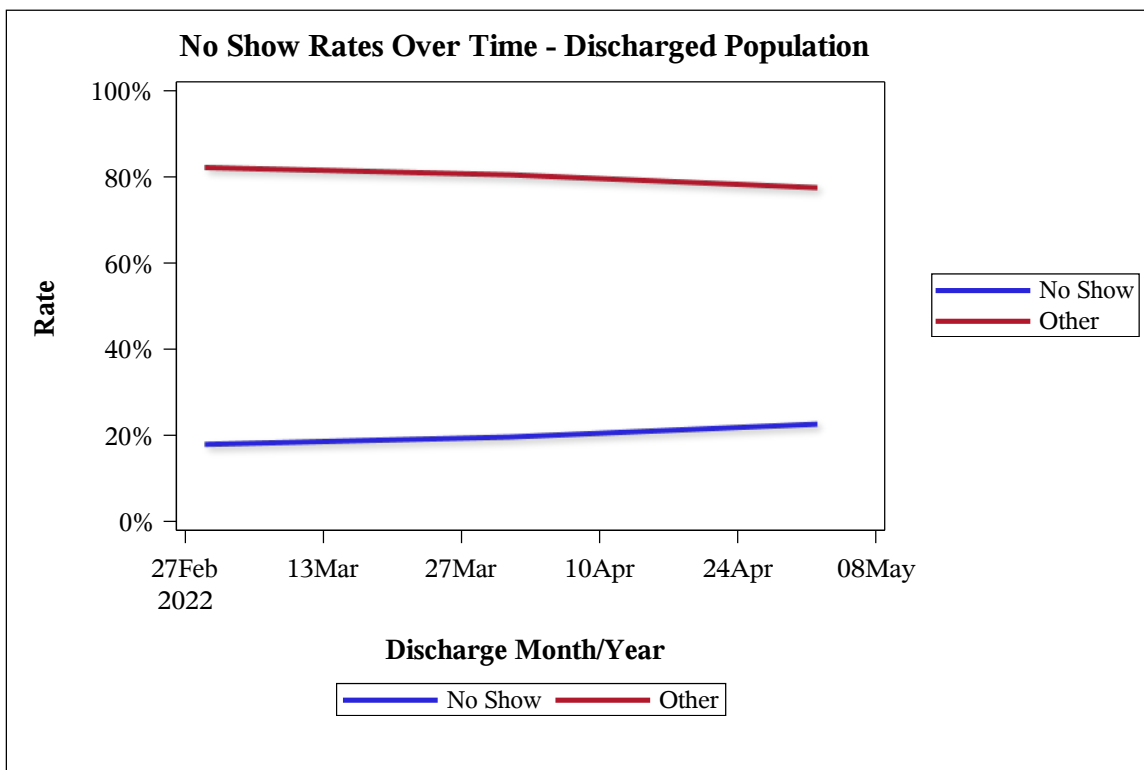
| Medication Category | Discharge Status | | | | | | | | | | | |
|-----------------------------|------------------|--------|---------|------|---------------|--------|------------------------------|-------|-----------------------------|--------|-------|--------|
| | Completed | | missing | | Not Completed | | Referred to Another Facility | | Unable to Continue Services | | Total | |
| | N | % | N | % | N | % | N | % | N | % | N | % |
| | | | | | | | | | | | | |
| ADHD | 6 | 60.00 | . | . | 3 | 30.00 | . | . | 1 | 10.00 | 10 | 100.00 |
| Alcohol Use Disorder | 20 | 46.51 | 1 | 2.33 | 11 | 25.58 | . | . | 11 | 25.58 | 43 | 100.00 |
| Antipsychotic/Bipolar | 1 | 100.00 | . | . | . | . | . | . | . | . | 1 | 100.00 |
| Anxiety | 13 | 33.33 | 2 | 5.13 | 11 | 28.21 | 3 | 7.69 | 10 | 25.64 | 39 | 100.00 |
| Anxiety/Panic Disorder | 1 | 100.00 | . | . | . | . | . | . | . | . | 1 | 100.00 |
| Bipolar | . | . | . | . | . | . | . | . | 1 | 100.00 | 1 | 100.00 |
| Bipolar | 1 | 25.00 | . | . | 3 | 75.00 | . | . | . | . | 4 | 100.00 |
| Depression | 15 | 51.72 | 1 | 3.45 | 9 | 31.03 | 1 | 3.45 | 3 | 10.34 | 29 | 100.00 |
| Depression/Anxiety | 1 | 33.33 | . | . | 1 | 33.33 | 1 | 33.33 | . | . | 3 | 100.00 |
| Depression/Mood Disorder | . | . | . | . | 2 | 100.00 | . | . | . | . | 2 | 100.00 |
| Depression/Smoking | 5 | 55.56 | . | . | 4 | 44.44 | . | . | . | . | 9 | 100.00 |
| OCD/Depression | 1 | 100.00 | . | . | . | . | . | . | . | . | 1 | 100.00 |
| Opioid Use Disorder | 23 | 28.40 | 3 | 3.70 | 35 | 43.21 | . | . | 20 | 24.69 | 81 | 100.00 |
| Other | 165 | 47.41 | 11 | 3.16 | 46 | 13.22 | 16 | 4.60 | 110 | 31.61 | 348 | 100.00 |
| Panic Disorder | 1 | 33.33 | . | . | 1 | 33.33 | . | . | 1 | 33.33 | 3 | 100.00 |
| Schizophrenia | 2 | 16.67 | . | . | 6 | 50.00 | 1 | 8.33 | 3 | 25.00 | 12 | 100.00 |
| Schizophrenia/Mood Disorder | 2 | 66.67 | . | . | 1 | 33.33 | . | . | . | . | 3 | 100.00 |
| Smoking | 27 | 48.21 | 2 | 3.57 | 12 | 21.43 | 3 | 5.36 | 12 | 21.43 | 56 | 100.00 |
| Total | 284 | 43.96 | 20 | 3.10 | 145 | 22.45 | 25 | 3.87 | 172 | 26.63 | 646 | 100.00 |

The top 2 most common medications for discharged patients are opioid treatment and smoking treatment. Respective program completion rates are 28% and 48%.



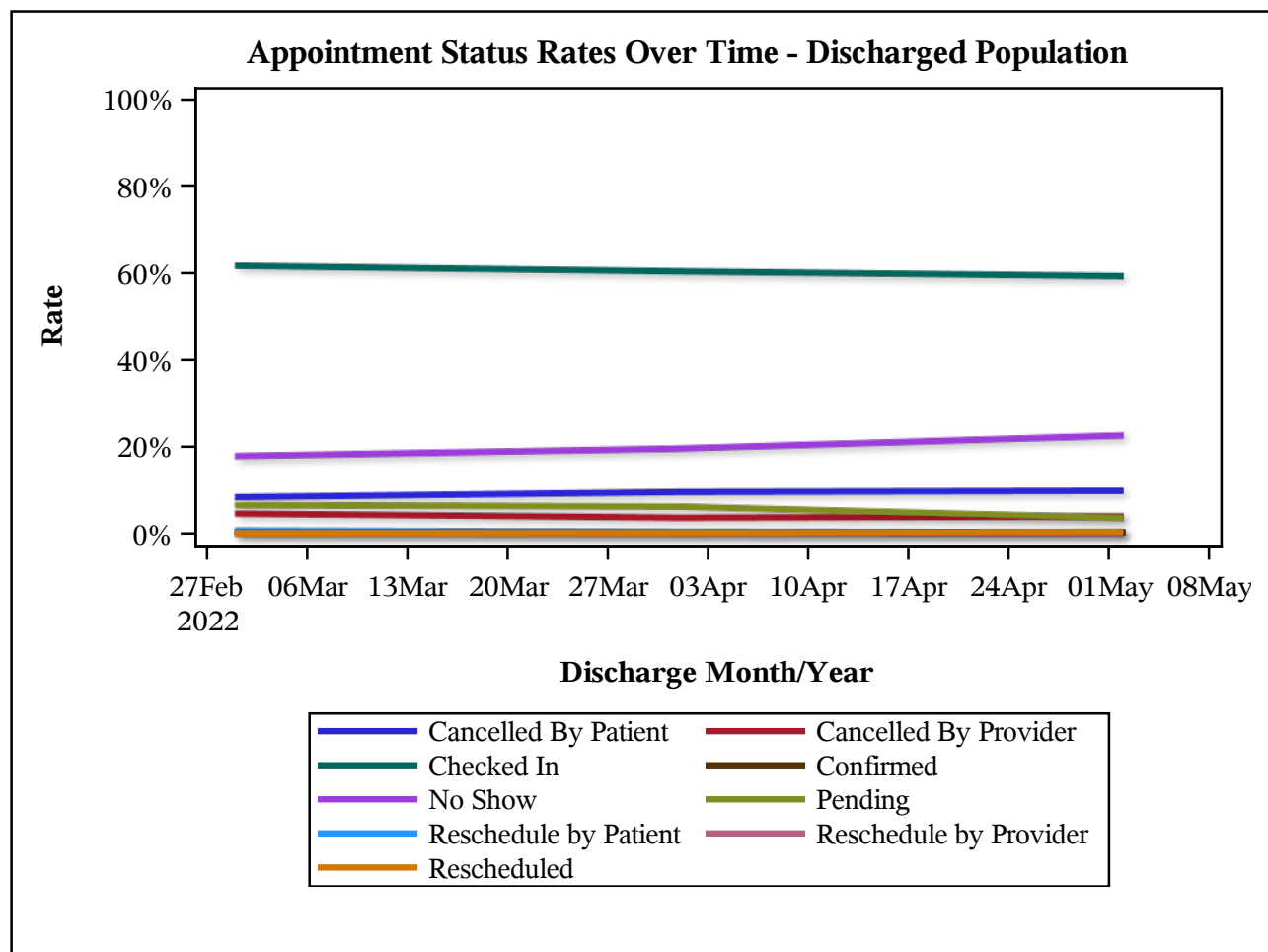
| Medication | Discharge Status | | | | | | | | | | Total | |
|-------------------------|------------------|-------|---------|------|---------------|-------|------------------------------|-------|-----------------------------|-------|-------|--------|
| | Completed | | missing | | Not Completed | | Referred to Another Facility | | Unable to Continue Services | | | |
| | N | % | N | % | N | % | N | % | N | % | N | % |
| | | | | | | | | | | | | |
| Missing | 78 | 44.32 | 1 | 0.57 | 64 | 36.36 | 2 | 1.14 | 31 | 17.61 | 176 | 100.00 |
| METHADONE HCL ORAL CON. | 2 | 8.33 | . | . | 9 | 37.50 | 6 | 25.00 | 7 | 29.17 | 24 | 100.00 |

There were 24 methadone medication patients with an 8% program completion rate.



| | MAR22 | | APR22 | | MAY22 | | Total | |
|--------------------|-------|--------|-------|--------|-------|--------|-------|--------|
| | N | % | N | % | N | % | N | % |
| Appointment Status | | | | | | | | |
| No Show | 383 | 17.86 | 447 | 19.55 | 514 | 22.50 | 1344 | 20.01 |
| Other | 1762 | 82.14 | 1839 | 80.45 | 1770 | 77.50 | 5371 | 79.99 |
| Total | 2145 | 100.00 | 2286 | 100.00 | 2284 | 100.00 | 6715 | 100.00 |

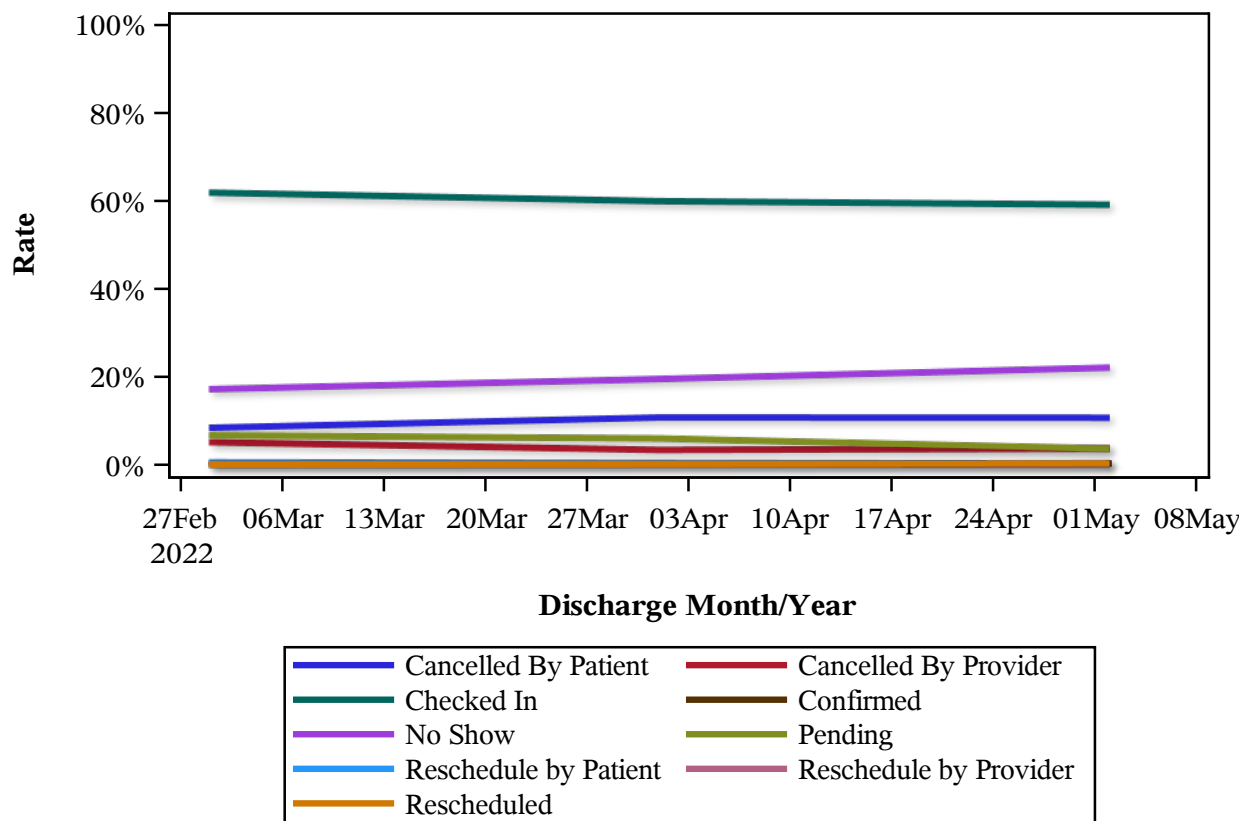
The overall no-show rate from March 2022 to May 2022 was about 20%.



| | MAR22 | | APR22 | | MAY22 | | Total | |
|------------------------|-------|--------|-------|--------|-------|--------|-------|--------|
| | N | % | N | % | N | % | N | % |
| Appt. Status | | | | | | | | |
| Cancelled By Patient | 181 | 8.44 | 220 | 9.62 | 226 | 9.89 | 627 | 9.34 |
| Cancelled By Provider | 97 | 4.52 | 82 | 3.59 | 89 | 3.90 | 268 | 3.99 |
| Checked In | 1324 | 61.72 | 1382 | 60.45 | 1356 | 59.37 | 4062 | 60.49 |
| Confirmed | . | . | . | . | 3 | 0.13 | 3 | 0.04 |
| No Show | 383 | 17.86 | 447 | 19.55 | 514 | 22.50 | 1344 | 20.01 |
| Pending | 139 | 6.48 | 140 | 6.12 | 81 | 3.55 | 360 | 5.36 |
| Reschedule by Patient | 16 | 0.75 | 9 | 0.39 | 5 | 0.22 | 30 | 0.45 |
| Reschedule by Provider | 3 | 0.14 | 2 | 0.09 | 2 | 0.09 | 7 | 0.10 |
| Rescheduled | 2 | 0.09 | 4 | 0.17 | 8 | 0.35 | 14 | 0.21 |
| Total | 2145 | 100.00 | 2286 | 100.00 | 2284 | 100.00 | 6715 | 100.00 |

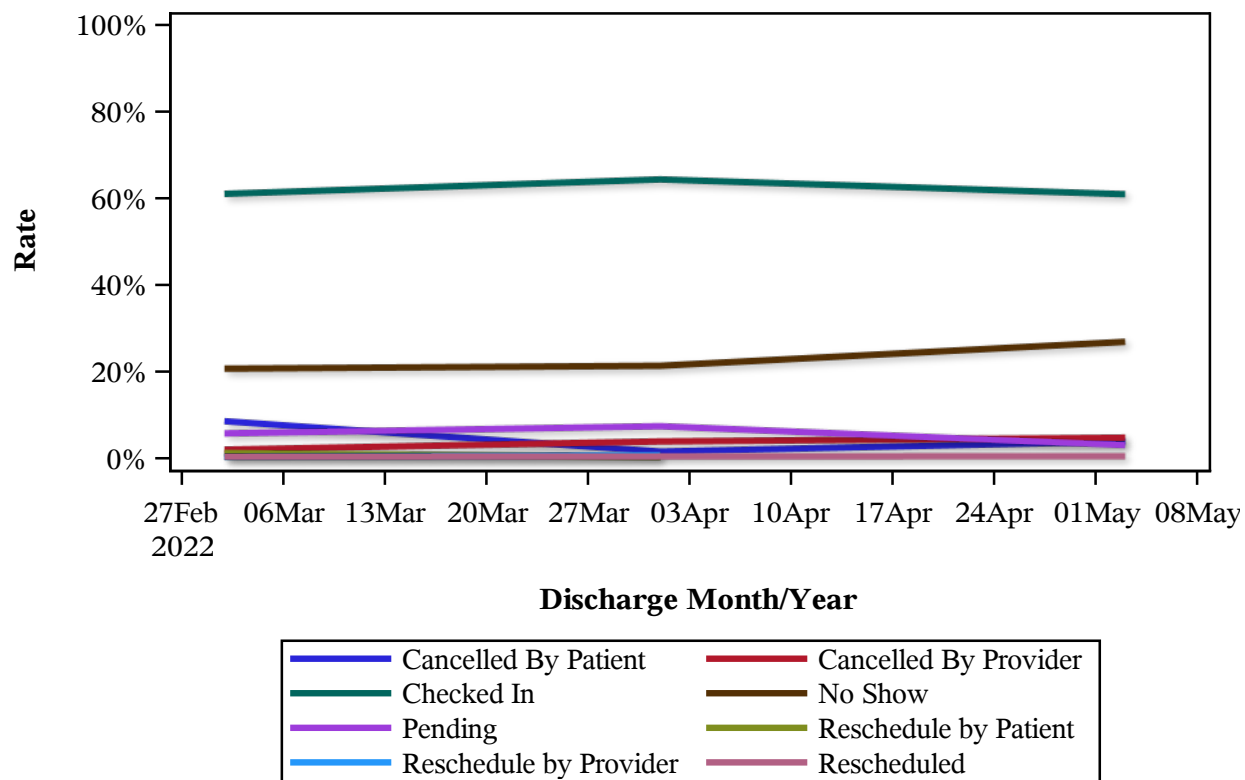
No-show rates among appointments were about 20%, while about 60% were checked-in.

Appointment Status Rates Over Time - In-Person Visit - Discharged Population



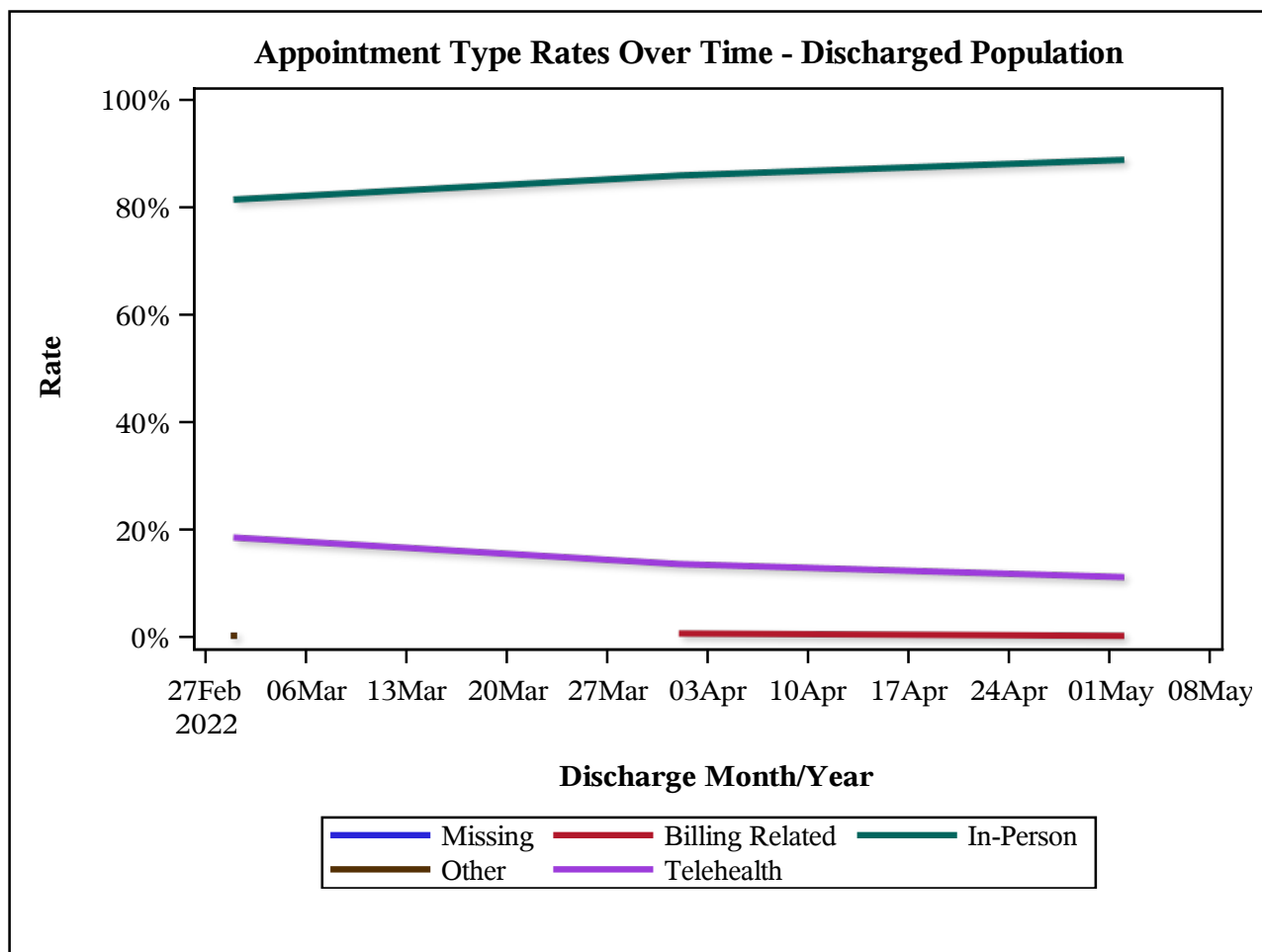
| | MAR22 | | APR22 | | MAY22 | | Total | |
|---------------------------|-------|--------|-------|--------|-------|--------|-------|--------|
| | N | % | N | % | N | % | N | % |
| Appointment Status | | | | | | | | |
| Cancelled By Patient | 147 | 8.41 | 210 | 10.72 | 216 | 10.66 | 573 | 9.99 |
| Cancelled By Provider | 89 | 5.09 | 66 | 3.37 | 75 | 3.70 | 230 | 4.01 |
| Checked In | 1082 | 61.90 | 1175 | 59.98 | 1199 | 59.18 | 3456 | 60.28 |
| Confirmed | . | . | . | . | 3 | 0.15 | 3 | 0.05 |
| No Show | 300 | 17.16 | 381 | 19.45 | 446 | 22.01 | 1127 | 19.66 |
| Pending | 116 | 6.64 | 116 | 5.92 | 73 | 3.60 | 305 | 5.32 |
| Reschedule by Patient | 11 | 0.63 | 8 | 0.41 | 5 | 0.25 | 24 | 0.42 |
| Reschedule by Provider | 2 | 0.11 | . | . | 2 | 0.10 | 4 | 0.07 |
| Rescheduled | 1 | 0.06 | 3 | 0.15 | 7 | 0.35 | 11 | 0.19 |
| Total | 1748 | 100.00 | 1959 | 100.00 | 2026 | 100.00 | 5733 | 100.00 |

Appointment Status Rates Over Time - Telehealth Appointment - Discharged Population



| | MAR22 | | APR22 | | MAY22 | | Total | |
|---------------------------|-------|--------|-------|--------|-------|--------|-------|--------|
| | N | % | N | % | N | % | N | % |
| Appointment Status | | | | | | | | |
| Cancelled By Patient | 34 | 8.59 | 5 | 1.62 | 10 | 3.94 | 49 | 5.11 |
| Cancelled By Provider | 8 | 2.02 | 12 | 3.88 | 12 | 4.72 | 32 | 3.34 |
| Checked In | 242 | 61.11 | 199 | 64.40 | 155 | 61.02 | 596 | 62.15 |
| No Show | 82 | 20.71 | 66 | 21.36 | 68 | 26.77 | 216 | 22.52 |
| Pending | 23 | 5.81 | 23 | 7.44 | 8 | 3.15 | 54 | 5.63 |
| Reschedule by Patient | 5 | 1.26 | 1 | 0.32 | . | . | 6 | 0.63 |
| Reschedule by Provider | 1 | 0.25 | 2 | 0.65 | . | . | 3 | 0.31 |
| Rescheduled | 1 | 0.25 | 1 | 0.32 | 1 | 0.39 | 3 | 0.31 |
| Total | 396 | 100.00 | 309 | 100.00 | 254 | 100.00 | 959 | 100.00 |

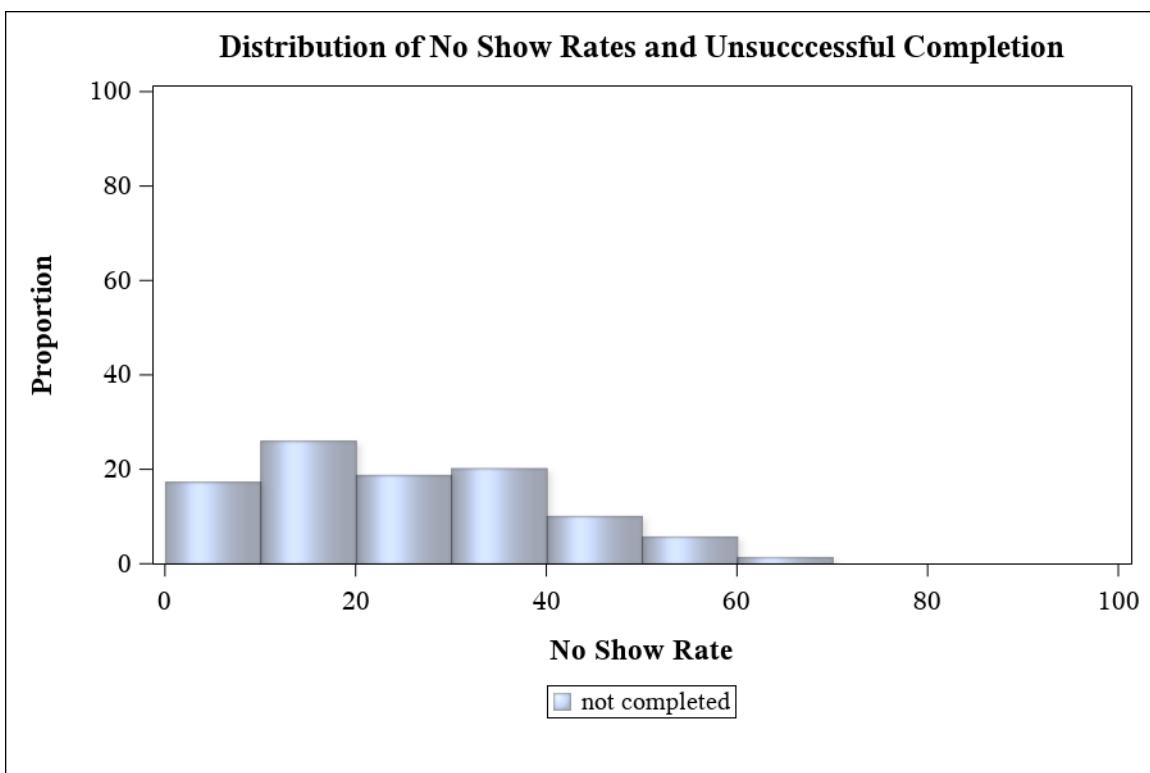
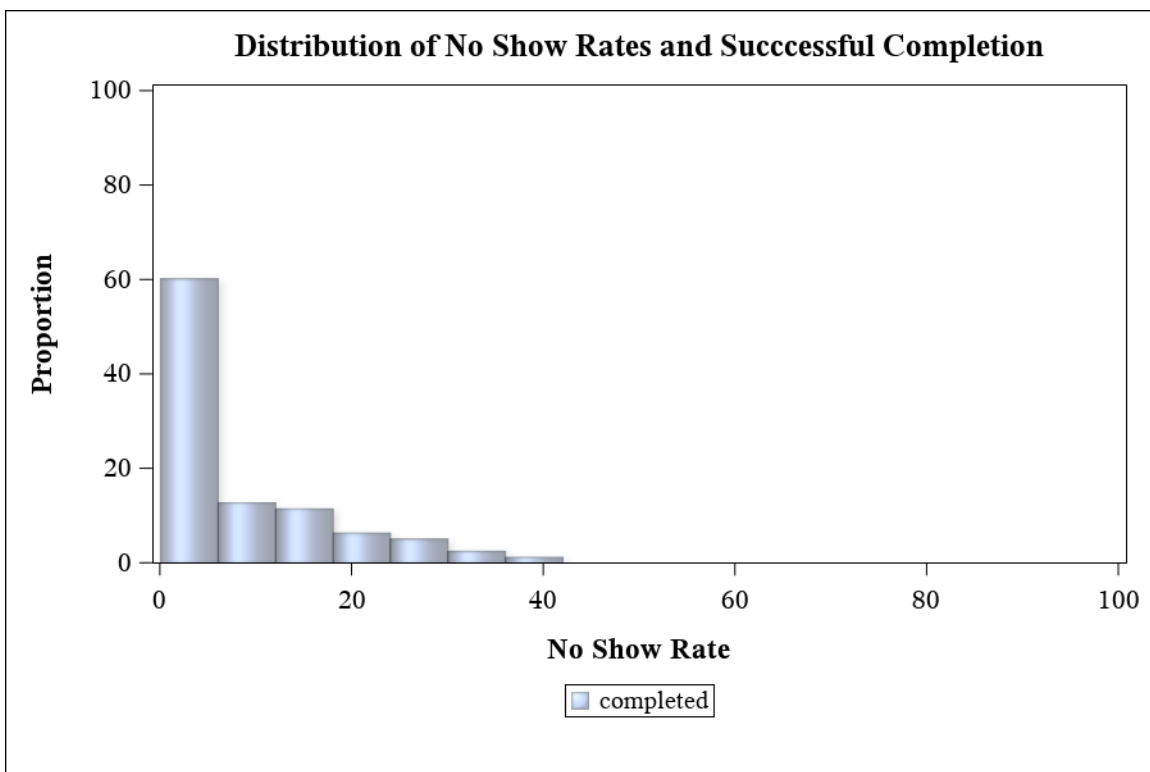
The no-show rate for telehealth (23%) is slightly higher than for in-person appointments (20%). Telehealth visits are less likely to be canceled (about 8%) compared to in-person visits with about a 14% cancellation rate.



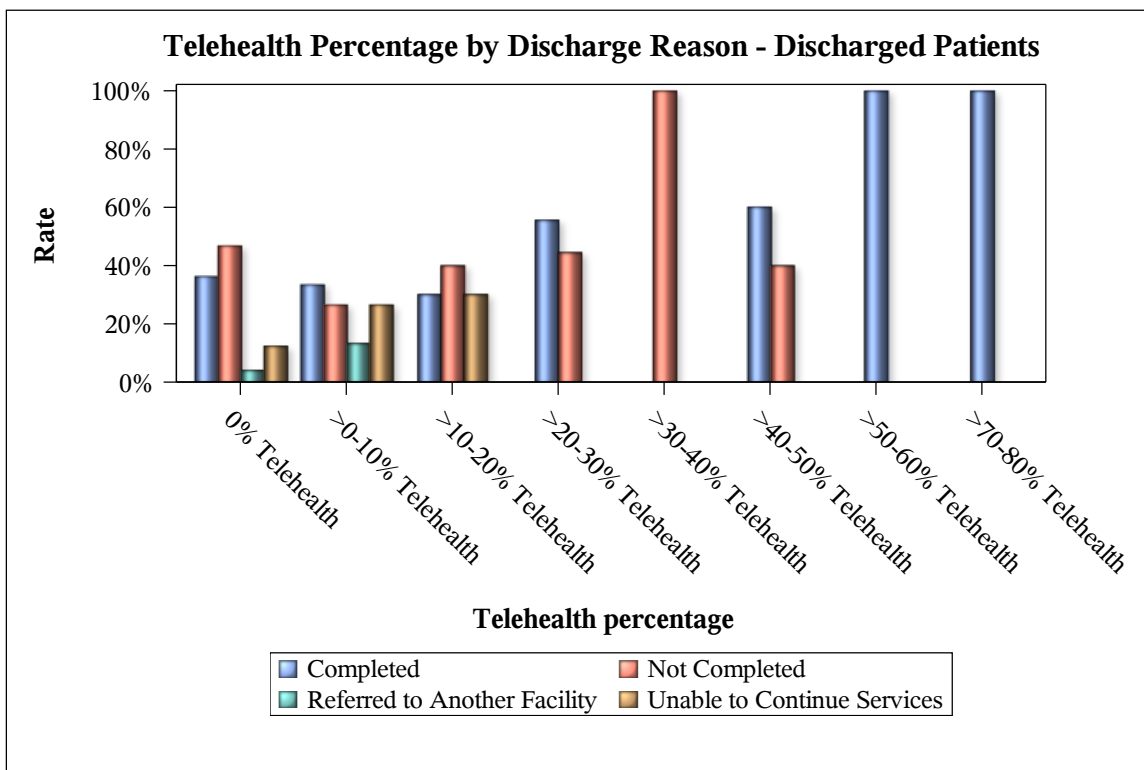
| | MAR22 | | APR22 | | MAY22 | | Total | |
|------------------|-------|--------|-------|--------|-------|--------|-------|--------|
| | N | % | N | % | N | % | N | % |
| Appointment Type | | | | | | | | |
| Missing | . | . | 5 | 0.22 | 1 | 0.04 | 6 | 0.09 |
| Billing Related | . | . | 13 | 0.57 | 3 | 0.13 | 16 | 0.24 |
| In- Person | 1748 | 81.49 | 1959 | 85.70 | 2026 | 88.70 | 5733 | 85.38 |
| Other | 1 | 0.05 | . | . | . | . | 1 | 0.01 |
| Telehealth | 396 | 18.46 | 309 | 13.52 | 254 | 11.12 | 959 | 14.28 |
| Total | 2145 | 100.00 | 2286 | 100.00 | 2284 | 100.00 | 6715 | 100.00 |

Telehealth usage rate has been constantly decreasing from 18% to 11% during March 2022 to May 2022.

| | N | Mean |
|----------------------------|-------|---------|
| Average Appointment Charge | 8,187 | \$50.12 |
| Average Insurance Charge | 8,187 | \$40.61 |

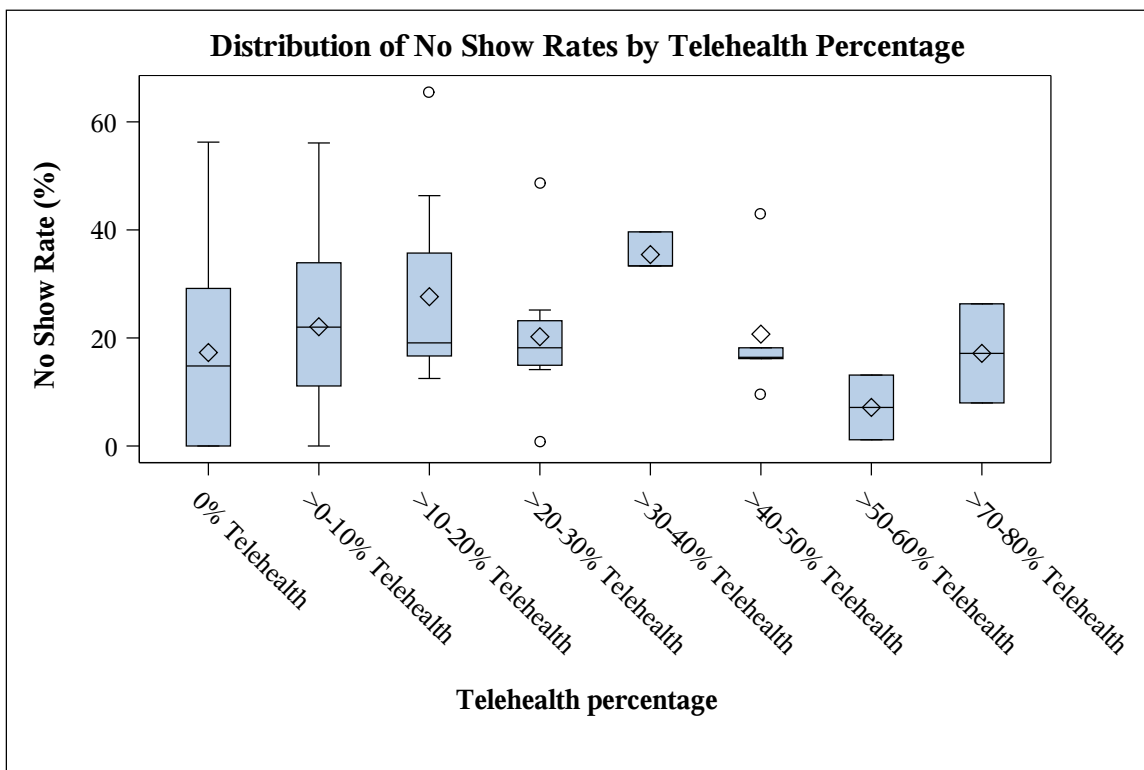


No-show rates among patients with program completion tend to be lower than patients without program completion. More than 80% of discharged patients who completed treatment have a no-show rate less than 20%. About 60% of discharged patients who did not complete treatment have a no-show rate greater than 20%. A recommendation is to use a no-show rate of 20% as the cutoff for retention.



| | N | % |
|-------------------------|------------|---------------|
| Telehealth usage | | |
| No Data | 58 | 29.00 |
| 0% Tele | 96 | 48.00 |
| >0- 10% | 15 | 7.50 |
| >10- 20% | 10 | 5.00 |
| >20- 30% | 9 | 4.50 |
| >30- 40% | 3 | 1.50 |
| >40- 50% | 5 | 2.50 |
| >50- 60% | 2 | 1.00 |
| >70- 80% | 2 | 1.00 |
| Total | 200 | 100.00 |

96 discharged patients never used telehealth, while 6% of patients use telehealth more than 30% of their visits. No data means that patient visit records or visit procedures were missing. The bar chart shows the hybrid model of in-person and telehealth visits with a telehealth usage rate of over 50% is associated with a higher program completion rate.



A hybrid model of in-person and telehealth visits with a telehealth usage rate of 50-60% is associated with a lower no show rate.

| | N | % |
|---|----|--------|
| Telehealth Usage of Rendering Providers | | |
| 0- 30% Telehealth | 80 | 83.33 |
| >30- 60% Telehealth | 14 | 14.58 |
| >60% Telehealth | 2 | 2.08 |
| Total | 96 | 100.00 |

About 83% of rendering providers use telehealth less than 30% of the time, while only two rendering providers use telehealth more than 60% of the time.

It appears that data was not available for the following CQI Items:

Social Determinants of Health:

Education, Primary care provider status, Transportation, Work status

Financial Measures:

Claims Denial Rate

Average out of pocket cost per client

Treatment Completion by:

COVID diagnosis

Hospitalization rates, suicide rates, suicide attempts, non-suicidal cause of death rates by:

Diagnosis

Gender

Age

Medication type

COVID diagnosis (YES/NO)

Virtual/phone vs in-person service delivery by service(s)

Buprenorphine Prescription Rate - Percentage of MAT clients receiving a buprenorphine prescription within 48 hours

COVID Vaccine Rate - Percentage of clients vaccinated using vaccine date

No Show Rates and adherence to medication - and the effects on severity of depression (using PHQ scale) or anxiety, psychosis, drug use

Primary Diagnosis - Non-Admitted Vs. Admitted Patients - Diagnosis Categories

| Category 1 | Category 2 | Diagnosis | n |
|---------------------------------------|---|--|------------|
| | No Data | | 169 |
| Alcohol | Alcohol Use Disorder | Alcohol use disorder mild | 45 |
| | | Alcohol use disorder, moderate or severe | 68 |
| Cannabinoids and marijuana | Cannabis Use Disorder | Cannabis use disorder, mild | 11 |
| | | Cannabis use disorder, moderate or severe | 15 |
| Opioids, benzodiazepines, depressants | Opioid Use Disorder | Opioid use disorder, moderate or severe | 79 |
| | Sedative Hypnotic Or Anxiolytic Related Disorders | Sedative, Hypnotic or Anxiolytic related disorders, mild | 1 |
| Stimulant | Amphetamine Use Disorder | Amphetamine Use Disorder, moderate or severe | 4 |
| | Stimulant Use Disorder | Stimulant Use Disorder, Mild | 5 |
| | | Stimulant use disorder, moderate or severe | 17 |
| Unspecified | Psychoactive Substance Use Disorder | Unknown Substance related disorder moderate to severe | 1 |
| <i>Total</i> | | | <i>415</i> |

| Category 1 | Category 2 | Diagnosis | n |
|---------------------------------------|---------------------------|---|-----|
| | No Data | | 4 |
| Alcohol | Alcohol Use Disorder | Alcohol use disorder mild | 15 |
| | | Alcohol use disorder, moderate or severe | 56 |
| Cannabinoids and marijuana | Cannabis Use Disorder | Cannabis use disorder, mild | 8 |
| | | Cannabis use disorder, moderate or severe | 6 |
| Hallucinogen | Hallucinogen Use Disorder | Other Hallucinogen use disorder, Mild | 1 |
| Inhalants | Inhalant Use Disorder | Inhalant Use Disorder, Moderate or Severe | 1 |
| Opioids, benzodiazepines, depressants | Opioid Use Disorder | Opioid use disorder, moderate or severe | 94 |
| | | Sedative Hypnotic Or Anxiolytic Related Disorders | 4 |
| Stimulant | Stimulant Use Disorder | Stimulant Use Disorder, Mild | 3 |
| | | Stimulant use disorder, moderate or severe | 8 |
| Total | | | 200 |

| Category 1 | Category 2 | Diagnosis | n |
|---------------------------------------|---|--|------|
| Alcohol | Alcohol Use Disorder | Alcohol use disorder mild | 278 |
| | | Alcohol use disorder, moderate or severe | 799 |
| Cannabinoids and marijuana | Cannabis Use Disorder | Cannabis use disorder, mild | 90 |
| | | Cannabis use disorder, moderate or severe | 91 |
| Hallucinogen | Hallucinogen Use Disorder | Other Hallucinogen use disorder, Mild | 13 |
| Opioids, benzodiazepines, depressants | Opioid Use Disorder | Opioid use disorder, moderate or severe | 6664 |
| | Sedative Hypnotic Or Anxiolytic Related Disorders | Sedative, Hypnotic or Anxiolytic related disorders, moderate or severe | 70 |
| Stimulant | Stimulant Use Disorder | Stimulant Use Disorder, Mild | 81 |
| | | Stimulant use disorder, moderate or severe | 128 |
| Total | | | 8214 |

| Discharge Category | Discharge Reason | n |
|------------------------------|--|------------|
| completed | completed treatment : half or more goals met | 3 |
| | completed treatment all goals met | 66 |
| | service no longer necessary | 11 |
| missing | [no reason] | 1 |
| not completed | client requests to terminate | 5 |
| | treatment not completed, max benefit clinical dc | 4 |
| | treatment not completed: some goals met | 3 |
| | treatment not completed: no goals met | 16 |
| | unable to contact client | 45 |
| | | |
| referred to another facility | transfer to another clinic | 8 |
| unable to continue services | death | 1 |
| | discharged ama | 19 |
| | incarceration | 8 |
| | moved out of area | 2 |
| | needs more intensive service | 8 |
| <i>Total</i> | | <i>200</i> |