Norwalk Hospital
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2012 - June 2013   (Data as of Dec 16, 2013)

Provider Activity

12 Month Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,829	1,780	3%	
	Admits	459	505	-9%	
	Discharges	304	398	-24%	▼
	Service Hours	14,243	16,711	-15%	▼
	Bed Days	384	517	-26%	▼

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

Unique Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		1,773	96.9%
	Community Support		139	7.6%
	Case Management		96	5.2%
	Inpatient Services		60	3.3%

Consumer Satisfaction Survey   (Based on 241 FY12 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	General Satisfaction		96%	80%	92%
✔	Participation in Treatment		94%	80%	92%
✔	Respect		93%	80%	91%
✔	Quality and Appropriateness		91%	80%	93%
✔	Overall		89%	80%	91%
✔	Access		88%	80%	88%
🔴	Outcome		79%	80%	83%
🔴	Recovery		71%	80%	79%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	166	9%	17%
26-34	290	16%	22%
35-44	328	18%	20%
45-54	483	26%	24%
55-64	379	21%	13%
65+	178	10%	4%

Gender

Gender	#	%		State Avg
Female	1,089	60%	▲	40%
Male	739	40%	▼	60%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	1,440	79%	74%
Hispanic-Other	234	13%	7%
Hisp-Puerto Rican	102	6%	12%
Unknown	31	2%	7%
Hispanic-Mexican	21	1%	0%
Hispanic-Cuban	1	0%	0%

Race

Race	#	%	State Avg
White/Caucasian	1,142	62%	64%
Black/African American	351	19%	17%
Other	282	15%	15%
Unknown	36	2%	2%
Asian	11	1%	1%
Multiple Races	4	0%	1%
Hawaiian/Other Pacific Islander	3	0%	0%
Am. Indian/Native Alaskan			1%

Legend: ▮ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

24 Stevens St OP Clin.115-211
Norwalk Hospital
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,773	1,725	3%	
Admits	258	339	-24%	▼
Discharges	103	216	-52%	▼
Service Hours	11,547	13,734	-16%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		91%	79%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	43%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		98%	60%
✔ SA Screen Complete		94%	60%

Diagnosis		Actual	State Avg
Valid Axis I Diagnosis		97%	99%
Valid Axis V GAF Score		54%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		18	20%	50%	54%	-30%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		137	8%	30%	17%	-22%	▼
● Social Support		391	22%	60%	49%	-38%	▼
● Stable Living Situation		575	32%	95%	74%	-63%	▼
● Improved/Maintained Axis V GAF Score		31	2%	75%	39%	-73%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		1,186	71%	90%	90%	-19%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		167	65%	75%	60%	-10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 91 Active Standard Outpatient Programs

Acute Psychiatric Inpt.115-111
Norwalk Hospital
Mental Health - Inpatient Services - Acute Psychiatric

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	60	70	-14%	▼
Admits	67	75	-11%	▼
Discharges	65	78	-17%	▼
Bed Days	384	517	-26%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		50	77%	95%	69%	-18%	▼
✔	No Re-admit within 30 Days of Discharge		57	88%	85%	86%	3%	
🔴	Follow-up within 30 Days of Discharge		22	44%	90%	42%	-46%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Avg Utilization Rate		1	7 days	0.0	105%	90%	111%	15%	▲

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 26 Active Acute Psychiatric Programs

Community Support Program
Norwalk Hospital
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	139	71	96%	▲
Admits	130	35	271%	▲
Discharges	40	59	-32%	▼
Service Hours	2,355	1,256	87%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	92%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		100%	66%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		95%	64%
✔ SA Screen Complete		95%	67%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		99%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ Treatment Completed Successfully		11	29%	65%	49%	-36%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		138	95%	60%	61%	35%	▲
✔ Stable Living Situation		142	98%	80%	86%	18%	▲
⬤ Employed		20	14%	20%	10%	-6%	
⬤ Improved/Maintained Axis V GAF Score		36	28%	95%	49%	-67%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		105	100%	90%	97%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
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 40 Active CSP Programs

Recovery Pathways
Norwalk Hospital
Mental Health - Case Management - Recovery Pathways

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2012 - June 2013 (Data as of Dec 16, 2013)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	96	129	-26%	▼
Admits	4	56	-93%	▼
Discharges	96	45	113%	▲
Service Hours	342	1,721	-80%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	86%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	0%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	36%
SA Screen Complete		0%	67%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		99%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		79	83%	50%	74%	33%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		92	96%	60%	58%	36%	▲
✔	Stable Living Situation		92	96%	85%	84%	11%	▲
✔	Improved/Maintained Axis V GAF Score		91	95%	95%	77%	0%	
●	Employed		10	10%	25%	10%	-15%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		0	0%	90%	100%	-90%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢												8%
Discharges	▢	▢	▢	▢									33%
Services	▢	▢	▢	▢									33%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 24 Active Recovery Pathways Programs