Backus Hospital
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
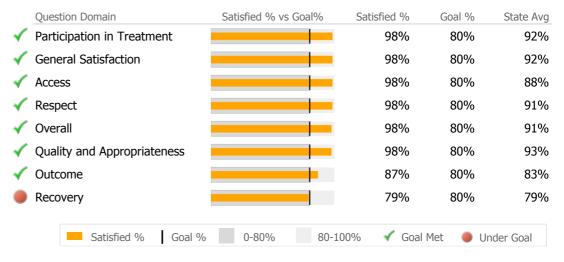Reporting Period: July 2013 - June 2014   (Data as of Sep 16, 2014)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	649	701	-7%
	Admits	50	78	-36% ▼
	Discharges	99	105	-6%
	Service Hours	7,727	7,304	6%
	Bed Days	12		

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	647	99.7%
	Inpatient Services	2	0.3%

Consumer Satisfaction Survey   (Based on 129 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ Participation in Treatment		98%	80%	92%
✔ General Satisfaction		98%	80%	92%
✔ Access		98%	80%	88%
✔ Respect		98%	80%	91%
✔ Overall		98%	80%	91%
✔ Quality and Appropriateness		98%	80%	93%
✔ Outcome		87%	80%	83%
🔴 Recovery		79%	80%	79%

Satisfied % | Goal % ▨ 0-80% ▨ 80-100% ✔ Goal Met 🔴 Under Goal

Client Demographics

Age		#	%		State Avg
18-25		13	2%	▼	16%
26-34		57	9%	▼	23%
35-44		97	15%		20%
45-54		161	25%		24%
55-64		200	31%	▲	14%
65+		121	19%	▲	4%

Gender		#	%		State Avg
Female		413	64%	▲	40%
Male		236	36%	▼	60%

Ethnicity		#	%		State Avg
Non-Hispanic		519	80%		75%
Unknown		105	16%		6%
Hispanic-Other		24	4%		6%
Hisp-Puerto Rican		1	0%	▼	12%
Hispanic-Cuban					0%
Hispanic-Mexican					0%

Race		#	%		State Avg
White/Caucasian		561	86%	▲	65%
Black/African American		38	6%	▼	17%
Other		34	5%		14%
Am. Indian/Native Alaskan		16	2%		1%
Asian					1%
Multiple Races					1%
Hawaiian/Other Pacific Islander					0%
Unknown					3%

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

326 Washington St. AIP 401-110
Backus Hospital
Mental Health - Inpatient Services - Acute Psychiatric

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2	0	
Admits	2	-	
Discharges	2	-	
Bed Days	12	-	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Treatment Completed Successfully		2	100%	95%	69%	5%
✔	No Re-admit within 30 Days of Discharge		2	100%	85%	87%	15% ▲
✔	Follow-up within 30 Days of Discharge		2	100%	90%	47%	10%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✔	Avg Utilization Rate		2	6 days	1.0	19%	90%	108%	19%

	< 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						▢							8%
Discharges						▢							8%

▢ 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

326 Washington St. OP 401-210
Backus Hospital
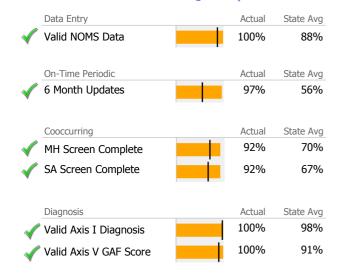Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	506	561	-10%	
Admits	12	30	-60%	▼
Discharges	61	69	-12%	▼
Service Hours	5,764	5,774	0%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	88%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		97%	56%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		92%	70%
✓ SA Screen Complete		92%	67%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		28	49%	50%	45%	-1%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		430	85%	60%	55%	25%	▲
✓ Improved/Maintained Axis V GAF Score		489	97%	75%	51%	22%	▲
✓ Stable Living Situation		502	99%	95%	81%	4%	
🔴 Employed		90	18%	30%	19%	-12%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		444	99%	90%	87%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		8	67%	75%	67%	-8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪		▪	▪	▪	▪				▪		▪	58%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Services	▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	▪	92%

☐ 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

MH OP-1st Initiatives401-210X
Backus Hospital
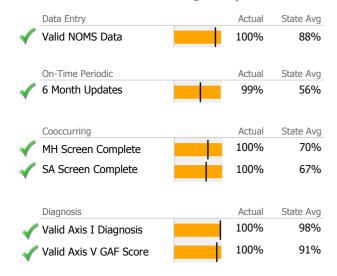Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	141	140	1%	
Admits	36	48	-25%	▼
Discharges	36	36	0%	
Service Hours	1,963	1,530	28%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	88%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		99%	56%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	70%
✔ SA Screen Complete		100%	67%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
✔ Valid Axis V GAF Score		100%	91%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		10	32%	50%	45%	-18%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		132	94%	60%	55%	34%	▲
✔ Improved/Maintained Axis V GAF Score		121	95%	75%	51%	20%	▲
✔ Stable Living Situation		136	96%	95%	81%	1%	
🔴 Employed		24	17%	30%	19%	-13%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		105	100%	90%	87%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		31	86%	75%	67%	11%	▲

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													92%

☐ 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