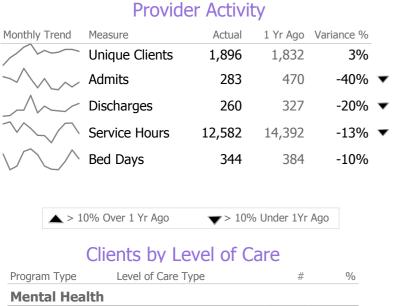
Norwalk Hospital

Norwalk, CT

Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

(Based on 257 FY13 Surveys)



Outpatient	1,852	91.0%
Community Support	137	6.7%
Inpatient Services	47	2.3%

Goal % Question Domain Satisfied % vs Goal% Satisfied % State Avg Participation in Treatment 95% 80% 92% \checkmark Quality and Appropriateness 94% 80% 93% 80% Overall 91% 91% Respect 90% 80% 91% Access 90% 80% 88% General Satisfaction 89% 80% 92% 78% 80% 83% Outcome 80% 79% 73% Recovery Goal % 0-80% 80-100% ✓ Goal Met Satisfied % Under Goal

Consumer Satisfaction Survey

Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	160	8%	16%	Female	1,139	60%	▲ 40%
26-34	305	16%	23%	Male 🗾 📔	756	40%	▼ 60%
35-44	334	18%	20%				
45-54	483	26%	24%				
55-64	414	22%	14%	Race	#	%	State Avg
65+	197	10%	4%	White/Caucasian	1,193	63%	65%
				Black/African American	350	18%	17%
Ethnicity	#	%	State Avg	Other <mark> </mark>	300	16%	14%
Non-Hispanic	1,492	79%	75%	Unknown	34	2%	3%
Hispanic-Other	247	13%	6%	Asian	11	1%	1%
Hisp-Puerto Rican	105	6%	12%	Multiple Races	5	0%	1%
Unknown	30	2%	6%	Hawaiian/Other Pacific Islander	3	0%	0%
, I	21	1%	0%	Am. Indian/Native Alaskan			1%
Hispanic-Mexican							
Hispanic-Cuban	1	0%	0%				
	Unique C	lients	State Avg	▲ > 10% Over State Avg ▼	> 10% L	Inder St	ate Avg

Mental Health - Outpatient - Standard Outpatient

Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,852	1,778	4%	
Admits	201	269	-25%	•
Discharges	173	126	37%	
Service Hours	10,214	11,696	-13%	▼

Data Submission Quality

	Data Entry	Actual	State Avg
	Valid NOMS Data	87%	88%
	On-Time Periodic	Actual	State Avg
	6 Month Updates	33%	56%
	Cooccurring	Actual	State Avg
	MH Screen Complete	97%	70%
	SA Screen Complete	96%	67%
¥.	·		
	Diagnosis	Actual	State Avg

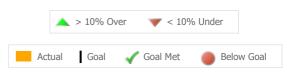
Diagnosis	Actual	State Avg
🞻 Valid Axis I Diagnosis	98%	98%
Valid Axis V GAF Score	58%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		26	16%	50%	45%	-34%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		232	12%	30%	19%	-18%
Social Support		472	25%	60%	55%	-35%
Stable Living Situation	· _	933	50%	95%	81%	-45%
Improved/Maintained Axis V GAF Score	'	4	0%	75%	51%	-75%
Convice Utilization						
Service Utilization						
Service Utilization	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services	Actual % vs Goal %	Actual	Actual % 66%	Goal % 90%	State Avg 87%	Actual vs Goal
	Actual % vs Goal %				5	
Clients Receiving Services	Actual % vs Goal %				5	

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 m	ore Recoi	rds Subr	nitted to	DMHAS								



* State Avg based on 91 Active Standard Outpatient Programs

Norwalk Hospital

Mental Health - Inpatient Services - Acute Psychiatric

Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	60	-22% 🔻
Admits	49	67	-27% 🔻
Discharges	51	65	-22% 🔻
Bed Days	344	384	-10%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		38	75%	95%	69%	-20%	-
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
No Re-admit within 30 Days of Discharge		44	86%	85%	87%	1%	
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Follow-up within 30 Days of Discharge		11	29%	90%	47%	-61%	

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
/	Avg Utilization Rate		1	9 days	0.0	94%	90%	110%	4%
		< 90% 90-110%		>110%					

Data Submitted to DMHAS by Month



Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	137	139	-1%
Admits	33	130	-75% 🔻
Discharges	36	40	-10%
Service Hours	2,367	2,355	1%

Data Submission Quality

Valid Axis V GAF Score

Data Entry	Actual	State Avg
√ Valid NOMS Data	100%	94%
	•	
On-Time Periodic	Actual	State Avg
🧹 6 Month Updates	94%	82%
*		
Contraction	A should	Charles Asses
Cooccurring	Actua	State Avg
√ MH Screen Complete	100%	62%
🞻 SA Screen Complete	100%	61%
•		
Diagnosis	Actual	State Avg
√ Valid Axis I Diagnosis	100%	99%

Discharge Outcomes

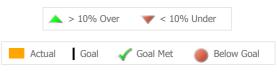
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		11	31%	65%	54%	-34%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Social Support		130	94%	60%	68%	34%	
\checkmark	Stable Living Situation		136	99%	80%	91%	19%	
	Employed		19	14%	20%	10%	-6%	
	Improved/Maintained Axis V GAF Score	I	57	44%	95%	58%	-51%	-
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
\checkmark	Clients Receiving Services		102	100%	90%	97%	10%	

Data Submitted to DMHAS by Month

100%

		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions														100%
Discharges														83%
Services														100%
	1 or more Records Submitted to DMHAS													

97%



* State Avg based on 40 Active CSP Programs