Norwalk Hospital
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - September 2015   (Data as of Jan 05, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,390	1,626	-15%	▼
	Admits	47	73	-36%	▼
	Discharges	58	88	-34%	▼
	Service Hours	2,892	3,336	-13%	▼
	Bed Days	37	18	106%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,373	92.6%
	Community Support	103	6.9%
	Inpatient Services	7	0.5%

Consumer Satisfaction Survey   (Based on 253 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Access		92%	80%	88%
✓	Quality and Appropriateness		92%	80%	93%
✓	Respect		92%	80%	91%
✓	Participation in Treatment		92%	80%	92%
✓	Overall		91%	80%	91%
✓	General Satisfaction		90%	80%	92%
🔴	Outcome		79%	80%	83%
🔴	Recovery		76%	80%	79%

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

Client Demographics

Age

	#	%	State Avg
18-25	90	6%	13%
26-34	196	14%	22%
35-44	229	16%	19%
45-54	342	25%	24%
55-64	363	26%	17%
65+	169	12%	5%

Gender

	#	%		State Avg
Female	834	60%	▲	42%
Male	556	40%	▼	58%

Race

	#	%	State Avg
White/Caucasian	886	64%	66%
Black/African American	254	18%	16%
Other	215	15%	13%
Unknown	21	2%	3%
Asian	8	1%	1%
Multiple Races	3	0%	1%
Hawaiian/Other Pacific Islander	2	0%	0%
Am. Indian/Native Alaskan	1	0%	0%

Ethnicity

	#	%	State Avg
Non-Hispanic	1,086	78%	75%
Hispanic-Other	172	12%	6%
Hisp-Puerto Rican	82	6%	12%
Unknown	26	2%	5%
Hispanic-Mexican	23	2%	1%
Hispanic-Cuban	1	0%	0%

■ 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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,373	1,613	-15%	▼
Admits	30	64	-53%	▼
Discharges	45	72	-38%	▼
Service Hours	2,338	2,741	-15%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		87%	95%

On-Time Periodic		Actual	State Avg
6 Month Updates		37%	67%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		95%	78%
✓ SA Screen Complete		92%	76%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		98%	96%
Valid Axis V GAF Score		67%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		2	4%	50%	38%	-46%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		207	15%	30%	19%	-15%	▼
● Social Support		457	33%	60%	65%	-27%	▼
● Stable Living Situation		899	65%	95%	83%	-30%	▼
● Improved/Maintained Axis V GAF Score		15	1%	75%	48%	-74%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		695	52%	90%	71%	-38%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		21	70%	75%	63%	-5%

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 93 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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	6	17%	▲
Admits	8	7	14%	▲
Discharges	9	7	29%	▲
Bed Days	37	18	106%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		9	100%	95%	56%	5%	
●	No Re-admit within 30 Days of Discharge		7	78%	85%	87%	-7%	
●	Follow-up within 30 Days of Discharge		3	33%	90%	48%	-57%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
●	Avg Utilization Rate		1	5 days	0.1	60%	90%	105%	-30%	▼

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■		67%
Discharges	■	■		67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 29 Active Acute Psychiatric Programs

BHH ADULT NAE
Norwalk Hospital
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	38%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Employed		N/A	N/A	30%	19%	-30%	▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	48%	-75%	▼
Social Support		N/A	N/A	60%	65%	-60%	▼
Stable Living Situation		N/A	N/A	95%	83%	-95%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	95%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	67%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	78%
SA Screen Complete		N/A	76%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		N/A	N/A	90%	71%	N/A	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✔ Goal Met ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

BHH CHILDREN Program
Norwalk Hospital
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

	1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

☐ Actual	❙ Goal	✔ Goal Met	● Below Goal

* State Avg based on 38 Active Outreach & Engagement 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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	103	104	-1%	
Admits	9	2	350%	▲
Discharges	4	9	-56%	▼
Service Hours	555	594	-7%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		98%	92%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	83%
✓ SA Screen Complete		100%	82%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	96%
✓ Valid Axis V GAF Score		100%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		0	0%	65%	63%	-65%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		101	98%	60%	79%	38%	▲
✓ Stable Living Situation		100	97%	80%	92%	17%	▲
🔴 Employed		14	14%	20%	11%	-6%	
🔴 Improved/Maintained Axis V GAF Score		54	61%	95%	53%	-34%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		98	99%	90%	94%	9%

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 40 Active CSP Programs