Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

80-100%

✓ Goal Met

Under Goal

Provider Activity





Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,450	90.4%
	Community Support	147	9.2%
	Inpatient Services	7	0.4%

Consumer Satisfaction Survey (Based on 253 FY15 Surveys)



Client Demographics

0-80%

Goal %

Satisfied %

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	105	7%	15%	Female	878	60%	4 0%
26-34	206	14%	24%	Male	583	40%	▼ 60%
35-44	241	17%	19%	Transgender			0%
45-54	357	24%	23%				
55-64	375	26%	15%				
65+	176	12%	5%	Race	#	%	State Avg
				White/Caucasian	924	63%	65%
Ethnicity	#	%	State Avg	Black/African American	265	18%	17%
Non-Hispanic	1,140	78%	75%	Other	234	16%	13%
Hispanic-Other	186	13%	7%	Unknown	21	1%	3%
Hisp-Puerto Rican	84	6%	12%	Asian	10	1%	1%
Unknown	27	2%	5%	Multiple Races	4	0%	1%
·				Hawaiian/Other Pacific Islander	2	0%	0%
Hispanic-Mexican	23	2%	1%	Am. Indian/Native Alaskan	1	0%	0%
Hispanic-Cuban	1	0%	0%				
	Unique C	lients	State Avg	▲ > 10% Over State Avg	> 10% U	Inder S	tate 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 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,450	1,714	-15%	•
Admits	91	172	-47%	•
Discharges	210	351	-40%	•
Service Hours	6,934	7,843	-12%	•

Data Submission Quality

Data Sabinissioi	Data Sabinission Quality									
Data Entry	ı	Actual	State Avg							
Valid NOMS Data		86%	92%							
On-Time Periodic	1	Actual	State Avg							
6 Month Updates		42%	62%							
	•									
Cooccurring	1	Actual	State Avg							
✓ MH Screen Complete		80%	77%							
✓ SA Screen Complete		86%	74%							
4										
Diagnosis		Actual	State Avg							
Valid Axis I Diagnosis		98%	99%							
Valid Axis V GAF Score		72%	85%							

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		12	6%	50%	42%	-44%	_
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Employed		236	16%	30%	21%	-14%	_
Social Support		589	41%	60%	69%	-19%	_
Stable Living Situation		1,056	73%	95%	86%	-22%	_
Improved/Maintained Axis V GAF Score	l .	61	4%	75%	52%	-71%	V
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		889	72%	90%	84%	-18%	V
Service Engagement							
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
2 or more Services within 30 days		64	70%	75%	65%	-5%	

Date	a St		الانحا					יוטויו			
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	5										100%
Discharges	6										100%
Services											100%
		1 or n	nore Reco	ords Sub	mitted t	o DMHA	S				



^{*} State Avg based on 93 Active Standard Outpatient Programs

Acute Psychiatric Inpt.115-111

Norwalk Hospital

Mental Health - Inpatient Services - Acute Psychiatric

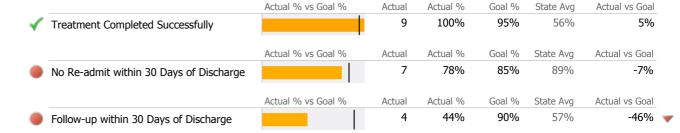
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

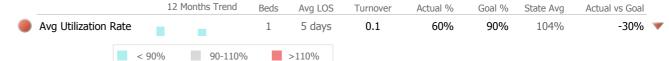
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	7	28	-75%	•
Admits	8	29	-72%	•
Discharges	9	29	-69%	•
Bed Days	37	18	106%	•

Discharge Outcomes



Bed Utilization







^{*} 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 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	ACLUAI	I II Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	_	_	

Data Submission Quality

	_	-	
Data Entry		Actual	State Avg
Valid NOMS Data		N/A	92%
On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	62%
Cooccurring		Actual	State Avg
MH Screen Complete		N/A	77%
SA Screen Complete	ĺ	N/A	74%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A	
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Employed		N/A	N/A	30%	21%	-30%	_
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	52%	-75%	
Social Support		N/A	N/A	60%	69%	-60%	_
Stable Living Situation		N/A	N/A	95%	86%	-95%	V
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		N/A	N/A	90%	84%	N/A	_

Data Submitted to DMHAS by Month

Jul Aug Sep Oct Nov Dec Jan Feb Mar % Months Submitted Admissions 0% Discharges 0% 1 or more Records Submitted to DMHAS



^{*} State Avg based on 93 Active Standard Outpatient Programs

BHH CHILDREN Program

Norwalk Hospital

Mental Health - Case Management - Outreach & Engagement

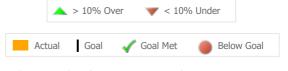
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

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

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
	1 or mo	ro Docor	de Subr	nitted to	DMHVC					



^{*} State Avg based on 38 Active Outreach & Engagement Programs

Community Support Program

Norwalk Hospital

Mental Health - Community Support - CSP

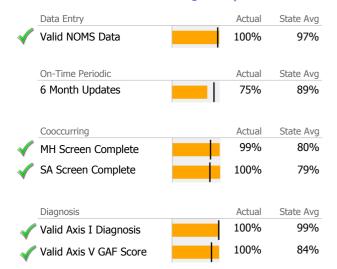
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

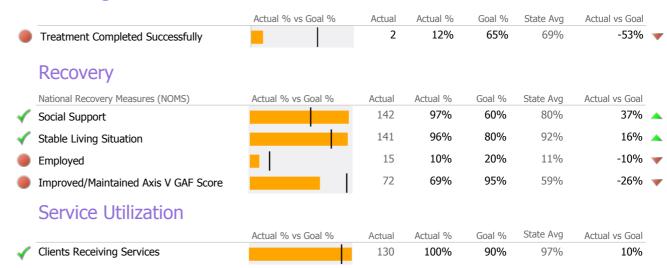
Program Activity

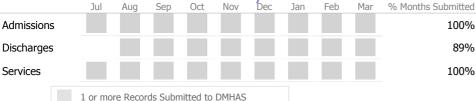
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	147	115	28%	•
Admits	53	13	308%	•
Discharges	17	24	-29%	•
Service Hours	1.817	1,604	13%	•

Data Submission Quality



Discharge Outcomes







^{*} State Avg based on 40 Active CSP Programs