Charlotte Hungerford Hospital

Torrington, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Provider Activity

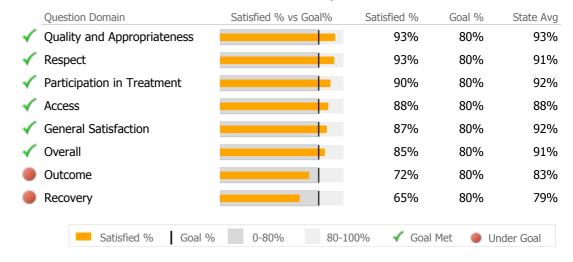




Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,402	83.5%
	Case Management	194	11.6%
	IOP	28	1.7%
Addiction			
	Case Management	55	3.3%

Consumer Satisfaction Survey (Based on 200 FY16 Surveys)



Client Demographics

Age		#	%	State Avg	Gender		#	%	State	e Avg
18-25		100	6%	12%	Female	•	974	59%	_	42%
26-34		279	17%	22%	Male		678	41%	•	58%
35-44	ĺ	269	16%	19%	Transgender					0%
45-54		411	25%	23%						
55-64	ļ	407	25%	18%						
65+		186	11%	6%	Race		#	%	State	e Avg
					White/Caucasian		1,511	91%	^	65%
Ethnicity		#	%	State Avg	Other		75	5%		13%
Non-Hispanic		1,560	94%	▲ 75%	Black/African American		45	3%	•	16%
Hispanic-Other		63	4%	7%	Unknown		10	1%		3%
Hisp-Puerto Rican		21	1%	12%	Asian		7	0%		1%
Unknown		9	1%	6%	Am. Indian/Native Alaskan		3	0%		1%
			170		Multiple Races		1	0%		1%
Hispanic-Cuban				0%	Hawaiian/Other Pacific Islander		1	0%		0%
Hispanic-Mexican				1%	,					
,										
		Unique C	lients	State Avg	▲ > 10% Over State Avg	▼:	> 10% U	Inder S	tate Av	g

1st Initiatives OP 503-210X

Charlotte Hungerford Hospital

Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	67	69	-3%	
Admits	-	-		
Discharges	-	2	-100%	•
Service Hours	_	_		

Data Submission Quality

			,	
	Data Entry		Actual	State Avg
	Valid NOMS Data		N/A	93%
		•		
	On-Time Periodic		Actual	State Avg
	6 Month Updates		0%	58%
	Cooccurring		Actual	State Avg
	MH Screen Complete		N/A	83%
	SA Screen Complete	İ	N/A	81%
	Diagnosis		Actual	State Avg
	Valid Axis I Diagnosis		100%	97%
*	Valid Axis V GAF Score	,	85%	86%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%
	1 or mo	re Recor	rds Subr	nitted to DMHAS

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		0	0%	30%	19%	-30%	•
Social Support		0	0%	60%	64%	-60%	_
Improved/Maintained Axis V GAF Score	İ	0	0%	75%	45%	-75%	_
Stable Living Situation		0	0%	95%	80%	-95%	V
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		0	0%	90%	69%	N/A	V
Service Engagement							
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
2 or more Services within 30 days		0	0%	75%	64%	-75%	_



^{*} State Avg based on 94 Active Standard Outpatient Programs

Acute Inpatient 503-111

Charlotte Hungerford Hospital

Mental Health - Inpatient Services - Acute Psychiatric

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	9		\blacksquare
Admits	-	10	-100%	•
Discharges	-	10	-100%	•

Discharge Outcomes

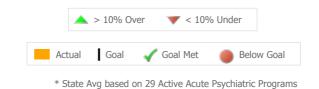
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	95%	66%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	91%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	56%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		2	N/A	N/A	0%	90%	91%	-90%







Addiction Case Management - Torrington

Charlotte Hungerford Hospital

Addiction - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	55	6	817%	•
Admits	28	6	367%	•
Discharges	26	4	550%	•
Service Hours	41	19	121%	•

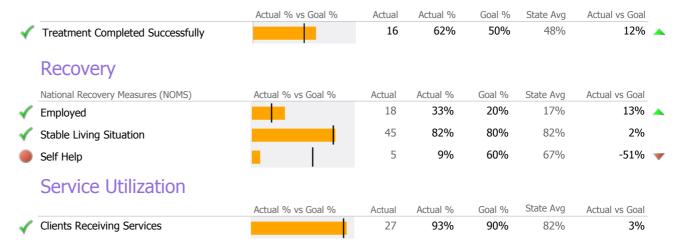
Data Submission Quality

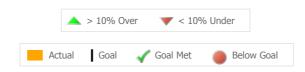
Data Entry	Actual	State Avg
Valid NOMS Data	92%	98%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	69%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				67%
	1 or r	more Reco	ords Sub	omitted to DMHAS

Discharge Outcomes





^{*} State Avg based on 17 Active Standard Case Management Programs

MH Svs to the Homeless 503294

Charlotte Hungerford Hospital

Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

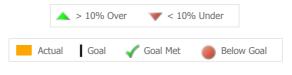
Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	194	257	-25%	•
Admits	-	-		
Discharges	-	62	-100%	•
Service Hours	_	_		

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
at least 1 Service within 180 days		0	0%	50%	93%	-50% 🔻	P

Data Submitted to DMHAS by Month

		Jul	Aug	Sep	% Months Submitted
Admission	S				0%
Discharges	5				0%
Services					0%
		1 or mo	re Recor	ds Subr	nitted to DMHAS



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

Outpatient 503-210

Charlotte Hungerford Hospital

Mental Health - Outpatient - Standard Outpatient

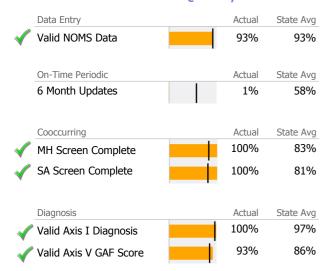
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2016 - September 2016 (Data as of Jan 06, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,379	1,172	18%	•
Admits	15	119	-87%	•
Discharges	34	34	0%	
Service Hours	-	1,019	-100%	•

Data Submission Quality



Data Submitted to DMHAS by Month

		Jul	Aug	Sep	% Months Submitted			
Admissions					33%			
Discharges					100%			
Services					33%			
	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%	50%	42%	-50%	_
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Employed		183	13%	30%	19%	-17%	_
Social Support		450	33%	60%	64%	-27%	_
Stable Living Situation		501	36%	95%	80%	-59%	_
Improved/Maintained Axis V GAF Score	'	36	3%	75%	45%	-72%	_
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		0	0%	90%	69%	N/A	_
Service Engagement							
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
2 or more Services within 30 days		0	0%	75%	64%	-75%	_



^{*} State Avg based on 94 Active Standard Outpatient Programs