#### **Charlotte Hungerford Hospital**

Torrington, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

### **Provider Activity**





#### Clients by Level of Care

Program Type	Level of Care Type	Level of Care Type #				
Mental Health	l					
	Outpatient		1,637	87.6%		
	Case Management		193	10.3%		
Addiction						
	Case Management		38	2.0%		

#### Consumer Satisfaction Survey (Based on 207 FY17 Surveys)



#### Client Demographics

Age		#	%	St	tate Avg	Gender	#	%	Sta	ate Avg
18-25		131	7%		11%	Female Female	1,134	61%	<b>A</b>	41%
26-34		303	16%		22%	Male	712	39%	$\blacksquare$	58%
35-44		329	18%		19%	Transgender				0%
45-54		432	23%		22%					
55-64		435	24%		19%					
65+		216	12%		6%	Race	#	%	Sta	ate Avg
						White/Caucasian	1,709	93%	_	65%
<b>Ethnicity</b>		#	%	Sta	te Avg	Other	56	3%		13%
Non-Hispanic		1,758	95%	_	74%	Black/African American	46	2%	$\blacksquare$	16%
Hispanic-Other	•	50	3%		7%	Unknown	22	1%		3%
Unknown		23	1%		6%	Asian	6	0%		1%
Hisp-Puerto Rican		15	1%	_	13%	Am. Indian/Native Alaskan	5	0%		1%
· [1				•		Multiple Races	3	0%		1%
Hispanic-Mexican		1	0%		1%	Hawaiian/Other Pacific Islander				0%
Hispanic-Cuban					0%					
		Jnique C	lients	St	tate Avg	▲ > 10% Over State Avg	<b>V</b> > 10%	Under S	State A	Avg

#### **Addiction Case Management - Torrington**

Charlotte Hungerford Hospital

Addiction - Case Management - Standard Case Management

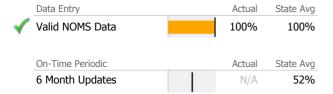
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	38	54	-30%	•
Admits	16	28	-43%	•
Discharges	18	26	-31%	•
Service Hours	35	42	-17%	•

### **Data Submission Quality**

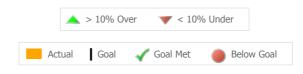


## Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted				
Admissions	;			67%				
Discharges				100%				
Services				67%				
	1 or m	1 or more Records Submitted to DMHAS						

#### **Discharge Outcomes**

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
1	Treatment Completed Successfully		10	56%	50%	75%	6%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
1	Stable Living Situation		31	82%	80%	84%	2%	
	Employed	_	7	18%	20%	20%	-2%	
	Self Help	<u> </u>	6	16%	60%	68%	-44%	_
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services		1	5%	90%	70%	-85%	_



<sup>\*</sup> State Avg based on 14 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 2017 - September 2017 (Data as of Dec 13, 2017)

## **Program Activity**

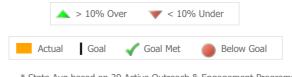
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	193	193	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

# 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%	92%	-50%	

# 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
				500.	



<sup>\*</sup> State Avg based on 39 Active Outreach & Engagement Programs

#### Outpatient 503-210

Charlotte Hungerford Hospital

Mental Health - Outpatient - Standard Outpatient

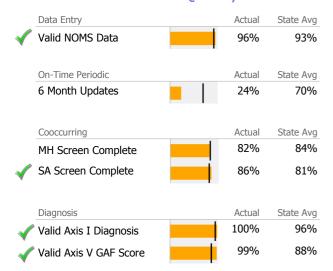
#### Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2017 - September 2017 (Data as of Dec 13, 2017)

#### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,637	1,490	10%	
Admits	123	144	-15%	•
Discharges	62	54	15%	•
Service Hours	1,631	347		

### **Data Submission Quality**

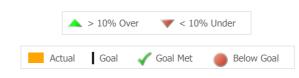


#### Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted			
Admissions				100%			
Discharges				100%			
Services				100%			
	1 or more Records Submitted to DMHAS						

#### Discharge Outcomes





<sup>\*</sup> State Avg based on 93 Active Standard Outpatient Programs