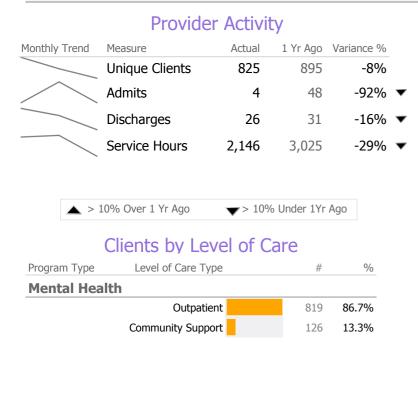
### **Norwalk Hospital**

Norwalk, CT

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

(Based on 207 FY18 Surveys)

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)



#### **Consumer Satisfaction Survey** Question Domain Satisfied % vs Goal% Satisfied % Goal % State Avg Participation in Treatment 92% 94% 80% $\checkmark$ Quality and Appropriateness 94% 80% 93% $\checkmark$ General Satisfaction 92% 80% 89% Overall 88% 80% 91% 88% 80% 88% Access Respect 80% 91% 86% Outcome 80% 80% 83% Recovery 69% 80% 79% 🖌 Goal Met Goal % 0-80% 80-100% Satisfied % Under Goal

### **Client Demographics**

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	23	3%	10%	Female	480	58%	<b>▲</b> 41%
26-34 <mark> </mark>	99	12%	22%	Male 📒 📔	345	42%	▼ 58%
35-44 📕	121	15%	20%	Transgender			0%
45-54	176	21%	21%				
55-64	242	29%	19%				
65+	163	20%	<b>▲</b> 7%	Race	#	%	State Avg
				White/Caucasian	525	64%	63%
Ethnicity	#	%	State Avg	Black/African American	156	19%	16%
Non-Hispanic	646	78%	71%	Other <mark> </mark>	120	15%	13%
Hispanic-Other	106	13%	7%	Unknown	13	2%	5%
Hisp-Puerto Rican	50	6%	13%	Asian	5	1%	1%
Hispanic-Mexican	12	1%	1%	Multiple Races	4	0%	1%
· .				Am. Indian/Native Alaskan	1	0%	1%
Unknown	11	1%	8%	Hawaiian/Other Pacific Islander	1	0%	0%
Hispanic-Cuban			0%				
	Inique C	lients	State Avg	▲ > 10% Over State Avg	> 10% U	nder St	ate Avg

Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	819	892	-8%	
Admits	2	41	-95%	▼
Discharges	21	22	-5%	
Service Hours	701	1,728	-59%	•

# Data Submission Quality

Data Entry	Actual	State Avg
√ Valid NOMS Data	97%	96%
On-Time Periodic	Actual	State Avg
6 Month Updates	47%	65%
Cooccurring	Actual	State Avg
Cooccurring MH Screen Complete	Actual	State Avg 91%
<u>_</u>		
MH Screen Complete	100%	91%

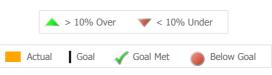
Diagnosis	Actual	State Avg
🞻 Valid Axis I Diagnosis	98%	96%
Valid Axis V GAF Score	68%	89%

# Data Submitted to DMHAS by Month



### **Discharge Outcomes**

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		0	0%	50%	55%	-50%	
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Social Support		357	44%	60%	65%	-16%	4
Employed	<b>.</b>   .	108	13%	30%	22%	-17%	4
Stable Living Situation		533	65%	95%	82%	-30%	
Improved/Maintained Axis V GAF Score		10	1%	75%	42%	-74%	
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	_
Clients Receiving Services		237	30%	90%	79%	-60%	
Service Engagement							
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
		0	0%	75%	68%	-75%	- ,



\* State Avg based on 93 Active Standard Outpatient Programs

### **Program Activity**

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	126	139	-9%
Admits	2	7	-71% 🔻
Discharges	5	9	-44% 🔻
Service Hours	1,445	1,298	11% 🔺

# Data Submission Quality

Data Entry	Actual	State Avg
√ Valid NOMS Data	100%	98%
	·	
On-Time Periodic	Actual	State Avg
🧹 6 Month Updates	98%	92%
4		
Cooccurring	Actual	State Avg
🖌 MH Screen Complete	100%	90%
🞻 SA Screen Complete	100%	89%
	·	
Diagnosis	Actual	State Avg
🞻 Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	99%	97%

# Data Submitted to DMHAS by Month

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

### **Discharge Outcomes**

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		0	0%	65%	69%	-65%	-
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Social Support		122	97%	60%	82%	37%	
$\checkmark$	Stable Living Situation		124	98%	80%	93%	18%	
$\checkmark$	Employed	<u> </u>	26	21%	20%	12%	1%	
	Improved/Maintained Axis V GAF Score		1	1%	65%	61%	-64%	-
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
$\checkmark$	Clients Receiving Services		120	98%	90%	99%	8%	

	> 10% 0	ver 🔻 < 10%	% Under	
Actual	Goal	🞻 Goal Met	Below Goal	

\* State Avg based on 48 Active CSP Programs