Charlotte Hungerford Hospital

Torrington, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Provider Activity



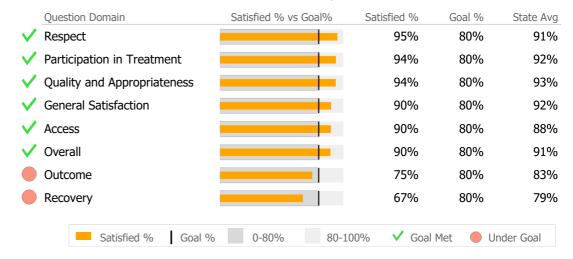


Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Healt	h		
	Outpatient	2,208	87.6%
	Case Management	192	7.6%
Addiction			
	Case Management	121	4.8%

Consumer Satisfaction Survey (Based of

(Based on 200 FY18 Surveys)



Client Demographics

Age		#	%	State Avg	Gender		#	%	State Avg
18-25		218	9%	12%	Female	 	1,502	60%	4 0%
26-34	<u> </u>	438	18%	24%	Male		982	40%	▼ 60%
35-44		417	17%	21%	Transgender				0%
45-54	-	565	23%	20%					
55-64		532	21%	17%					
65+	ľ	312	13%	6%	Race		#	%	State Avg
					White/Caucasian		2,297	92%	▲ 63%
Ethnicity		#	%	State Avg	Other		78	3%	▼ 14%
Non-Hispanic		2,309	93%	▲ 71%	Black/African American		52	2%	▼ 16%
Unknown	1	84	3%	9%	Unknown		43	2%	5%
Hispanic-Other	i	75	3%	7%	Asian		7	0%	1%
Hisp-Puerto Rican	 	17		▼ 13%	Am. Indian/Native Alaskan		5	0%	1%
•	ı			•	Multiple Races		4	0%	1%
Hispanic-Cuban		1	0%	0%	Hawaiian/Other Pacific Islander				0%
Hispanic-Mexican				1%					
		Unique C	lients	State Avg	▲ > 10% Over State Avg	* :	> 10% U	Inder St	tate 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 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	121	64	89%	•
Admits	80	42	90%	•
Discharges	49	22	123%	•
Service Hours	92	68	35%	•

Data Submission Quality

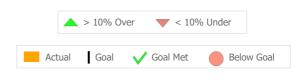
	Data Entry	Actual	State Avg
/	Valid NOMS Data	99%	90%
	On-Time Periodic	Actual	State Avg
	6 Month Updates	3%	50%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Treatment Completed Successfully		7	14%	50%	61%	-36%	
	Recovery							
	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
/	Stable Living Situation		100	81%	80%	78%	1%	
	Employed		23	19%	20%	29%	-1%	
	Self Help	<u> </u>	24	19%	60%	61%	-41%	
	Service Utilization							
		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
	Clients Receiving Services		39	52%	90%	81%	-38%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%
	1 or mo	ore Recoi	ds Subm	nitted to	DMHAS					



^{*} State Avg based on 8 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 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

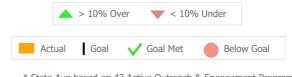
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	192	193	-1%
Admits	-	-	
Discharges	-	1	-100% 🔻
Service Hours	_	_	

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%	95%	-50%	r

Data Submitted to DMHAS by Month Sen Oct Nov Dec Jan Feb Mar % Months Submitted

		Jui <i>F</i>	Aug	Sep	UCL	IVOV	Dec	Jan	reb	Маг	% Months Submitted
Admission	ns										0%
Discharge	:S										0%
Services											0%
	1 (or more	Records	Submit	ted to D	MHAS					



^{*} State Avg based on 42 Active Outreach & Engagement Programs

Outpatient 503-210

Charlotte Hungerford Hospital

Mental Health - Outpatient - Standard Outpatient

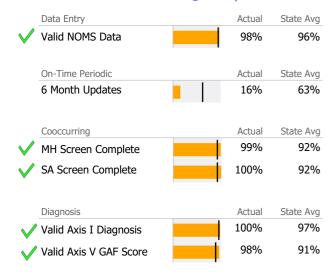
Connecticut Dept of Mental Health and Addiction Services Program Quality Dashboard

Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2,208	1,893	17%	•
Admits	417	383	9%	
Discharges	127	177	-28%	•
Service Hours	3,993	4,822	-17%	•

Data Submission Quality



Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		44	35%	50%	52%	-15%	
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Employed		564	26%	30%	25%	-4%	
Social Support		1,163	53%	60%	67%	-7%	
Stable Living Situation	· 1	1,229	56%	95%	85%	-39%	
Improved/Maintained Axis V GAF Score	• ·	123	7%	75%	51%	-68%	
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		761	37%	90%	86%	-53%	
Service Engagement							
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
2 or more Services within 30 days		136	33%	75%	69%	-42%	

Data Submitted to DMHAS by Month

Data	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%
	1 or n	nore Recor	ds Sub	mitted t	o DMHA	S				



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