Waterbury Hospital Health Center
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - March 2019   (Data as of Jun 19, 2019)
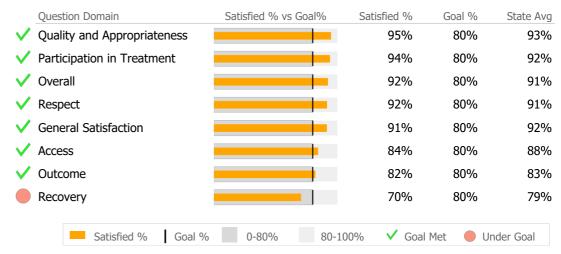
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	399	1,124	-65%	▼
	Admits	327	1,824	-82%	▼
	Discharges	333	1,823	-82%	▼
	Service Hours	628	1,855	-66%	▼

▲ > 10% Over 1 Yr Ago   ▼ > 10% Under 1Yr Ago

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Crisis Services	222	54.7%
	Case Management	89	21.9%
	Outpatient	87	21.4%
	IOP	8	2.0%

Consumer Satisfaction Survey   (Based on 117 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		95%	80%	93%
✓	Participation in Treatment		94%	80%	92%
✓	Overall		92%	80%	91%
✓	Respect		92%	80%	91%
✓	General Satisfaction		91%	80%	92%
✓	Access		84%	80%	88%
✓	Outcome		82%	80%	83%
🔴	Recovery		70%	80%	79%

Legend: ▬ Satisfied % | Goal % ▓ 0-80% ░ 80-100% ✓ Goal Met 🔴 Under Goal

Client Demographics

Age

	#	%	State Avg
18-25	40	11%	12%
26-34	80	22%	24%
35-44	67	18%	21%
45-54	86	23%	20%
55-64	66	18%	17%
65+	32	9%	6%

Gender

	#	%		State Avg
Female	229	57%	▲	40%
Male	170	43%	▼	60%
Transgender				0%

Ethnicity

	#	%	State Avg
Non-Hispanic	308	77%	71%
Hispanic-Other	55	14%	7%
Hisp-Puerto Rican	29	7%	13%
Unknown	6	2%	9%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

Race

	#	%	State Avg
White/Caucasian	256	64%	63%
Black/African American	75	19%	16%
Other	63	16%	14%
Am. Indian/Native Alaskan	4	1%	1%
Asian	1	0%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			5%

Legend: ▬ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Crisis 522-200
Waterbury Hospital Health Center
Mental Health - Crisis Services - Mobile Crisis Team

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	222	746	-70%	▼
Admits	151	828	-82%	▼
Discharges	153	820	-81%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		100	64%	75%	69%	-11%	▼
🔴	Community Location Evaluation		0	0%	80%	92%	-80%	▼
🔴	Follow-up Service within 48 hours		4	7%	90%	87%	-83%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪			▪	▪	▪	78%
Discharges	▪	▪	▪	▪			▪	▪	▪	78%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

DBT IOP-1st Initiative522-212X
Waterbury Hospital Health Center
Mental Health - IOP - Standard IOP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
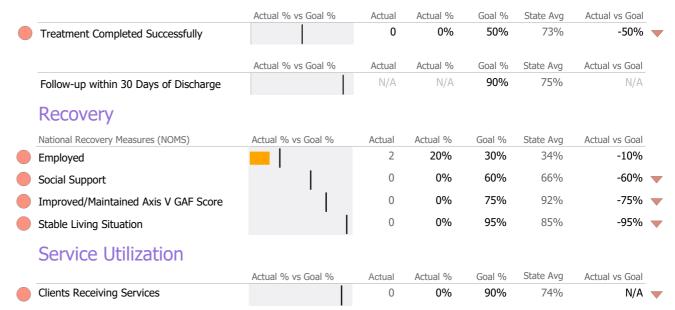Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	20	-60%	▼
Admits	9	40	-78%	▼
Discharges	9	39	-77%	▼
Service Hours	43	255	-83%	▼
Social Rehab/PHP/IOP Days	0	0		

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		20%	95%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		0%	0%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	88%
SA Screen Complete		0%	88%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
Valid Axis V GAF Score		0%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		0	0%	50%	73%	-50%	▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	75%	N/A	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		2	20%	30%	34%	-10%	
🔴 Social Support		0	0%	60%	66%	-60%	▼
🔴 Improved/Maintained Axis V GAF Score		0	0%	75%	92%	-75%	▼
🔴 Stable Living Situation		0	0%	95%	85%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		0	0%	90%	74%	N/A	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▮	▮								22%
Discharges	▮	▮								22%
Services		▮				▮				22%

▮ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 3 Active Standard IOP Programs

Grandview Adult OP Clinic52221
Waterbury Hospital Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
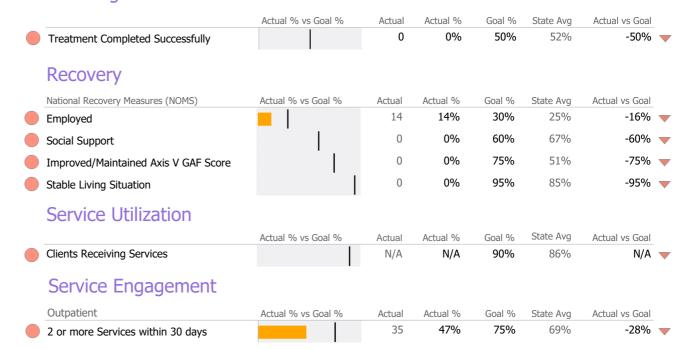Reporting Period: July 2018 - March 2019   (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	74	291	-75%	▼
Admits	97	847	-89%	▼
Discharges	97	847	-89%	▼
Service Hours	195	1,092	-82%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		20%	96%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
6 Month Updates		N/A	63%

Cooccurring	Actual % vs Goal %	Actual	State Avg
MH Screen Complete		0%	92%
SA Screen Complete		0%	92%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
Valid Axis V GAF Score		0%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		0	0%	50%	52%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		14	14%	30%	25%	-16%	▼
🔴 Social Support		0	0%	60%	67%	-60%	▼
🔴 Improved/Maintained Axis V GAF Score		0	0%	75%	51%	-75%	▼
🔴 Stable Living Situation		0	0%	95%	85%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		N/A	N/A	90%	86%	N/A	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		35	47%	75%	69%	-28%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	�	�								22%
Discharges	�	�								22%
Services		�				▢				22%

1 or more Records Submitted to DMHAS

△ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Homeless Outreach 522-294
Waterbury Hospital Health Center
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
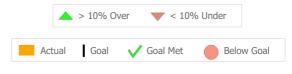Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	89	78	14%	▲
Admits	56	43	30%	▲
Discharges	60	51	18%	▲
Service Hours	385	481	-20%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		55	100%	50%	95%	50%	▲

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 more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 42 Active Outreach & Engagement Programs

Outpatient Expansion 522211
Waterbury Hospital Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
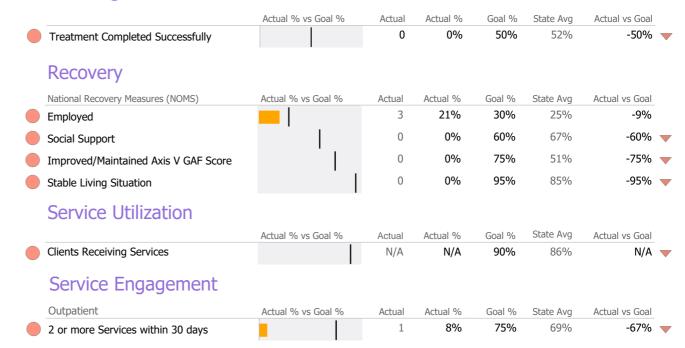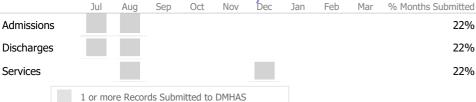Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	23	-43%	▼
Admits	14	66	-79%	▼
Discharges	14	66	-79%	▼
Service Hours	6	26	-79%	▼

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
Valid NOMS Data		20%	96%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	63%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	92%
SA Screen Complete		0%	92%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
Valid Axis V GAF Score		0%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		0	0%	50%	52%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		3	21%	30%	25%	-9%	▼
● Social Support		0	0%	60%	67%	-60%	▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	51%	-75%	▼
● Stable Living Situation		0	0%	95%	85%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		N/A	N/A	90%	86%	N/A	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		1	8%	75%	69%	-67%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪								22%
Discharges	▪	▪								22%
Services		▪				▪				22%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Respite Program 201
Waterbury Hospital Health Center
Mental Health - Crisis Services - Respite Bed

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	0		
Admits	-	-	
Discharges	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	87%	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%	75%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		15	N/A	N/A	0%	90%	61%	-90%

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

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 10 Active Respite Bed Programs