Hartford Behavioral Health
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - June 2019   (Data as of Sep 16, 2019)
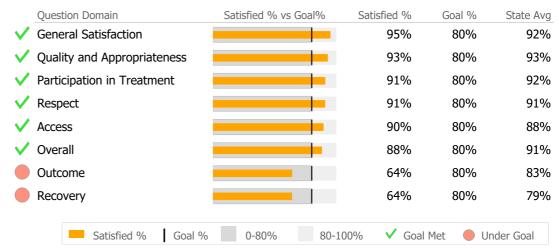
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	674	689	-2%
	Admits	257	285	-10%
	Discharges	274	348	-21% ▼
	Service Hours	3,279	4,507	-27% ▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		674	100.0%

Consumer Satisfaction Survey   (Based on 145 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		95%	80%	92%
✓	Quality and Appropriateness		93%	80%	93%
✓	Participation in Treatment		91%	80%	92%
✓	Respect		91%	80%	91%
✓	Access		90%	80%	88%
✓	Overall		88%	80%	91%
●	Outcome		64%	80%	83%
●	Recovery		64%	80%	79%

▮ Satisfied %		Goal %	0-80%	80-100%	✓ Goal Met	● Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25		44	7%	12%
26-34		88	13% ▼	24%
35-44		104	15%	21%
45-54		192	29%	20%
55-64		177	26%	17%
65+		68	10%	6%

Gender

Gender		#	%	State Avg
Female		404	60% ▲	40%
Male		270	40% ▼	60%
Transgender				0%

Ethnicity

Ethnicity		#	%	State Avg
Hisp-Puerto Rican		424	63% ▲	12%
Non-Hispanic		166	25% ▼	70%
Hispanic-Other		64	9%	7%
Unknown		16	2%	10%
Hispanic-Cuban		2	0%	0%
Hispanic-Mexican		2	0%	1%

Race

Race		#	%	State Avg
Other		339	50% ▲	13%
White/Caucasian		167	25% ▼	63%
Black/African American		131	19%	17%
Multiple Races		14	2%	1%
Unknown		9	1%	5%
Asian		5	1%	1%
Hawaiian/Other Pacific Islander		5	1%	0%
Am. Indian/Native Alaskan		4	1%	1%

▮ Unique Clients		State Avg	▲ > 10% Over State Avg	▼ > 10% Under State Avg

Mental Health Outpatient608210
Hartford Behavioral Health
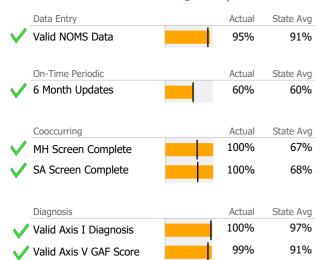Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	674	689	-2%	▼
Admits	257	229	12%	▲
Discharges	224	278	-19%	▼
Service Hours	3,277	3,793	-14%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		95%	91%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		60%	60%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		100%	67%
✓ SA Screen Complete		100%	68%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		99%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		42	19%	50%	51%	-31%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		467	69%	60%	68%	9%	
✓ Stable Living Situation		642	95%	95%	85%	0%	
● Improved/Maintained Axis V GAF Score		440	73%	75%	54%	-2%	
● Employed		98	14%	30%	26%	-16%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		427	94%	90%	88%	4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		143	56%	75%	74%	-19%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 94 Active Standard Outpatient Programs