Waterbury Hospital Health Center
Waterbury, 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	478	1,313	-64%	▼
	Admits	417	2,222	-81%	▼
	Discharges	424	2,210	-81%	▼
	Service Hours	733	2,302	-68%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Crisis Services	286	58.8%
	Case Management	105	21.6%
	Outpatient	87	17.9%
	IOP	8	1.6%

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

Age	#	%	State Avg
18-25	47	11%	12%
26-34	95	22%	24%
35-44	83	19%	21%
45-54	101	23%	20%
55-64	78	18%	17%
65+	36	8%	6%

Gender

Gender	#	%		State Avg
Female	266	56%	▲	40%
Male	212	44%	▼	60%
Transgender				0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	363	76%	70%
Hispanic-Other	67	14%	7%
Hisp-Puerto Rican	40	8%	12%
Unknown	7	1%	10%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

Race

Race	#	%	State Avg
White/Caucasian	297	62%	63%
Black/African American	97	20%	17%
Other	77	16%	13%
Am. Indian/Native Alaskan	4	1%	1%
Asian	1	0%	1%
Multiple Races	1	0%	1%
Hawaiian/Other Pacific Islander	1	0%	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 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	286	912	-69%	▼
Admits	224	1,048	-79%	▼
Discharges	225	1,037	-78%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		141	62%	75%	69%	-13%	▼
🔴	Community Location Evaluation		1	0%	80%	92%	-80%	▼
🔴	Follow-up Service within 48 hours		7	8%	90%	88%	-82%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪			▪	▪	▪		▪	▪	75%
Discharges	▪	▪	▪	▪			▪	▪	▪		▪	▪	75%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 27 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 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	24	-67%	▼
Admits	9	46	-80%	▼
Discharges	9	45	-80%	▼
Service Hours	43	312	-86%	▼
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%	90%
SA Screen Complete		0%	90%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		0%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		0	0%	50%	75%	-50%	▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	76%	N/A	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		2	20%	30%	36%	-10%	
● Social Support		0	0%	60%	68%	-60%	▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	92%	-75%	▼
● Stable Living Situation		0	0%	95%	86%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		0	0%	90%	81%	N/A	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■											17%
Discharges	■	■											17%
Services			■			■							17%

☐ 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 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	74	304	-76%	▼
Admits	97	993	-90%	▼
Discharges	97	993	-90%	▼
Service Hours	195	1,344	-86%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		20%	91%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	60%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	67%
SA Screen Complete		0%	68%

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%	51%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		14	14%	30%	26%	-16%	▼
🔴 Social Support		0	0%	60%	68%	-60%	▼
🔴 Improved/Maintained Axis V GAF Score		0	0%	75%	54%	-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%	88%	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%	74%	-28%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪											17%
Discharges	▪	▪											17%
Services		▪				▪							17%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

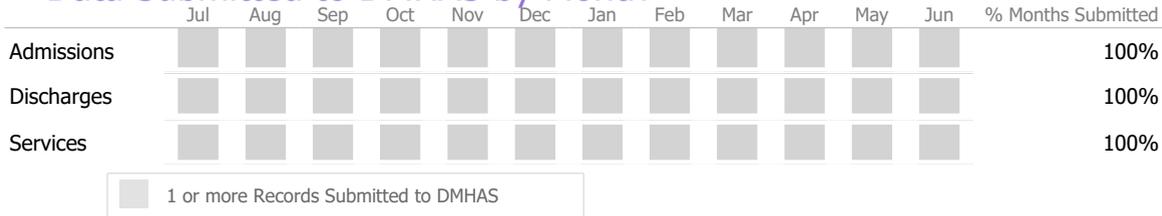* State Avg based on 94 Active Standard Outpatient Programs

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 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	105	89	18%	▲
Admits	73	54	35%	▲
Discharges	79	54	46%	▲
Service Hours	490	615	-20%	▼

Service Engagement
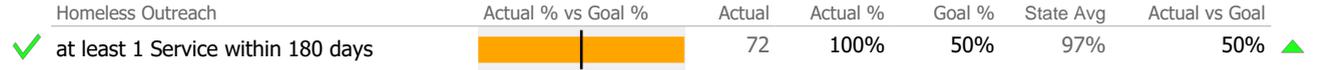
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		72	100%	50%	97%	50%	▲

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 45 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 - June 2019 (Data as of Sep 16, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	25	-48% ▼
Admits	14	81	-83% ▼
Discharges	14	81	-83% ▼
Service Hours	6	30	-82% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		20%	91%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	60%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	67%
SA Screen Complete		0%	68%

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%	51%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		3	21%	30%	26%	-9% ▼
● Social Support		0	0%	60%	68%	-60% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	54%	-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%	88%	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%	74%	-67% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪											17%
Discharges	▪	▪											17%
Services		▪				▪							17%

☐ 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 - June 2019 (Data as of Sep 16, 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%	86%	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%	76%	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%	63%	-90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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