Hartford Behavioral Health
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2013 - June 2014   (Data as of Sep 16, 2014)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,381	1,490	-7%
	Admits	295	726	-59% ▼
	Discharges	431	421	2%
	Service Hours	7,684	8,117	-5%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,381	100.0%

Consumer Satisfaction Survey   (Based on 163 FY13 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ General Satisfaction		94%	80%	92%
✔ Quality and Appropriateness		93%	80%	93%
✔ Participation in Treatment		92%	80%	92%
✔ Overall		91%	80%	91%
✔ Access		89%	80%	88%
✔ Respect		86%	80%	91%
🔴 Outcome		78%	80%	83%
🔴 Recovery		65%	80%	79%

▮ Satisfied %		Goal %	▮ 0-80%	▮ 80-100%	✔ Goal Met	🔴 Under Goal

Client Demographics

Age		#	%	State Avg
18-25		137	10%	16%
26-34		252	18%	23%
35-44		293	21%	20%
45-54		401	29%	24%
55-64		226	16%	14%
65+		72	5%	4%

Gender		#	%		State Avg
Female		781	57%	▲	40%
Male		600	43%	▼	60%

Race		#	%		State Avg
Other		770	56%	▲	14%
Black/African American		275	20%		17%
White/Caucasian		171	12%	▼	65%
Unknown		117	8%		3%
Am. Indian/Native Alaskan		18	1%		1%
Hawaiian/Other Pacific Islander		16	1%		0%
Multiple Races		9	1%		1%
Asian		5	0%		1%

Ethnicity		#	%		State Avg
Hisp-Puerto Rican		747	54%	▲	12%
Non-Hispanic		424	31%	▼	75%
Hispanic-Other		120	9%		6%
Unknown		85	6%		6%
Hispanic-Mexican		3	0%		0%
Hispanic-Cuban		2	0%		0%

▮ 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 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,189	1,326	-10%	
Admits	245	641	-62%	▼
Discharges	373	393	-5%	
Service Hours	6,434	7,074	-9%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		86%	88%

On-Time Periodic		Actual	State Avg
6 Month Updates		51%	56%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		92%	70%
✔ SA Screen Complete		92%	67%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
✔ Valid Axis V GAF Score		100%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		51	14%	50%	45%	-36%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Social Support		710	59%	60%	55%	-1%	
🔴 Improved/Maintained Axis V GAF Score		804	72%	75%	51%	-3%	
🔴 Stable Living Situation		984	82%	95%	81%	-13%	▼
🔴 Employed		104	9%	30%	19%	-21%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		774	93%	90%	87%	3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		166	69%	75%	67%	-6%

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 91 Active Standard Outpatient Programs

MH Outpatient 1st Init 608210X
Hartford Behavioral Health
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2013 - June 2014 (Data as of Sep 16, 2014)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	198	177	12%	▲
Admits	50	85	-41%	▼
Discharges	58	28	107%	▲
Service Hours	1,250	1,043	20%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		89%	88%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		64%	56%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		89%	70%
✔ SA Screen Complete		89%	67%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
✔ Valid Axis V GAF Score		100%	91%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		8	14%	50%	45%	-36%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		145	72%	60%	55%	12%	▲
🔴	Stable Living Situation		178	89%	95%	81%	-6%	
✔	Improved/Maintained Axis V GAF Score		137	76%	75%	51%	1%	
🔴	Employed		16	8%	30%	19%	-22%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		134	94%	90%	87%	4%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		31	63%	75%	67%	-12%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													92%
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 91 Active Standard Outpatient Programs