# St. Mary's Hospital Corporation
Waterbury, 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 | 1,507 | 1,464 | 3% | |
| | Admits | 476 | 538 | -12% | ▼ |
| | Discharges | 376 | 451 | -17% | ▼ |
| | Service Hours | 6,664 | 5,905 | 13% | ▲ |

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

## Clients by Level of Care

| Program Type | Level of Care Type | # | % |
|---|---|---|---|
| **Mental Health** | | | |
| | Outpatient | 1,507 | 100.0% |

## Consumer Satisfaction Survey    (Based on 167 FY13 Surveys)

| | Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|---|---|---|---|---|---|
| ✓ | Quality and Appropriateness | | 99% | 80% | 93% |
| ✓ | Overall | | 99% | 80% | 91% |
| ✓ | General Satisfaction | | 98% | 80% | 92% |
| ✓ | Participation in Treatment | | 98% | 80% | 92% |
| ✓ | Respect | | 96% | 80% | 91% |
| ✓ | Access | | 95% | 80% | 88% |
| ✓ | Outcome | | 93% | 80% | 83% |
| ✓ | Recovery | | 89% | 80% | 79% |

| Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ⬤ Under Goal |
|---|---|---|---|---|---|

## Client Demographics

### Age

| Age | # | % | State Avg |
|---|---|---|---|
| 18-25 | 106 | 7% | 16% |
| 26-34 | 212 | 14% | 23% |
| 35-44 | 324 | 22% | 20% |
| 45-54 | 426 | 28% | 24% |
| 55-64 | 316 | 21% | 14% |
| 65+ | 122 | 8% | 4% |

### Gender

| Gender | # | % | | State Avg |
|---|---|---|---|---|
| Female | 992 | 66% | ▲ | 40% |
| Male | 515 | 34% | ▼ | 60% |

### Race

| Race | # | % | | State Avg |
|---|---|---|---|---|
| White/Caucasian | 803 | 53% | ▼ | 65% |
| Other | 487 | 32% | ▲ | 14% |
| Black/African American | 194 | 13% | | 17% |
| Hawaiian/Other Pacific Islander | 14 | 1% | | 0% |
| Multiple Races | 4 | 0% | | 1% |
| Am. Indian/Native Alaskan | 2 | 0% | | 1% |
| Asian | 2 | 0% | | 1% |
| Unknown | 1 | 0% | | 3% |

### Ethnicity

| Ethnicity | # | % | | State Avg |
|---|---|---|---|---|
| Non-Hispanic | 821 | 54% | ▼ | 75% |
| Hisp-Puerto Rican | 595 | 39% | ▲ | 12% |
| Hispanic-Other | 84 | 6% | | 6% |
| Hispanic-Cuban | 5 | 0% | | 0% |
| Hispanic-Mexican | 2 | 0% | | 0% |
| Unknown | | | | 6% |

| Unique Clients | State Avg | ▲ > 10% Over State Avg | ▼ > 10% Under State Avg |
|---|---|---|---|

**56 Franklin St. OPClin 520-210**
St. Mary's Hospital Corporation
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 | 1,507 | 1,464 | 3% | |
| Admits | 476 | 538 | -12% | ▼ |
| Discharges | 376 | 451 | -17% | ▼ |
| Service Hours | 6,664 | 5,905 | 13% | ▲ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid NOMS Data | | 99% | 88% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ✔ 6 Month Updates | | 78% | 56% |

| Cooccurring | | Actual | State Avg |
|---|---|---|---|
| ✔ MH Screen Complete | | 98% | 70% |
| ✔ SA Screen Complete | | 98% | 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 | | 250 | 67% | 50% | 45% | 17% | ▲ |

## Recovery

| National Recovery Measures (NOMS) | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|---|
| ✔ | Social Support | | 1,467 | 95% | 60% | 55% | 35% | ▲ |
| ✔ | Stable Living Situation | | 1,503 | 97% | 95% | 81% | 2% | |
| ✔ | Improved/Maintained Axis V GAF Score | | 1,098 | 81% | 75% | 51% | 6% | |
| ● | Employed | | 218 | 14% | 30% | 19% | -16% | ▼ |

## Service Utilization

| | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✔ | Clients Receiving Services | | 1,168 | 100% | 90% | 87% | 10% |

## Service Engagement

| Outpatient | | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|---|
| ✔ 2 or more Services within 30 days | | | 394 | 85% | 75% | 67% | 10% |

## 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