Backus Hospital
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2014 - June 2015   (Data as of Sep 17, 2015)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	601	649	-7%
	Admits	53	50	6%
	Discharges	102	98	4%
	Service Hours	7,412	7,727	-4%
	Bed Days	2		

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	600	99.8%
	Inpatient Services	1	0.2%

Consumer Satisfaction Survey   (Based on 102 FY14 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		98%	80%	91%
✓ General Satisfaction		97%	80%	92%
✓ Overall		95%	80%	91%
✓ Participation in Treatment		93%	80%	92%
✓ Access		92%	80%	88%
✓ Quality and Appropriateness		92%	80%	93%
✓ Outcome		82%	80%	83%
● Recovery		70%	80%	79%

Satisfied % | Goal %   ▨ 0-80%   ▨ 80-100%   ✓ Goal Met   ● Under Goal

Client Demographics

Age		#	%	State Avg
18-25		12	2%	▼ 16%
26-34		44	7%	▼ 24%
35-44		87	14%	19%
45-54		143	24%	23%
55-64		192	32%	▲ 14%
65+		123	20%	▲ 4%

Gender		#	%	State Avg
Female		386	64%	▲ 40%
Male		215	36%	▼ 60%

Ethnicity		#	%	State Avg
Non-Hispanic		563	94%	▲ 75%
Hispanic-Other		24	4%	6%
Unknown		14	2%	6%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hisp-Puerto Rican				▼ 12%

Race		#	%	State Avg
White/Caucasian		518	86%	▲ 66%
Black/African American		42	7%	17%
Other		34	6%	13%
Am. Indian/Native Alaskan		7	1%	1%
Asian				1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
Unknown				3%

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

326 Washington St. AIP 401-110
Backus Hospital
Mental Health - Inpatient Services - Acute Psychiatric

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1	2	-50%	▼
Admits	1	2	-50%	▼
Discharges	1	2	-50%	▼
Bed Days	2	-		
			▼	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1	100%	95%	72%	5%	
✓	No Re-admit within 30 Days of Discharge		1	100%	85%	88%	15%	▲
🔴	Follow-up within 30 Days of Discharge		0	0%	90%	50%	-90%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓	Avg Utilization Rate		2	2 days	2.0	3%	90%	108%	3%

▢ < 90%	▢ 90-110%	▢ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions									▢				8%
Discharges									▢				8%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▬ Actual		Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 29 Active Acute Psychiatric Programs

326 Washington St. OP 401-210
Backus Hospital
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	462	506	-9%	
Admits	18	12	50%	▲
Discharges	63	61	3%	
Service Hours	5,439	5,764	-6%	

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
✔ Valid NOMS Data		100%	94%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		76%	66%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		95%	67%
✔ SA Screen Complete		95%	62%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
✔ Valid Axis V GAF Score		100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		27	43%	50%	40%	-7%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		394	85%	60%	66%	25%	▲
✔ Improved/Maintained Axis V GAF Score		424	94%	75%	57%	19%	▲
✔ Stable Living Situation		458	98%	95%	85%	3%	
🔴 Employed		85	18%	30%	21%	-12%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		400	100%	90%	86%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		16	89%	75%	69%	14%	▲

Data Submitted to DMHAS by Month
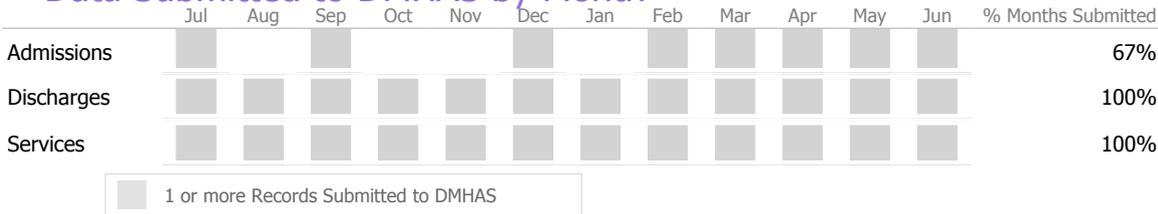
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■		■			■		■	■	■		■	67%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

MH OP-1st Initiatives401-210X
Backus Hospital
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	140	141	-1%
Admits	34	36	-6%
Discharges	38	35	9%
Service Hours	1,973	1,963	0%

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		99%	94%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		77%	66%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		95%	67%
✔ SA Screen Complete		95%	62%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
✔ Valid Axis V GAF Score		100%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		16	42%	50%	40%	-8%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		128	91%	60%	66%	31% ▲
✔ Stable Living Situation		138	99%	95%	85%	4%
✔ Improved/Maintained Axis V GAF Score		100	83%	75%	57%	8%
🔴 Employed		24	17%	30%	21%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		101	99%	90%	86%	9%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		28	82%	75%	69%	7%

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 93 Active Standard Outpatient Programs