Charlotte Hungerford Hospital
Torrington, 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	1,664	1,570	6%
	Admits	511	615	-17% ▼
	Discharges	441	434	2%
	Bed Days	7		

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,339	76.4%
	Case Management	262	15.0%
	IOP	149	8.5%
	Inpatient Services	2	0.1%

Consumer Satisfaction Survey   (Based on 160 FY14 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ Quality and Appropriateness		94%	80%	93%
✔ General Satisfaction		93%	80%	92%
✔ Participation in Treatment		92%	80%	92%
✔ Respect		91%	80%	91%
✔ Access		89%	80%	88%
✔ Overall		88%	80%	91%
🔴 Outcome		67%	80%	83%
🔴 Recovery		61%	80%	79%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	139	8%	16%
26-34	272	16%	24%
35-44	277	17%	19%
45-54	451	27%	23%
55-64	360	22%	14%
65+	163	10%	4%

Gender

Gender	#	%		State Avg
Female	949	57%	▲	40%
Male	715	43%	▼	60%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	1,583	95%	▲	75%
Hispanic-Other	43	3%		6%
Hisp-Puerto Rican	27	2%		12%
Unknown	11	1%		6%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race

Race	#	%		State Avg
White/Caucasian	1,543	93%	▲	66%
Other	58	3%		13%
Black/African American	43	3%	▼	17%
Unknown	8	0%		3%
Asian	4	0%		1%
Multiple Races	4	0%		1%
Am. Indian/Native Alaskan	3	0%		1%
Hawaiian/Other Pacific Islander	1	0%		0%

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

1st Initiatives OP 503-210X
Charlotte Hungerford 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	110	90	22%	▲
Admits	45	80	-44%	▼
Discharges	44	27	63%	▲
Service Hours	-	-		

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		26	59%	50%	40%	9%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		92	81%	60%	66%	21%	▲
●	Stable Living Situation		91	80%	95%	85%	-15%	▼
●	Employed		17	15%	30%	21%	-15%	▼
●	Improved/Maintained Axis V GAF Score		42	38%	75%	57%	-37%	▼

Data Submission Quality

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

	On-Time Periodic		Actual	State Avg
	6 Month Updates		0%	66%

	Cooccurring		Actual	State Avg
✔	MH Screen Complete		98%	67%
✔	SA Screen Complete		100%	62%

	Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis		100%	98%
	Valid Axis V GAF Score		91%	92%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		0	0%	90%	86%	N/A	▼

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	2 or more Services within 30 days		0	0%	75%	69%	-75%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													75%
Discharges													100%
Services													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   │ Goal   ✔ Goal Met   ● Below Goal

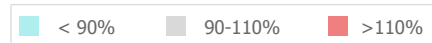* State Avg based on 93 Active Standard Outpatient Programs

Acute Inpatient 503-111
Charlotte Hungerford 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	2		
Admits	2	-	
Discharges	2	-	
Bed Days	7	-	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		2	100%	95%	72%	5%	
✓	No Re-admit within 30 Days of Discharge		2	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	4 days	1.0	6%	90%	108%	-84%	▼

	< 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	▪	▪											17%
Discharges	▪	▪											17%

	1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▬ Actual	│ Goal	✓ Goal Met	● Below Goal
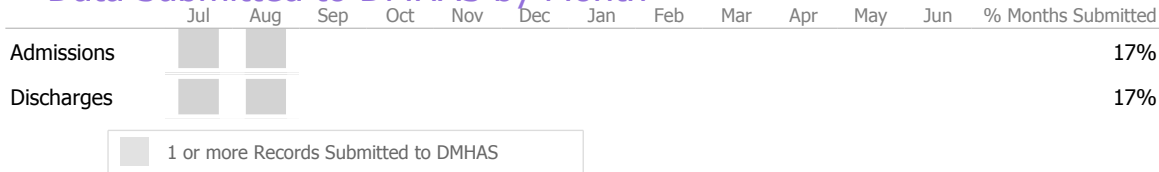
* State Avg based on 29 Active Acute Psychiatric Programs

Intensive OP 503-220
Charlotte Hungerford Hospital
Mental Health - IOP - Standard IOP

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	149	109	37%	▲
Admits	138	118	17%	▲
Discharges	130	98	33%	▲
Service Hours	-	-		
Social Rehab/PHP/IOP Days	0	0		

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✔ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	0%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	94%
✔ SA Screen Complete		100%	86%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	100%
✔ Valid Axis V GAF Score		100%	95%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		78	60%	50%	77%	10%	▲
🔴 Follow-up within 30 Days of Discharge		30	38%	90%	61%	-52%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		138	87%	60%	81%	27%	▲
✔ Improved/Maintained Axis V GAF Score		123	95%	75%	90%	20%	▲
🔴 Stable Living Situation		144	91%	95%	91%	-4%	
🔴 Employed		22	14%	30%	18%	-16%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		0	0%	90%	47%	N/A	▼

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													0%

▪ 1 or more Records Submitted to DMHAS
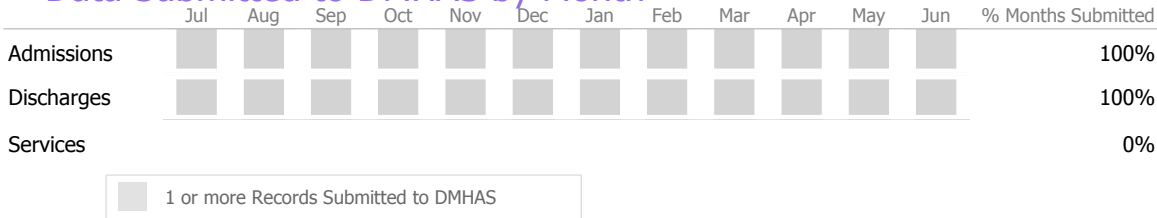
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal
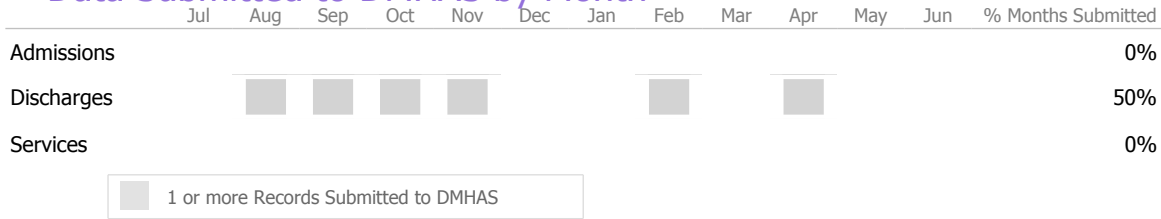
* State Avg based on 5 Active Standard IOP Programs

MH Svs to the Homeless 503294
Charlotte Hungerford Hospital
Mental Health - Case Management - Outreach & Engagement

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	262	266	-2%	
Admits	-	38	-100%	▼
Discharges	6	6	0%	
Service Hours	-	100	-100%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 at least 1 Service within 180 days		0	0%	50%	92%	-50%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges		▢	▢	▢	▢			▢		▢			50%
Services													0%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

🟧 Actual	❘ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 38 Active Outreach & Engagement Programs

Outpatient 503-210
Charlotte Hungerford 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	1,306	1,265	3%	
Admits	326	379	-14%	▼
Discharges	259	303	-15%	▼
Service Hours	-	1,670	-100%	▼

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
Valid NOMS Data		93%	94%

On-Time Periodic	Actual % vs Goal	Actual	State Avg
6 Month Updates		0%	66%

Cooccurring	Actual % vs Goal	Actual	State Avg
✔ MH Screen Complete		99%	67%
✔ SA Screen Complete		100%	62%

Diagnosis	Actual % vs Goal	Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
Valid Axis V GAF Score		91%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		46	18%	50%	40%	-32%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		199	15%	30%	21%	-15%	▼
🔴 Social Support		558	42%	60%	66%	-18%	▼
🔴 Stable Living Situation		670	51%	95%	85%	-44%	▼
🔴 Improved/Maintained Axis V GAF Score		220	19%	75%	57%	-56%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		0	0%	90%	86%	N/A	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		0	0%	75%	69%	-75%	▼

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													0%

▢ 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