Waterbury Hospital Health Center
Waterbury, CT

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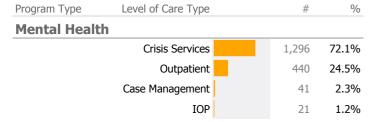Reporting Period: July 2014 - June 2015   (Data as of Sep 17, 2015)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,751	2,771	-37%	▼
	Admits	1,783	5,077	-65%	▼
	Discharges	1,770	4,986	-65%	▼
	Service Hours	222	4,200	-95%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Crisis Services	1,296	72.1%
	Outpatient	440	24.5%
	Case Management	41	2.3%
	IOP	21	1.2%

Consumer Satisfaction Survey   (Based on 47 FY14 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Quality and Appropriateness		100%	80%	93%
✔	Overall		100%	80%	91%
✔	General Satisfaction		98%	80%	92%
✔	Outcome		98%	80%	83%
✔	Participation in Treatment		94%	80%	92%
✔	Access		94%	80%	88%
✔	Respect		93%	80%	91%
✔	Recovery		87%	80%	79%

▮ Satisfied %	▎ Goal %	▮ 0-80%	▮ 80-100%	✔ Goal Met	● Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25		230	15%	16%
26-34		252	16%	24%
35-44		287	18%	19%
45-54		367	24%	23%
55-64		287	18%	14%
65+		134	9%	4%

Gender

Gender		#	%		State Avg
Female		897	51%	▲	40%
Male		854	49%	▼	60%

Race

Race		#	%	State Avg
White/Caucasian		1,187	68%	66%
Other		302	17%	13%
Black/African American		228	13%	17%
Multiple Races		17	1%	1%
Asian		9	1%	1%
Hawaiian/Other Pacific Islander		5	0%	0%
Am. Indian/Native Alaskan		2	0%	1%
Unknown		1	0%	3%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		1,379	79%	75%
Hispanic-Other		238	14%	6%
Hisp-Puerto Rican		109	6%	12%
Unknown		23	1%	6%
Hispanic-Cuban		1	0%	0%
Hispanic-Mexican		1	0%	1%

▮ Unique Clients	▎ State Avg	▲ > 10% Over State Avg	▼ > 10% Under State Avg

Acute IP 522-111
Waterbury Hospital Health Center
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	0		
Admits	-	-	
Discharges	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	95%	72%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	88%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	50%	N/A

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 29 Active Acute Psychiatric Programs

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 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,296	1,656	-22%	▼
Admits	1,656	2,250	-26%	▼
Discharges	1,654	2,245	-26%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Evaluation within 1.5 hours of Request		1,084	64%	75%	57%	-11%	▼
🔴 Community Location Evaluation		5	0%	80%	61%	-80%	▼
🔴 Follow-up Service within 48 hours		60	7%	90%	46%	-83%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢					67%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢					67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual	▮ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 25 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
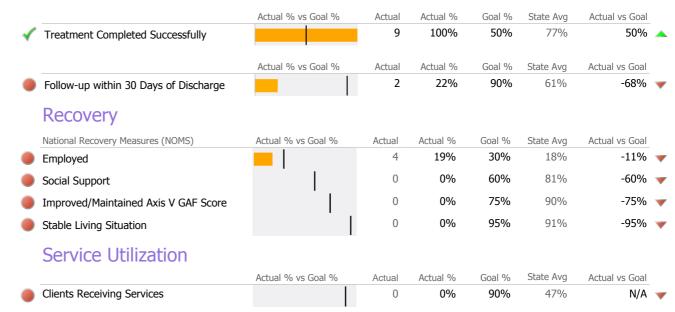Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	107	-80%	▼
Admits	21	101	-79%	▼
Discharges	9	161	-94%	▼
Service Hours	217	1,682	-87%	▼
Social Rehab/PHP/IOP Days	0	0		

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		9	100%	50%	77%	50%	▲
●	Follow-up within 30 Days of Discharge		2	22%	90%	61%	-68%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Employed		4	19%	30%	18%	-11%	▼
●	Social Support		0	0%	60%	81%	-60%	▼
●	Improved/Maintained Axis V GAF Score		0	0%	75%	90%	-75%	▼
●	Stable Living Situation		0	0%	95%	91%	-95%	▼

Service Utilization

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

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		20%	97%

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

Cooccurring		Actual	State Avg
MH Screen Complete		0%	94%
SA Screen Complete		0%	86%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
Valid Axis V GAF Score		0%	95%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■						■			■			25%
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 5 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
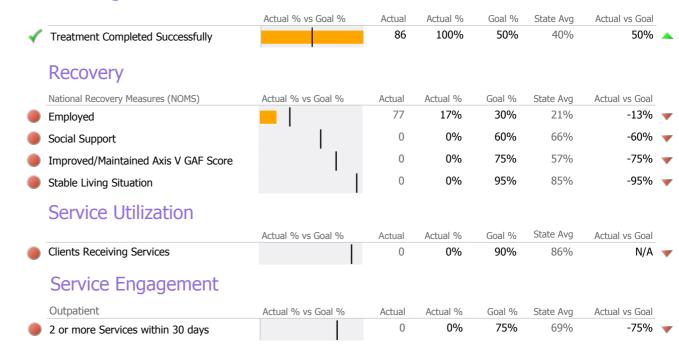Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	425	939	-55%	▼
Admits	86	2,397	-96%	▼
Discharges	86	2,204	-96%	▼
Service Hours	-	1,277	-100%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		20%	94%

On-Time Periodic		Actual	State Avg
6 Month Updates		2%	66%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	67%
SA Screen Complete		0%	62%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
Valid Axis V GAF Score		0%	92%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		86	100%	50%	40%	50%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Employed		77	17%	30%	21%	-13%	▼
🔴	Social Support		0	0%	60%	66%	-60%	▼
🔴	Improved/Maintained Axis V GAF Score		0	0%	75%	57%	-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		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							▪			▪			17%
Discharges							▪			▪			17%
Services									▪				8%

▪ 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

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
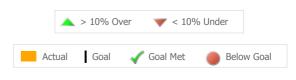Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	134	-69%	▼
Admits	-	78	-100%	▼
Discharges	1	95	-99%	▼
Service Hours	-	1,154	-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	▢												8%
Services	▢												8%

▢ 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 Expansion 522211
Waterbury Hospital Health Center
Mental Health - Outpatient - Standard Outpatient

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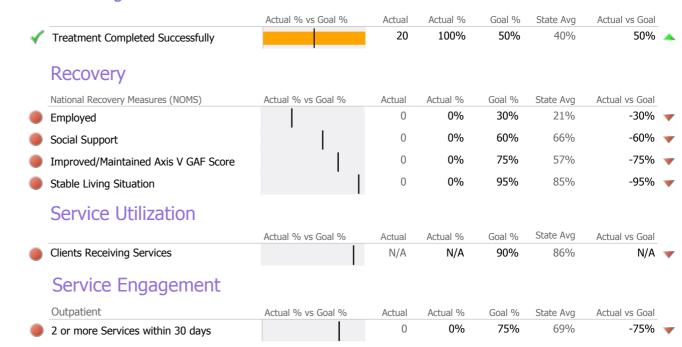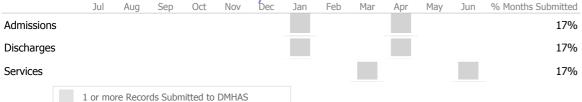Reporting Period: July 2014 - June 2015 (Data as of Sep 17, 2015)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	15	108	-86%	▼
Admits	20	251	-92%	▼
Discharges	20	281	-93%	▼
Service Hours	5	87	-94%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		20%	94%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	66%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	67%
SA Screen Complete		0%	62%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
Valid Axis V GAF Score		0%	92%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		20	100%	50%	40%	50%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Employed		0	0%	30%	21%	-30%	▼
🔴	Social Support		0	0%	60%	66%	-60%	▼
🔴	Improved/Maintained Axis V GAF Score		0	0%	75%	57%	-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%	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							▪			▪			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 93 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 2014 - June 2015 (Data as of Sep 17, 2015)

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%	77%	N/A

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 9 Active Respite Bed Programs