Backus Hospital
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
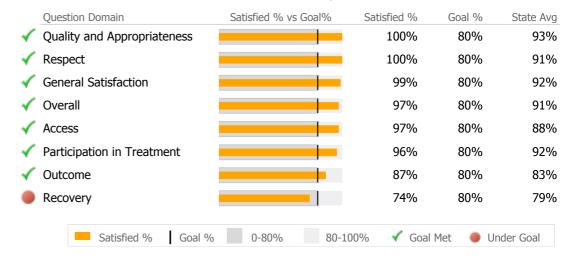Reporting Period: July 2015 - December 2015   (Data as of Mar 22, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	537	571	-6%	
	Admits	38	19	100%	▲
	Discharges	79	61	30%	▲
	Service Hours	2,564	4,148	-38%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		537	100.0%

Consumer Satisfaction Survey   (Based on 68 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Quality and Appropriateness		100%	80%	93%
✔	Respect		100%	80%	91%
✔	General Satisfaction		99%	80%	92%
✔	Overall		97%	80%	91%
✔	Access		97%	80%	88%
✔	Participation in Treatment		96%	80%	92%
✔	Outcome		87%	80%	83%
🔴	Recovery		74%	80%	79%

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

Client Demographics

Age

Age		#	%		State Avg
18-25		8	1%	▼	13%
26-34		32	6%	▼	23%
35-44		69	13%		19%
45-54		114	21%		23%
55-64		193	36%	▲	16%
65+		121	23%	▲	5%

Gender

Gender		#	%		State Avg
Female		353	66%	▲	41%
Male		184	34%	▼	59%
Transgender					0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		518	96%	▲	75%
Hispanic-Other		18	3%		6%
Unknown		1	0%		6%
Hispanic-Cuban					0%
Hispanic-Mexican					1%
Hisp-Puerto Rican				▼	12%

Race

Race		#	%		State Avg
White/Caucasian		470	88%	▲	65%
Black/African American		36	7%		17%
Other		27	5%		13%
Am. Indian/Native Alaskan		4	1%		0%
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 2015 - December 2015 (Data as of Mar 22, 2016)
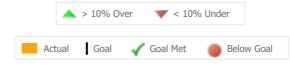
Program Activity

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%	54%	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%	55%	N/A

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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

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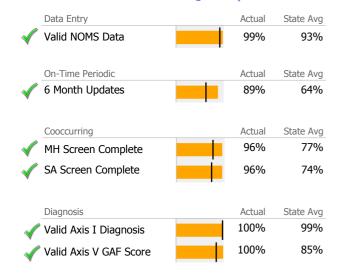Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
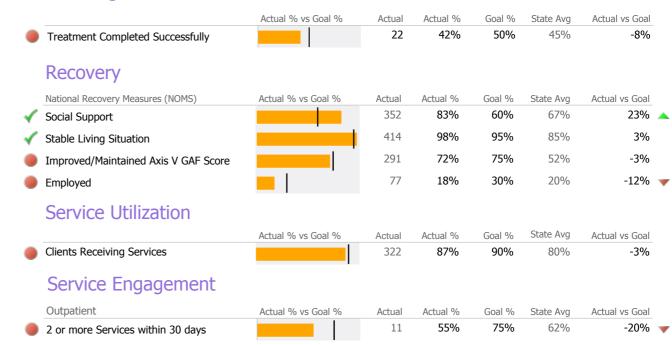Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	421	452	-7%	
Admits	20	5	300%	▲
Discharges	53	35	51%	▲
Service Hours	1,839	3,085	-40%	▼

Data Submission Quality

Data Entry	Actual	State Avg
✔ Valid NOMS Data	99%	93%

On-Time Periodic	Actual	State Avg
✔ 6 Month Updates	89%	64%

Cooccurring	Actual	State Avg
✔ MH Screen Complete	96%	77%
✔ SA Screen Complete	96%	74%

Diagnosis	Actual	State Avg
✔ Valid Axis I Diagnosis	100%	99%
✔ Valid Axis V GAF Score	100%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							67%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		22	42%	50%	45%	-8%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		352	83%	60%	67%	23%	▲
✔ Stable Living Situation		414	98%	95%	85%	3%	
🔴 Improved/Maintained Axis V GAF Score		291	72%	75%	52%	-3%	
🔴 Employed		77	18%	30%	20%	-12%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		322	87%	90%	80%	-3%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		11	55%	75%	62%	-20%	▼

▲ > 10% Over	▼ < 10% Under

🟧 Actual	❘ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

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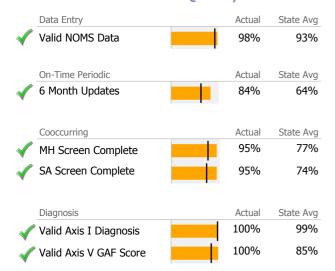Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - December 2015 (Data as of Mar 22, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	119	120	-1%	▼
Admits	18	14	29%	▲
Discharges	26	26	0%	
Service Hours	725	1,062	-32%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		98%	93%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		84%	64%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		95%	77%
✔ SA Screen Complete		95%	74%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢			▢	67%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		6	23%	50%	45%	-27%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		109	91%	60%	67%	31%	▲
✔ Stable Living Situation		116	97%	95%	85%	2%	
🔴 Employed		20	17%	30%	20%	-13%	▼
🔴 Improved/Maintained Axis V GAF Score		65	62%	75%	52%	-13%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		87	91%	90%	80%	1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		11	61%	75%	62%	-14%	▼

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 94 Active Standard Outpatient Programs