Charlotte Hungerford Hospital
Torrington, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - June 2016   (Data as of Sep 12, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,892	1,679	13%	▲
	Admits	598	545	10%	
	Discharges	314	479	-34%	▼
	Service Hours	4,708	5		
	Bed Days	197	175	13%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,556	80.1%
	Case Management	257	13.2%
	IOP	36	1.9%
	Inpatient Services	29	1.5%
Addiction			
	Case Management	64	3.3%

Consumer Satisfaction Survey   (Based on 284 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Participation in Treatment		93%	80%	92%
✔	Quality and Appropriateness		93%	80%	93%
✔	Respect		93%	80%	91%
✔	General Satisfaction		92%	80%	92%
✔	Access		88%	80%	88%
✔	Overall		87%	80%	91%
🔴	Outcome		68%	80%	83%
🔴	Recovery		60%	80%	79%

▬ Satisfied %	│ Goal %	▨ 0-80%	▨ 80-100%	✔ Goal Met	🔴 Under Goal

Client Demographics

Age

	#	%	State Avg
18-25	175	9%	15%
26-34	320	17%	24%
35-44	309	16%	19%
45-54	490	26%	22%
55-64	408	22%	15%
65+	186	10%	4%

Gender

	#	%		State Avg
Female	1,093	58%	▲	40%
Male	798	42%	▼	60%
Transgender				0%

Ethnicity

	#	%		State Avg
Non-Hispanic	1,780	94%	▲	75%
Hispanic-Other	75	4%		7%
Hisp-Puerto Rican	26	1%	▼	12%
Unknown	11	1%		6%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race

	#	%		State Avg
White/Caucasian	1,729	91%	▲	65%
Other	91	5%		13%
Black/African American	47	2%	▼	16%
Unknown	11	1%		3%
Asian	7	0%		1%
Am. Indian/Native Alaskan	3	0%		1%
Multiple Races	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
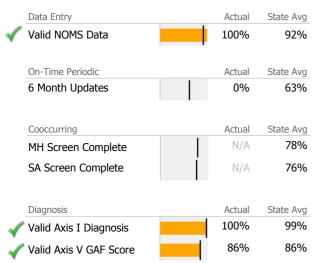Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	69	110	-37%	▼
Admits	-	45	-100%	▼
Discharges	2	45	-96%	▼
Service Hours	-	-		

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		0	0%	50%	42%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		6	9%	30%	22%	-21%	▼
🔴 Social Support		23	33%	60%	69%	-27%	▼
🔴 Stable Living Situation		24	35%	95%	86%	-60%	▼
🔴 Improved/Maintained Axis V GAF Score		2	3%	75%	53%	-72%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	92%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	63%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	78%
SA Screen Complete		N/A	76%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		86%	86%

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%	65%	-75%	▼

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													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✔ Goal Met 🔴 Below Goal

* State Avg based on 94 Active Standard Outpatient Programs

Acute Inpatient 503-111
Charlotte Hungerford Hospital
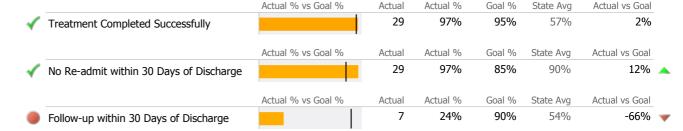Mental Health - Inpatient Services - Acute Psychiatric

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	29	24	21%	▲
Admits	30	31	-3%	
Discharges	30	31	-3%	
Bed Days	197	175	13%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		29	97%	95%	57%	2%	
✓	No Re-admit within 30 Days of Discharge		29	97%	85%	90%	12%	▲
🔴	Follow-up within 30 Days of Discharge		7	24%	90%	54%	-66%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		2	9 days	0.1	29%	90%	104%	-61%	▼

■ < 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	■	■	■	■	■		■	■	■	■	■	■	92%
Discharges	■	■	■	■	■		■	■	■	■	■	■	92%

■ 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

Addiction Case Management - Torrington
Charlotte Hungerford Hospital
Addiction - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
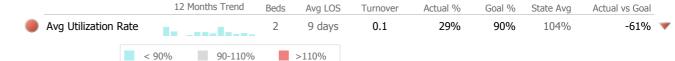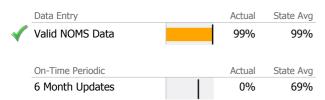Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	64	2	3100%	▲
Admits	64	2	3100%	▲
Discharges	37	2	1750%	▲
Service Hours	101	3		

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	69%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Treatment Completed Successfully		21	57%	50%	56%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Employed		16	25%	20%	26%	5%
✔ Stable Living Situation		52	81%	80%	85%	1%
🔴 Self Help		10	16%	60%	75%	-44% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		27	100%	90%	92%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢		▢	▢		▢	▢			▢			67%
Discharges	▢	▢		▢	▢		▢	▢	▢		▢	▢	75%
Services									▢				8%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| Actual | Goal | ✔ Goal Met | 🔴 Below Goal |

* State Avg based on 17 Active Standard Case Management Programs

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
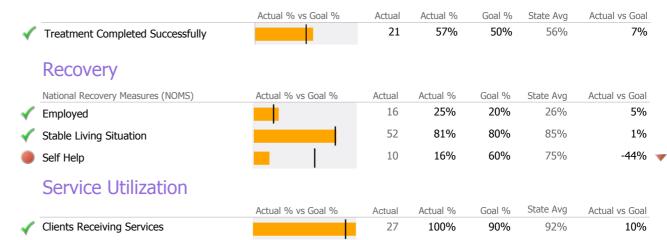Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	149	-76%	▼
Admits	7	138	-95%	▼
Discharges	8	130	-94%	▼
Service Hours	-	-		
Social Rehab/PHP/IOP Days	0	0		

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		99%	83%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✔ 6 Month Updates		18%	15%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✔ MH Screen Complete		100%	78%
✔ SA Screen Complete		100%	77%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✔ Valid Axis I Diagnosis		100%	100%
✔ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	12%	50%	72%	-38%	▼
🔴 Follow-up within 30 Days of Discharge		0	0%	90%	70%	-90%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		29	81%	60%	68%	21%	▲
🔴 Stable Living Situation		33	92%	95%	81%	-3%	
🔴 Employed		7	19%	30%	23%	-11%	▼
🔴 Improved/Maintained Axis V GAF Score		7	19%	75%	70%	-56%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		0	0%	90%	52%	N/A	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪											17%
Discharges	▪	▪				▪	▪			▪			42%
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
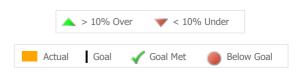Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	257	263	-2%	▼
Admits	-	1	-100%	▼
Discharges	63	6	950%	▲
Service Hours	-	2	-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%	84%	-50%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
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 38 Active Outreach & Engagement Programs

Outpatient 503-210
Charlotte Hungerford Hospital
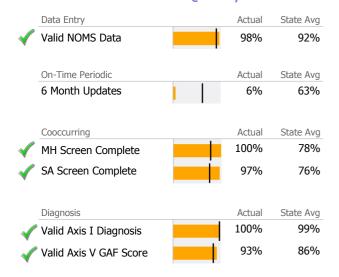Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
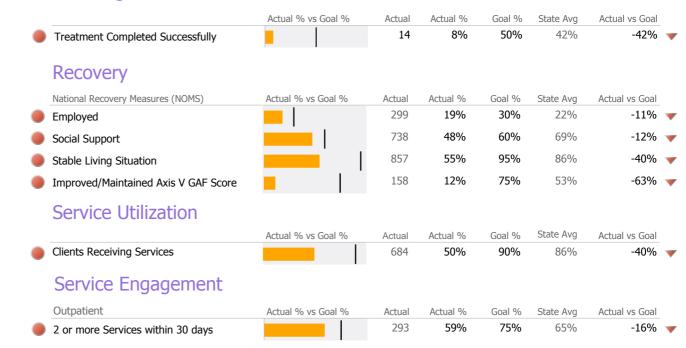Reporting Period: July 2015 - June 2016 (Data as of Sep 12, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,540	1,305	18%	▲
Admits	497	328	52%	▲
Discharges	174	265	-34%	▼
Service Hours	4,607	-		

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	92%

On-Time Periodic		Actual	State Avg
6 Month Updates		6%	63%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	78%
✓ SA Screen Complete		97%	76%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		93%	86%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		14	8%	50%	42%	-42%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		299	19%	30%	22%	-11%	▼
● Social Support		738	48%	60%	69%	-12%	▼
● Stable Living Situation		857	55%	95%	86%	-40%	▼
● Improved/Maintained Axis V GAF Score		158	12%	75%	53%	-63%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		684	50%	90%	86%	-40%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		293	59%	75%	65%	-16%	▼

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									▢	▢	▢	▢	33%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 94 Active Standard Outpatient Programs