Charlotte Hungerford Hospital
Torrington, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - September 2015   (Data as of Jan 05, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,467	1,353	8%	
	Admits	136	123	11%	▲
	Discharges	108	115	-6%	
	Service Hours		-		
	Bed Days	45	51	-12%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,194	79.9%
	Case Management	256	17.1%
	IOP	36	2.4%
	Inpatient Services	9	0.6%

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%

Legend: ▮ Satisfied % | Goal % ▯ 0-80% ▯ 80-100% ✔ Goal Met 🔴 Under Goal

Client Demographics

Age

	#	%	State Avg
18-25	98	7%	13%
26-34	219	15%	22%
35-44	236	16%	19%
45-54	401	27%	24%
55-64	349	24%	17%
65+	163	11%	5%

Gender

		#	%		State Avg
Female		850	58%	▲	42%
Male		617	42%	▼	58%

Ethnicity

	#	%		State Avg
Non-Hispanic	1,387	95%	▲	75%
Hispanic-Other	47	3%		6%
Hisp-Puerto Rican	25	2%		12%
Unknown	8	1%		5%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race

	#	%		State Avg
White/Caucasian	1,351	92%	▲	66%
Other	62	4%		13%
Black/African American	36	2%	▼	16%
Unknown	8	1%		3%
Am. Indian/Native Alaskan	3	0%		0%
Asian	3	0%		1%
Multiple Races	3	0%		1%
Hawaiian/Other Pacific Islander	1	0%		0%

Legend: ▮ 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 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	70	86	-19%	▼
Admits	-	19	-100%	▼
Discharges	2	10	-80%	▼
Service Hours	-	-		

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	95%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	67%

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%	96%
Valid Axis V GAF Score		86%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%
Services				0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		0	0%	50%	38%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		6	9%	30%	19%	-21%	▼
● Social Support		23	33%	60%	65%	-27%	▼
● Stable Living Situation		24	34%	95%	83%	-61%	▼
● Improved/Maintained Axis V GAF Score		2	3%	75%	48%	-72%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		0	0%	90%	71%	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%	63%	-75%	▼

▲ > 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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	9	0%	
Admits	10	10	0%	
Discharges	10	9	11%	▲
Bed Days	45	51	-12%	▼

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		10	100%	95%	56%	5%	
✔ No Re-admit within 30 Days of Discharge		10	100%	85%	87%	15%	▲
🔴 Follow-up within 30 Days of Discharge		2	20%	90%	48%	-70%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Avg Utilization Rate		2	4 days	0.2	24%	90%	105%	-66%	▼

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%

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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	52	-31%	▼
Admits	7	31	-77%	▼
Discharges	4	30	-87%	▼
Service Hours	-	-		
Social Rehab/PHP/IOP Days	0	0		

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		98%	100%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	5%

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

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%
Services				0%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	25%	50%	81%	-25%	▼
🔴	Follow-up within 30 Days of Discharge		0	0%	90%	71%	-90%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		29	81%	60%	70%	21%	▲
🔴	Stable Living Situation		33	92%	95%	79%	-3%	
🔴	Employed		5	14%	30%	19%	-16%	▼
🔴	Improved/Maintained Axis V GAF Score		3	33%	75%	75%	-42%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		0	0%	90%	25%	N/A	▼

▲ > 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 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	256	262	-2%	▼
Admits	-	-		
Discharges	62	2	3000%	▲
Service Hours	-	-		

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%	76%	-50%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges		▢		33%
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 2015 - September 2015 (Data as of Jan 05, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,176	1,055	11%	▲
Admits	119	63	89%	▲
Discharges	30	64	-53%	▼
Service Hours	-	-		

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	95%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	67%

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

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	96%
✓ Valid Axis V GAF Score		91%	91%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		6	20%	50%	38%	-30%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Employed		141	12%	30%	19%	-18%	▼
🔴	Social Support		365	31%	60%	65%	-29%	▼
🔴	Stable Living Situation		442	38%	95%	83%	-57%	▼
🔴	Improved/Maintained Axis V GAF Score		25	3%	75%	48%	-72%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		0	0%	90%	71%	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%	63%	-75%	▼

▲ > 10% Over   ▼ < 10% Under

Actual		Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs