Charlotte Hungerford Hospital
Torrington, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - March 2016   (Data as of Jun 15, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,714	1,558	10%
	Admits	404	397	2%
	Discharges	212	359	-41% ▼
	Service Hours	3,294	2	
	Bed Days	129	146	-12% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,431	81.5%
	Case Management	257	14.6%
	IOP	36	2.1%
	Inpatient Services	21	1.2%
Addiction			
	Case Management	10	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%

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

Client Demographics

Age

	#	%	State Avg
18-25	140	8%	15%
26-34	273	16%	24%
35-44	275	16%	19%
45-54	461	27%	23%
55-64	390	23%	15%
65+	174	10%	5%

Gender

	#	%		State Avg
Female	991	58%	▲	40%
Male	722	42%	▼	60%
Transgender				0%

Ethnicity

	#	%		State Avg
Non-Hispanic	1,613	94%	▲	75%
Hispanic-Other	65	4%		7%
Hisp-Puerto Rican	25	1%	▼	12%
Unknown	11	1%		5%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race

	#	%		State Avg
White/Caucasian	1,567	91%	▲	65%
Other	80	5%		13%
Black/African American	43	3%	▼	17%
Unknown	10	1%		3%
Asian	7	0%		1%
Am. Indian/Native Alaskan	3	0%		0%
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 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	69	109	-37%	▼
Admits	-	44	-100%	▼
Discharges	2	36	-94%	▼
Service Hours	-	-		

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	62%

Cooccurring		Actual	State Avg
MH Screen Complete		N/A	77%
SA Screen Complete		N/A	74%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		86%	85%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										11%
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%	42%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		6	9%	30%	21%	-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%	52%	-72%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		0	0%	90%	84%	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%	▼

▲ > 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 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	18	17%	▲
Admits	22	24	-8%	
Discharges	20	24	-17%	▼
Bed Days	129	146	-12%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		19	95%	95%	56%	0%	
✔	No Re-admit within 30 Days of Discharge		20	100%	85%	89%	15%	▲
🔴	Follow-up within 30 Days of Discharge		5	26%	90%	57%	-64%	▼

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Avg Utilization Rate		2	7 days	0.1	26%	90%	104%	-64%	▼

🟦 < 90%	⬜ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	⬜	⬜	⬜	⬜	⬜		⬜	⬜	⬜	89%
Discharges	⬜	⬜	⬜	⬜	⬜		⬜	⬜	⬜	89%

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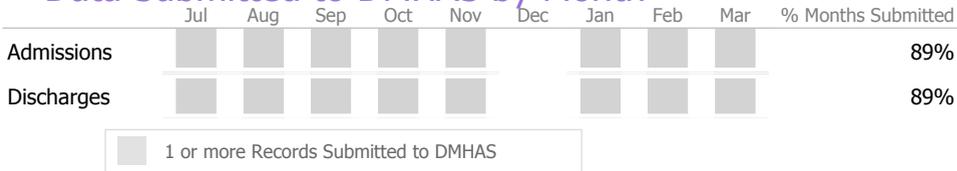
▲ > 10% Over	▼ < 10% Under	

🟧 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 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10		
Admits	10	-	
Discharges	9	-	
Service Hours	11	-	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	77%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Treatment Completed Successfully		5	56%	50%	54%	6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Employed		2	20%	20%	24%	0%
✔ Stable Living Situation		8	80%	80%	84%	0%
🔴 Self Help		4	40%	60%	77%	-20% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		1	100%	90%	93%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪			▪		▪	▪			44%
Discharges	▪				▪		▪	▪		44%
Services									▪	11%

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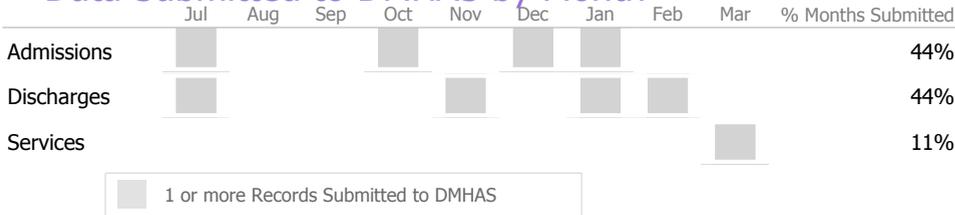
▲ > 10% Over   ▼ < 10% Under

🟧 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 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	36	119	-70%	▼
Admits	7	104	-93%	▼
Discharges	7	105	-93%	▼
Service Hours	-	-		
Social Rehab/PHP/IOP Days	0	0		

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✔ Valid NOMS Data		99%	84%

On-Time Periodic	Actual % vs Goal	Actual	State Avg
✔ 6 Month Updates		14%	14%

Cooccurring	Actual % vs Goal	Actual	State Avg
✔ MH Screen Complete		100%	79%
✔ SA Screen Complete		100%	78%

Diagnosis	Actual % vs Goal	Actual	State Avg
✔ Valid Axis I Diagnosis		100%	100%
✔ Valid Axis V GAF Score		100%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	14%	50%	75%	-36%	▼
🔴 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%	69%	21%	▲
🔴 Stable Living Situation		33	92%	95%	82%	-3%	
🔴 Employed		6	17%	30%	22%	-13%	▼
🔴 Improved/Maintained Axis V GAF Score		6	17%	75%	68%	-58%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		0	0%	90%	51%	N/A	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪								22%
Discharges	▪	▪			▪	▪				44%
Services										0%

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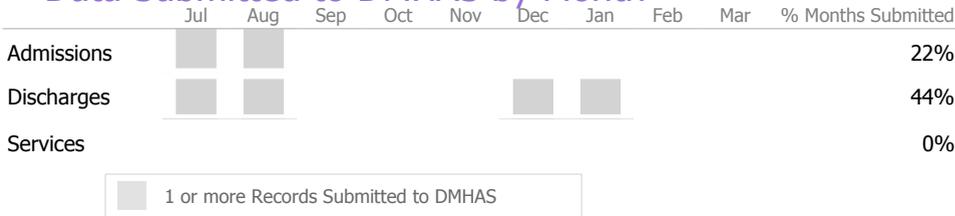
▲ > 10% Over   ▼ < 10% Under

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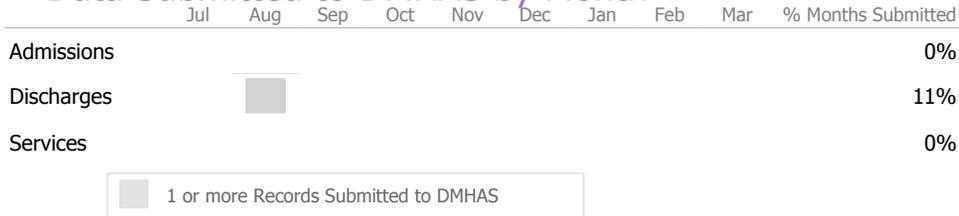
* State Avg based on 5 Active Standard IOP Programs

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 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	257	263	-2%	▼
Admits	-	1	-100%	▼
Discharges	62	5	1140%	▲
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%	82%	-50%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges		▢								11%
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 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,413	1,208	17%	▲
Admits	365	224	63%	▲
Discharges	112	189	-41%	▼
Service Hours	3,284	-		

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	92%

On-Time Periodic		Actual	State Avg
6 Month Updates		5%	62%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	77%
✓ SA Screen Complete		98%	74%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
✓ Valid Axis V GAF Score		92%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		13	12%	50%	42%	-38%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		246	17%	30%	21%	-13%	▼
🔴 Social Support		609	43%	60%	69%	-17%	▼
🔴 Stable Living Situation		713	50%	95%	86%	-45%	▼
🔴 Improved/Maintained Axis V GAF Score		100	8%	75%	52%	-67%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		568	43%	90%	84%	-47%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		228	63%	75%	65%	-12%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Services									▪	11%

▪ 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