New Milford Hospital
New Milford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - June 2017   (Data as of Sep 13, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	480	450	7%	
	Admits	130	121	7%	
	Discharges	133	93	43%	▲
	Service Hours	2,348	2,227	5%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		480	100.0%

Consumer Satisfaction Survey   (Based on 117 FY16 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		99%	80%	92%
✓	Participation in Treatment		98%	80%	92%
✓	Quality and Appropriateness		98%	80%	93%
✓	Overall		97%	80%	91%
✓	Access		97%	80%	88%
✓	Respect		96%	80%	91%
✓	Outcome		89%	80%	83%
✓	Recovery		81%	80%	79%

▮ Satisfied %	┃ Goal %	▮ 0-80%	▮ 80-100%	✓ Goal Met	⬤ Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25		43	9%	14%
26-34		97	20%	24%
35-44		82	17%	20%
45-54		101	21%	22%
55-64		93	19%	16%
65+		64	13%	5%

Gender

Gender		#	%		State Avg
Female		297	62%	▲	40%
Male		183	38%	▼	60%
Transgender					0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		456	95%	▲	74%
Hisp-Puerto Rican		10	2%	▼	13%
Hispanic-Other		9	2%		7%
Unknown		3	1%		6%
Hispanic-Mexican		2	0%		1%
Hispanic-Cuban					0%

Race

Race		#	%		State Avg
White/Caucasian		461	96%	▲	65%
Black/African American		11	2%	▼	16%
Other		4	1%	▼	13%
Unknown		3	1%		3%
Multiple Races		1	0%		1%
Am. Indian/Native Alaskan					1%
Asian					1%
Hawaiian/Other Pacific Islander					0%

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

23 Poplar St. OP Clin 515-210
New Milford Hospital
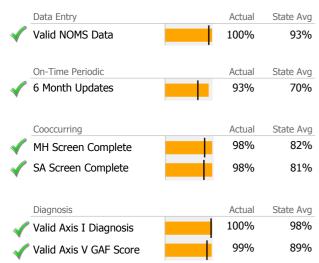Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	480	450	7%	
Admits	130	121	7%	
Discharges	133	93	43%	▲
Service Hours	2,348	2,227	5%	

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	93%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		93%	70%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		98%	82%
✔ SA Screen Complete		98%	81%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
✔ Valid Axis V GAF Score		99%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		7	5%	50%	45%	-45%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		457	94%	60%	70%	34%	▲
✔ Employed		182	37%	30%	23%	7%	
✔ Stable Living Situation		476	98%	95%	86%	3%	
✔ Improved/Maintained Axis V GAF Score		325	78%	75%	59%	3%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		343	97%	90%	90%	7%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		94	73%	75%	65%	-2%

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													100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal | ✔ Goal Met | 🔴 Below Goal

* State Avg based on 92 Active Standard Outpatient Programs