Charlotte Hungerford Hospital
Torrington, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - December 2017   (Data as of Mar 21, 2018)
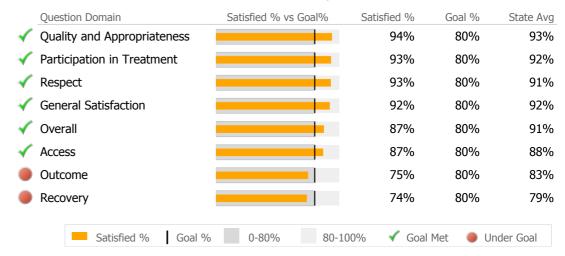
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,979	1,928	3%
	Admits	280	364	-23% ▼
	Discharges	166	214	-22% ▼
	Service Hours	3,372	1,140	196% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,752	87.4%
	Case Management	193	9.6%
Addiction			
	Case Management	59	2.9%

Consumer Satisfaction Survey   (Based on 207 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		94%	80%	93%
✓ Participation in Treatment		93%	80%	92%
✓ Respect		93%	80%	91%
✓ General Satisfaction		92%	80%	92%
✓ Overall		87%	80%	91%
✓ Access		87%	80%	88%
🔴 Outcome		75%	80%	83%
🔴 Recovery		74%	80%	79%

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

Client Demographics

Age

Age		#	%	State Avg
18-25		145	7%	12%
26-34		333	17%	23%
35-44		358	18%	20%
45-54		466	24%	22%
55-64		452	23%	18%
65+		224	11%	6%

Gender

Gender		#	%		State Avg
Female		1,203	61%	▲	41%
Male		774	39%	▼	59%
Transgender					0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		1,881	95%	▲	74%
Hispanic-Other		54	3%		7%
Unknown		27	1%		6%
Hisp-Puerto Rican		15	1%	▼	13%
Hispanic-Cuban		1	0%		0%
Hispanic-Mexican		1	0%		1%

Race

Race		#	%		State Avg
White/Caucasian		1,832	93%	▲	65%
Other		57	3%		13%
Black/African American		53	3%	▼	16%
Unknown		22	1%		3%
Asian		7	0%		1%
Am. Indian/Native Alaskan		5	0%		1%
Multiple Races		3	0%		1%
Hawaiian/Other Pacific Islander					0%

Legend: ▮ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

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 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	59	97	-39%	▼
Admits	37	72	-49%	▼
Discharges	18	71	-75%	▼
Service Hours	62	117	-47%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	50%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Treatment Completed Successfully		10	56%	50%	76%	6%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Employed		11	19%	20%	23%	-1%
🔴	Stable Living Situation		43	73%	80%	84%	-7%
🔴	Self Help		11	19%	60%	70%	-41% ▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Clients Receiving Services		20	49%	90%	77%	-41% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▢	▢	▢	▢		67%
Discharges	▢	▢	▢				50%
Services		▢	▢		▢	▢	67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 13 Active Standard Case Management 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 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	193	193	0%
Admits	-	-	
Discharges	-	-	
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%	94%	-50% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							0%
Discharges							0%
Services							0%

	1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual	▎Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 39 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
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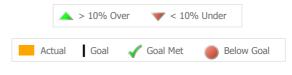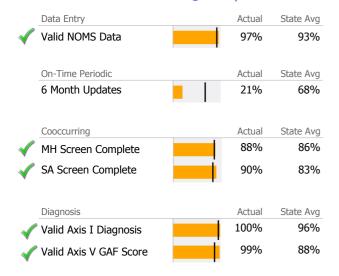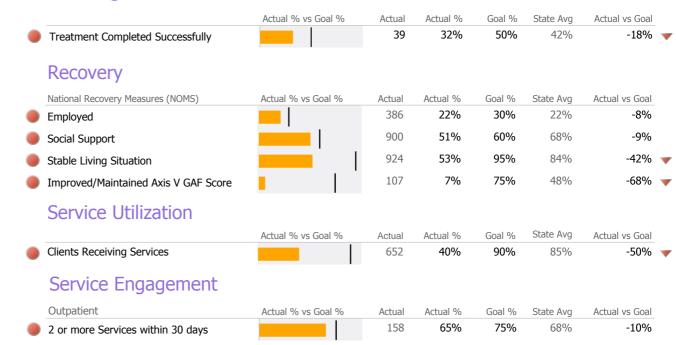
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,752	1,636	7%	
Admits	243	292	-17%	▼
Discharges	121	143	-15%	▼
Service Hours	3,310	1,022		

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		97%	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		21%	68%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		88%	86%
✔ SA Screen Complete		90%	83%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	96%
✔ Valid Axis V GAF Score		99%	88%

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		39	32%	50%	42%	-18%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		386	22%	30%	22%	-8%	
🔴 Social Support		900	51%	60%	68%	-9%	
🔴 Stable Living Situation		924	53%	95%	84%	-42%	▼
🔴 Improved/Maintained Axis V GAF Score		107	7%	75%	48%	-68%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		652	40%	90%	85%	-50%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		158	65%	75%	68%	-10%	

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 92 Active Standard Outpatient Programs