Waterbury Hospital Health Center
Waterbury, CT

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

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	577	695	-17%	▼
	Admits	641	806	-20%	▼
	Discharges	640	809	-21%	▼
	Service Hours	723	1,013	-29%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Crisis Services		274	46.4%
	Outpatient		254	43.0%
	Case Management		52	8.8%
	IOP		11	1.9%

Consumer Satisfaction Survey   (Based on 156 FY17 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Quality and Appropriateness		94%	80%	93%
✔	Respect		93%	80%	91%
✔	Access		93%	80%	88%
✔	Participation in Treatment		92%	80%	92%
✔	General Satisfaction		90%	80%	92%
✔	Overall		89%	80%	91%
✔	Outcome		80%	80%	83%
🔴	Recovery		48%	80%	79%

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

Client Demographics

Age

Age		#	%	State Avg
18-25		53	10%	11%
26-34		89	16%	22%
35-44		111	21%	19%
45-54		135	25%	22%
55-64		119	22%	19%
65+		33	6%	6%

Gender

Gender		#	%		State Avg
Female		332	58%	▲	41%
Male		245	42%	▼	58%
Transgender					0%

Race

Race		#	%	State Avg
White/Caucasian		369	64%	65%
Black/African American		106	18%	16%
Other		89	15%	13%
Am. Indian/Native Alaskan		5	1%	1%
Asian		5	1%	1%
Multiple Races		2	0%	1%
Unknown		1	0%	3%
Hawaiian/Other Pacific Islander				0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		464	80%	74%
Hispanic-Other		79	14%	7%
Hisp-Puerto Rican		25	4%	13%
Unknown		9	2%	6%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

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

Crisis 522-200
Waterbury Hospital Health Center
Mental Health - Crisis Services - Mobile Crisis Team

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	274	358	-23%	▼
Admits	216	321	-33%	▼
Discharges	208	319	-35%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Evaluation within 1.5 hours of Request		120	61%	75%	69%	-14%	▼
● Community Location Evaluation		0	0%	80%	77%	-80%	▼
● Follow-up Service within 48 hours		8	7%	90%	58%	-83%	▼

▲ > 10% Over	▼ < 10% Under

■ Actual		Goal	✔ Goal Met	● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Data Submitted to DMHAS by Month

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

■ 1 or more Records Submitted to DMHAS

DBT IOP-1st Initiative522-212X
Waterbury Hospital Health Center
Mental Health - IOP - Standard IOP

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	11	15	-27%	▼
Admits	16	18	-11%	▼
Discharges	15	18	-17%	▼
Service Hours	107	343	-69%	▼
Social Rehab/PHP/IOP Days	0	0		

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		19%	86%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	0%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	74%
SA Screen Complete		0%	78%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	100%
Valid Axis V GAF Score		0%	92%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▪	▪	▪	100%
Discharges	▪	▪	▪	100%
Services	▪		▪	67%

▪ 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%	61%	-50%	▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	76%	N/A	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Employed		5	31%	30%	22%	1%	
🔴 Social Support		0	0%	60%	69%	-60%	▼
🔴 Improved/Maintained Axis V GAF Score		0	0%	75%	74%	-75%	▼
🔴 Stable Living Situation		0	0%	95%	80%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		6	100%	90%	80%	10%

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 5 Active Standard IOP Programs

Grandview Adult OP Clinic52221
Waterbury Hospital Health Center
Mental Health - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	233	260	-10%	▼
Admits	362	415	-13%	▼
Discharges	361	415	-13%	▼
Service Hours	430	505	-15%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		20%	93%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
6 Month Updates		N/A	70%

Cooccurring	Actual % vs Goal %	Actual	State Avg
MH Screen Complete		0%	84%
SA Screen Complete		0%	81%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✔ Valid Axis I Diagnosis		100%	96%
Valid Axis V GAF Score		0%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				67%

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%	40%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		51	14%	30%	21%	-16%	▼
● Social Support		0	0%	60%	67%	-60%	▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	43%	-75%	▼
● Stable Living Situation		0	0%	95%	83%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		116	100%	90%	78%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		56	24%	75%	67%	-51%	▼

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Homeless Outreach 522-294
Waterbury Hospital Health Center
Mental Health - Case Management - Outreach & Engagement

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	52	49	6%	
Admits	18	17	6%	
Discharges	27	22	23%	▲
Service Hours	172	155	11%	▲

Service Engagement
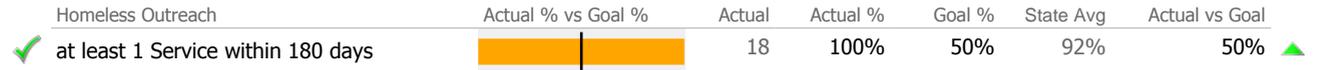
Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		18	100%	50%	92%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 39 Active Outreach & Engagement Programs

Outpatient Expansion 522211
Waterbury Hospital Health Center
Mental Health - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	25	-12%	▼
Admits	29	35	-17%	▼
Discharges	29	35	-17%	▼
Service Hours	13	10	38%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		20%	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	70%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	84%
SA Screen Complete		0%	81%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	96%
Valid Axis V GAF Score		0%	88%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				67%

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%	40%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		4	14%	30%	21%	-16%	▼
🔴 Social Support		0	0%	60%	67%	-60%	▼
🔴 Improved/Maintained Axis V GAF Score		0	0%	75%	43%	-75%	▼
🔴 Stable Living Situation		0	0%	95%	83%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		8	100%	90%	78%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		2	9%	75%	67%	-66%	▼

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Respite Program 201
Waterbury Hospital Health Center
Mental Health - Crisis Services - Respite Bed

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	89%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	82%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		15	N/A	N/A	0%	90%	73%	-90%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual	▎Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 10 Active Respite Bed Programs