Waterbury Hospital Health Center
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - December 2018   (Data as of Mar 19, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	323	920	-65%	▼
	Admits	242	1,376	-82%	▼
	Discharges	260	1,367	-81%	▼
	Service Hours	505	1,409	-64%	▼

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

Clients by Level of Care

Program Type / Level of Care Type	#	%
Mental Health		
Crisis Services	169	51.5%
Outpatient	87	26.5%
Case Management	64	19.5%
IOP	8	2.4%

Consumer Satisfaction Survey   (Based on 117 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Quality and Appropriateness		95%	80%	93%
✔	Participation in Treatment		94%	80%	92%
✔	Overall		92%	80%	91%
✔	Respect		92%	80%	91%
✔	General Satisfaction		91%	80%	92%
✔	Access		84%	80%	88%
✔	Outcome		82%	80%	83%
🔴	Recovery		70%	80%	79%

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

Client Demographics

Age

Age		#	%	State Avg
18-25		32	10%	11%
26-34		61	20%	23%
35-44		56	18%	21%
45-54		76	25%	21%
55-64		59	19%	18%
65+		24	8%	6%

Gender

Gender		#	%		State Avg
Female		191	59%	▲	41%
Male		132	41%	▼	59%
Transgender					0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		253	78%	71%
Hispanic-Other		38	12%	7%
Hisp-Puerto Rican		26	8%	13%
Unknown		6	2%	9%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race

Race		#	%	State Avg
White/Caucasian		208	64%	63%
Black/African American		59	18%	16%
Other		51	16%	13%
Am. Indian/Native Alaskan		4	1%	1%
Asian		1	0%	1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%
Unknown				5%

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 2018 - December 2018 (Data as of Mar 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	169	556	-70%	▼
Admits	92	573	-84%	▼
Discharges	94	564	-83%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		63	64%	75%	70%	-11%	▼
🔴	Community Location Evaluation		0	0%	80%	92%	-80%	▼
🔴	Follow-up Service within 48 hours		2	7%	90%	89%	-83%	▼

Data Submitted to DMHAS by Month

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

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

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 2018 - December 2018 (Data as of Mar 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	8	16	-50%	▼
Admits	9	33	-73%	▼
Discharges	9	32	-72%	▼
Service Hours	43	213	-80%	▼
Social Rehab/PHP/IOP Days	0	0		

Data Submission Quality

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

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

Cooccurring		Actual	State Avg
MH Screen Complete		0%	85%
SA Screen Complete		0%	85%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
Valid Axis V GAF Score		0%	93%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪	▪					33%
Discharges	▪	▪					33%
Services		▪				▪	33%

▫ 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%	72%	-50%	▼

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Follow-up within 30 Days of Discharge		N/A	N/A	90%	75%	N/A	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		2	20%	30%	36%	-10%	
● Social Support		0	0%	60%	66%	-60%	▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	88%	-75%	▼
● Stable Living Situation		0	0%	95%	81%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		0	0%	90%	74%	N/A	▼

▲ > 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 2018 - December 2018 (Data as of Mar 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	74	277	-73%	▼
Admits	97	680	-86%	▼
Discharges	97	680	-86%	▼
Service Hours	195	855	-77%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		20%	96%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	66%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	91%
SA Screen Complete		0%	91%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
Valid Axis V GAF Score		0%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		0	0%	50%	53%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		14	14%	30%	23%	-16%	▼
● Social Support		0	0%	60%	67%	-60%	▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	47%	-75%	▼
● Stable Living Situation		0	0%	95%	84%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		N/A	N/A	90%	83%	N/A	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		35	47%	75%	67%	-28%	▼

Data Submitted to DMHAS by Month
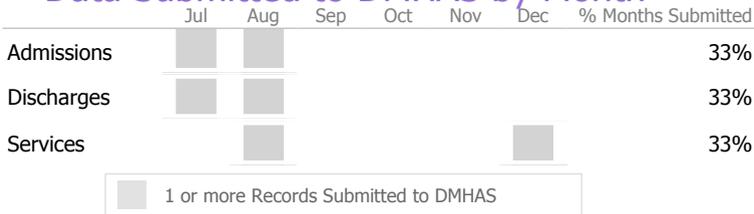
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■					33%
Discharges	■	■					33%
Services		■				■	33%

☐ 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

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 2018 - December 2018 (Data as of Mar 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	64	71	-10%	
Admits	30	36	-17%	▼
Discharges	46	37	24%	▲
Service Hours	263	319	-18%	▼

Service Engagement
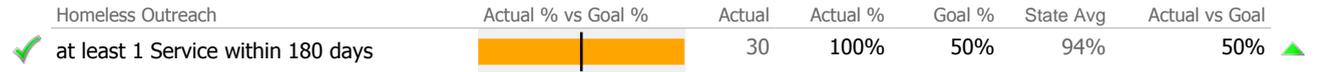
Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	at least 1 Service within 180 days		30	100%	50%	94%	50%	▲

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
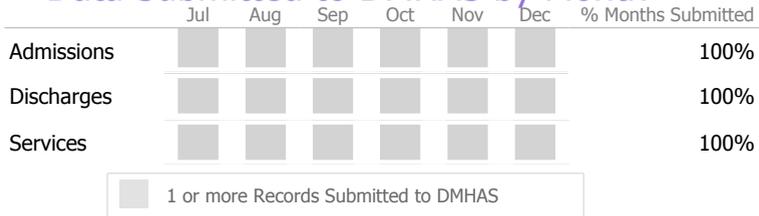
▲ > 10% Over	▼ < 10% Under

▨ 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 2018 - December 2018 (Data as of Mar 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	23	-43% ▼
Admits	14	54	-74% ▼
Discharges	14	54	-74% ▼
Service Hours	6	23	-76% ▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		20%	96%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	66%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	91%
SA Screen Complete		0%	91%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
Valid Axis V GAF Score		0%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢					33%
Discharges	▢	▢					33%
Services		▢				▢	33%

▢ 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%	53%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		3	21%	30%	23%	-9%
● Social Support		0	0%	60%	67%	-60% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	47%	-75% ▼
● Stable Living Situation		0	0%	95%	84%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	83%	N/A ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		1	8%	75%	67%	-67% ▼
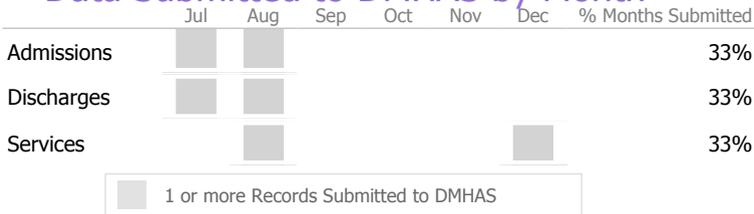
▲ > 10% Over   ▼ < 10% Under

■ 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 2018 - December 2018 (Data as of Mar 19, 2019)

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%	86%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	74%	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%	61%	-90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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