Hartford Hospital
Hartford, CT

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

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	327	397	-18%	▼
	Admits	57	112	-49%	▼
	Discharges	86	123	-30%	▼
	Service Hours	6,410	4,052	58%	▲
	Bed Days	4,781	5,314	-10%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	168	50.8%
	Other	67	20.2%
	Case Management	62	18.7%
	Residential Services	34	10.3%

Consumer Satisfaction Survey   (Based on 89 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		93%	80%	93%
✓ General Satisfaction		92%	80%	92%
✓ Respect		90%	80%	91%
✓ Overall		83%	80%	91%
✓ Access		80%	80%	88%
● Outcome		69%	80%	83%
● Recovery		53%	80%	79%

Legend: Satisfied % | Goal % ▓ 0-80% ░ 80-100% ✓ Goal Met ● Under Goal

Client Demographics

Age

	#	%		State Avg
18-25	82	25%	▲	12%
26-34	54	17%		24%
35-44	41	13%		21%
45-54	63	19%		20%
55-64	54	17%		17%
65+	33	10%		6%

Gender

	#	%		State Avg
Female	180	55%	▲	40%
Male	146	45%	▼	60%
Transgender				0%

Ethnicity

	#	%		State Avg
Non-Hispanic	183	56%	▼	71%
Hisp-Puerto Rican	105	32%	▲	13%
Hispanic-Other	26	8%		7%
Unknown	12	4%		9%
Hispanic-Cuban	1	0%		0%
Hispanic-Mexican				1%

Race

	#	%		State Avg
White/Caucasian	127	39%	▼	63%
Other	87	27%	▲	14%
Black/African American	51	16%		16%
Unknown	51	16%	▲	5%
Asian	10	3%		1%
Hawaiian/Other Pacific Islander	1	0%		0%
Am. Indian/Native Alaskan				1%
Multiple Races				1%

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

Eli's Retreat 610242
Hartford Hospital
Mental Health - Residential Services - MH Intensive Res. Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	13	15	-13% ▼
Admits	8	10	-20% ▼
Discharges	8	10	-20% ▼
Bed Days	1,199	1,318	-9%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	95%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	91%
✔ SA Screen Complete		100%	91%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	95%
✔ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		4	50%	75%	54%	-25% ▼
🔴 No Re-admit within 30 Days of Discharge		5	62%	85%	77%	-23% ▼
✔ Follow-up within 30 Days of Discharge		4	100%	90%	82%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Improved/Maintained Axis V GAF Score		7	88%	75%	54%	13% ▲

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		5	136 days	0.2	88%	90%	93%	-2%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■		■	■	■	■		■	67%
Discharges	■	■	■	■		■	■		■	78%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 28 Active MH Intensive Res. Rehabilitation Programs

OP Clin 610-210
Hartford Hospital
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	168	225	-25%	▼
Admits	-	41	-100%	▼
Discharges	33	57	-42%	▼
Service Hours	-	-		

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		84%	96%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		99%	63%

Cooccurring		Actual	State Avg
MH Screen Complete		3%	92%
SA Screen Complete		0%	92%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
✓ Valid Axis V GAF Score		99%	91%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ Treatment Completed Successfully		0	0%	50%	52%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ Stable Living Situation		139	83%	95%	85%	-12%	▼
⬤ Employed		22	13%	30%	25%	-17%	▼
⬤ Social Support		45	27%	60%	67%	-33%	▼
⬤ Improved/Maintained Axis V GAF Score		28	17%	75%	51%	-58%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ Clients Receiving Services		0	0%	90%	86%	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%	69%	-75%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges	▢		▢		▢					33%
Services										0%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▬ Actual		Goal	✓ Goal Met	⬤ Below Goal
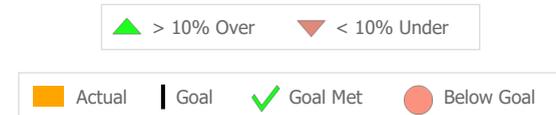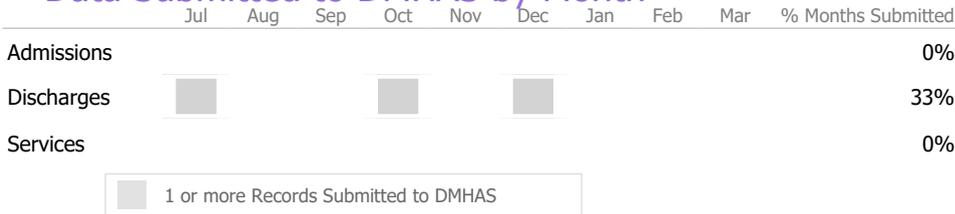
* State Avg based on 94 Active Standard Outpatient Programs

Schizophrenia Rehab. Program
Hartford Hospital
Mental Health - Other - Other

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	67	80	-16%	▼
Admits	10	22	-55%	▼
Discharges	16	18	-11%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢		▢		▢	▢	78%
Discharges	▢	▢		▢		▢	▢	▢	▢	78%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal
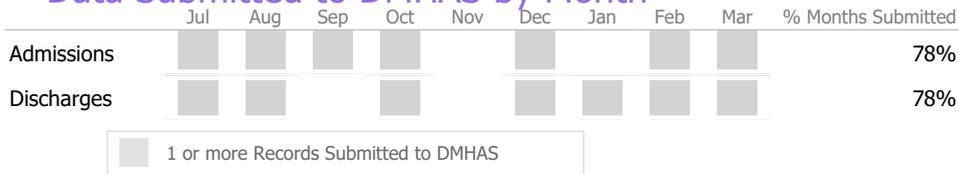
* State Avg based on 18 Active Other Programs

Todd House Group Res. 624-240
Hartford Hospital
Mental Health - Residential Services - MH Intensive Res. Rehabilitation

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	24	0%	▼
Admits	11	9	22%	▲
Discharges	11	10	10%	
Bed Days	3,582	3,996	-10%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	95%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		100%	91%
✓ SA Screen Complete		100%	91%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	95%
✓ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully		6	55%	75%	54%	-20%	▼
No Re-admit within 30 Days of Discharge		9	82%	85%	77%	-3%	
Follow-up within 30 Days of Discharge		5	83%	90%	82%	-7%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Improved/Maintained Axis V GAF Score		11	55%	75%	54%	-20%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		16	511 days	0.3	82%	90%	93%	-8%

▢ < 90%	▢ 90-110%	▮ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▣	▣	▣	▣	▣	▣	▣		▣	89%
Discharges		▣	▣		▣	▣		▣	▣	67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 28 Active MH Intensive Res. Rehabilitation Programs

Young Adult Case Management
Hartford Hospital
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - March 2019 (Data as of Jun 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	62	60	3%	
Admits	28	30	-7%	
Discharges	18	28	-36%	▼
Service Hours	6,410	4,052	58%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	94%

On-Time Periodic		Actual	State Avg
6 Month Updates		4%	69%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		14	78%	50%	48%	28%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		58	94%	60%	65%	34%	▲
✔	Stable Living Situation		61	98%	80%	79%	18%	▲
✔	Employed		15	24%	20%	10%	4%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		45	100%	90%	78%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges		▪			▪	▪	▪	▪	▪	67%
Services		▪			▪			▪		33%

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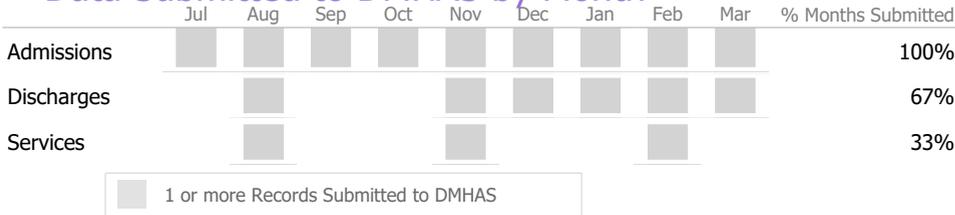
▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 25 Active Standard Case Management Programs