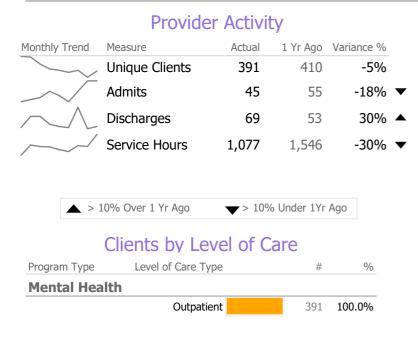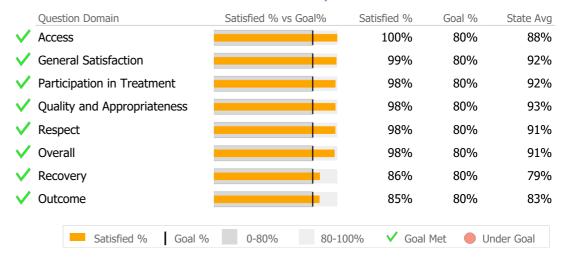**New Milford Hospital**
New Milford, CT

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	391	410	-5%
	Admits	45	55	-18% ▼
	Discharges	69	53	30% ▲
	Service Hours	1,077	1,546	-30% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	391	100.0%

Consumer Satisfaction Survey   (Based on 130 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Access		100%	80%	88%
✓	General Satisfaction		99%	80%	92%
✓	Participation in Treatment		98%	80%	92%
✓	Quality and Appropriateness		98%	80%	93%
✓	Respect		98%	80%	91%
✓	Overall		98%	80%	91%
✓	Recovery		86%	80%	79%
✓	Outcome		85%	80%	83%

▬ Satisfied %	│ Goal %	▬ 0-80%	▬ 80-100%	✓ Goal Met	● Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25		27	7%	12%
26-34		84	22%	24%
35-44		57	15%	21%
45-54		74	19%	20%
55-64		95	24%	17%
65+		53	14%	6%

Gender

Gender		#	%		State Avg
Female		246	63%	▲	40%
Male		145	37%	▼	60%
Transgender					0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		375	96%	▲	71%
Hispanic-Other		9	2%		7%
Hisp-Puerto Rican		4	1%	▼	13%
Unknown		2	1%		9%
Hispanic-Mexican		1	0%		1%
Hispanic-Cuban					0%

Race

Race		#	%		State Avg
White/Caucasian		375	96%	▲	63%
Black/African American		9	2%	▼	16%
Am. Indian/Native Alaskan		2	1%		1%
Other		2	1%	▼	14%
Unknown		2	1%		5%
Multiple Races		1	0%		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
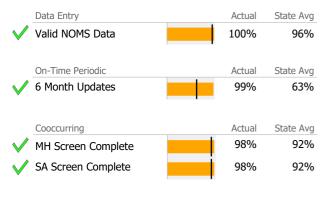Mental Health - Outpatient - Standard Outpatient

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	391	410	-5%
Admits	45	55	-18% ▼
Discharges	69	53	30% ▲
Service Hours	1,077	1,546	-30% ▼

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		100%	96%

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

Cooccurring		Actual	State Avg
✓ MH Screen Complete		98%	92%
✓ SA Screen Complete		98%	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		4	6%	50%	52%	-44% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		371	94%	60%	67%	34% ▲
✓ Employed		153	39%	30%	25%	9%
✓ Stable Living Situation		384	97%	95%	85%	2%
🔴 Improved/Maintained Axis V GAF Score		69	19%	75%	51%	-56% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		283	87%	90%	86%	-3%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		17	38%	75%	69%	-37% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 94 Active Standard Outpatient Programs