**Backus Hospital**
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
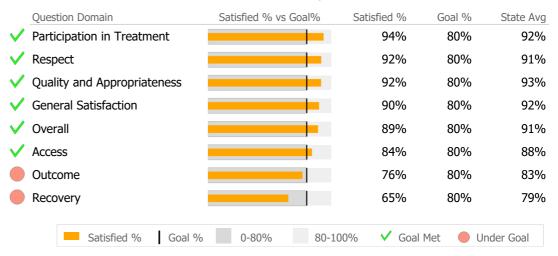Reporting Period: July 2019 - September 2019   (Data as of Dec 27, 2019)

## Provider Activity

| Monthly Trend | Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|---|
| | Unique Clients | 512 | 492 | 4% | |
| | Admits | 39 | 62 | -37% | ▼ |
| | Discharges | 42 | 12 | 250% | ▲ |
| | Service Hours | 811 | 950 | -15% | ▼ |

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

## Clients by Level of Care

| Program Type | Level of Care Type | | # | % |
|---|---|---|---|---|
| **Mental Health** | | | | |
| | Outpatient | | 512 | 100.0% |

## Consumer Satisfaction Survey   (Based on 111 FY19 Surveys)

| | Question Domain | Satisfied % vs Goal% | Satisfied % | Goal % | State Avg |
|---|---|---|---|---|---|
| ✓ | Participation in Treatment | | 94% | 80% | 92% |
| ✓ | Respect | | 92% | 80% | 91% |
| ✓ | Quality and Appropriateness | | 92% | 80% | 93% |
| ✓ | General Satisfaction | | 90% | 80% | 92% |
| ✓ | Overall | | 89% | 80% | 91% |
| ✓ | Access | | 84% | 80% | 88% |
| ● | Outcome | | 76% | 80% | 83% |
| ● | Recovery | | 65% | 80% | 79% |

| Satisfied % | | Goal % | | 0-80% | | 80-100% | ✓ Goal Met | ● Under Goal |
|---|---|---|---|---|---|---|---|---|

## Client Demographics

### Age

| Age | | # | % | | State Avg |
|---|---|---|---|---|---|
| 18-25 | | 27 | 5% | | 9% |
| 26-34 | | 41 | 8% | ▼ | 22% |
| 35-44 | | 71 | 14% | | 21% |
| 45-54 | | 102 | 20% | | 20% |
| 55-64 | | 133 | 26% | | 20% |
| 65+ | | 138 | 27% | ▲ | 7% |

### Gender

| Gender | | # | % | | State Avg |
|---|---|---|---|---|---|
| Female | | 320 | 63% | ▲ | 41% |
| Male | | 192 | 38% | ▼ | 59% |
| Transgender | | | | | 0% |

### Ethnicity

| Ethnicity | | # | % | | State Avg |
|---|---|---|---|---|---|
| Non-Hispanic | | 488 | 95% | ▲ | 71% |
| Hispanic-Other | | 23 | 4% | | 7% |
| Unknown | | 1 | 0% | | 9% |
| Hispanic-Cuban | | | | | 0% |
| Hispanic-Mexican | | | | | 1% |
| Hisp-Puerto Rican | | | | ▼ | 12% |

### Race

| Race | | # | % | | State Avg |
|---|---|---|---|---|---|
| White/Caucasian | | 445 | 87% | ▲ | 64% |
| Black/African American | | 31 | 6% | | 16% |
| Other | | 31 | 6% | | 13% |
| Asian | | 3 | 1% | | 1% |
| Am. Indian/Native Alaskan | | 2 | 0% | | 1% |
| Multiple Races | | | | | 1% |
| Hawaiian/Other Pacific Islander | | | | | 0% |
| Unknown | | | | | 5% |

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

**326 Washington St. OP 401-210**
Backus Hospital
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - September 2019  (Data as of Dec 27, 2019)

## Program Activity

| Measure | Actual | 1 Yr Ago | Variance % | |
|---|---|---|---|---|
| Unique Clients | 512 | 492 | 4% | |
| Admits | 39 | 62 | -37% | ▼ |
| Discharges | 42 | 12 | 250% | ▲ |
| Service Hours | 811 | 950 | -15% | ▼ |

## Data Submission Quality

| Data Entry | | Actual | State Avg |
|---|---|---|---|
| Valid NOMS Data | | 60% | 86% |

| On-Time Periodic | | Actual | State Avg |
|---|---|---|---|
| ● 6 Month Updates | | 0% | 56% |

| Co-occurring | | Actual | State Avg |
|---|---|---|---|
| MH Screen Complete | | 0% | 61% |
| SA Screen Complete | | 0% | 61% |

| Diagnosis | | Actual | State Avg |
|---|---|---|---|
| ✔ Valid Axis I Diagnosis | | 100% | 97% |
| Valid Axis V GAF Score | | 75% | 90% |

## Data Submitted to DMHAS by Month

| | Jul | Aug | Sep | % Months Submitted |
|---|---|---|---|---|
| Admissions | | | | 100% |
| Discharges | | | | 100% |
| Services | | | | 0% |

☐ 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% | 46% | -50% | ▼ |

## Recovery

| National Recovery Measures (NOMS) | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ● Employed | | 47 | 9% | 30% | 22% | -21% | ▼ |
| ● Social Support | | 52 | 10% | 60% | 62% | -50% | ▼ |
| ● Stable Living Situation | | 145 | 28% | 95% | 79% | -67% | ▼ |
| ● Improved/Maintained Axis V GAF Score | | 19 | 4% | 75% | 42% | -71% | ▼ |

## Service Utilization

| | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal | |
|---|---|---|---|---|---|---|---|
| ● Clients Receiving Services | | 290 | 61% | 90% | 74% | -29% | ▼ |

## Service Engagement

| Outpatient | Actual % vs Goal % | Actual | Actual % | Goal % | State Avg | Actual vs Goal |
|---|---|---|---|---|---|---|
| ✔ 2 or more Services within 30 days | | 31 | 79% | 75% | 78% | 4% |

| ▲ > 10% Over | ▼ < 10% Under |
|---|---|

| ▬ Actual | │ Goal | ✔ Goal Met | ● Below Goal |
|---|---|---|---|

* State Avg based on 89 Active Standard Outpatient Programs