Backus Hospital
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2015 - March 2016   (Data as of Jun 15, 2016)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	546	580	-6%	
	Admits	47	29	62%	▲
	Discharges	103	84	23%	▲
	Service Hours	3,967	5,590	-29%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		546	100.0%

Consumer Satisfaction Survey   (Based on 68 FY15 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Quality and Appropriateness		100%	80%	93%
✔	Respect		100%	80%	91%
✔	General Satisfaction		99%	80%	92%
✔	Overall		97%	80%	91%
✔	Access		97%	80%	88%
✔	Participation in Treatment		96%	80%	92%
✔	Outcome		87%	80%	83%
🔴	Recovery		74%	80%	79%

▮ Satisfied %	ǀ Goal %	▢ 0-80%	▢ 80-100%	✔ Goal Met	🔴 Under Goal

Client Demographics

Age

Age		#	%		State Avg
18-25		9	2%	▼	15%
26-34		35	6%	▼	24%
35-44		70	13%		19%
45-54		114	21%		23%
55-64		196	36%	▲	15%
65+		122	22%	▲	5%

Gender

Gender		#	%		State Avg
Female		358	66%	▲	40%
Male		188	34%	▼	60%
Transgender					0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		526	96%	▲	75%
Hispanic-Other		20	4%		7%
Hispanic-Cuban					0%
Hispanic-Mexican					1%
Hisp-Puerto Rican				▼	12%
Unknown					5%

Race

Race		#	%		State Avg
White/Caucasian		477	87%	▲	65%
Black/African American		37	7%		17%
Other		28	5%		13%
Am. Indian/Native Alaskan		4	1%		0%
Asian					1%
Multiple Races					1%
Hawaiian/Other Pacific Islander					0%
Unknown					3%

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

326 Washington St. AIP 401-110
Backus Hospital
Mental Health - Inpatient Services - Acute Psychiatric

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	1		▼
Admits	-	1	-100%	▼
Discharges	-	1	-100%	▼

Discharge Outcomes

	Actual % vs Goal %		Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		|	N/A	N/A	95%	56%	N/A
No Re-admit within 30 Days of Discharge		|	N/A	N/A	85%	89%	N/A
Follow-up within 30 Days of Discharge		|	N/A	N/A	90%	57%	N/A

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 29 Active Acute Psychiatric Programs

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 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	426	455	-6%	▼
Admits	25	9	178%	▲
Discharges	71	49	45%	▲
Service Hours	2,869	4,123	-30%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	92%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		94%	62%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		94%	77%
✔ SA Screen Complete		94%	74%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
✔ Valid Axis V GAF Score		100%	85%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		27	38%	50%	42%	-12%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		348	81%	60%	69%	21%	▲
✔ Improved/Maintained Axis V GAF Score		344	82%	75%	52%	7%	
✔ Stable Living Situation		418	98%	95%	86%	3%	
🔴 Employed		75	18%	30%	21%	-12%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		339	95%	90%	84%	5%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		15	60%	75%	65%	-15%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪		▪	▪	89%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Services	▪	▪	▪			▪	▪	▪	▪	78%

▪ 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

MH OP-1st Initiatives401-210X
Backus Hospital
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2015 - March 2016 (Data as of Jun 15, 2016)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	123	125	-2%	
Admits	22	19	16%	▲
Discharges	32	34	-6%	
Service Hours	1,098	1,467	-25%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		7	22%	50%	42%	-28%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		109	88%	60%	69%	28%	▲
✔	Stable Living Situation		119	96%	95%	86%	1%	
🔴	Improved/Maintained Axis V GAF Score		83	72%	75%	52%	-3%	
🔴	Employed		22	18%	30%	21%	-12%	▼

Data Submission Quality

	Data Entry		Actual	State Avg
✔	Valid NOMS Data		98%	92%

	On-Time Periodic		Actual	State Avg
✔	6 Month Updates		81%	62%

	Cooccurring		Actual	State Avg
✔	MH Screen Complete		93%	77%
✔	SA Screen Complete		93%	74%

	Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis		100%	99%
✔	Valid Axis V GAF Score		100%	85%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		89	97%	90%	84%	7%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		13	59%	75%	65%	-16%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢			▢	▢	89%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢			▢	▢	▢	▢	78%

▢ 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