Waterbury Hospital Health Center
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - December 2016   (Data as of Mar 21, 2017)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	833	1,333	-38%	▼
	Admits	1,296	2,011	-36%	▼
	Discharges	1,302	1,997	-35%	▼
	Service Hours	1,857	2,234	-17%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Crisis Services	429	50.6%
	Outpatient	332	39.2%
	Case Management	64	7.6%
	IOP	22	2.6%

Consumer Satisfaction Survey   (Based on 98 FY16 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Participation in Treatment		94%	80%	92%
✔	Respect		90%	80%	91%
✔	Quality and Appropriateness		90%	80%	93%
✔	General Satisfaction		90%	80%	92%
✔	Overall		86%	80%	91%
✔	Access		80%	80%	88%
●	Outcome		77%	80%	83%
●	Recovery		70%	80%	79%

▮ Satisfied %	│ Goal %	▮ 0-80%	▮ 80-100%	✔ Goal Met	● Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	85	11%	13%
26-34	124	16%	23%
35-44	139	18%	19%
45-54	194	25%	22%
55-64	164	21%	17%
65+	59	8%	5%

Gender

Gender	#	%		State Avg
Female	461	55%	▲	41%
Male	370	45%	▼	59%
Transgender				0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	661	79%	74%
Hispanic-Other	134	16%	7%
Hisp-Puerto Rican	26	3%	12%
Unknown	11	1%	6%
Hispanic-Mexican	1	0%	1%
Hispanic-Cuban			0%

Race

Race	#	%	State Avg
White/Caucasian	547	66%	65%
Other	137	16%	13%
Black/African American	128	15%	16%
Asian	9	1%	1%
Multiple Races	6	1%	1%
Am. Indian/Native Alaskan	5	1%	1%
Unknown	1	0%	3%
Hawaiian/Other Pacific Islander			0%

▮ 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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	429	959	-55%	▼
Admits	403	1,162	-65%	▼
Discharges	403	1,159	-65%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Evaluation within 1.5 hours of Request		231	60%	75%	67%	-15%	▼
🔴 Community Location Evaluation		0	0%	80%	77%	-80%	▼
🔴 Follow-up Service within 48 hours		12	6%	90%	59%	-84%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							83%

☐ 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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	22	28	-21%	▼
Admits	29	53	-45%	▼
Discharges	29	53	-45%	▼
Service Hours	559	1,213	-54%	▼
Social Rehab/PHP/IOP Days	0	0		

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		20%	86%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	0%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	81%
SA Screen Complete		0%	84%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%
Valid Axis V GAF Score		0%	92%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		0	0%	50%	78%	-50%	▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	70%	N/A	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		5	17%	30%	22%	-13%	▼
● Social Support		0	0%	60%	61%	-60%	▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	76%	-75%	▼
● Stable Living Situation		0	0%	95%	76%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	52%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	100%
Services	■	■	■	■			67%

■ 1 or more Records Submitted to DMHAS

▲ > 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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	305	338	-10%
Admits	773	743	4%
Discharges	773	743	4%
Service Hours	974	903	8%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	58%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	83%
SA Screen Complete		0%	81%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
Valid Axis V GAF Score		0%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							50%

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%	39%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		120	16%	30%	20%	-14% ▼
● Social Support		0	0%	60%	66%	-60% ▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	49%	-75% ▼
● Stable Living Situation		0	0%	95%	82%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		127	100%	90%	79%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		72	24%	75%	64%	-51% ▼
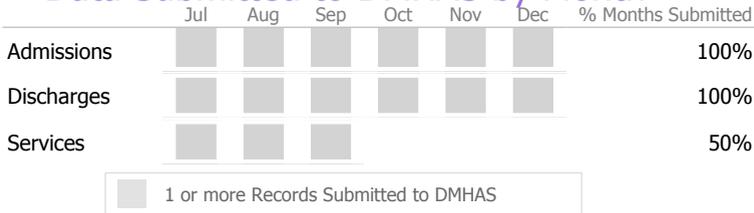
▲ > 10% Over   ▼ < 10% Under

■ 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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	64	13	392%	▲
Admits	32	13	146%	▲
Discharges	38	2	1800%	▲
Service Hours	308	108	185%	▲

Service Engagement
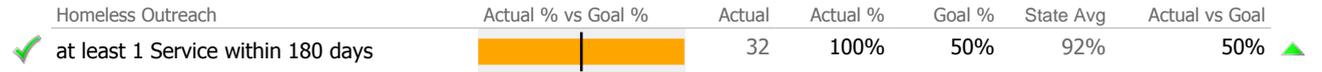
	Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		32	100%	50%	92%	50%	▲

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
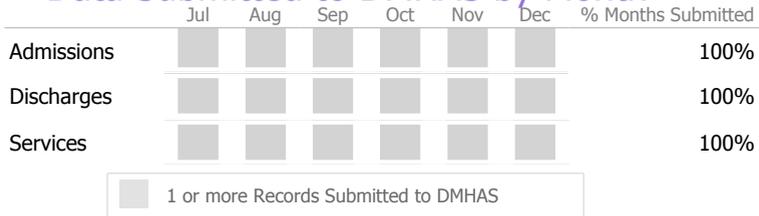
▲ > 10% Over   ▼ < 10% Under

■ 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 2016 - December 2016 (Data as of Mar 21, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	22	23%	▲
Admits	59	40	48%	▲
Discharges	59	40	48%	▲
Service Hours	16	10	58%	▲

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	58%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	83%
SA Screen Complete		0%	81%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
Valid Axis V GAF Score		0%	87%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							50%

☐ 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%	39%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		6	10%	30%	20%	-20%	▼
● Social Support		0	0%	60%	66%	-60%	▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	49%	-75%	▼
● Stable Living Situation		0	0%	95%	82%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		8	100%	90%	79%	10%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		4	15%	75%	64%	-60%	▼
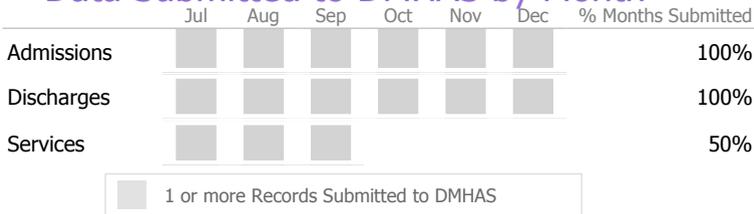
▲ > 10% Over   ▼ < 10% Under

☐ 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 2016 - December 2016 (Data as of Mar 21, 2017)

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%	90%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	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%	63%	-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