Waterbury Hospital Health Center
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - December 2017   (Data as of Mar 21, 2018)
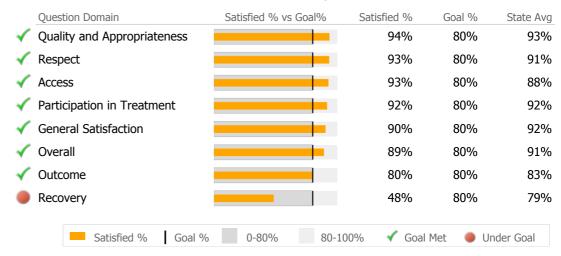
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	919	833	10%
	Admits	1,376	1,296	6%
	Discharges	1,367	1,304	5%
	Service Hours	1,409	1,857	-24% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Crisis Services	556	59.1%
	Outpatient	299	31.8%
	Case Management	70	7.4%
	IOP	16	1.7%

Consumer Satisfaction Survey   (Based on 156 FY17 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Quality and Appropriateness		94%	80%	93%
✔	Respect		93%	80%	91%
✔	Access		93%	80%	88%
✔	Participation in Treatment		92%	80%	92%
✔	General Satisfaction		90%	80%	92%
✔	Overall		89%	80%	91%
✔	Outcome		80%	80%	83%
🔴	Recovery		48%	80%	79%

Satisfied %	Goal %	0-80%	80-100%	✔ Goal Met	🔴 Under Goal

Client Demographics

Age	#	%	State Avg
18-25	105	13%	12%
26-34	154	19%	23%
35-44	157	19%	20%
45-54	199	24%	22%
55-64	154	19%	18%
65+	61	7%	6%

Gender	#	%		State Avg
Female	498	54%	▲	41%
Male	419	46%	▼	59%
Transgender				0%

Ethnicity	#	%	State Avg
Non-Hispanic	721	78%	74%
Hispanic-Other	149	16%	7%
Hisp-Puerto Rican	38	4%	13%
Unknown	10	1%	6%
Hispanic-Cuban	1	0%	0%
Hispanic-Mexican			1%

Race	#	%	State Avg
White/Caucasian	559	61%	65%
Black/African American	171	19%	16%
Other	167	18%	13%
Asian	8	1%	1%
Multiple Races	8	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
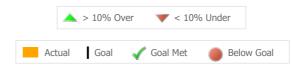Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	556	429	30%	▲
Admits	573	403	42%	▲
Discharges	564	403	40%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Evaluation within 1.5 hours of Request		332	63%	75%	68%	-12%	▼
🔴 Community Location Evaluation		0	0%	80%	76%	-80%	▼
🔴 Follow-up Service within 48 hours		17	6%	90%	57%	-84%	▼

Data Submitted to DMHAS by Month

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

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
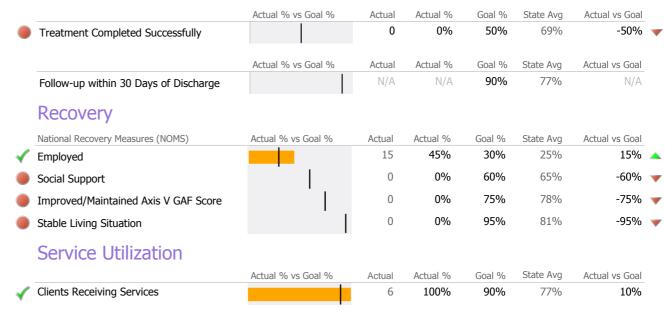Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	16	22	-27% ▼
Admits	33	29	14% ▲
Discharges	32	29	10%
Service Hours	213	559	-62% ▼
Social Rehab/PHP/IOP Days	0	0	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		19%	86%

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

Cooccurring		Actual	State Avg
MH Screen Complete		0%	76%
SA Screen Complete		0%	79%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%
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%	69%	-50% ▼
Follow-up within 30 Days of Discharge		N/A	N/A	90%	77%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		15	45%	30%	25%	15% ▲
🔴 Social Support		0	0%	60%	65%	-60% ▼
🔴 Improved/Maintained Axis V GAF Score		0	0%	75%	78%	-75% ▼
🔴 Stable Living Situation		0	0%	95%	81%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		6	100%	90%	77%	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
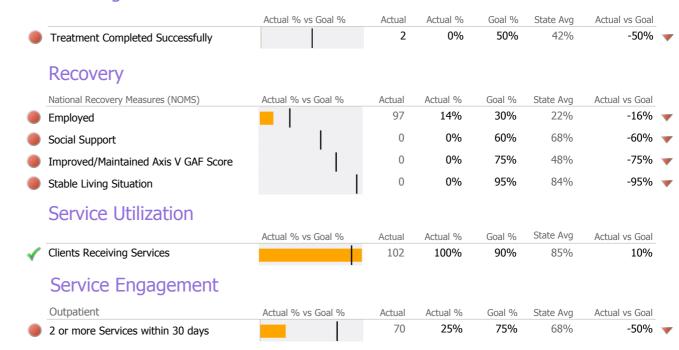Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	277	305	-9%	
Admits	680	773	-12%	▼
Discharges	680	773	-12%	▼
Service Hours	855	974	-12%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	68%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	86%
SA Screen Complete		0%	83%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	96%
Valid Axis V GAF Score		0%	88%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		2	0%	50%	42%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		97	14%	30%	22%	-16%	▼
🔴 Social Support		0	0%	60%	68%	-60%	▼
🔴 Improved/Maintained Axis V GAF Score		0	0%	75%	48%	-75%	▼
🔴 Stable Living Situation		0	0%	95%	84%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		102	100%	90%	85%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		70	25%	75%	68%	-50%	▼

▲ > 10% Over	▼ < 10% Under

🟧 Actual	❘ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 92 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 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	70	64	9%	
Admits	36	32	13%	▲
Discharges	37	40	-8%	
Service Hours	319	308	3%	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ at least 1 Service within 180 days		36	100%	50%	94%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢		83%
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
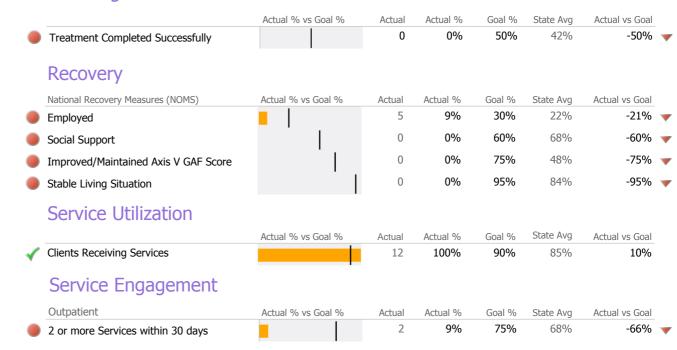Reporting Period: July 2017 - December 2017 (Data as of Mar 21, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	23	27	-15%	▼
Admits	54	59	-8%	
Discharges	54	59	-8%	
Service Hours	23	16	41%	▲

Data Submission Quality

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

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
6 Month Updates		N/A	68%

Cooccurring	Actual % vs Goal %	Actual	State Avg
MH Screen Complete		0%	86%
SA Screen Complete		0%	83%

Diagnosis	Actual % vs Goal %	Actual	State Avg
✔ Valid Axis I Diagnosis		100%	96%
Valid Axis V GAF Score		0%	88%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		0	0%	50%	42%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		5	9%	30%	22%	-21%	▼
🔴 Social Support		0	0%	60%	68%	-60%	▼
🔴 Improved/Maintained Axis V GAF Score		0	0%	75%	48%	-75%	▼
🔴 Stable Living Situation		0	0%	95%	84%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		12	100%	90%	85%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		2	9%	75%	68%	-66%	▼

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 92 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 2017 - December 2017 (Data as of Mar 21, 2018)

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%	87%	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%	78%	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%	70%	-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