Charlotte Hungerford Hospital
Torrington, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)
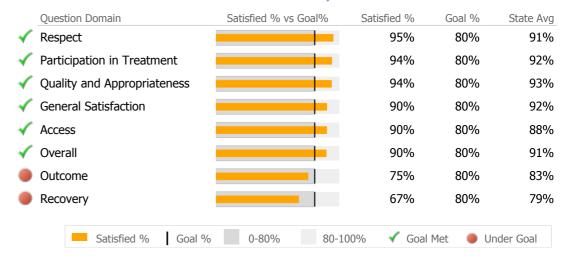
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,069	1,848	12%	▲
	Admits	68	139	-51%	▼
	Discharges	50	107	-53%	▼
	Service Hours	1,269	1,666	-24%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	1,825	87.2%
	Case Management	192	9.2%
Addiction			
	Case Management	76	3.6%

Consumer Satisfaction Survey (Based on 200 FY18 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		95%	80%	91%
✓ Participation in Treatment		94%	80%	92%
✓ Quality and Appropriateness		94%	80%	93%
✓ General Satisfaction		90%	80%	92%
✓ Access		90%	80%	88%
✓ Overall		90%	80%	91%
🔴 Outcome		75%	80%	83%
🔴 Recovery		67%	80%	79%

Legend: Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | 🔴 Under Goal

Client Demographics

Age

	#	%	State Avg
18-25	146	7%	10%
26-34	346	17%	22%
35-44	349	17%	20%
45-54	479	23%	21%
55-64	471	23%	19%
65+	277	13%	7%

Gender

	#	%		State Avg
Female	1,242	60%	▲	41%
Male	825	40%	▼	58%
Transgender				0%

Ethnicity

	#	%		State Avg
Non-Hispanic	1,962	95%	▲	71%
Hispanic-Other	57	3%		7%
Unknown	34	2%		8%
Hisp-Puerto Rican	15	1%	▼	13%
Hispanic-Cuban	1	0%		0%
Hispanic-Mexican				1%

Race

	#	%		State Avg
White/Caucasian	1,917	93%	▲	63%
Other	57	3%		13%
Black/African American	47	2%	▼	16%
Unknown	35	2%		5%
Asian	7	0%		1%
Am. Indian/Native Alaskan	5	0%		1%
Multiple Races	1	0%		1%
Hawaiian/Other Pacific Islander				0%

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

Addiction Case Management - Torrington
Charlotte Hungerford Hospital
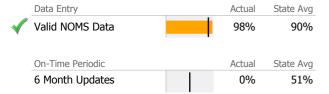Addiction - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	76	38	100%	▲
Admits	32	16	100%	▲
Discharges	21	18	17%	▲
Service Hours	45	35	30%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	90%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	51%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		4	19%	50%	55%	-31%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		10	13%	20%	25%	-7%	
● Stable Living Situation		54	70%	80%	80%	-10%	▼
● Self Help		17	22%	60%	64%	-38%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		14	25%	90%	78%	-65%	▼

▲ > 10% Over   ▼ < 10% Under

◼ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 14 Active Standard Case Management Programs

MH Svs to the Homeless 503294
Charlotte Hungerford Hospital
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)
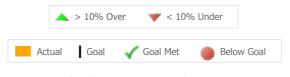
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	192	193	-1%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● at least 1 Service within 180 days		0	0%	50%	93%	-50% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

	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 503-210
Charlotte Hungerford Hospital
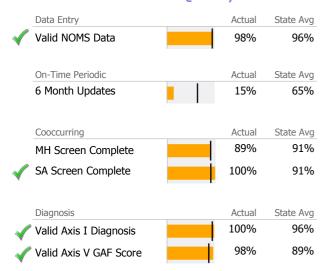Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - September 2018 (Data as of Dec 13, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1,825	1,638	11%	▲
Admits	36	123	-71%	▼
Discharges	28	62	-55%	▼
Service Hours	1,223	1,631	-25%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	96%

On-Time Periodic		Actual	State Avg
6 Month Updates		15%	65%

Cooccurring		Actual	State Avg
MH Screen Complete		89%	91%
✔ SA Screen Complete		100%	91%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	96%
✔ Valid Axis V GAF Score		98%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				100%
Services				100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		8	29%	50%	55%	-21%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		350	19%	30%	22%	-11%	▼
● Social Support		790	43%	60%	65%	-17%	▼
● Stable Living Situation		812	44%	95%	82%	-51%	▼
● Improved/Maintained Axis V GAF Score		37	2%	75%	42%	-73%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		445	25%	90%	79%	-65%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		4	11%	75%	68%	-64%	▼

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs