Hartford Behavioral Health
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2018 - December 2018   (Data as of Mar 19, 2019)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	604	571	6%
	Admits	168	153	10%
	Discharges	156	186	-16% ▼
	Service Hours	1,820	2,377	-23% ▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		604	100.0%

Consumer Satisfaction Survey   (Based on 145 FY18 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	General Satisfaction		95%	80%	92%
✔	Quality and Appropriateness		93%	80%	93%
✔	Participation in Treatment		91%	80%	92%
✔	Respect		91%	80%	91%
✔	Access		90%	80%	88%
✔	Overall		88%	80%	91%
🔴	Outcome		64%	80%	83%
🔴	Recovery		64%	80%	79%

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

Client Demographics

Age

	#	%		State Avg
18-25	32	5%		11%
26-34	72	12%	▼	23%
35-44	85	14%		21%
45-54	182	30%		21%
55-64	166	27%		18%
65+	67	11%		6%

Gender

	#	%		State Avg
Female	371	61%	▲	41%
Male	233	39%	▼	59%
Transgender				0%

Race

	#	%		State Avg
Other	328	54%	▲	13%
White/Caucasian	136	23%	▼	63%
Black/African American	113	19%		16%
Multiple Races	10	2%		1%
Unknown	8	1%		5%
Asian	4	1%		1%
Am. Indian/Native Alaskan	3	0%		1%
Hawaiian/Other Pacific Islander	2	0%		0%

Ethnicity

	#	%		State Avg
Hisp-Puerto Rican	393	65%	▲	13%
Non-Hispanic	136	23%	▼	71%
Hispanic-Other	58	10%		7%
Unknown	14	2%		9%
Hispanic-Mexican	2	0%		1%
Hispanic-Cuban	1	0%		0%

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

Mental Health Outpatient608210
Hartford Behavioral Health
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2018 - December 2018 (Data as of Mar 19, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	604	571	6%	
Admits	168	105	60%	▲
Discharges	106	150	-29%	▼
Service Hours	1,818	2,017	-10%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		94%	96%

On-Time Periodic		Actual	State Avg
6 Month Updates		48%	66%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	91%
✔ SA Screen Complete		99%	91%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		100%	89%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		24	23%	50%	53%	-27%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		379	63%	60%	67%	3%	
✔ Stable Living Situation		574	95%	95%	84%	0%	
● Employed		81	13%	30%	23%	-17%	▼
● Improved/Maintained Axis V GAF Score		301	64%	75%	47%	-11%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		411	82%	90%	83%	-8%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		94	56%	75%	67%	-19%	▼

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs