

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	471	516	-9%
	Admits	74	80	-8%
	Discharges	67	98	-32% ▼
	Service Hours	1,873	1,145	64% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	471	100.0%

Consumer Satisfaction Survey

(Based on 131 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		89%	80%	91%
✓ Quality and Appropriateness		86%	80%	93%
✓ Participation in Treatment		85%	80%	92%
✓ General Satisfaction		83%	80%	92%
✓ Overall		82%	80%	91%
✓ Access		82%	80%	88%
● Outcome		73%	80%	83%
● Recovery		66%	80%	79%

Satisfied % | Goal % 0-80% 80-100% Goal Met Under Goal

Client Demographics

Age	#	%	State Avg
18-25	32	7%	9%
26-34	40	9%	21% ▼
35-44	68	14%	22%
45-54	74	16%	19%
55-64	139	30%	20%
65+	116	25%	8% ▲

Gender	#	%	State Avg
Female	278	59%	42% ▲
Male	192	41%	58% ▼
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	434	92%	70% ▲
Hispanic-Other	27	6%	8%
Unknown	10	2%	10%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hisp-Puerto Rican			12% ▼

Race	#	%	State Avg
White/Caucasian	398	85%	62% ▲
Other	33	7%	13%
Black/African American	28	6%	17% ▼
Unknown	9	2%	6%
Am. Indian/Native Alaskan	2	0%	1%
Asian	1	0%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

Unique Clients | State Avg > 10% Over State Avg > 10% Under State Avg

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 2020 - December 2020 (Data as of Apr 06, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	471	516	-9%
Admits	74	80	-8%
Discharges	67	98	-32% ▼
Service Hours	1,873	1,145	64% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	45%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	36%	52%
Co-occurring	Actual	State Avg
MH Screen Complete	50%	75%
SA Screen Complete	35%	75%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	98%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	4%	50%	33%	-46% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		52	11%	30%	22%	-19% ▼
Social Support		150	32%	60%	60%	-28% ▼
Stable Living Situation		20	4%	95%	74%	-91% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		312	76%	90%	81%	-14% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		58	78%	75%	76%	3%

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 85 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.