Charlotte Hungerford Hospital
Torrington, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2020 - December 2020   (Data as of Apr 06, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	3,167	2,694	18%	▲
	Admits	329	238	38%	▲
	Discharges	153	33	364%	
	Service Hours	3,444	2,298	50%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	2,834	88.0%
	Case Management	190	5.9%
Addiction			
	Case Management	196	6.1%

Consumer Satisfaction Survey   (Based on 201 FY20 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Respect		97%	80%	91%
✓	Quality and Appropriateness		95%	80%	93%
✓	General Satisfaction		94%	80%	92%
✓	Participation in Treatment		94%	80%	92%
✓	Overall		89%	80%	91%
✓	Access		89%	80%	88%
🔴	Recovery		65%	80%	79%
🔴	Outcome		63%	80%	83%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	269	8%	9%
26-34	545	17%	21%
35-44	547	17%	22%
45-54	594	19%	19%
55-64	691	22%	20%
65+	519	16%	8%

Gender

Gender	#	%		State Avg
Female	1,904	60%	▲	42%
Male	1,261	40%	▼	58%
Transgender				0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	2,843	90%	▲	70%
Unknown	210	7%		10%
Hispanic-Other	100	3%		8%
Hisp-Puerto Rican	14	0%	▼	12%
Hispanic-Cuban				0%
Hispanic-Mexican				0%

Race

Race	#	%		State Avg
White/Caucasian	2,834	89%	▲	62%
Unknown	133	4%		6%
Other	109	3%		13%
Black/African American	72	2%	▼	17%
Asian	11	0%		1%
Am. Indian/Native Alaskan	4	0%		1%
Multiple Races	3	0%		1%
Hawaiian/Other Pacific Islander	1	0%		0%

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

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	196	123	59%	▲
Admits	47	38	24%	▲
Discharges	134	-		
Service Hours	28	24	15%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	93%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	0%	63%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		0	0%	50%	48%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		31	16%	20%	28%	-4%	
🔴 Stable Living Situation		139	70%	80%	81%	-10%	▼
🔴 Self Help		39	20%	60%	59%	-40%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		30	46%	90%	83%	-44%	▼

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS
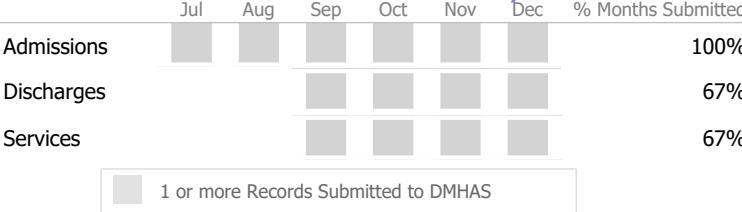
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 8 Active Standard Case Management Programs

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	190	190	0%
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%	92%	-50% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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
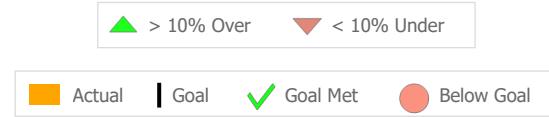
* State Avg based on 45 Active Outreach & Engagement Programs

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2,834	2,421	17%	▲
Admits	282	200	41%	▲
Discharges	19	33	-42%	▼
Service Hours	3,416	2,274	50%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		65%	86%

On-Time Periodic		Actual	State Avg
6 Month Updates ●		30%	52%

Co-occurring		Actual	State Avg
MH Screen Complete		20%	75%
SA Screen Complete		22%	75%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		98%	98%

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		0	0%	50%	33%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		421	15%	30%	22%	-15%	▼
● Social Support		1,023	36%	60%	60%	-24%	▼
● Stable Living Situation		92	3%	95%	74%	-92%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		1,352	48%	90%	81%	-42%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		138	49%	75%	76%	-26%	▼
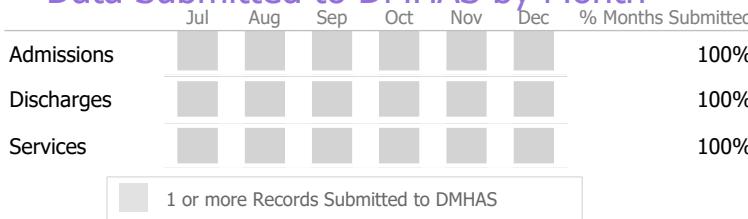
▲ > 10% Over   ▼ < 10% Under

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.