Hartford Hospital
Hartford, 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	277	297	-7%	
	Admits	56	57	-2%	
	Discharges	40	57	-30%	▼
	Service Hours	46	652	-93%	▼
	Bed Days	3,693	3,692	0%	

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

Consumer Satisfaction Survey   (Based on 19 FY20 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		95%	80%	92%
✓	Overall		95%	80%	91%
✓	General Satisfaction		89%	80%	92%
✓	Recovery		89%	80%	79%
✓	Outcome		89%	80%	83%
✓	Access		84%	80%	88%
✓	Quality and Appropriateness		83%	80%	93%
✓	Respect		82%	80%	91%

🟧 Satisfied %		Goal %	▨ 0-80%	▨ 80-100%	✓ Goal Met	🔴 Under Goal

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		159	56.6%
	Case Management		48	17.1%
	Other		47	16.7%
	Residential Services		27	9.6%

Client Demographics

Age

Age		#	%		State Avg
18-25		67	24%	▲	9%
26-34		48	17%		21%
35-44		31	11%	▼	22%
45-54		44	16%		19%
55-64		54	19%		20%
65+		33	12%		8%

Gender

Gender		#	%		State Avg
Female		152	55%	▲	42%
Male		125	45%	▼	58%
Transgender					0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		159	57%	▼	70%
Hisp-Puerto Rican		86	31%	▲	12%
Hispanic-Other		31	11%		8%
Hispanic-Cuban		1	0%		0%
Hispanic-Mexican					0%
Unknown					10%

Race

Race		#	%		State Avg
White/Caucasian		99	36%	▼	62%
Other		82	30%	▲	13%
Black/African American		53	19%		17%
Unknown		41	15%		6%
Asian		2	1%		1%
Am. Indian/Native Alaskan					1%
Multiple Races					1%
Hawaiian/Other Pacific Islander					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.

Eli's Retreat 610242
Hartford Hospital
Mental Health - Residential Services - MH Intensive Res. Rehabilitation

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	10	9	11%	▲
Admits	5	6	-17%	▼
Discharges	5	3	67%	▲
Bed Days	947	925	2%	
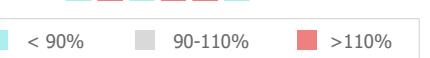
Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		4	80%	75%	66%	5%
🔴	No Re-admit within 30 Days of Discharge		4	80%	85%	69%	-5%
✓	Follow-up within 30 Days of Discharge		4	100%	90%	76%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	97%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	0%	80%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	86%
✓	SA Screen Complete	100%	88%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	100%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		5	190 days	0.3	103%	90%	93%	13%	▲
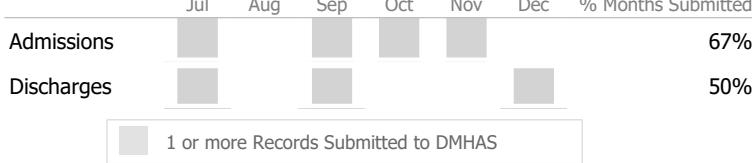
■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							67%
Discharges							50%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 29 Active MH Intensive Res. Rehabilitation Programs

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

OP Clin 610-210
Hartford 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	159	147	8%	
Admits	23	13	77%	▲
Discharges	15	2	650%	▲
Service Hours	-	-		

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	86%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	52%

Co-occurring		Actual	State Avg
MH Screen Complete		0%	75%
SA Screen Complete		0%	75%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		6	40%	50%	33%	-10%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		125	79%	60%	60%	19%	▲
✓	Stable Living Situation		158	99%	95%	74%	4%	
●	Employed		27	17%	30%	22%	-13%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		0	0%	90%	81%	N/A	▼

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	2 or more Services within 30 days		0	0%	75%	76%	-75%	▼
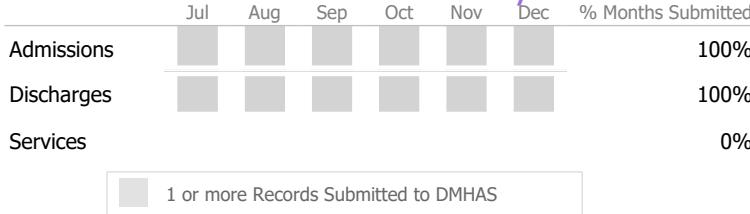
▲ > 10% Over   ▼ < 10% Under

■ 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.

Schizophrenia Rehab. Program
Hartford Hospital
Mental Health - Other - Other

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	47	65	-28%	▼
Admits	1	8	-88%	▼
Discharges	-	14	-100%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▪						17%
Discharges							0%

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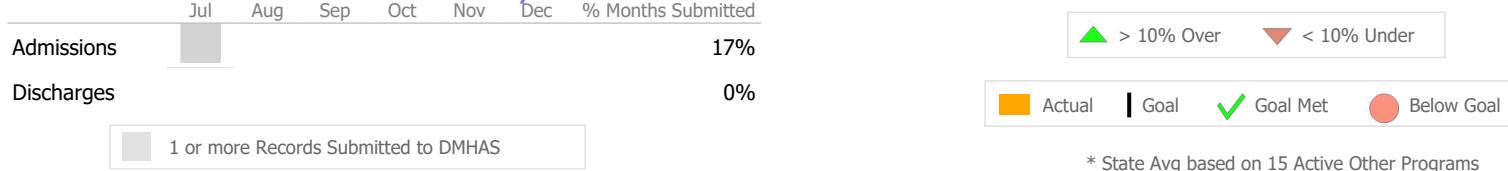
▲ > 10% Over	▼ < 10% Under

■ Actual		Goal	✓ Goal Met	● Below Goal

* State Avg based on 15 Active Other Programs

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

Todd House Group Res. 624-240
Hartford Hospital
Mental Health - Residential Services - MH Intensive Res. Rehabilitation

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	17	22	-23% ▼
Admits	1	7	-86% ▼
Discharges	3	6	-50% ▼
Bed Days	2,746	2,767	-1%

Discharge Outcomes

		Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully	Actual % vs Goal %	1	33%	75%	66%	-42% ▼
✓ No Re-admit within 30 Days of Discharge	Actual % vs Goal %	3	100%	85%	69%	15% ▲
✓ Follow-up within 30 Days of Discharge	Actual % vs Goal %	1	100%	90%	76%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	97%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		62%	80%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	86%
✓ SA Screen Complete		100%	88%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	100%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		16	650 days	0.5	93%	90%	93%	3%

■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month
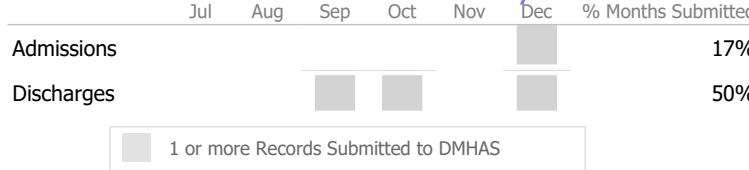
	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							17%
Discharges							50%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual   │ Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 29 Active MH Intensive Res. Rehabilitation Programs

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

Young Adult Case Management
Hartford Hospital
Mental Health - 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)
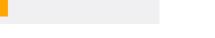
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	48	62	-23%	▼
Admits	26	23	13%	▲
Discharges	17	32	-47%	▼
Service Hours	46	652	-93%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	95%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		0%	56%

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

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Treatment Completed Successfully		11	65%	50%	76%	15%	▲
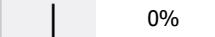
Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		44	92%	60%	71%	32%	▲
✔	Stable Living Situation		45	94%	80%	80%	14%	▲
✔	Employed		13	27%	20%	10%	7%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		29	94%	90%	68%	4%	

Legend:
▲ > 10% Over   ▼ < 10% Under

▪ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 23 Active Standard Case Management Programs

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