Backus Hospital
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
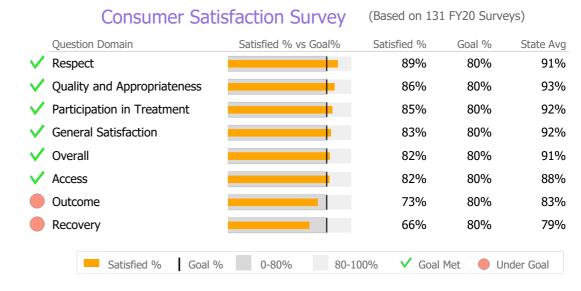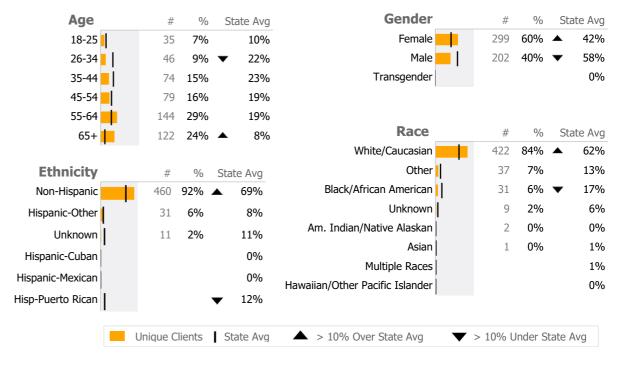Reporting Period: July 2020 - March 2021   (Data as of Jun 28, 2021)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	502	588	-15%	▼
	Admits	107	153	-30%	▼
	Discharges	98	162	-40%	▼
	Service Hours	2,917	1,482	97%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		502	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

Age	#	%		State Avg
18-25	35	7%		10%
26-34	46	9%	▼	22%
35-44	74	15%		23%
45-54	79	16%		19%
55-64	144	29%		19%
65+	122	24%	▲	8%

Gender

Gender	#	%		State Avg
Female	299	60%	▲	42%
Male	202	40%	▼	58%
Transgender				0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	460	92%	▲	69%
Hispanic-Other	31	6%		8%
Unknown	11	2%		11%
Hispanic-Cuban				0%
Hispanic-Mexican				0%
Hisp-Puerto Rican			▼	12%

Race

Race	#	%		State Avg
White/Caucasian	422	84%	▲	62%
Other	37	7%		13%
Black/African American	31	6%	▼	17%
Unknown	9	2%		6%
Am. Indian/Native Alaskan	2	0%		0%
Asian	1	0%		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.

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 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	502	588	-15%	▼
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Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		52%	86%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		41%	55%

Co-occurring		Actual	State Avg
MH Screen Complete		59%	78%
SA Screen Complete		45%	79%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		3	3%	50%	34%	-47%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		94	18%	30%	23%	-12%	▼
● Social Support		226	44%	60%	62%	-16%	▼
● Stable Living Situation		12	2%	95%	74%	-93%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		326	79%	90%	84%	-11%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		85	81%	75%	76%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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

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