Charter Oak Health Center
Hartford, 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	181	127	43%	▲
	Admits	53	89	-40%	▼
	Discharges				
	Service Hours		1	-100%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Other				
	Other		181	100.0%

Consumer Satisfaction Survey   (Based on 100 FY20 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Respect		100%	80%	91%
✓	Participation in Treatment		99%	80%	92%
✓	Access		96%	80%	88%
✓	Quality and Appropriateness		94%	80%	93%
✓	General Satisfaction		93%	80%	92%
✓	Overall		92%	80%	91%
🔴	Recovery		72%	80%	79%
🔴	Outcome		62%	80%	83%

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

Client Demographics

Age

		#	%	State Avg
18-25		5	3%	10%
26-34		12	7% ▼	22%
35-44		26	14%	23%
45-54		52	29%	19%
55-64		72	40% ▲	19%
65+		14	8%	8%

Gender

		#	%	State Avg
Female		127	70% ▲	42%
Male		54	30% ▼	58%
Transgender				0%

Ethnicity

		#	%	State Avg
Hisp-Puerto Rican		129	71% ▲	12%
Non-Hispanic		31	17% ▼	69%
Hispanic-Other		18	10%	8%
Hispanic-Cuban		2	1%	0%
Unknown		1	1%	11%
Hispanic-Mexican				0%

Race

		#	%	State Avg
Other		77	43% ▲	13%
White/Caucasian		76	42% ▼	62%
Black/African American		23	13%	17%
Am. Indian/Native Alaskan		2	1%	0%
Asian		1	1%	1%
Multiple Races		1	1%	1%
Unknown		1	1%	6%
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.

Integrated Primary & BH Care - PIC
Charter Oak Health Center
Other - Other - Integrated Primary Care

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	181	127	43%	▲
Admits	53	89	-40%	▼
Discharges	-	-		
Service Hours	-	1	-100%	▼

Data Submission Quality

Data Entry		Actual	State Avg

Co-occurring		Actual	State Avg
MH Screen Complete		35%	65%
SA Screen Complete		50%	85%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	94%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges										0%
Services										0%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal
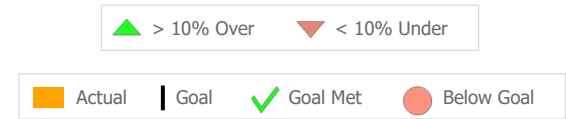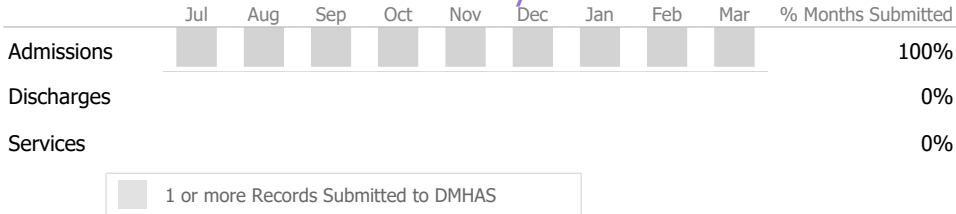
* State Avg based on 6 Active Integrated Primary Care Programs

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