Hartford Hospital
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	306	319	-4%	
	Admits	86	84	2%	
	Discharges	55	105	-48%	▼
	Service Hours	80	687	-88%	▼
	Bed Days	5,584	5,657	-1%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	171	55.0%
	Case Management	61	19.6%
	Other	48	15.4%
	Residential Services	31	10.0%

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

Client Demographics

Age		#	%		State Avg
18-25		82	27%	▲	10%
26-34		54	18%		22%
35-44		34	11%	▼	23%
45-54		45	15%		19%
55-64		56	18%		19%
65+		35	11%		8%

Gender		#	%		State Avg
Female		164	54%	▲	42%
Male		142	46%	▼	58%
Transgender					0%

Ethnicity		#	%		State Avg
Non-Hispanic		179	58%	▼	69%
Hisp-Puerto Rican		92	30%	▲	12%
Hispanic-Other		33	11%		8%
Hispanic-Cuban		1	0%		0%
Unknown		1	0%	▼	11%
Hispanic-Mexican					0%

Race		#	%		State Avg
White/Caucasian		112	37%	▼	62%
Other		89	29%	▲	13%
Black/African American		60	20%		17%
Unknown		42	14%		6%
Asian		3	1%		1%
Am. Indian/Native Alaskan					0%
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 - March 2021 (Data as of Jun 28, 2021)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	12	11	9%	
Admits	7	8	-13%	▼
Discharges	6	6	0%	
Bed Days	1,464	1,440	2%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		5	83%	75%	67%	8%
🔴	No Re-admit within 30 Days of Discharge		5	83%	85%	72%	-2%
✓	Follow-up within 30 Days of Discharge		5	100%	90%	77%	10%

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	50%	85%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	89%
✓	SA Screen Complete	100%	90%

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	212 days	0.2	107%	90%	92%	17%	▲
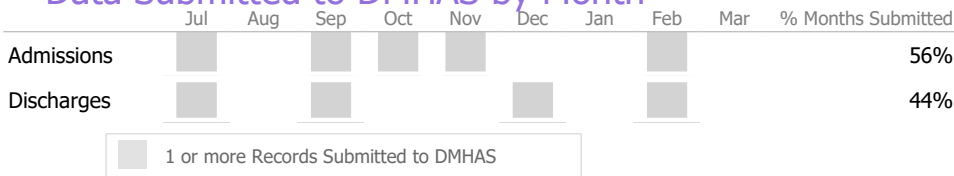
■ < 90%   ■ 90-110%   ■ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										56%
Discharges										44%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	171	155	10%	▲
Admits	35	21	67%	▲
Discharges	19	14	36%	▲
Service Hours	-	-		

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		99%	55%

Co-occurring		Actual	State Avg
MH Screen Complete		0%	78%
SA Screen Complete		3%	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		7	37%	50%	34%	-13%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		142	83%	60%	62%	23%	▲
✓	Stable Living Situation		170	99%	95%	74%	4%	
🔴	Employed		31	18%	30%	23%	-12%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		0	0%	90%	84%	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%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢		89%
Services										0%

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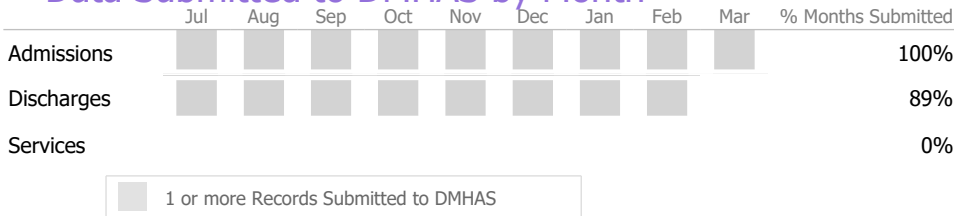
▲ > 10% Over	▼ < 10% Under

🟧 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.

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

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	48	67	-28%	▼
Admits	2	10	-80%	▼
Discharges	-	22	-100%	▼

Data Submitted to DMHAS by Month
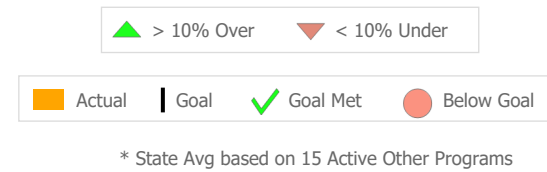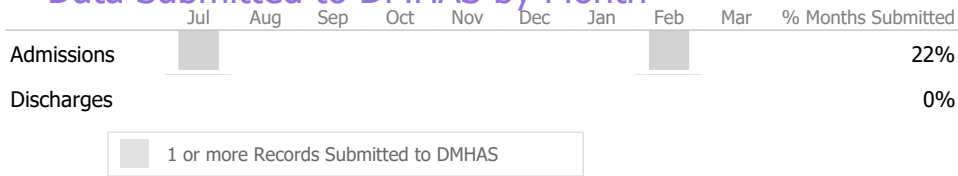
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■							■		22%
Discharges										0%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	24	-21%	▼
Admits	3	9	-67%	▼
Discharges	3	8	-63%	▼
Bed Days	4,120	4,217	-2%	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		1	33%	75%	67%	-42%	▼
✓	No Re-admit within 30 Days of Discharge		3	100%	85%	72%	15%	▲
✓	Follow-up within 30 Days of Discharge		1	100%	90%	77%	10%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	97%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	85%	85%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	89%
✓	SA Screen Complete	100%	90%

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	723 days	0.3	94%	90%	92%	4%

🟦 < 90%	⬜ 90-110%	🟥 >110%

Data Submitted to DMHAS by Month
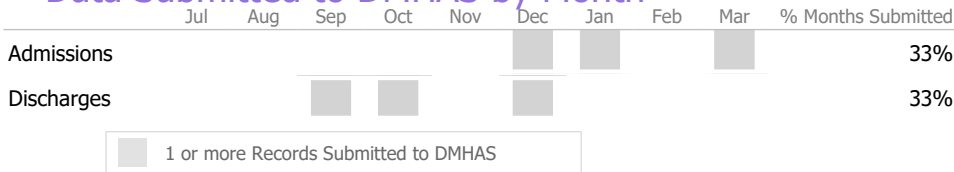
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions						⬜	⬜		⬜	33%
Discharges			⬜	⬜		⬜				33%

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	61	75	-19%	▼
Admits	39	36	8%	
Discharges	27	55	-51%	▼
Service Hours	80	687	-88%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		0%	53%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		19	70%	50%	73%	20%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		58	95%	60%	71%	35%	▲
✓ Stable Living Situation		59	97%	80%	81%	17%	▲
✓ Employed		17	28%	20%	11%	8%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		33	97%	90%	77%	7%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪		▪		▪			56%
Services			▪	▪	▪	▪	▪	▪	▪	78%

▪ 1 or more Records Submitted to DMHAS
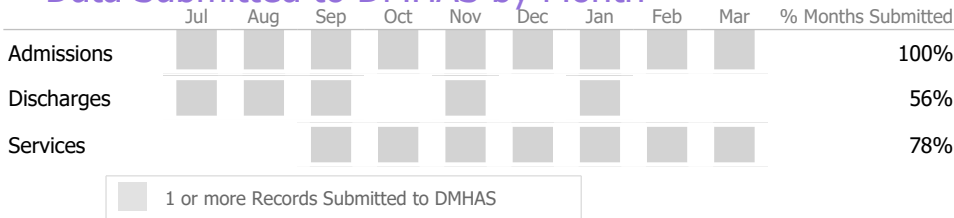
Legend: ▲ > 10% Over ▼ < 10% Under
Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 24 Active Standard Case Management Programs

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