Norwalk Hospital
Norwalk, 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	652	676	-4%	
	Admits	34	48	-29%	▼
	Discharges	58	76	-24%	▼
	Service Hours	3,953	6,361	-38%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	612	82.8%
	Community Support	127	17.2%

Consumer Satisfaction Survey   (Based on 235 FY20 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		93%	80%	92%
✓	Quality and Appropriateness		92%	80%	93%
✓	Access		92%	80%	88%
✓	General Satisfaction		92%	80%	92%
✓	Respect		91%	80%	91%
✓	Overall		87%	80%	91%
✓	Outcome		80%	80%	83%
●	Recovery		72%	80%	79%

Legend: Satisfied % | Goal % | 0-80% | 80-100% | ✓ Goal Met | ● Under Goal

Client Demographics

Age

		#	%		State Avg
18-25		20	3%		10%
26-34		66	10%	▼	22%
35-44		102	16%		23%
45-54		131	20%		19%
55-64		179	27%		19%
65+		154	24%	▲	8%

Gender

		#	%		State Avg
Female		363	56%	▲	42%
Male		289	44%	▼	58%
Transgender					0%

Ethnicity

		#	%	State Avg
Non-Hispanic		512	79%	69%
Hispanic-Other		80	12%	8%
Hisp-Puerto Rican		37	6%	12%
Hispanic-Mexican		13	2%	0%
Unknown		10	2%	11%
Hispanic-Cuban				0%

Race

		#	%	State Avg
White/Caucasian		430	66%	62%
Black/African American		122	19%	17%
Other		80	12%	13%
Unknown		11	2%	6%
Asian		4	1%	1%
Multiple Races		3	0%	1%
Am. Indian/Native Alaskan		2	0%	0%
Hawaiian/Other Pacific Islander				0%

Legend: 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.

24 Stevens St OP Clin.115-211
Norwalk 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	612	630	-3%	
Admits	21	15	40%	▲
Discharges	31	35	-11%	▼
Service Hours	2,062	1,679	23%	▲

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
✓ Valid NOMS Data		97%	86%

On-Time Periodic	Actual % vs State Avg	Actual	State Avg
● 6 Month Updates		49%	55%

Co-occurring	Actual % vs State Avg	Actual	State Avg
MH Screen Complete		0%	78%
SA Screen Complete		0%	79%

Diagnosis	Actual % vs State Avg	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		1	3%	50%	34%	-47%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Social Support		268	44%	60%	62%	-16%	▼
● Employed		75	12%	30%	23%	-18%	▼
● Stable Living Situation		440	72%	95%	74%	-23%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		392	67%	90%	84%	-23%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		7	33%	75%	76%	-42%	▼

Data Submitted to DMHAS by Month

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

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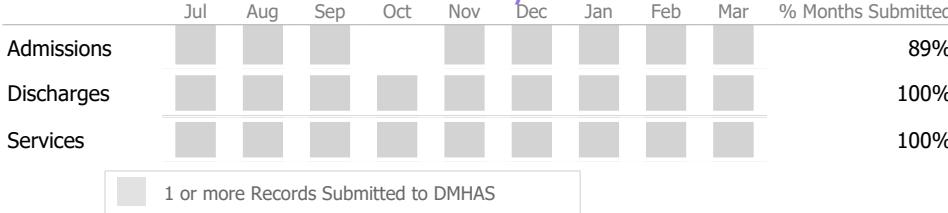
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 85 Active Standard Outpatient Programs

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

Community Support Program
Norwalk Hospital
Mental Health - Community Support - CSP

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	127	157	-19%	▼
Admits	13	33	-61%	▼
Discharges	27	41	-34%	▼
Service Hours	1,891	4,682	-60%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		6	22%	65%	58%	-43%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		124	98%	60%	81%	38%	▲
✔	Stable Living Situation		124	98%	80%	88%	18%	▲
🔴	Employed		20	16%	20%	12%	-4%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		101	100%	90%	98%	10%

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	81%

On-Time Periodic		Actual	State Avg
✔	6 Month Updates	100%	86%

Co-occurring		Actual	State Avg
✔	MH Screen Complete	100%	85%
	SA Screen Complete	38%	72%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢				▢	▢			44%
Discharges	▢		▢	▢	▢	▢	▢	▢	▢	89%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

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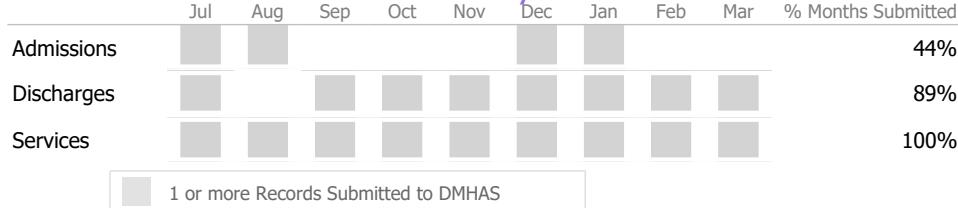
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 36 Active CSP Programs

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