Backus Hospital

Norwich, CT

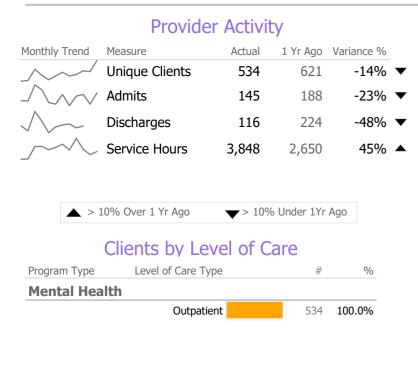
Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2020 - June 2021 (Data as of Sep 20, 2021)

80-100%

✓ Goal Met

Under Goal



Consumer Satisfaction Survey (Based on 131 FY20 Surveys) **Ouestion Domain** Satisfied % vs Goal% Satisfied % Goal % State Avg Respect \checkmark 89% 80% 91% ✓ Quality and Appropriateness 86% 80% 93% Participation in Treatment 92% \checkmark 85% 80% ✓ General Satisfaction 83% 80% 92% V Overall 82% 80% 91% ✓ Access 80% 88% 82% Outcome 73% 80% 83% Recovery 66% 80% 79%

Client Demographics

0-80%

Goal %

Satisfied %

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	38	7%	10%	Female	320	60%	▲ 41%
26-34	55	10%	▼ 22%	Male 📒 📔	213	40%	▼ 59%
35-44 📒	79	15%	23%	Transgender			0%
45-54 📕	86	16%	19%				
55-64	148	28%	18%				
65+	126	24%	▲ 7%	Race	#	%	State Avg
				White/Caucasian	446	84%	▲ 61%
Ethnicity	#	%	State Avg	Other <mark> </mark>	41	8%	13%
Non-Hispanic	487	91%	▲ 68%	Black/African American	35	7%	17%
Hispanic-Other	36	7%	8%	Unknown	9	2%	6%
Unknown	11	2%	12%	Am. Indian/Native Alaskan	2	0%	0%
Hispanic-Cuban			0%	Asian	1	0%	1%
·				Multiple Races			1%
Hispanic-Mexican			0%	Hawaiian/Other Pacific Islander			0%
Hisp-Puerto Rican			▼ 11%				
	Unique C	lients	State Avg	▲ > 10% Over State Avg ▼	> 10% L	Inder S	tate Avg

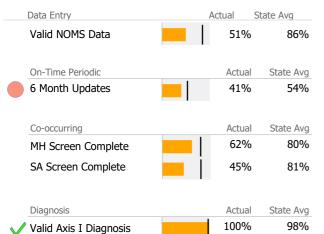
Variances in data may be indicative of operational adjustments related to the pandemic.

326 Washington St. OP 401-210 **Backus Hospital** Mental Health - Outpatient - Standard Outpatient

Program Activity

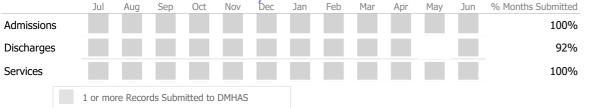
Measure	Actual	1 Yr Ago	Variance %
Unique Clients	534	621	-14% 🔻
Admits	145	188	-23% 🔻
Discharges	116	224	-48% 🔻
Service Hours	3,848	2,650	45% 🔺

Data Submission Quality

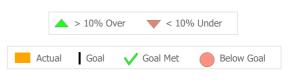


	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Treatment Completed Successfully	/	3	3%	50%	36%	-47%	▼
Recovery							
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Employed		106	19%	30%	24%	-11%	
Social Support		229	42%	60%	62%	-18%	
Stable Living Situation		12	2%	95%	75%	-93%	
Service Utilization							
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		345	80%	90%	85%	-10%	
Service Engagemen	t						
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
2 or more Services within 30 days		107	76%	75%	75%	1%	

Data Submitted to DMHAS by Month



 \checkmark



* State Avg based on 88 Active Standard Outpatient Programs

Discharge Outcomes