Backus Hospital
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
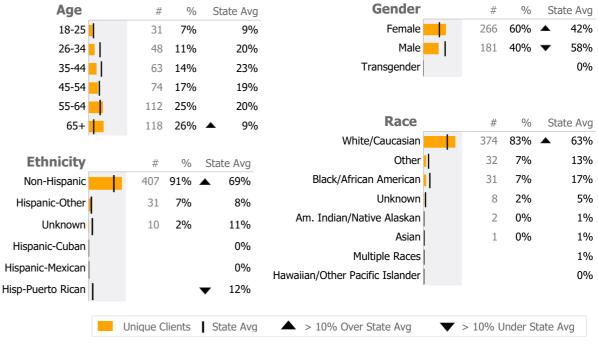Provider Quality Dashboard
Reporting Period: July 2021 - September 2021   (Data as of Feb 01, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	448	441	2%
	Admits	18	40	-55% ▼
	Discharges	44	40	10%
	Service Hours	744	884	-16% ▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		448	100.0%

Consumer Satisfaction Survey   (Based on 1 FY21 Surveys)

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

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

Client Demographics

Age

Age	#	%	State Avg
18-25	31	7%	9%
26-34	48	11%	20%
35-44	63	14%	23%
45-54	74	17%	19%
55-64	112	25%	20%
65+	118	26% ▲	9%

Gender

Gender	#	%	State Avg
Female	266	60% ▲	42%
Male	181	40% ▼	58%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	407	91% ▲	69%
Hispanic-Other	31	7%	8%
Unknown	10	2%	11%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hisp-Puerto Rican		▼	12%

Race

Race	#	%	State Avg
White/Caucasian	374	83% ▲	63%
Other	32	7%	13%
Black/African American	31	7%	17%
Unknown	8	2%	5%
Am. Indian/Native Alaskan	2	0%	1%
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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	448	441	2%	
Admits	18	40	-55%	▼
Discharges	44	40	10%	
Service Hours	744	884	-16%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		39%	86%

On-Time Periodic		Actual	State Avg
6 Month Updates ●		3%	54%

Co-occurring		Actual	State Avg
MH Screen Complete		67%	89%
SA Screen Complete		50%	89%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▪	▪	67%
Discharges	▪	▪	▪	100%
Services	▪	▪	▪	100%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		0	0%	50%	40%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		78	17%	30%	21%	-13%	▼
● Social Support		183	41%	60%	57%	-19%	▼
● Stable Living Situation		2	0%	95%	66%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		278	68%	90%	74%	-22%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		13	72%	75%	79%	-3%

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

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