Charlotte Hungerford Hospital
Torrington, 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	3,461	3,057	13%	▲
	Admits	140	160	-13%	▼
	Discharges	17	120	-86%	▼
	Service Hours	1,897	1,407	35%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	3,229	92.3%
	Case Management	190	5.4%
Addiction			
	Case Management	78	2.2%

Consumer Satisfaction Survey   (Based on 205 FY21 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Participation in Treatment		95%	80%	92%
✔	Quality and Appropriateness		92%	80%	93%
✔	General Satisfaction		92%	80%	92%
✔	Respect		90%	80%	91%
✔	Access		90%	80%	88%
✔	Overall		88%	80%	91%
🔴	Outcome		69%	80%	83%
🔴	Recovery		64%	80%	79%

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

Client Demographics

Age		#	%	State Avg
18-25		288	8%	9%
26-34		577	17%	20%
35-44		597	17%	23%
45-54		633	18%	19%
55-64		752	22%	20%
65+		612	18%	9%

Gender		#	%		State Avg
Female		2,098	61%	▲	42%
Male		1,359	39%	▼	58%
Transgender					0%

Ethnicity		#	%		State Avg
Non-Hispanic		3,077	89%	▲	69%
Unknown		243	7%		11%
Hispanic-Other		130	4%		8%
Hisp-Puerto Rican		11	0%	▼	12%
Hispanic-Cuban					0%
Hispanic-Mexican					0%

Race		#	%		State Avg
White/Caucasian		3,072	89%	▲	63%
Unknown		161	5%		5%
Other		125	4%		13%
Black/African American		81	2%	▼	17%
Asian		13	0%		1%
Am. Indian/Native Alaskan		5	0%		1%
Multiple Races		3	0%		1%
Hawaiian/Other Pacific Islander		1	0%		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.

Addiction Case Management - Torrington
Charlotte Hungerford Hospital
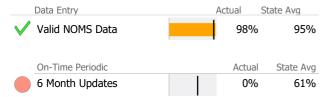Addiction - Case Management - Standard Case Management

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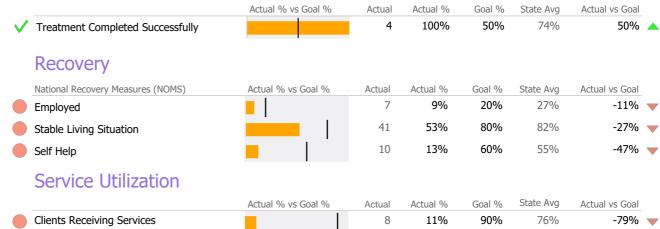Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	78	173	-55%	▼
Admits	12	21	-43%	▼
Discharges	4	106	-96%	▼
Service Hours	7	13	-43%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		98%	95%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		0%	61%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▨	▨	▨	100%
Discharges		▨	▨	67%
Services		▨		33%

▨ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully	▮▮	4	100%	50%	74%	50%	▲

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Employed	▮	7	9%	20%	27%	-11%	▼
🔴	Stable Living Situation	▮▮	41	53%	80%	82%	-27%	▼
🔴	Self Help	▮	10	13%	60%	55%	-47%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services	▮	8	11%	90%	76%	-79%	▼

▲ > 10% Over	▼ < 10% Under

▮ Actual		Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 11 Active Standard Case Management Programs

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

MH Svs to the Homeless 503294
Charlotte Hungerford Hospital
Mental Health - Case Management - Outreach & Engagement

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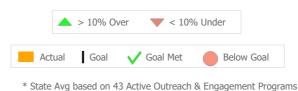
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	190	190	0%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● at least 1 Service within 180 days		0	0%	50%	84%	-50% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
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 43 Active Outreach & Engagement Programs

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Outpatient 503-210
Charlotte Hungerford Hospital
Mental Health - Outpatient - Standard Outpatient

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Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3,229	2,747	18%	▲
Admits	128	139	-8%	
Discharges	13	14	-7%	
Service Hours	1,890	1,394	36%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		65%	86%

On-Time Periodic		Actual	State Avg
6 Month Updates	●	21%	54%

Co-occurring		Actual	State Avg
MH Screen Complete		9%	89%
SA Screen Complete		38%	89%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
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		593	18%	30%	21%	-12%	▼
● Social Support		1,355	42%	60%	57%	-18%	▼
● Stable Living Situation		8	0%	95%	66%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		1,169	36%	90%	74%	-54%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		85	66%	75%	79%	-9%

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

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