Hartford Hospital
Hartford, 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	280	253	11%	▲
	Admits	22	29	-24%	▼
	Discharges	18	28	-36%	▼
	Service Hours	42	16	156%	▲
	Bed Days	2,145	1,837	17%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	155	54.2%
	Case Management	54	18.9%
	Other	49	17.1%
	Residential Services	28	9.8%

Consumer Satisfaction Survey   (Based on 20 FY21 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		100%	80%	93%
✓	Respect		100%	80%	91%
✓	Access		100%	80%	88%
✓	Participation in Treatment		95%	80%	92%
✓	General Satisfaction		95%	80%	92%
✓	Overall		95%	80%	91%
✓	Outcome		95%	80%	83%
🔴	Recovery		74%	80%	79%

▬ Satisfied %		Goal %	▬ 0-80%	▬ 80-100%	✓ Goal Met	🔴 Under Goal

Client Demographics

Age

		#	%		State Avg
18-25		65	23%	▲	9%
26-34		54	19%		20%
35-44		32	11%	▼	23%
45-54		43	15%		19%
55-64		49	18%		20%
65+		37	13%		9%

Gender

		#	%		State Avg
Female		150	54%	▲	42%
Male		130	46%	▼	58%
Transgender					0%

Ethnicity

		#	%		State Avg
Non-Hispanic		164	59%		69%
Hisp-Puerto Rican		85	30%	▲	12%
Hispanic-Other		29	10%		8%
Hispanic-Cuban		1	0%		0%
Unknown		1	0%	▼	11%
Hispanic-Mexican					0%

Race

		#	%		State Avg
White/Caucasian		100	36%	▼	63%
Other		77	28%	▲	13%
Black/African American		59	21%		17%
Unknown		40	14%		5%
Asian		4	1%		1%
Am. Indian/Native Alaskan					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.

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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	9	8	13%	▲
Admits	2	3	-33%	▼
Discharges	5	3	67%	▲
Bed Days	509	392	30%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		5	100%	75%	60%	25%	▲
✓	No Re-admit within 30 Days of Discharge		5	100%	85%	92%	15%	▲
🔴	Follow-up within 30 Days of Discharge		4	80%	90%	67%	-10%	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	98%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	88%

Co-occurring		Actual	State Avg
✓	MH Screen Complete	100%	97%
✓	SA Screen Complete	100%	97%

Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis	100%	99%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Avg Utilization Rate		5	220 days	0.6	111%	90%	91%	21%	▲

< 90%	90-110%	>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions			▢	33%
Discharges	▢	▢	▢	100%

▢ 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

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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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	155	146	6%
Admits	3	10	-70% ▼
Discharges	6	10	-40% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	86%

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	99%	54%

Co-occurring		Actual	State Avg
	MH Screen Complete	0%	89%
	SA Screen Complete	0%	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				0%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		4	67%	50%	40%	17% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		147	95%	60%	57%	35% ▲
✓ Stable Living Situation		154	99%	95%	66%	4%
● Employed		26	17%	30%	21%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		0	0%	90%	74%	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%	79%	-75% ▼

▲ > 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.

Potential Program
Hartford 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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		N/A	86%

On-Time Periodic	Actual	State Avg
6 Month Updates		N/A	54%

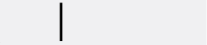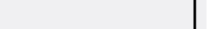| Co-occurring	Actual	State Avg
MH Screen Complete		N/A	89%
SA Screen Complete		N/A	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS
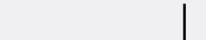
Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	40%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	21%	-30% ▼
Social Support		N/A	N/A	60%	57%	-60% ▼
Stable Living Situation		N/A	N/A	95%	66%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	74%	N/A ▼

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 74 Active Standard Outpatient Programs

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

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	49	47	4%	
Admits	-	1	-100%	▼
Discharges	2	-		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				33%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| Actual | Goal | ✓ Goal Met | ● Below Goal |

* State Avg based on 23 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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	19	16	19%	▲
Admits	2	-		
Discharges	1	1	0%	
Bed Days	1,636	1,445	13%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1	100%	75%	60%	25%	▲
✓	No Re-admit within 30 Days of Discharge		1	100%	85%	92%	15%	▲
✓	Follow-up within 30 Days of Discharge		1	100%	90%	67%	10%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	88%

Co-occurring		Actual	State Avg
✓ MH Screen Complete		100%	97%
✓ SA Screen Complete		100%	97%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	99%

Bed Utilization

		12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Avg Utilization Rate		20	691 days	1.1	89%	90%	91%	-1%

- 🟦 < 90%
- ⬜ 90-110%
- 🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
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 2021 - September 2021 (Data as of Feb 01, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	54	37	46%	▲
Admits	15	15	0%	
Discharges	4	14	-71%	▼
Service Hours	42	16	156%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	94%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		0%	55%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		2	50%	50%	55%	0%	

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		47	87%	60%	66%	27%	▲
✔ Stable Living Situation		49	91%	80%	69%	11%	▲
✔ Employed		15	28%	20%	13%	8%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		29	58%	90%	76%	-32%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges		■		33%
Services	■	■	■	100%

1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

Actual	| Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 29 Active Standard Case Management Programs

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