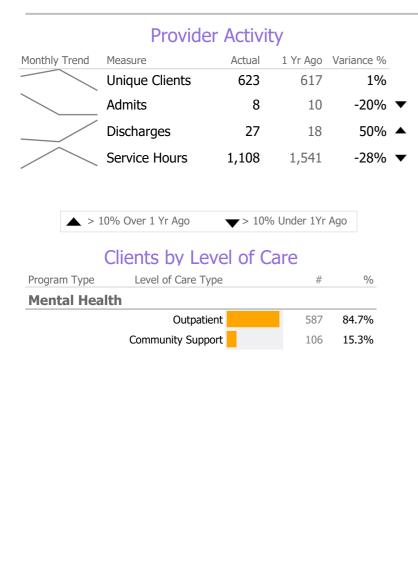
Norwalk Hospital

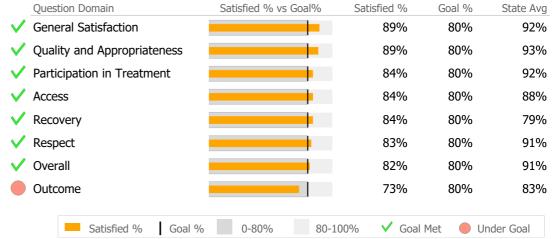
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services Provider Quality Dashboard

Reporting Period: July 2021 - September 2021 (Data as of Feb 01, 2022)



Consumer Satisfaction Survey (Based on 38 FY21 Surveys)



Client Demographics

Age	#	%	State Avg	Gender	#	%	State Avg
18-25	20	3%	9%	Female	340	55%	▲ 42%
26-34	64	10%	20%	Male 🗾	283	45%	▼ 58%
35-44 📕	100	16%	23%	Transgender			0%
45-54	124	20%	19%				
55-64	165	26%	20%				
65+	150	24%	▲ 9%	Race	#	%	State Avg
				White/Caucasian	412	66%	63%
Ethnicity	#	%	State Avg	Black/African American	117	19%	17%
Non-Hispanic	481	77%	69%	Other 📘	74	12%	13%
Hispanic-Other	87	14%	8%	Unknown	9	1%	5%
Hisp-Puerto Rican	38	6%	12%	Multiple Races	5	1%	1%
Hispanic-Mexican	9	1%	0%	Asian	4	1%	1%
				Am. Indian/Native Alaskan	2	0%	1%
Unknown	8	1%	11%	Hawaiian/Other Pacific Islander			0%
Hispanic-Cuban			0%				
	Unique (Clients	State Avg	▲ > 10% Over State Avg	> 10% L	Inder St	tate 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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	587	579	1%	
Admits	4	3	33%	
Discharges	11	10	10%	
Service Hours	530	741	-28%	•

Data Submission Quality

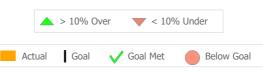
Data Entry	Actual	State Avg
Valid NOMS Data	98%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	48%	54%
Co-occurring	 Actual	State Avg
MH Screen Complete	0%	89%
SA Screen Complete	0%	89%
Diagnosis	 Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Data Submitted to DMHAS by Month

	Jui	Aug	JCP	70 Pionens Submitted
Admissions				100%
Discharges				100%
Services				100%
	1 or mo	re Reco	rds Subn	nitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		2	18%	50%	40%	-32%
Recovery						
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		259	44%	60%	57%	-16%
Employed	– .	81	14%	30%	21%	-16%
Stable Living Situation		410	70%	95%	66%	-25%
Service Utilization						
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		287	50%	90%	74%	-40%
Service Engagement						
Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
			25%	75%	79%	-50%



* State Avg based on 74 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	106	121	-12% 🔻
Admits	4	7	-43% 🔻
Discharges	16	8	100% 🔺
Service Hours	577	800	-28% 🔻

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	100%	82%
	·	
On-Time Periodic	Actua	State Avg
V 6 Month Updates	100%	86%
•		
Co-occurring	Actua	I State Avg
V MH Screen Complete	100%	96%
SA Screen Complete	0%	96%
Diagnosis	Actua	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%

Discharge Outcomes

Actual % vs Goal % Actual % Goal % State Avg	
	460/
Treatment Completed Successfully 3 19% 65% 56%	-46%
Recovery	
National Recovery Measures (NOMS) Actual % vs Goal % Actual % Goal % State Avg	Actual vs Goal
Social Support 104 98% 60% 79%	38%
Stable Living Situation 105 99% 80% 86%	19%
Employed 21 20% 20% 13%	0%
Service Utilization	
Actual % vs Goal % Actual Actual % Goal % State Ave	Actual vs Goal
Clients Receiving Services 87 96% 90% 95%	6%



* State Avg based on 36 Active CSP Programs