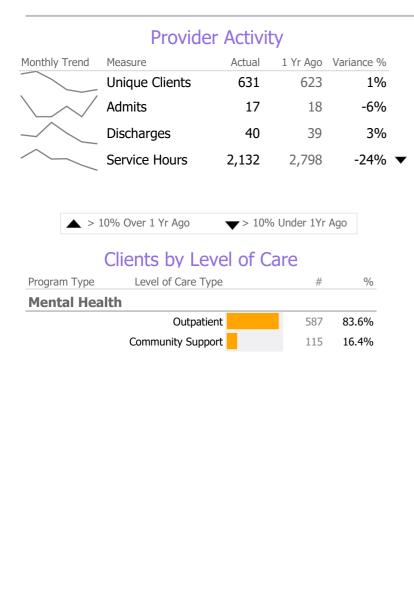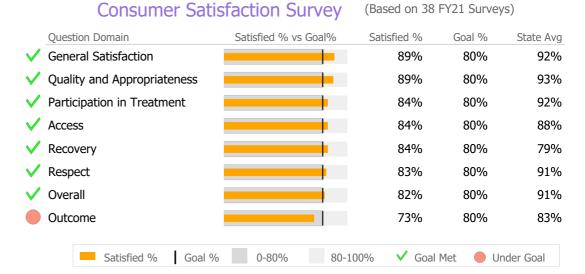**Norwalk Hospital**
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2021 - December 2021   (Data as of Apr 18, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	631	623	1%
	Admits	17	18	-6%
	Discharges	40	39	3%
	Service Hours	2,132	2,798	-24% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	587	83.6%
	Community Support	115	16.4%

Consumer Satisfaction Survey   (Based on 38 FY21 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		89%	80%	92%
✓	Quality and Appropriateness		89%	80%	93%
✓	Participation in Treatment		84%	80%	92%
✓	Access		84%	80%	88%
✓	Recovery		84%	80%	79%
✓	Respect		83%	80%	91%
✓	Overall		82%	80%	91%
⬤	Outcome		73%	80%	83%

Satisfied %	Goal %	0-80%	80-100%	✓ Goal Met	⬤ Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	21	3%	9%
26-34	65	10% ▼	21%
35-44	100	16%	23%
45-54	126	20%	19%
55-64	168	27%	19%
65+	151	24% ▲	9%

Gender

Gender	#	%	State Avg
Female	344	55% ▲	41%
Male	287	45% ▼	59%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	489	77%	68%
Hispanic-Other	87	14%	8%
Hisp-Puerto Rican	38	6%	11%
Hispanic-Mexican	9	1%	1%
Unknown	8	1%	11%
Hispanic-Cuban			0%

Race

Race	#	%	State Avg
White/Caucasian	420	67%	62%
Black/African American	117	19%	17%
Other	74	12%	13%
Unknown	9	1%	6%
Multiple Races	5	1%	1%
Asian	4	1%	1%
Am. Indian/Native Alaskan	2	0%	0%
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.

24 Stevens St OP Clin.115-211
Norwalk Hospital
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	587	583	1%	
Admits	4	7	-43%	▼
Discharges	15	18	-17%	▼
Service Hours	1,092	1,433	-24%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	87%

On-Time Periodic		Actual	State Avg
✔ 6 Month Updates		75%	55%

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	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢				50%
Discharges	▢	▢	▢	▢	▢	▢	100%
Services	▢	▢	▢	▢	▢		83%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		3	20%	50%	42%	-30%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		352	60%	60%	59%	0%	
🔴 Employed		83	14%	30%	23%	-16%	▼
🔴 Stable Living Situation		438	75%	95%	69%	-20%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		362	63%	90%	80%	-27%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		1	25%	75%	77%	-50%	▼

▲ > 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.

Community Support Program
Norwalk Hospital
Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - December 2021 (Data as of Apr 18, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	115	125	-8%	
Admits	13	11	18%	▲
Discharges	25	21	19%	▲
Service Hours	1,041	1,365	-24%	▼

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		7	28%	65%	57%	-37%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		108	94%	60%	80%	34%	▲
✓	Stable Living Situation		115	100%	80%	86%	20%	▲
✓	Employed		23	20%	20%	14%	0%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		90	99%	90%	98%	9%

Data Submission Quality

	Data Entry		Actual	State Avg
✓	Valid NOMS Data		99%	83%

	On-Time Periodic		Actual	State Avg
✓	6 Month Updates		100%	83%

	Co-occurring		Actual	State Avg
✓	MH Screen Complete		100%	96%
	SA Screen Complete		31%	95%

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

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							100%

 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 36 Active CSP Programs

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