Backus Hospital
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2021 - March 2022   (Data as of Jun 27, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	484	504	-4%
	Admits	56	108	-48% ▼
	Discharges	95	98	-3%
	Service Hours	1,813	2,917	-38% ▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		484	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	37	8%	10%
26-34	56	12%	22%
35-44	69	14%	23%
45-54	80	17%	19%
55-64	118	24%	19%
65+	122	25% ▲	8%

Gender

Gender	#	%	State Avg
Female	285	59% ▲	41%
Male	198	41% ▼	59%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	434	90% ▲	68%
Hispanic-Other	38	8%	8%
Unknown	12	2%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican		▼	11%

Race

Race	#	%	State Avg
White/Caucasian	399	82% ▲	62%
Other	36	7%	13%
Black/African American	34	7%	17%
Unknown	11	2%	6%
Am. Indian/Native Alaskan	3	1%	0%
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 - March 2022 (Data as of Jun 27, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	484	504	-4%	
Admits	56	108	-48%	▼
Discharges	95	98	-3%	
Service Hours	1,813	2,917	-38%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		36%	88%

On-Time Periodic		Actual	State Avg
6 Month Updates (Below Goal)		0%	53%

Co-occurring		Actual	State Avg
MH Screen Complete		59%	90%
SA Screen Complete		46%	90%

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

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		2	2%	50%	41%	-48%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		87	18%	30%	25%	-12%	▼
● Social Support		193	40%	60%	61%	-20%	▼
● Stable Living Situation		13	3%	95%	72%	-92%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		280	71%	90%	82%	-19%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		36	64%	75%	78%	-11%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		■	■			■	■	■	■	78%
Discharges	■	■	■	■		■	■	■	■	89%
Services	■	■	■	■	■		■	■	■	89%

☐ 1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over ▼ < 10% Under
■ Actual | Goal ✓ Goal Met ● Below Goal
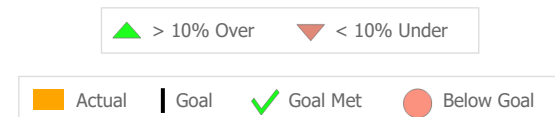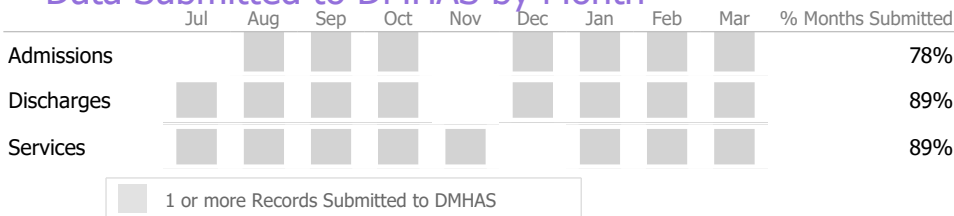
* State Avg based on 74 Active Standard Outpatient Programs

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