Charlotte Hungerford Hospital
Torrington, 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	3,705	3,396	9%
	Admits	383	512	-25% ▼
	Discharges	57	168	-66% ▼
	Service Hours	6,016	5,894	2%

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	3,457	92.4%
	Case Management	190	5.1%
Addiction			
	Case Management	96	2.6%

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

Age		#	%	State Avg
18-25		339	9%	10%
26-34		642	17%	22%
35-44		637	17%	23%
45-54		660	18%	19%
55-64		783	21%	19%
65+		642	17%	8%

Gender

Gender		#	%		State Avg
Female		2,226	60%	▲	41%
Male		1,474	40%	▼	59%
Transgender					0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		3,284	89%	▲	68%
Unknown		271	7%		12%
Hispanic-Other		139	4%		8%
Hisp-Puerto Rican		11	0%	▼	11%
Hispanic-Cuban					0%
Hispanic-Mexican					1%

Race

Race		#	%		State Avg
White/Caucasian		3,275	88%	▲	62%
Unknown		186	5%		6%
Other		132	4%		13%
Black/African American		89	2%	▼	17%
Asian		14	0%		1%
Am. Indian/Native Alaskan		5	0%		0%
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 - March 2022 (Data as of Jun 27, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	96	216	-56%	▼
Admits	30	68	-56%	▼
Discharges	18	135	-87%	▼
Service Hours	27	38	-29%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		99%	92%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		0%	49%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		18	100%	50%	67%	50%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		10	10%	20%	27%	-10%	▼
🔴 Stable Living Situation		55	57%	80%	79%	-23%	▼
🔴 Self Help		11	11%	60%	51%	-49%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		10	13%	90%	76%	-77%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions		▪	▪	▪	▪	▪				67%
Discharges		▪	▪	▪	▪					56%
Services		▪			▪	▪	▪			44%

▪ 1 or more Records Submitted to DMHAS
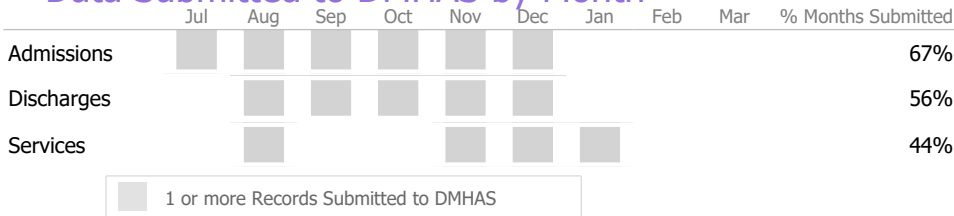
▲ > 10% Over   ▼ < 10% Under

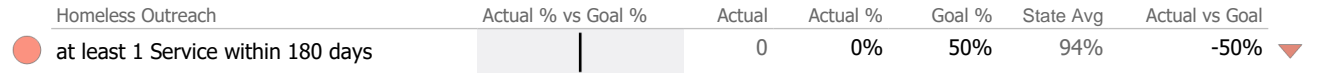🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 13 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 - March 2022 (Data as of Jun 27, 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%	94%	-50% 🔻

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 48 Active Outreach & Engagement Programs

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

Outpatient 503-210
Charlotte Hungerford 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	3,457	3,053	13%	▲
Admits	353	444	-20%	▼
Discharges	39	33	18%	▲
Service Hours	5,989	5,855	2%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		61%	88%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		8%	53%

Co-occurring		Actual	State Avg
MH Screen Complete		8%	90%
SA Screen Complete		38%	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		0	0%	50%	41%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		629	18%	30%	25%	-12%	▼
● Social Support		1,486	43%	60%	61%	-17%	▼
● Stable Living Situation		27	1%	95%	72%	-94%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		1,592	47%	90%	82%	-43%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		254	72%	75%	78%	-3%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 74 Active Standard Outpatient Programs

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