

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	500	534	-6%
	Admits	73	145	-50% ▼
	Discharges	106	116	-9%
	Service Hours	2,413	3,848	-37% ▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	500	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	#	%	State Avg
18-25	38	8%	10%
26-34	59	12%	22%
35-44	74	15%	23%
45-54	84	17%	18%
55-64	118	24%	18%
65+	125	25% ▲	8%

Gender	#	%	State Avg
Female	291	58% ▲	41%
Male	208	42% ▼	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	449	90% ▲	68%
Hispanic-Other	39	8%	9%
Unknown	12	2%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			11% ▼

Race	#	%	State Avg
White/Caucasian	412	82% ▲	61%
Black/African American	38	8%	17%
Other	35	7%	13%
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

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 - June 2022 (Data as of Oct 03, 2022)

Program Activity

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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	36%	88%
On-Time Periodic	Actual	State Avg
6 Month Updates	0%	49%
Co-occurring	Actual	State Avg
MH Screen Complete	62%	90%
SA Screen Complete	49%	91%
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		3	3%	50%	41%	-47% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		87	17%	30%	26%	-13% ▼
Social Support		198	39%	60%	62%	-21% ▼
Stable Living Situation		15	3%	95%	73%	-92% ▼

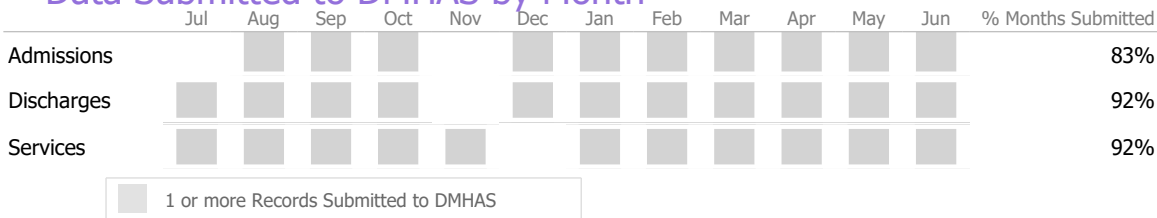
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		285	71%	90%	84%	-19% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		50	69%	75%	79%	-6%

Data Submitted to DMHAS by Month



▲ > 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.