Norwalk Hospital
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2021 - June 2022   (Data as of Oct 03, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	648	663	-2%	
	Admits	35	65	-46%	▼
	Discharges	74	70	6%	
	Service Hours	3,776	5,254	-28%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	587	81.6%
	Community Support	132	18.4%

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

	#	%	State Avg	
18-25	22	3%	10%	
26-34	69	11% ▼	22%	
35-44	102	16%	23%	
45-54	130	20%	18%	
55-64	172	27%	18%	
65+	153	24% ▲	8%	

Gender

	#	%		State Avg
Female	356	55%	▲	41%
Male	292	45%	▼	59%
Transgender				0%

Ethnicity

	#	%	State Avg	
Non-Hispanic	503	78%	68%	
Hispanic-Other	87	13%	9%	
Hisp-Puerto Rican	41	6%	11%	
Hispanic-Mexican	9	1%	1%	
Unknown	8	1% ▼	12%	
Hispanic-Cuban			0%	

Race

	#	%	State Avg
White/Caucasian	430	66%	61%
Black/African American	122	19%	17%
Other	76	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.

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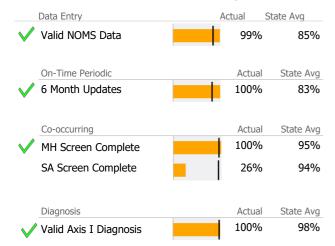Mental Health - Community Support - CSP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2021 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	132	136	-3%	
Admits	31	23	35%	▲
Discharges	41	35	17%	▲
Service Hours	1,735	2,543	-32%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	85%

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

Co-occurring		Actual	State Avg
✔ MH Screen Complete		100%	95%
SA Screen Complete		26%	94%

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		11	27%	65%	56%	-38%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		127	95%	60%	80%	35%	▲
✔ Stable Living Situation		132	99%	80%	87%	19%	▲
✔ Employed		28	21%	20%	14%	1%	

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Clients Receiving Services		90	98%	90%	98%	8%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 38 Active CSP Programs

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

Psychiatric Outpatient Clinic
Norwalk Hospital
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
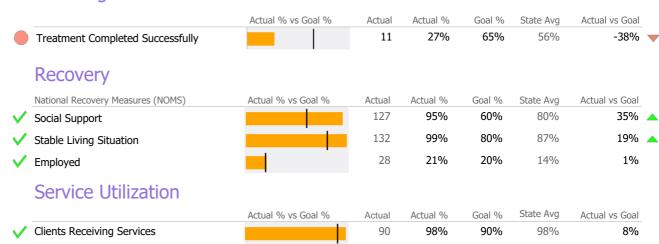Reporting Period: July 2021 - June 2022 (Data as of Oct 03, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	587	618	-5%	
Admits	4	42	-90%	▼
Discharges	33	35	-6%	
Service Hours	2,041	2,711	-25%	▼

Data Submission Quality

Data Entry	Actual % vs State Avg	Actual	State Avg
✓ Valid NOMS Data		99%	88%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		74%	49%

Co-occurring		Actual	State Avg
MH Screen Complete		0%	90%
SA Screen Complete		0%	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		4	12%	50%	41%	-38%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		411	70%	60%	62%	10%	
🔴	Employed		89	15%	30%	26%	-15%	▼
🔴	Stable Living Situation		444	76%	95%	73%	-19%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		373	67%	90%	84%	-23%	▼

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		1	25%	75%	79%	-50%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪										25%
Discharges	▪	▪	▪	▪	▪		▪	▪	▪	▪		▪	92%
Services	▪	▪	▪	▪		▪	▪	▪	▪	▪			83%

▪ 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

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