Charlotte Hungerford Hospital
Torrington, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 - September 2022   (Data as of Dec 16, 2022)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	3,797	3,406	11%	▲
	Admits	103	142	-27%	▼
	Discharges	16	18	-11%	▼
	Service Hours	2,044	1,897	8%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	3,562	93.1%
	Case Management	188	4.9%
Addiction			
	Case Management	77	2.0%

Consumer Satisfaction Survey   (Based on 223 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		95%	80%	92%
✓ Respect		92%	80%	91%
✓ General Satisfaction		91%	80%	92%
✓ Quality and Appropriateness		91%	80%	93%
✓ Overall		91%	80%	91%
✓ Access		84%	80%	88%
● Outcome		73%	80%	83%
● Recovery		63%	80%	79%

▇ Satisfied %	❘ Goal %	▇ 0-80%	▇ 80-100%	✓ Goal Met	● Under Goal

Client Demographics

Age

		#	%	State Avg
18-25		376	10%	10%
26-34		658	17%	21%
35-44		654	17%	23%
45-54		662	17%	19%
55-64		785	21%	20%
65+		657	17%	8%

Gender

		#	%		State Avg
Female		2,289	60%	▲	42%
Male		1,503	40%	▼	58%
Transgender					0%

Ethnicity

		#	%		State Avg
Non-Hispanic		3,347	88%	▲	69%
Unknown		287	8%		12%
Hispanic-Other		152	4%		8%
Hisp-Puerto Rican		11	0%	▼	11%
Hispanic-Cuban					0%
Hispanic-Mexican					1%

Race

		#	%		State Avg
White/Caucasian		3,338	88%	▲	62%
Unknown		200	5%		6%
Other		144	4%		12%
Black/African American		92	2%	▼	17%
Asian		14	0%		1%
Am. Indian/Native Alaskan		4	0%		1%
Multiple Races		4	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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	77	77	0%	
Admits	-	12	-100%	▼
Discharges	-	4	-100%	▼
Service Hours	-	7	-100%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		N/A	95%

On-Time Periodic		Actual	State Avg
6 Month Updates	●	0%	42%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	73%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		0	0%	20%	23%	-20%	▼
● Self Help		0	0%	60%	45%	-60%	▼
● Stable Living Situation		10	13%	80%	72%	-67%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		0	0%	90%	67%	N/A	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Active Standard Case Management Programs

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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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	188	188	0%
Admits	-	-	
Discharges	1	-	
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%	88%	-50% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges			▢	33%
Services				0%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▢ Actual	❘ Goal	✓ Goal Met	● Below Goal

* State Avg based on Active Outreach & Engagement Programs

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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 2022 - September 2022 (Data as of Dec 16, 2022)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3,562	3,175	12%	▲
Admits	103	130	-21%	▼
Discharges	15	14	7%	
Service Hours	2,044	1,890	8%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		66%	90%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		13%	52%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		99%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		1	7%	50%	42%	-43%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		314	9%	30%	23%	-21%	▼
🔴 Social Support		947	27%	60%	57%	-33%	▼
🔴 Stable Living Situation		31	1%	95%	71%	-94%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		1,292	36%	90%	74%	-54%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		69	67%	75%	79%	-8%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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 Active Standard Outpatient Programs

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