Norwalk Hospital
Norwalk, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	615	631	-3%	
	Admits	22	17	29%	▲
	Discharges	23	40	-43%	▼
	Service Hours	852	2,132	-60%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	555	83.1%
	Community Support	113	16.9%

Consumer Satisfaction Survey (Based on 32 FY22 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		97%	80%	92%
✓	Access		97%	80%	88%
✓	Quality and Appropriateness		94%	80%	93%
✓	Participation in Treatment		94%	80%	92%
✓	Respect		94%	80%	91%
✓	Overall		88%	80%	91%
●	Recovery		76%	80%	79%
●	Outcome		74%	80%	83%

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

Client Demographics

Age

	#	%	State Avg	
18-25	17	3%	9%	
26-34	66	11%	20%	
35-44	97	16%	24%	
45-54	113	18%	18%	
55-64	170	28%	20%	
65+	152	25%	9%	▲

Gender

	#	%		State Avg
Female	334	54%	▲	42%
Male	281	46%	▼	58%
Transgender				0%

Ethnicity

	#	%	State Avg
Non-Hispanic	479	78%	69%
Hispanic-Other	79	13%	8%
Hisp-Puerto Rican	42	7%	11%
Hispanic-Mexican	10	2%	1%
Unknown	5	1%	11%
Hispanic-Cuban			0%

Race

	#	%	State Avg
White/Caucasian	407	66%	62%
Black/African American	113	18%	17%
Other	75	12%	13%
Unknown	9	1%	6%
Multiple Races	5	1%	1%
Asian	4	1%	1%
Am. Indian/Native Alaskan	2	0%	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.

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

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	113	115	-2%	
Admits	21	13	62%	▲
Discharges	17	25	-32%	▼
Service Hours	844	1,041	-19%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔	Valid NOMS Data	100%	88%

On-Time Periodic		Actual	State Avg
●	6 Month Updates	62%	83%

Diagnosis		Actual	State Avg
✔	Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Treatment Completed Successfully		5	29%	65%	55%	-36%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Social Support		106	94%	60%	78%	34%	▲
✔	Stable Living Situation		110	97%	80%	86%	17%	▲
✔	Employed		24	21%	20%	14%	1%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Clients Receiving Services		94	98%	90%	96%	8%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							83%
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 36 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 2022 - December 2022 (Data as of Mar 20, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	555	587	-5%	
Admits	1	4	-75%	▼
Discharges	6	15	-60%	▼
Service Hours	8	1,092	-99%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	99%	90%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	34%	51%

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%	43%	-50%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		393	71%	60%	59%	11%	▲
🔴	Employed		86	15%	30%	24%	-15%	▼
🔴	Stable Living Situation		413	74%	95%	72%	-21%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		5	1%	90%	80%	-89%	▼

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		0	0%	75%	79%	-75%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▪					17%
Discharges		▪		▪			33%
Services		▪		▪	▪		50%

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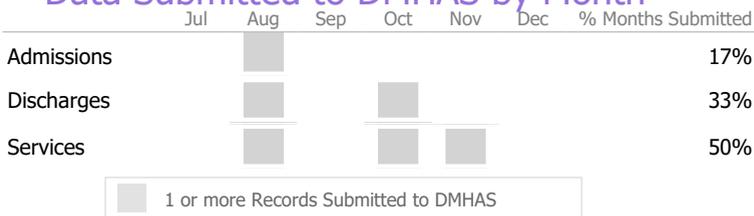
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 73 Active Standard Outpatient Programs

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