Charlotte Hungerford Hospital
Torrington, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 -March 2023   (Data as of Jul 03, 2023)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	4,024	3,662	10%	
	Admits	322	394	-18%	▼
	Discharges	237	68	249%	▲
	Service Hours	6,283	6,016	4%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	3,789	93.5%
	Case Management	188	4.6%
Addiction			
	Case Management	76	1.9%

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

Age	#	%	State Avg
18-25	356	9%	10%
26-34	721	18%	20%
35-44	687	17%	24%
45-54	663	16%	18%
55-64	844	21%	19%
65+	750	19%	9%

Gender

Gender	#	%		State Avg
Female	2,431	60%	▲	41%
Male	1,588	40%	▼	59%
Transgender				0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	3,522	88%	▲	68%
Unknown	313	8%		12%
Hispanic-Other	178	4%		9%
Hisp-Puerto Rican	11	0%	▼	11%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race

Race	#	%		State Avg
White/Caucasian	3,505	87%	▲	61%
Unknown	227	6%		7%
Other	167	4%		13%
Black/African American	101	3%	▼	17%
Asian	14	0%		1%
Am. Indian/Native Alaskan	5	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 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	76	95	-20% ▼
Admits	-	30	-100% ▼
Discharges	1	18	-94% ▼
Service Hours	-	27	-100% ▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		100%	94%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		0%	40%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Treatment Completed Successfully		0	0%	50%	64%	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		0	0%	20%	28%	-20% ▼
🔴 Self Help		1	1%	60%	48%	-59% ▼
🔴 Stable Living Situation		11	14%	80%	73%	-66% ▼

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	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges				▨						11%
Services										0%

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under
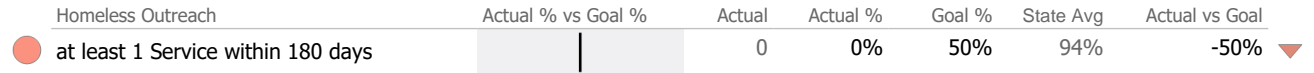
🟧 Actual | Goal ✔ Goal Met 🔴 Below Goal

* State Avg based on 13 Active Standard Case Management Programs

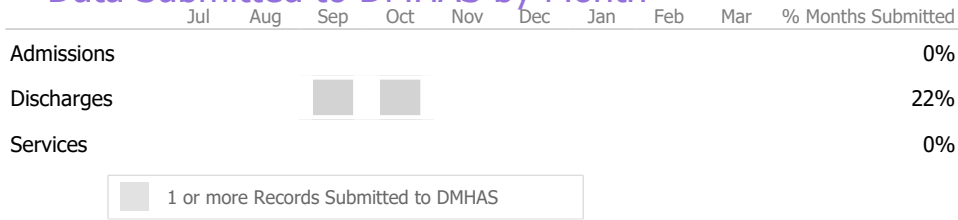Variances in data may be indicative of operational adjustments related to the pandemic.

MHS Homeless
Charlotte Hungerford Hospital
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	188	188	0%
Admits	-	-	
Discharges	187	-	
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			▢	▢						22%
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 2022 - March 2023 (Data as of Jul 03, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	3,789	3,415	11%	▲
Admits	322	364	-12%	▼
Discharges	49	50	-2%	
Service Hours	6,283	5,989	5%	

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		18%	49%

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		2	4%	50%	44%	-46%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		388	10%	30%	25%	-20%	▼
● Social Support		1,243	33%	60%	60%	-27%	▼
● Improved/Maintained Function Score		145	4%	75%	25%	-71%	▼
● Stable Living Situation		52	1%	95%	73%	-94%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		1,724	46%	90%	82%	-44%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		201	62%	75%	78%	-13%	▼

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 71 Active Standard Outpatient Programs

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