Hartford Behavioral Health
Hartford, 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	593	548	8%	
	Admits	157	130	21%	▲
	Discharges	192	96	100%	▲
	Service Hours	2,078	2,679	-22%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		593	100.0%

Consumer Satisfaction Survey   (Based on 180 FY22 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	General Satisfaction		100%	80%	92%
✓	Quality and Appropriateness		99%	80%	93%
✓	Respect		99%	80%	91%
✓	Participation in Treatment		97%	80%	92%
✓	Overall		96%	80%	91%
✓	Access		91%	80%	88%
🔴	Recovery		68%	80%	79%
🔴	Outcome		66%	80%	83%

▮ Satisfied %		Goal %	▮ 0-80%	▮ 80-100%	✓ Goal Met	🔴 Under Goal

Client Demographics

Age

	#	%	State Avg
18-25	56	9%	10%
26-34	69	12%	20%
35-44	94	16%	24%
45-54	128	22%	18%
55-64	165	28%	19%
65+	80	14%	9%

Gender

	#	%		State Avg
Female	378	64%	▲	41%
Male	215	36%	▼	59%
Transgender				0%

Ethnicity

	#	%		State Avg
Hisp-Puerto Rican	357	60%	▲	11%
Non-Hispanic	172	29%	▼	68%
Hispanic-Other	43	7%		9%
Unknown	18	3%		12%
Hispanic-Mexican	3	1%		1%
Hispanic-Cuban				0%

Race

	#	%		State Avg
Other	213	36%	▲	13%
White/Caucasian	200	34%	▼	61%
Black/African American	124	21%		17%
Multiple Races	30	5%		1%
Unknown	21	4%		7%
Asian	2	0%		1%
Hawaiian/Other Pacific Islander	2	0%		0%
Am. Indian/Native Alaskan	1	0%		1%

▮ 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.

Mental Health Outpatient608210
Hartford Behavioral Health
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	593	548	8%	
Admits	157	130	21%	▲
Discharges	192	96	100%	▲
Service Hours	2,078	2,679	-22%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		78%	90%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
● 6 Month Updates		47%	49%

Diagnosis	Actual % vs Goal %	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		51	27%	50%	44%	-23%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Social Support		358	59%	60%	60%	-1%	
● Employed		86	14%	30%	25%	-16%	▼
● Stable Living Situation		470	77%	95%	73%	-18%	▼
● Improved/Maintained Function Score		64	10%	75%	25%	-65%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		378	90%	90%	82%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		75	49%	75%	78%	-26%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										78%

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.