Charter Oak Health Center
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2022 - June 2023   (Data as of Sep 25, 2023)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	271	223	22%	▲
	Admits	49	29	69%	▲
	Discharges	4	1	300%	▲
	Service Hours		-		

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Other				
	Other		271	100.0%

Consumer Satisfaction Survey   (Based on 3 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ General Satisfaction		100%	80%	92%
✓ Overall		100%	80%	91%
✓ Respect		100%	80%	91%
✓ Access		100%	80%	88%
✓ Outcome		100%	80%	83%
✓ Recovery		100%	80%	79%

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

Client Demographics

Age

Age		#	%		State Avg
18-25		12	4%		10%
26-34		12	4%	▼	21%
35-44		40	15%		24%
45-54		73	27%		18%
55-64		96	35%	▲	18%
65+		38	14%		9%

Gender

Gender		#	%		State Avg
Female		184	68%	▲	41%
Male		87	32%	▼	59%
Transgender					0%

Ethnicity

Ethnicity		#	%		State Avg
Hisp-Puerto Rican		195	72%	▲	10%
Non-Hispanic		44	16%	▼	67%
Hispanic-Other		25	9%		9%
Hispanic-Cuban		4	1%		0%
Unknown		3	1%	▼	13%
Hispanic-Mexican					1%

Race

Race		#	%		State Avg
White/Caucasian		119	44%	▼	60%
Other		105	39%	▲	12%
Black/African American		38	14%		18%
Am. Indian/Native Alaskan		3	1%		1%
Unknown		3	1%		7%
Asian		1	0%		1%
Multiple Races		1	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.

Integrated Primary & BH Care - PIC
Charter Oak Health Center
Other - Other - Integrated Primary Care

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2022 - June 2023   (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	271	223	22%	▲
Admits	49	29	69%	▲
Discharges	4	1	300%	▲
Service Hours	-	-		

Data Submission Quality

Data Entry		Actual	State Avg

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	89%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	83%
Discharges	▢	▢			▢								25%
Services													0%

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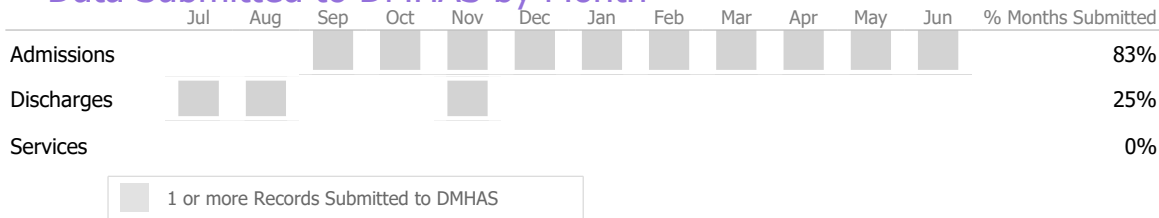
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 5 Active Integrated Primary Care Programs

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