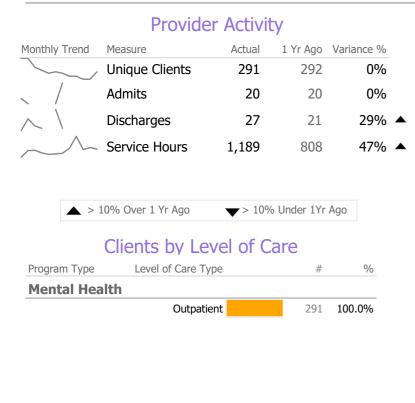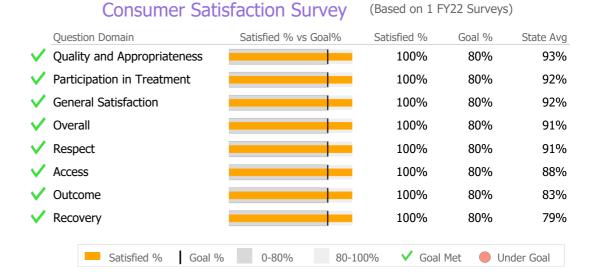**New Milford Hospital**
New Milford, CT

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	291	292	0%	
	Admits	20	20	0%	
	Discharges	27	21	29%	▲
	Service Hours	1,189	808	47%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		291	100.0%

Consumer Satisfaction Survey   (Based on 1 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		100%	80%	93%
✓ Participation in Treatment		100%	80%	92%
✓ 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%

Legend: Satisfied % | Goal % ▢ 0-80% ▢ 80-100% ✓ Goal Met ⬤ Under Goal

Client Demographics

Age

	#	%	State Avg
18-25	12	4%	10%
26-34	52	18%	21%
35-44	48	16%	24%
45-54	55	19%	18%
55-64	72	25%	18%
65+	52	18%	9%

Gender

		#	%		State Avg
Female		188	65%	▲	41%
Male		103	35%	▼	59%
Transgender					0%

Ethnicity

	#	%		State Avg
Non-Hispanic	272	93%	▲	67%
Hispanic-Other	7	2%		9%
Hisp-Puerto Rican	6	2%		10%
Hispanic-Mexican	3	1%		1%
Unknown	3	1%	▼	13%
Hispanic-Cuban				0%

Race

	#	%		State Avg
White/Caucasian	281	97%	▲	60%
Black/African American	5	2%	▼	18%
Other	3	1%	▼	12%
Asian	1	0%		1%
Multiple Races	1	0%		1%
Am. Indian/Native Alaskan				1%
Hawaiian/Other Pacific Islander				0%
Unknown				7%

Legend: Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg
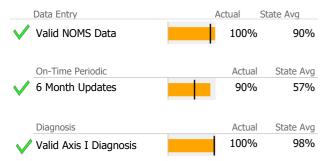
Variances in data may be indicative of operational adjustments related to the pandemic.

23 Poplar St. OP Clin 515-210
New Milford Hospital
Mental Health - Outpatient - Standard Outpatient

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	291	292	0%	
Admits	20	20	0%	
Discharges	27	21	29%	▲
Service Hours	1,189	808	47%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	90%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		90%	57%

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		7	26%	50%	40%	-24%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		282	97%	60%	66%	37%	▲
✓ Employed		150	52%	30%	28%	22%	▲
✓ Stable Living Situation		283	97%	95%	78%	2%	
🔴 Improved/Maintained Function Score		0	0%	75%	33%	-75%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		191	72%	90%	90%	-18%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		7	35%	75%	74%	-40%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪		▪		▪	▪					▪	50%
Discharges	▪	▪	▪	▪		▪	▪		▪			▪	67%
Services		▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	▪	92%

▫ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 72 Active Standard Outpatient Programs

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