Norwalk Hospital
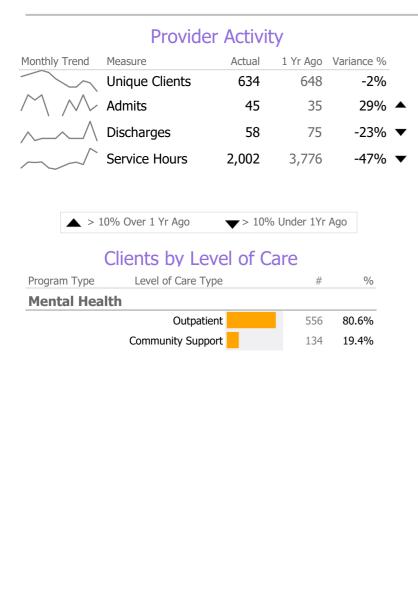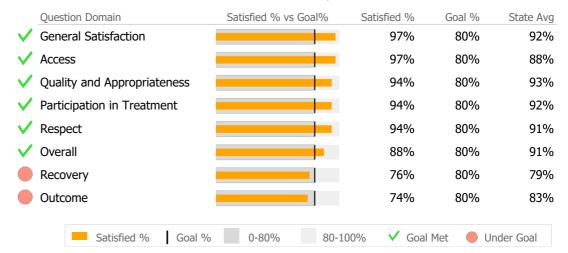Norwalk, CT

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	634	648	-2%	
	Admits	45	35	29%	▲
	Discharges	58	75	-23%	▼
	Service Hours	2,002	3,776	-47%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	556	80.6%
	Community Support	134	19.4%

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

Age	#	%	State Avg
18-25	21	3%	10%
26-34	71	11%	21%
35-44	103	16%	24%
45-54	116	18%	18%
55-64	170	27%	18%
65+	153	24% ▲	9%

Gender

Gender	#	%	State Avg
Female	341	54% ▲	41%
Male	293	46% ▼	59%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	496	78% ▲	67%
Hispanic-Other	80	13%	9%
Hisp-Puerto Rican	43	7%	10%
Hispanic-Mexican	10	2%	1%
Unknown	5	1% ▼	13%
Hispanic-Cuban			0%

Race

Race	#	%	State Avg
White/Caucasian	415	65%	60%
Black/African American	124	20%	18%
Other	75	12%	12%
Unknown	9	1%	7%
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 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	134	132	2%	
Admits	43	31	39%	▲
Discharges	41	42	-2%	
Service Hours	1,730	1,735	0%	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		100%	89%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		100%	83%

Diagnosis	Actual % vs Goal %	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		16	39%	65%	53%	-26%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		125	93%	60%	79%	33%	▲
✓ Stable Living Situation		131	98%	80%	88%	18%	▲
✓ Employed		27	20%	20%	15%	0%	
● Improved/Maintained Function Score		8	7%	65%	44%	-58%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		89	96%	90%	97%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢		▢	▢	▢	▢	▢		92%
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 - June 2023 (Data as of Sep 25, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	556	587	-5%	
Admits	2	4	-50%	▼
Discharges	17	33	-48%	▼
Service Hours	271	2,041	-87%	▼

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	5%	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		0	0%	50%	40%	-50%	▼

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		395	71%	60%	66%	11%	▲
🔴	Employed		86	15%	30%	28%	-15%	▼
🔴	Stable Living Situation		414	74%	95%	78%	-21%	▼
🔴	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		173	32%	90%	90%	-58%	▼

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		0	0%	75%	74%	-75%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions		▪									▪		17%
Discharges		▪		▪		▪	▪		▪	▪	▪	▪	67%
Services		▪		▪	▪					▪	▪		42%

☐ 1 or more Records Submitted to DMHAS

Legend:
▲ > 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.