Waterbury Hospital Health Center
Waterbury, 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	1,864	1,617	15%	▲
	Admits	2,684	2,209	22%	▲
	Discharges	2,669	2,207	21%	▲
	Service Hours	377	282	34%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Crisis Services	822	39.4%
	Outpatient	696	33.4%
	Recovery Support	447	21.4%
	Case Management	90	4.3%
	IOP	31	1.5%

Consumer Satisfaction Survey   (Based on 96 FY22 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		98%	80%	91%
✓ Quality and Appropriateness		97%	80%	93%
✓ Participation in Treatment		96%	80%	92%
✓ General Satisfaction		96%	80%	92%
✓ Overall		93%	80%	91%
✓ Access		91%	80%	88%
● Outcome		78%	80%	83%
● Recovery		64%	80%	79%

▬ Satisfied %	│ Goal %	▬ 0-80%	▬ 80-100%	✓ Goal Met	● Under Goal

Client Demographics

Age		#	%	State Avg
18-25		189	11%	10%
26-34		267	15%	21%
35-44		339	20%	24%
45-54		327	19%	18%
55-64		360	21%	18%
65+		254	15%	9%

Gender		#	%	State Avg
Male		978	52%	59%
Female		885	48%	41%
Transgender				0%

Ethnicity	#	%		State Avg
Non-Hispanic	1,457	78%	▲	67%
Hispanic-Other	293	16%		9%
Hisp-Puerto Rican	65	3%		10%
Unknown	47	3%		13%
Hispanic-Cuban	1	0%		0%
Hispanic-Mexican	1	0%		1%

Race	#	%	State Avg
White/Caucasian	1,147	62%	60%
Black/African American	354	19%	18%
Other	307	16%	12%
Unknown	23	1%	7%
Multiple Races	16	1%	1%
Asian	11	1%	1%
Am. Indian/Native Alaskan	3	0%	1%
Hawaiian/Other Pacific Islander	3	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.

Crisis 522-200
Waterbury Hospital Health Center
Mental Health - Crisis Services - Mobile Crisis Team

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	822	1,539	-47%	▼
Admits	1,071	2,142	-50%	▼
Discharges	1,065	2,145	-50%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Evaluation within 1.5 hours of Request		391	29%	75%	70%	-46%	▼
🔴	Community Location Evaluation		1	0%	80%	79%	-80%	▼
🔴	Follow-up Service within 48 hours		47	11%	90%	75%	-79%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													100%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

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

DBT IOP-1st Initiative522-212X
Waterbury Hospital Health Center
Mental Health - IOP - Standard IOP

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	31	1	3000%	▲
Admits	32	-		
Discharges	25	-		
Service Hours	-	-		
Social Rehab/PHP/IOP Days	0	0		

Discharge Outcomes

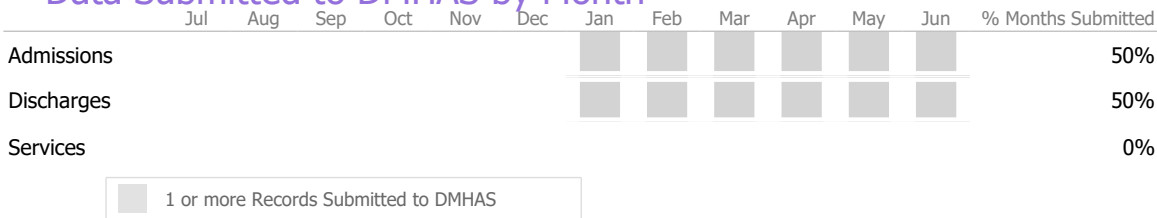|		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		16	64%	50%	74%	14%	▲
●	Follow-up within 30 Days of Discharge		1	6%	90%	64%	-84%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		91%	93%

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

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

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		22	67%	60%	56%	7%	
●	Employed		7	21%	30%	33%	-9%	
●	Stable Living Situation		27	82%	95%	81%	-13%	▼
●	Improved/Maintained Function Score		0	0%	75%	68%	-75%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		0	0%	90%	40%	N/A	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions							▢	▢	▢	▢	▢	▢	50%
Discharges							▢	▢	▢	▢	▢	▢	50%
Services													0%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 3 Active Standard IOP Programs

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

Grandview Adult OP Clinic52221
Waterbury Hospital Health Center
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	696		
Admits	902	-	
Discharges	902	-	
Service Hours	-	-	

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		759	84%	50%	40%	34%	▲

Recovery

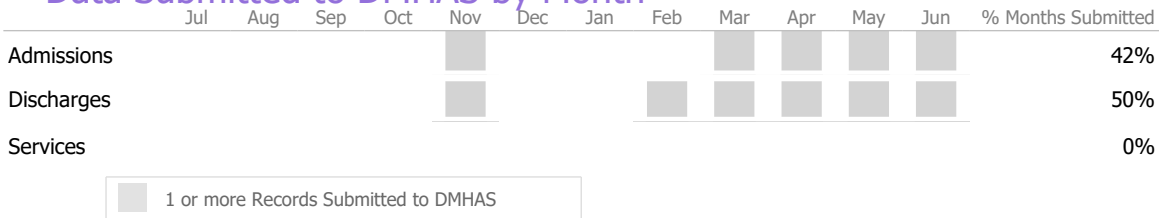|	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		701	78%	60%	66%	18%	▲
●	Stable Living Situation		765	85%	95%	78%	-10%	
●	Employed		148	16%	30%	28%	-14%	▼
●	Improved/Maintained Function Score		1	0%	75%	33%	-75%	▼

Data Submission Quality

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

	On-Time Periodic		Actual	State Avg
	6 Month Updates		N/A	57%

	Diagnosis		Actual	State Avg
✓	Valid Axis I Diagnosis		100%	98%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		N/A	N/A	90%	90%	N/A	▼

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					▪			▪	▪	▪	▪	▪	42%
Discharges					▪			▪	▪	▪	▪	▪	50%
Services													0%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under
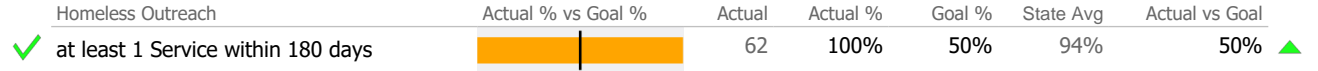
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 72 Active Standard Outpatient Programs

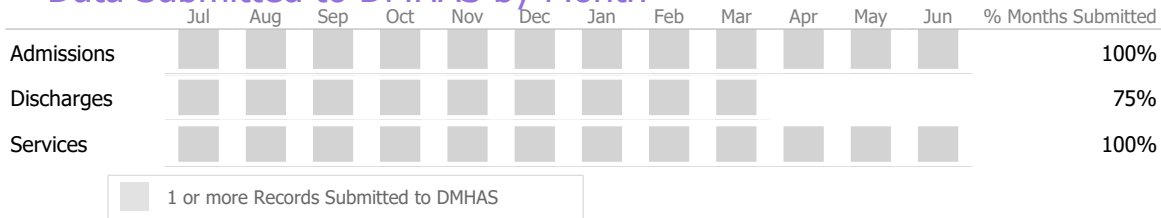Variances in data may be indicative of operational adjustments related to the pandemic.

Homeless Outreach 522-294
Waterbury Hospital Health Center
Mental Health - Case Management - Outreach & Engagement

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	90	91	-1%	
Admits	63	64	-2%	
Discharges	58	62	-6%	
Service Hours	377	282	34%	▲

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		62	100%	50%	94%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢				75%
Services	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 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.

MHA Recovery Specialist
Waterbury Hospital Health Center
Mental Health - Recovery Support - Peer Based Mentoring

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	447	3	14800%	▲
Admits	616	3	20433%	▲
Discharges	619	-		
Service Hours	-	-		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions						☐	☐	☐	☐	☐	☐	☐	58%
Discharges						☐	☐	☐	☐	☐	☐	☐	58%
Services													0%

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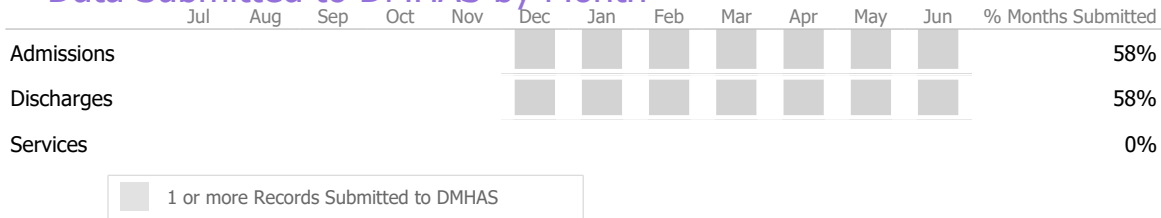
▲ > 10% Over	▼ < 10% Under

Actual ▮ Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Peer Based Mentoring Programs

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

Outpatient Expansion 522211
Waterbury Hospital Health Center
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

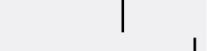| Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	
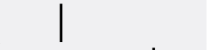
Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	90%

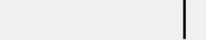| On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	57%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	40%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		N/A	N/A	30%	28%	-30% ▼
● Improved/Maintained Function Score		N/A	N/A	75%	33%	-75% ▼
● Social Support		N/A	N/A	60%	66%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	78%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	90%	N/A ▼

Data Submitted to DMHAS by Month

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

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.

Respite Program 201
Waterbury Hospital Health Center
Mental Health - Crisis Services - Respite Bed

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	0		
Admits	-	-	
Discharges	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	87%	N/A

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	68%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		15	N/A	N/A	0%	90%	66%	-90%

Data Submitted to DMHAS by Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 11 Active Respite Bed Programs

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