Backus Hospital
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - September 2023   (Data as of Dec 26, 2023)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	627	445	41%	▲
	Admits	32	30	7%	
	Discharges	21	7	200%	▲
	Service Hours	873	604	44%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	627	100.0%

Consumer Satisfaction Survey   (Based on 5 FY23 Surveys)

Question Domain		Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Respect		100%	80%	91%
✓	Quality and Appropriateness		80%	80%	93%
✓	Participation in Treatment		80%	80%	92%
✓	General Satisfaction		80%	80%	92%
✓	Overall		80%	80%	91%
✓	Access		80%	80%	88%
🔴	Outcome		75%	80%	83%
🔴	Recovery		60%	80%	79%

Legend: ▮ Satisfied % | Goal %   ▮ 0-80%   ▮ 80-100%   Goal Met   🔴 Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25		35	6%	8%
26-34		91	15%	18%
35-44		97	15%	24%
45-54		106	17%	19%
55-64		135	22%	20%
65+	▲	163	26%	11%

Gender

Gender		#	%		State Avg
Female		383	61%	▲	42%
Male		244	39%	▼	58%
Transgender					0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic	▲	555	89%	66%
Hispanic-Other		48	8%	10%
Unknown		24	4%	13%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hisp-Puerto Rican	▼			11%

Race

Race		#	%	State Avg
White/Caucasian	▲	504	80%	60%
Other		47	7%	12%
Black/African American		46	7%	17%
Unknown		22	4%	8%
Am. Indian/Native Alaskan		4	1%	1%
Asian		4	1%	1%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%

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.

326 Washington St. OP 401-210
Backus Hospital
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	627	445	41%	▲
Admits	32	30	7%	
Discharges	21	7	200%	▲
Service Hours	873	604	44%	▲

Data Submission Quality

Data Entry	Actual % vs State	Actual	State Avg
Valid NOMS Data		44%	91%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		37%	55%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		99%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		0	0%	50%	37%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		58	9%	30%	23%	-21%	▼
● Social Support		214	34%	60%	62%	-26%	▼
● Improved/Maintained Function Score		19	4%	75%	35%	-71%	▼
● Stable Living Situation		9	1%	95%	71%	-94%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		313	52%	90%	79%	-38%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		20	63%	75%	61%	-13%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				67%
Services				100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 75 Active Standard Outpatient Programs

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