Hartford Behavioral Health
Hartford, 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	453	509	-11%	▼
	Admits	35	56	-38%	▼
	Discharges	78	40	95%	▲
	Service Hours	723	797	-9%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	453	100.0%

Consumer Satisfaction Survey   (Based on 148 FY23 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		98%	80%	93%
✓	Overall		97%	80%	91%
✓	General Satisfaction		95%	80%	92%
✓	Respect		94%	80%	91%
✓	Access		92%	80%	88%
✓	Participation in Treatment		88%	80%	92%
🔴	Outcome		75%	80%	83%
🔴	Recovery		65%	80%	79%

Satisfied % | Goal %   ▓ 0-80%   ░ 80-100%   ✓ Goal Met   🔴 Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	30	7%	8%
26-34	48	11%	18%
35-44	70	15%	24%
45-54	98	22%	19%
55-64	131	29%	20%
65+	76	17%	11%

Gender

Gender	#	%		State Avg
Female	284	63%	▲	42%
Male	168	37%	▼	58%
Transgender				0%

Ethnicity

Ethnicity	#	%		State Avg
Hisp-Puerto Rican	274	60%	▲	11%
Non-Hispanic	121	27%	▼	66%
Hispanic-Other	40	9%		10%
Unknown	16	4%		13%
Hispanic-Mexican	2	0%		1%
Hispanic-Cuban				0%

Race

Race	#	%		State Avg
Other	177	39%	▲	12%
White/Caucasian	129	28%	▼	60%
Black/African American	86	19%		17%
Multiple Races	32	7%		1%
Unknown	25	6%		8%
Hawaiian/Other Pacific Islander	2	0%		0%
Am. Indian/Native Alaskan	1	0%		1%
Asian	1	0%		1%

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.

Mental Health Outpatient608210
Hartford Behavioral Health
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)
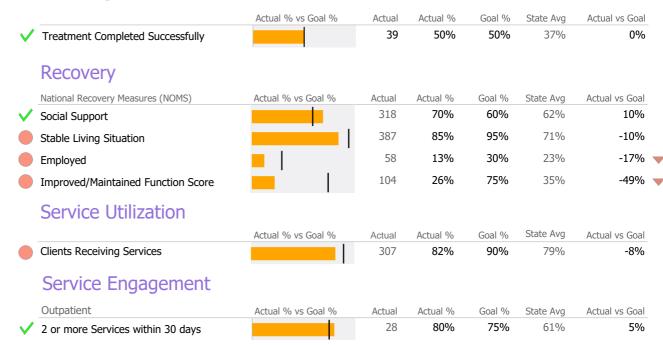
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	453	509	-11%	▼
Admits	35	56	-38%	▼
Discharges	78	40	95%	▲
Service Hours	723	797	-9%	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		78%	91%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		31%	55%

Diagnosis		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		39	50%	50%	37%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		318	70%	60%	62%	10%	
🔴 Stable Living Situation		387	85%	95%	71%	-10%	
🔴 Employed		58	13%	30%	23%	-17%	▼
🔴 Improved/Maintained Function Score		104	26%	75%	35%	-49%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		307	82%	90%	79%	-8%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ 2 or more Services within 30 days		28	80%	75%	61%	5%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
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 75 Active Standard Outpatient Programs

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