Hartford Hospital
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	331	281	18%	▲
	Admits	20	28	-29%	▼
	Discharges	27	13	108%	▲
	Service Hours	60	59	1%	
	Bed Days	2,354	2,186	8%	

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	305	91.6%
	Residential Services	28	8.4%

Consumer Satisfaction Survey   (Based on 32 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		100%	80%	92%
✓ General Satisfaction		97%	80%	92%
✓ Overall		97%	80%	91%
✓ Respect		97%	80%	91%
✓ Access		97%	80%	88%
✓ Quality and Appropriateness		94%	80%	93%
✓ Outcome		91%	80%	83%
✓ Recovery		84%	80%	79%

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

Client Demographics

Age

Age	#	%		State Avg
18-25	108	33%	▲	8%
26-34	59	18%		18%
35-44	35	11%	▼	24%
45-54	40	12%		19%
55-64	49	15%		20%
65+	40	12%		11%

Gender

Gender	#	%		State Avg
Female	174	53%	▲	42%
Male	157	47%	▼	58%
Transgender				0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	215	65%		66%
Hisp-Puerto Rican	89	27%	▲	11%
Hispanic-Other	26	8%		10%
Unknown	1	0%	▼	13%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race

Race	#	%		State Avg
White/Caucasian	125	38%	▼	60%
Black/African American	83	25%		17%
Other	82	25%	▲	12%
Unknown	35	11%		8%
Asian	5	2%		1%
Hawaiian/Other Pacific Islander	1	0%		0%
Am. Indian/Native Alaskan				1%
Multiple Races				1%

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.

Eli's Retreat 610242
Hartford Hospital
Mental Health - Residential Services - MH Intensive Res. Rehabilitation

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	7	8	-13%	▼
Admits	3	1	200%	▲
Discharges	-	4	-100%	▼
Bed Days	583	504	16%	▲

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	99%

On-Time Periodic		Actual	State Avg
⬤ 6 Month Updates		0%	85%

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		N/A	N/A	75%	76%	N/A
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	100%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	46%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⬤ Improved/Maintained Function Score		0	0%	75%	39%	-75% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		7	121 days	1.0	91%	90%	88%	1%

▢ < 90%	▢ 90-110%	▢ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▢ Actual | Goal   ✓ Goal Met   ⬤ Below Goal

* State Avg based on 37 Active MH Intensive Res. Rehabilitation Programs

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OP Clin 610-210
Hartford 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	150	145	3%
Admits	-	5	-100% ▼
Discharges	-	1	-100% ▼
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		N/A	91%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		99%	55%

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		N/A	N/A	50%	37%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		149	99%	60%	62%	39% ▲
✓ Stable Living Situation		148	99%	95%	71%	4%
⬤ Employed		32	21%	30%	23%	-9%
⬤ Improved/Maintained Function Score		0	0%	75%	35%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
⬤ Clients Receiving Services		0	0%	90%	79%	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%	61%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

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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Potential Program
Hartford 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	115	79	46%	▲
Admits	10	15	-33%	▼
Discharges	24	3	700%	▲
Service Hours	60	59	1%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	91%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		67%	55%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		18	75%	50%	37%	25%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		107	93%	60%	62%	33%	▲
✓	Employed		53	46%	30%	23%	16%	▲
●	Stable Living Situation		108	94%	95%	71%	-1%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		61	67%	90%	79%	-23%	▼

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		9	90%	75%	61%	15%	▲

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

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Schizophrenia Rehab. Program
Hartford Hospital
Mental Health - Outpatient - Standard Outpatient

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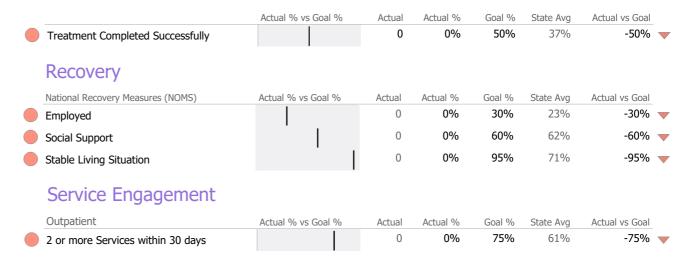Reporting Period: July 2023 - September 2023 (Data as of Dec 26, 2023)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	43	31	39%	▲
Admits	5	3	67%	▲
Discharges	2	2	0%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	91%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	55%

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		0	0%	30%	23%	-30%	▼
● Social Support		0	0%	60%	62%	-60%	▼
● Stable Living Situation		0	0%	95%	71%	-95%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		0	0%	75%	61%	-75%	▼

Data Submitted to DMHAS by Month

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

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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Todd House Group Res. 624-240
Hartford Hospital
Mental Health - Residential Services - MH Intensive Res. Rehabilitation

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

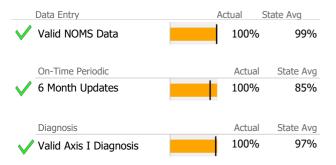| Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	21	22	-5%	
Admits	2	4	-50%	▼
Discharges	1	3	-67%	▼
Bed Days	1,771	1,682	5%	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Treatment Completed Successfully		1	100%	75%	76%	25%	▲
✓ No Re-admit within 30 Days of Discharge		1	100%	85%	100%	15%	▲
✓ Follow-up within 30 Days of Discharge		1	100%	90%	46%	10%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	99%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		100%	85%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Improved/Maintained Function Score		0	0%	75%	39%	-75%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	356 days	1.0	96%	90%	88%	6%

▢ < 90%	▢ 90-110%	▢ >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	▢		▢	67%
Discharges	▢			33%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▢ Actual	| Goal	✓ Goal Met	🔴 Below Goal

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