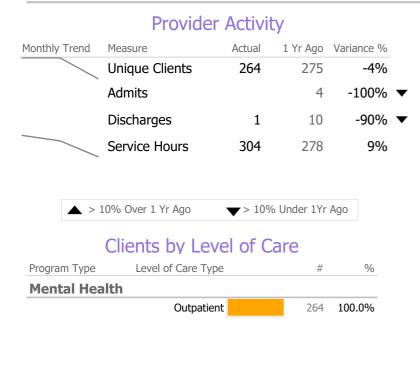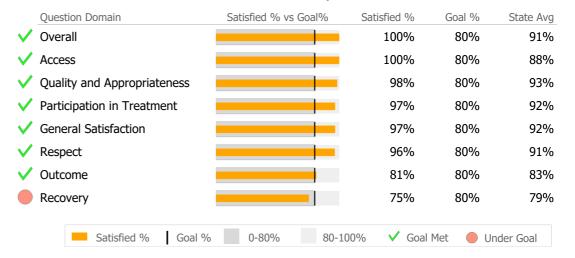**New Milford Hospital**
New Milford, CT

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	264	275	-4%	
	Admits		4	-100%	▼
	Discharges	1	10	-90%	▼
	Service Hours	304	278	9%	

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		264	100.0%

Consumer Satisfaction Survey   (Based on 115 FY23 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Overall		100%	80%	91%
✔	Access		100%	80%	88%
✔	Quality and Appropriateness		98%	80%	93%
✔	Participation in Treatment		97%	80%	92%
✔	General Satisfaction		97%	80%	92%
✔	Respect		96%	80%	91%
✔	Outcome		81%	80%	83%
●	Recovery		75%	80%	79%

Satisfied %	Goal %	0-80%	80-100%	✔ Goal Met	● Under Goal

Client Demographics

Age

Age		#	%	State Avg
18-25		9	3%	8%
26-34		44	17%	18%
35-44		44	17%	24%
45-54		48	18%	19%
55-64		62	23%	20%
65+		57	22% ▲	11%

Gender

Gender		#	%	State Avg
Female		172	65% ▲	42%
Male		92	35% ▼	58%
Transgender				0%

Ethnicity

Ethnicity		#	%	State Avg
Non-Hispanic		245	93% ▲	66%
Hispanic-Other		7	3%	10%
Hisp-Puerto Rican		6	2%	11%
Hispanic-Mexican		3	1%	1%
Unknown		3	1% ▼	13%
Hispanic-Cuban				0%

Race

Race		#	%	State Avg
White/Caucasian		255	97% ▲	60%
Black/African American		5	2% ▼	17%
Other		2	1% ▼	12%
Asian		1	0%	1%
Multiple Races		1	0%	1%
Am. Indian/Native Alaskan				1%
Hawaiian/Other Pacific Islander				0%
Unknown				8%

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.

23 Poplar St. OP Clin 515-210
New Milford 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	264	275	-4%	
Admits	-	4	-100%	▼
Discharges	1	10	-90%	▼
Service Hours	304	278	9%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	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		0	0%	50%	37%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		234	89%	60%	62%	29%	▲
✓ Employed		120	45%	30%	23%	15%	▲
● Stable Living Situation		236	89%	95%	71%	-6%	
● 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		137	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		0	0%	75%	61%	-75%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges		■		33%
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.