Middlesex Hospital Mental Health Clinic
Middletown, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2023 - December 2023 (Data as of Mar 26, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	115	142	-19%	▼
	Admits	70	92	-24%	▼
	Discharges	62	84	-26%	▼
	Service Hours	406	629	-35%	▼

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

Consumer Satisfaction Survey (Based on 4 FY23 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		100%	80%	93%
✓	General Satisfaction		100%	80%	92%
✓	Overall		100%	80%	91%
✓	Access		100%	80%	88%
●	Participation in Treatment		67%	80%	92%

Satisfied % | Goal %   0-80%   80-100%   ✓ Goal Met   ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Case Management		115	100.0%

Client Demographics

Age

Age		#	%	State Avg
18-25		9	8%	8%
26-34		22	19%	19%
35-44		19	17%	24%
45-54		26	23%	18%
55-64		26	23%	19%
65+		13	11%	10%

Gender

Gender		#	%		State Avg
Female		68	63%	▲	41%
Male		40	37%	▼	59%
Transgender					0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		66	57%		65%
Unknown		44	38%	▲	14%
Hispanic-Other		3	3%		10%
Hispanic-Mexican		1	1%		1%
Hisp-Puerto Rican		1	1%		10%
Hispanic-Cuban					0%

Race

Race		#	%		State Avg
White/Caucasian		64	56%		60%
Unknown		37	32%	▲	8%
Black/African American		9	8%		17%
Other		3	3%		12%
Am. Indian/Native Alaskan		1	1%		1%
Multiple Races		1	1%		1%
Asian					1%
Hawaiian/Other Pacific Islander					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.

Case Management Program
Middlesex Hospital Mental Health Clinic
Mental Health - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	115	142	-19%	▼
Admits	70	92	-24%	▼
Discharges	62	84	-26%	▼
Service Hours	406	629	-35%	▼

Data Submission Quality

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

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		100%	66%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Treatment Completed Successfully		50	81%	50%	62%	31% ▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Employed		42	36%	20%	18%	16% ▲
✓	Social Support		81	69%	60%	72%	9%
✓	Stable Living Situation		104	88%	80%	82%	8%

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		56	100%	90%	84%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 24 Active Standard Case Management Programs

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