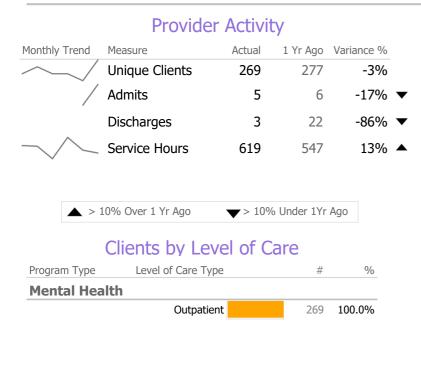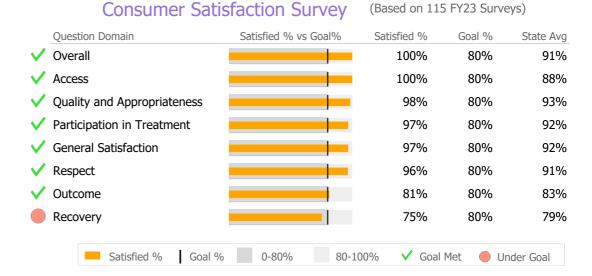**New Milford Hospital**
New Milford, CT

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	269	277	-3%	
	Admits	5	6	-17%	▼
	Discharges	3	22	-86%	▼
	Service Hours	619	547	13%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		269	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%

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

Client Demographics

Age
	#	%		State Avg
18-25	9	3%		8%
26-34	45	17%		19%
35-44	46	17%		24%
45-54	48	18%		18%
55-64	64	24%		19%
65+	57	21%	▲	10%

Gender
	#	%		State Avg
Female	175	65%	▲	41%
Male	94	35%	▼	59%
Transgender				0%

Ethnicity
	#	%		State Avg
Non-Hispanic	248	92%	▲	65%
Hispanic-Other	8	3%		10%
Hisp-Puerto Rican	7	3%		10%
Hispanic-Mexican	3	1%		1%
Unknown	3	1%	▼	14%
Hispanic-Cuban				0%

Race
	#	%		State Avg
White/Caucasian	260	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%

Legend: Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

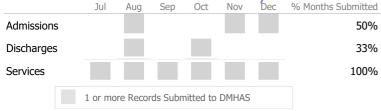Variances in data may be indicative of operational adjustments related to the pandemic.

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 - December 2023 (Data as of Mar 26, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	269	277	-3%	
Admits	5	6	-17%	▼
Discharges	3	22	-86%	▼
Service Hours	619	547	13%	▲

Data Submission Quality

Data Entry	Actual % vs Goal	Actual	State Avg
✓ Valid NOMS Data		98%	90%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	52%

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%	38%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		240	89%	60%	63%	29%	▲
✓ Employed		125	46%	30%	25%	16%	▲
● Stable Living Situation		242	90%	95%	72%	-5%	
● Improved/Maintained Function Score		0	0%	75%	41%	-75%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		161	61%	90%	84%	-29%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		3	60%	75%	61%	-15%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions		▢		▢	▢		50%
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 77 Active Standard Outpatient Programs

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