Hartford Hospital
Hartford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
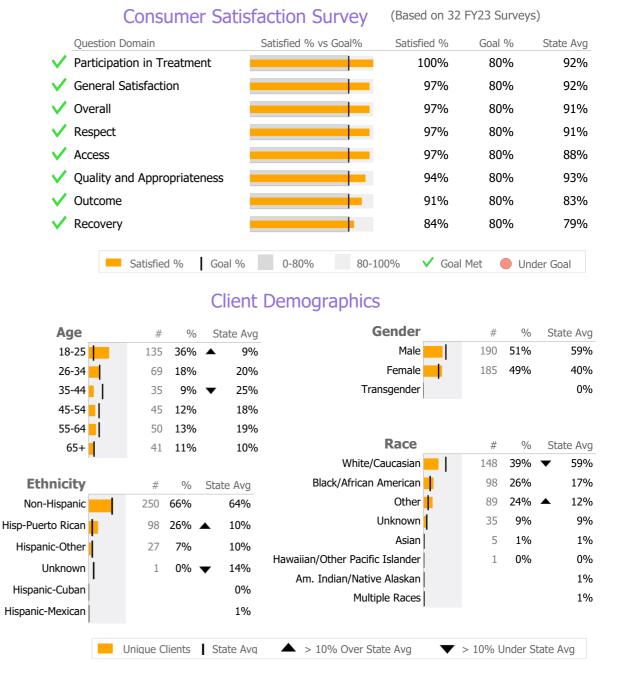Reporting Period: July 2023 - March 2024   (Data as of Jun 10, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	376	331	14%	▲
	Admits	80	85	-6%	
	Discharges	84	48	75%	▲
	Service Hours	432	265	63%	▲
	Bed Days	6,795	6,098	11%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	341	90.2%
	Residential Services	37	9.8%

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%

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

Client Demographics

Age

	#	%		State Avg
18-25	135	36%	▲	9%
26-34	69	18%		20%
35-44	35	9%	▼	25%
45-54	45	12%		18%
55-64	50	13%		19%
65+	41	11%		10%

Gender

	#	%	State Avg
Male	190	51%	59%
Female	185	49%	40%
Transgender			0%

Ethnicity

	#	%		State Avg
Non-Hispanic	250	66%		64%
Hisp-Puerto Rican	98	26%	▲	10%
Hispanic-Other	27	7%		10%
Unknown	1	0%	▼	14%
Hispanic-Cuban				0%
Hispanic-Mexican				1%

Race

	#	%		State Avg
White/Caucasian	148	39%	▼	59%
Black/African American	98	26%		17%
Other	89	24%	▲	12%
Unknown	35	9%		9%
Asian	5	1%		1%
Hawaiian/Other Pacific Islander	1	0%		0%
Am. Indian/Native Alaskan				1%
Multiple Races				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.

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
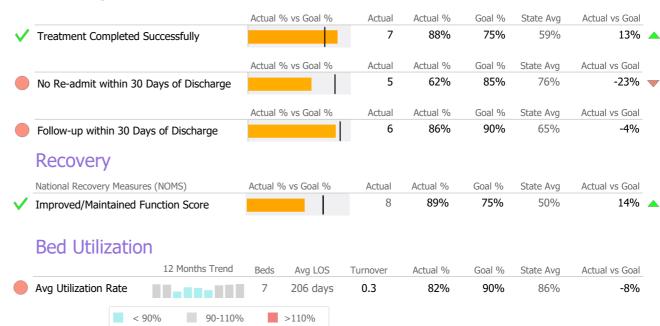Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	14	12	17%	▲
Admits	10	5	100%	▲
Discharges	8	7	14%	▲
Bed Days	1,574	1,398	13%	▲

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		7	88%	75%	59%	13%	▲
🔴	No Re-admit within 30 Days of Discharge		5	62%	85%	76%	-23%	▼
🔴	Follow-up within 30 Days of Discharge		6	86%	90%	65%	-4%	

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Improved/Maintained Function Score		8	89%	75%	50%	14%	▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	97%

On-Time Periodic	Actual	State Avg
🔴 6 Month Updates	0%	81%

Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	100%	94%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		7	206 days	0.3	82%	90%	86%	-8%

Legend: 🟦 < 90% ⬜ 90-110% 🟥 >110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■			■		■		■	56%
Discharges				■		■	■	■	■	56%

⬜ 1 or more Records Submitted to DMHAS

Legend:
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 38 Active MH Intensive Res. Rehabilitation Programs

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

OP Clin 610-210
Hartford Hospital
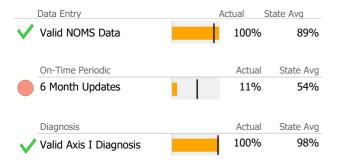Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
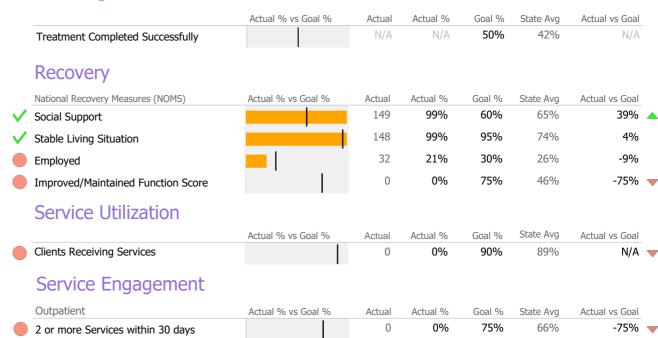Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	150	147	2%	
Admits	-	7	-100%	▼
Discharges	-	1	-100%	▼
Service Hours	-	-		

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	89%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		11%	54%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	42%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		149	99%	60%	65%	39%	▲
✓ Stable Living Situation		148	99%	95%	74%	4%	
● Employed		32	21%	30%	26%	-9%	
● Improved/Maintained Function Score		0	0%	75%	46%	-75%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		0	0%	90%	89%	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%	66%	-75%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 77 Active Standard Outpatient Programs

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

Potential Program
Hartford Hospital
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	141	110	28%	▲
Admits	40	47	-15%	▼
Discharges	56	21	167%	▲
Service Hours	432	265	63%	▲

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✓ Valid NOMS Data		100%	89%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
✓ 6 Month Updates		70%	54%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		42	75%	50%	42%	25%	▲

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		140	97%	60%	65%	37%	▲
✓	Employed		68	47%	30%	26%	17%	▲
✓	Stable Living Situation		141	97%	95%	74%	2%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Clients Receiving Services		85	96%	90%	89%	6%	

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	2 or more Services within 30 days		40	100%	75%	66%	25%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪		▪			▪		▪		44%
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

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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
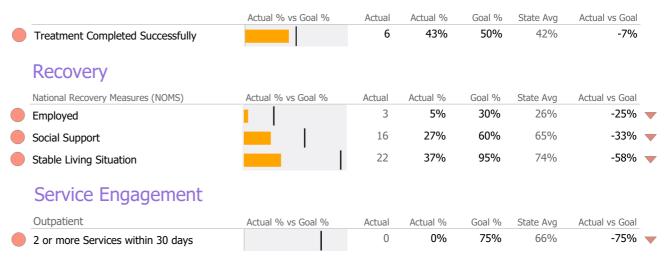Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	53	44	20%	▲
Admits	22	17	29%	▲
Discharges	14	8	75%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	89%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	54%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		6	43%	50%	42%	-7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Employed		3	5%	30%	26%	-25% ▼
● Social Support		16	27%	60%	65%	-33% ▼
● Stable Living Situation		22	37%	95%	74%	-58% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		0	0%	75%	66%	-75% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪			▪	▪	▪	▪	78%
Discharges	▪		▪	▪	▪	▪	▪	▪	▪	89%

▫ 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.

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 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	27	27	0%	
Admits	8	9	-11%	▼
Discharges	6	11	-45%	▼
Bed Days	5,221	4,700	11%	▲

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	97%

On-Time Periodic		Actual	State Avg
⬤ 6 Month Updates		73%	81%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	94%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ Treatment Completed Successfully		4	67%	75%	59%	-8%	
⬤ No Re-admit within 30 Days of Discharge		5	83%	85%	76%	-2%	
⬤ Follow-up within 30 Days of Discharge		3	75%	90%	65%	-15%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
⬤ Improved/Maintained Function Score		4	19%	75%	50%	-56%	▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
✓ Avg Utilization Rate		20	488 days	0.3	95%	90%	86%	5%

	< 90%		90-110%		>110%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢		▢				▢		▢	44%
Discharges	▢			▢	▢	▢	▢		▢	67%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

▮ Actual | Goal   ✓ Goal Met   ⬤ Below Goal

* State Avg based on 38 Active MH Intensive Res. Rehabilitation Programs

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