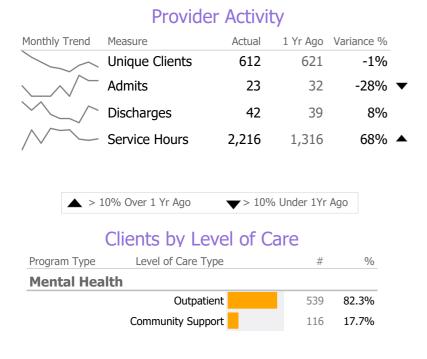**Norwalk Hospital**
Norwalk, CT

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	612	621	-1%	
	Admits	23	32	-28%	▼
	Discharges	42	39	8%	
	Service Hours	2,216	1,316	68%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		539	82.3%
	Community Support		116	17.7%

Client Demographics

Age

Age		#	%		State Avg
18-25		18	3%		9%
26-34		62	10%		20%
35-44		103	17%		25%
45-54		108	18%		18%
55-64		162	26%		19%
65+		159	26%	▲	10%

Gender

Gender		#	%		State Avg
Female		330	54%	▲	40%
Male		282	46%	▼	59%
Transgender					0%

Race

Race		#	%	State Avg
White/Caucasian		401	66%	59%
Black/African American		118	19%	17%
Other		73	12%	12%
Unknown		9	1%	9%
Multiple Races		5	1%	1%
Asian		4	1%	1%
Am. Indian/Native Alaskan		2	0%	1%
Hawaiian/Other Pacific Islander				0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		477	78%	▲	64%
Hispanic-Other		80	13%		10%
Hisp-Puerto Rican		39	6%		10%
Hispanic-Mexican		11	2%		1%
Unknown		5	1%	▼	14%
Hispanic-Cuban					0%

▮ Unique Clients	❘ State Avg	▲ > 10% Over State Avg	▼ > 10% Under State Avg

Survey Data Not Available

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

Community Support Recovery Pathways
Norwalk Hospital
Mental Health - Community Support - CSP

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	116	122	-5%	
Admits	23	31	-26%	▼
Discharges	30	29	3%	
Service Hours	1,219	1,305	-7%	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
✓	6 Month Updates	100%	86%

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		16	53%	65%	51%	-12%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		104	90%	60%	79%	30%	▲
✓ Stable Living Situation		114	98%	80%	86%	18%	▲
✓ Employed		25	22%	20%	16%	2%	
🔴 Improved/Maintained Function Score		16	16%	65%	55%	-49%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		86	100%	90%	97%	10%	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% 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 35 Active CSP Programs

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

Psychiatric Outpatient Clinic
Norwalk 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	539	555	-3%	
Admits	-	1	-100%	▼
Discharges	12	10	20%	▲
Service Hours	996	11		

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		6%	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		0	0%	50%	42%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		40	7%	30%	26%	-23%	▼
🔴 Social Support		190	35%	60%	65%	-25%	▼
🔴 Stable Living Situation		200	37%	95%	74%	-58%	▼
🔴 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		285	54%	90%	89%	-36%	▼

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	▪		▪	▪	▪		▪	▪	▪	78%
Services		▪	▪	▪	▪	▪		▪	▪	78%

☐ 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.