Waterbury Hospital Health Center
Waterbury, 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	1,914	1,254	53%	▲
	Admits	3,523	1,640	115%	▲
	Discharges	3,052	1,642	86%	▲
	Service Hours	472	279	69%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	892	37.8%
	Recovery Support	684	29.0%
	Crisis Services	655	27.7%
	IOP	66	2.8%
	Case Management	65	2.8%

Consumer Satisfaction Survey   (Based on 120 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔ Participation in Treatment		92%	80%	92%
✔ Quality and Appropriateness		92%	80%	93%
✔ Respect		90%	80%	91%
✔ Overall		89%	80%	91%
✔ General Satisfaction		87%	80%	92%
✔ Access		84%	80%	88%
🔴 Outcome		67%	80%	83%
🔴 Recovery		65%	80%	79%

Satisfied % | Goal %   0-80%   80-100%   ✔ Goal Met   🔴 Under Goal

Client Demographics

Age	#	%	State Avg
18-25	187	10%	9%
26-34	278	15%	20%
35-44	332	18%	25%
45-54	332	18%	18%
55-64	386	21%	19%
65+	319	17%	10%

Gender	#	%	State Avg
Male	978	51%	59%
Female	936	49%	40%
Transgender			0%

Ethnicity	#	%		State Avg
Non-Hispanic	1,500	78%	▲	64%
Hispanic-Other	292	15%		10%
Hisp-Puerto Rican	65	3%		10%
Unknown	53	3%	▼	14%
Hispanic-Cuban	2	0%		0%
Hispanic-Mexican	2	0%		1%

Race	#	%	State Avg
White/Caucasian	1,169	61%	59%
Black/African American	362	19%	17%
Other	321	17%	12%
Unknown	28	1%	9%
Asian	14	1%	1%
Multiple Races	13	1%	1%
Am. Indian/Native Alaskan	5	0%	1%
Hawaiian/Other Pacific Islander	2	0%	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.

Crisis 522-200
Waterbury Hospital Health Center
Mental Health - Crisis Services - Mobile Crisis Team

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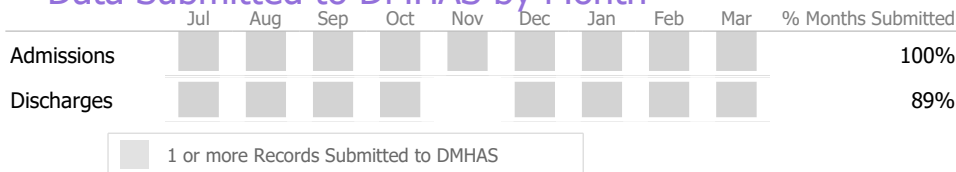Reporting Period: July 2023 - March 2024 (Data as of Jun 10, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	655	729	-10%	▼
Admits	786	946	-17%	▼
Discharges	777	945	-18%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Evaluation within 1.5 hours of Request		26	4%	75%	74%	-71%	▼
●	Community Location Evaluation		0	0%	80%	78%	-80%	▼
●	Follow-up Service within 48 hours		116	45%	90%	87%	-45%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪	▪	▪	100%
Discharges	▪	▪	▪	▪		▪	▪	▪	▪	89%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

█ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

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

DBT IOP-1st Initiative522-212X
Waterbury Hospital Health Center
Mental Health - IOP - Standard IOP

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	66	18	267%	▲
Admits	63	17	271%	▲
Discharges	50	14	257%	▲
Service Hours	52	-		
Social Rehab/PHP/IOP Days	0	0		

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		99%	96%

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

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		20	40%	50%	62%	-10%	▼
🔴 Follow-up within 30 Days of Discharge		5	25%	90%	53%	-65%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		63	90%	60%	75%	30%	▲
🔴 Stable Living Situation		63	90%	95%	80%	-5%	
🔴 Employed		16	23%	30%	24%	-7%	
🔴 Improved/Maintained Function Score		22	41%	75%	71%	-34%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		12	60%	90%	53%	-30%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 3 Active Standard IOP Programs

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

Grandview Adult OP Clinic52221
Waterbury Hospital Health Center
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	892	301	196%	▲
Admits	1,767	316	459%	▲
Discharges	1,309	314	317%	▲
Service Hours	171	-		

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
●	6 Month Updates	0%	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		13	1%	50%	42%	-49%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		1,743	98%	60%	65%	38%	▲
✓	Stable Living Situation		1,748	99%	95%	74%	4%	
●	Employed		391	22%	30%	26%	-8%	
●	Improved/Maintained Function Score		907	68%	75%	46%	-7%	

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	Clients Receiving Services		373	80%	90%	89%	-10%	

Service Engagement

Outpatient		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
●	2 or more Services within 30 days		33	4%	75%	66%	-71%	▼

Data Submitted to DMHAS by Month
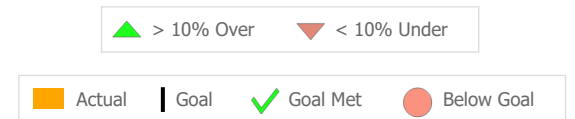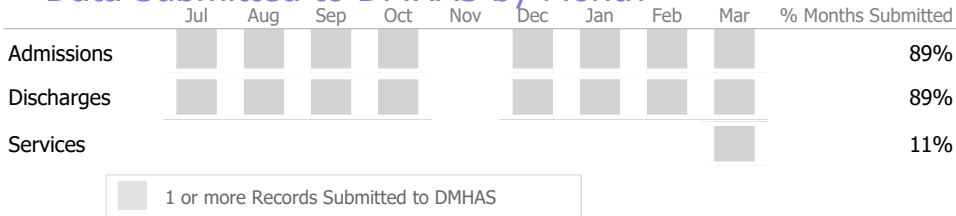
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■		■	■	■	■	89%
Discharges	■	■	■	■		■	■	■	■	89%
Services									■	11%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under
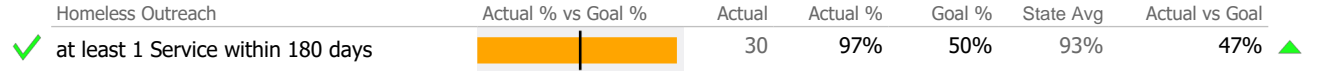
Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 77 Active Standard Outpatient Programs

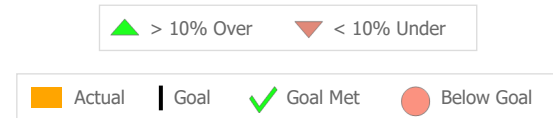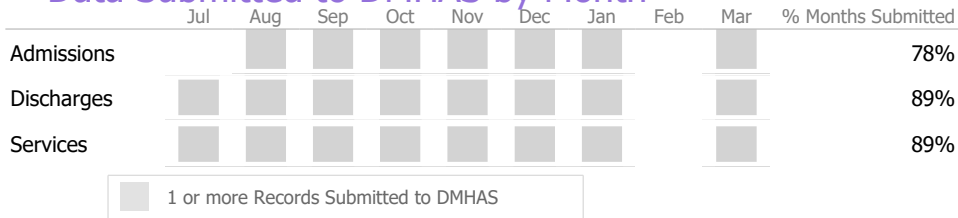Variances in data may be indicative of operational adjustments related to the pandemic.

Homeless Outreach 522-294
Waterbury Hospital Health Center
Mental Health - Case Management - Outreach & Engagement

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	65	78	-17%	▼
Admits	31	51	-39%	▼
Discharges	43	58	-26%	▼
Service Hours	231	279	-17%	▼

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ at least 1 Service within 180 days		30	97%	50%	93%	47%	▲

Data Submitted to DMHAS by Month

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

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 58 Active Outreach & Engagement Programs

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

MHA Recovery Specialist
Waterbury Hospital Health Center
Mental Health - Recovery Support - Peer Based Mentoring

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	684	240	185%	▲
Admits	876	310	183%	▲
Discharges	873	311	181%	▲
Service Hours	19	-		

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Services									▢	11%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal
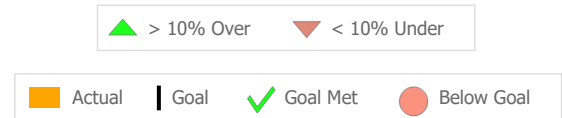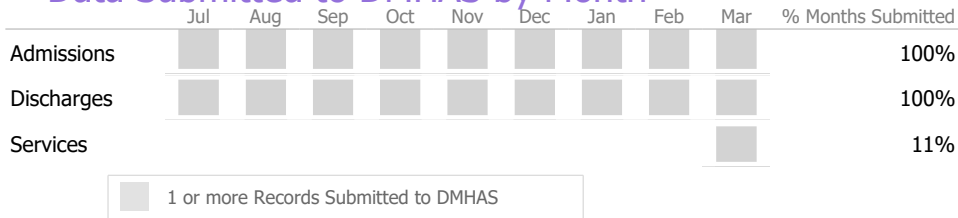
* State Avg based on 2 Active Peer Based Mentoring Programs

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

Outpatient Expansion 522211
Waterbury Hospital Health Center
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	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	89%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	54%

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
● Employed		N/A	N/A	30%	26%	-30% ▼
● Improved/Maintained Function Score		N/A	N/A	75%	46%	-75% ▼
● Social Support		N/A	N/A	60%	65%	-60% ▼
● Stable Living Situation		N/A	N/A	95%	74%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		N/A	N/A	90%	89%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										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.

Respite Program 201
Waterbury Hospital Health Center
Mental Health - Crisis Services - Respite Bed

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	0		
Admits	-	-	
Discharges	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	89%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	81%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		15	N/A	N/A	0%	90%	55%	-90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 10 Active Respite Bed Programs

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