

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	758	671	13% ▲
	Admits	168	259	-35% ▼
	Discharges	102	76	34% ▲
	Service Hours	3,916	3,460	13% ▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	758	100.0%

Consumer Satisfaction Survey

(Based on 5 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		100%	80%	91%
✓ Quality and Appropriateness		80%	80%	93%
✓ Participation in Treatment		80%	80%	92%
✓ General Satisfaction		80%	80%	92%
✓ Overall		80%	80%	91%
✓ Access		80%	80%	88%
● Outcome		75%	80%	83%
● Recovery		60%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	51	7%	9%
26-34	113	15%	20%
35-44	124	16%	25%
45-54	120	16%	18%
55-64	152	20%	18%
65+	197	26% ▲	9%

Gender	#	%	State Avg
Female	460	61% ▲	40%
Male	298	39% ▼	60%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	666	88% ▲	64%
Hispanic-Other	60	8%	11%
Unknown	32	4% ▼	15%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			10%

Race	#	%	State Avg
White/Caucasian	607	80% ▲	58%
Black/African American	58	8%	17%
Other	54	7%	12%
Unknown	29	4%	9%
Am. Indian/Native Alaskan	5	1%	1%
Asian	5	1%	1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%

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

326 Washington St. OP 401-210

Backus Hospital

Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2023 - June 2024 (Data as of Sep 10, 2024)

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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	59%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	17%	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		11	11%	50%	45%	-39% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		344	45%	60%	66%	-15% ▼
Employed		76	10%	30%	27%	-20% ▼
Improved/Maintained Function Score		135	20%	75%	49%	-55% ▼
Stable Living Situation		23	3%	95%	75%	-92% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		413	62%	90%	90%	-28% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		133	81%	75%	68%	6%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

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