New Milford Hospital
New Milford, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - September 2024 (Data as of Dec 17, 2024)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	274	265	3%	
	Admits	4	1	300%	▲
	Discharges	1	1	0%	
	Service Hours	265	306	-13%	▼

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

Consumer Satisfaction Survey (Based on 120 FY24 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Overall		99%	80%	91%
✓	Access		98%	80%	88%
✓	Quality and Appropriateness		98%	80%	93%
✓	Participation in Treatment		97%	80%	92%
✓	Respect		95%	80%	91%
✓	General Satisfaction		95%	80%	92%
✓	Outcome		95%	80%	83%

▮ Satisfied %	│ Goal %	▮ 0-80%	▮ 80-100%	✓ Goal Met	⬤ Under Goal

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		274	100.0%

Client Demographics

Age

		#	%	State Avg
18-25		6	2%	8%
26-34		47	17%	18%
35-44		45	16%	24%
45-54		48	18%	18%
55-64		66	24%	20%
65+		61	22%	12%

Gender

		#	%		State Avg
Female		177	65%	▲	42%
Male		97	35%	▼	58%
Transgender/Other					0%

Ethnicity

		#	%		State Avg
Non-Hispanic		254	93%	▲	64%
Hispanic-Other		8	3%		11%
Hisp-Puerto Rican		6	2%		10%
Hispanic-Mexican		3	1%		1%
Unknown		3	1%	▼	14%
Hispanic-Cuban					0%

Race

		#	%		State Avg
White/Caucasian		265	97%	▲	59%
Black/African American		5	2%	▼	17%
Other		3	1%	▼	12%
Asian		1	0%		1%
Am. Indian/Native Alaskan					1%
Multiple Races					1%
Hawaiian/Other Pacific Islander					0%
Unknown					9%

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

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 2024 - September 2024 (Data as of Dec 17, 2024)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	274	265	3%	
Admits	4	1	300%	▲
Discharges	1	1	0%	
Service Hours	265	306	-13%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		97%	89%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		1%	49%

Diagnosis		Actual	State Avg
✓ Valid MH/SU Diagnosis		100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		0	0%	50%	46%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		14	5%	30%	22%	-25%	▼
● Social Support		23	8%	60%	59%	-52%	▼
● Improved/Maintained Function Score		0	0%	75%	39%	-75%	▼
● Stable Living Situation		27	10%	95%	68%	-85%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		157	58%	90%	75%	-32%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		3	75%	75%	81%	0%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions		▪	▪	67%
Discharges			▪	33%
Services	▪	▪	▪	100%

▪ 1 or more Records Submitted to DMHAS
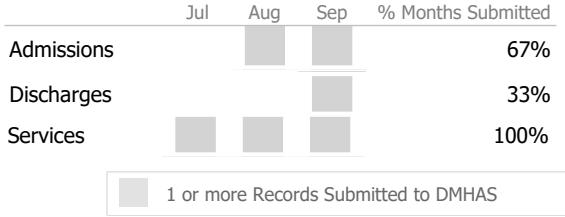
▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 79 Active Standard Outpatient Programs