Waterbury Hospital Health Center
Waterbury, 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	988	1,004	-2%
	Admits	131	1,247	-89% ▼
	Discharges	66	1,217	-95% ▼
	Service Hours	279	78	

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

Consumer Satisfaction Survey   (Based on 74 FY24 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Participation in Treatment		94%	80%	92%
✓	Quality and Appropriateness		94%	80%	93%
✓	Respect		93%	80%	91%
✓	Overall		89%	80%	91%
✓	General Satisfaction		88%	80%	92%
✓	Access		88%	80%	88%
✓	Outcome		81%	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		913	91.3%
	Recovery Support		68	6.8%
	IOP		13	1.3%
	Crisis Services		6	0.6%

Client Demographics

Age

		#	%	State Avg
18-25		60	6%	8%
26-34		135	14%	18%
35-44		146	15%	24%
45-54		175	18%	18%
55-64		245	25%	20%
65+		225	23% ▲	12%

Gender

		#	%		State Avg
Female		560	57%	▲	42%
Male		428	43%	▼	58%
Transgender/Other					0%

Ethnicity

		#	%		State Avg
Non-Hispanic		757	77%	▲	64%
Hispanic-Other		176	18%		11%
Hisp-Puerto Rican		31	3%		10%
Unknown		22	2%	▼	14%
Hispanic-Cuban		1	0%		0%
Hispanic-Mexican		1	0%		1%

Race

		#	%	State Avg
White/Caucasian		608	62%	59%
Other		176	18%	12%
Black/African American		166	17%	17%
Unknown		14	1%	9%
Asian		10	1%	1%
Multiple Races		7	1%	1%
Am. Indian/Native Alaskan		6	1%	1%
Hawaiian/Other Pacific Islander		1	0%	0%

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

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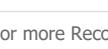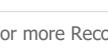
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	6	252	-98%	▼
Admits	5	295	-98%	▼
Discharges	4	295	-99%	▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Evaluation within 1.5 hours of Request		2	5%	90%	78%	-85%	▼
● Community Location Evaluation		0	0%	80%	81%	-80%	▼
● Follow-up Service within 48 hours		0	NA	90%	88%	-90%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				67%

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

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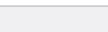
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	13	23	-43%	▼
Admits	-	18	-100%	▼
Discharges	2	17	-88%	▼
Service Hours	1	-		
Social Rehab/PHP/IOP Days	0	0		
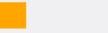
Data Submission Quality

Data Entry		Actual	State Avg
✓	Valid NOMS Data	100%	64%

On-Time Periodic		Actual	State Avg
🔴	6 Month Updates	0%	11%
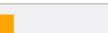
Diagnosis		Actual	State Avg
✓	Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Treatment Completed Successfully		1	50%	50%	71%	0%	
🔴	Follow-up within 30 Days of Discharge		0	0%	90%	70%	-90%	▼

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	Social Support		13	100%	60%	63%	40%	▲
✓	Employed		4	31%	30%	32%	1%	
🔴	Stable Living Situation		12	92%	95%	73%	-3%	
🔴	Improved/Maintained Function Score		2	50%	75%	76%	-25%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Clients Receiving Services		1	9%	90%	51%	-81%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges	▮			33%
Services		▮	▮	67%

▮ 1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

▮ Actual	❘ Goal	✓ Goal Met	🔴 Below Goal

* State Avg based on 4 Active Standard IOP Programs

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	892	600	49%	▲
Admits	59	658	-91%	▼
Discharges	1	617	-100%	▼
Service Hours	254	4		

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
✔ Valid NOMS Data		94%	89%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
🔴 6 Month Updates		2%	49%

Diagnosis	Actual % vs Goal %	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		1	100%	50%	46%	50%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		845	95%	60%	59%	35%	▲
✔ Stable Living Situation		853	96%	95%	68%	1%	
🔴 Employed		206	23%	30%	22%	-7%	
🔴 Improved/Maintained Function Score		236	37%	75%	39%	-38%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		528	59%	90%	75%	-31%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		38	64%	75%	81%	-11%	▼

Data Submitted to DMHAS for Month
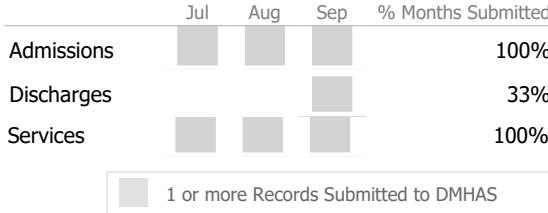
	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				33%
Services				100%

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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	68	239	-72%	▼
Admits	62	272	-77%	▼
Discharges	59	272	-78%	▼
Service Hours	16	-		

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions	☐	☐		67%
Discharges	☐	☐		67%
Services	☐	☐		67%

☐ 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

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

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21		
Admits	5	-	
Discharges	-	-	
Service Hours	8	-	

Data Submission Quality

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

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	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		N/A	N/A	50%	46%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Social Support		21	100%	60%	59%	40% ▲
✔ Stable Living Situation		20	95%	95%	68%	0%
🔴 Employed		5	24%	30%	22%	-6%
🔴 Improved/Maintained Function Score		N/A	N/A	75%	39%	-75% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		19	90%	90%	75%	0%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		1	20%	75%	81%	-55% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% Months Submitted
Admissions				100%
Discharges				0%
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

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 2024 - September 2024 (Data as of Dec 17, 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%	95%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	70%	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%	77%	-90%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	% 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 11 Active Respite Bed Programs