Backus Hospital
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2024 - December 2024 (Data as of Mar 18, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	783	649	21% ▲
	Admits	134	73	84% ▲
	Discharges	70	46	52% ▲
	Service Hours	1,934	1,772	9%

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

Consumer Satisfaction Survey (Based on 77 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Quality and Appropriateness		99%	80%	93%
✓ Participation in Treatment		97%	80%	92%
✓ Respect		97%	80%	91%
✓ Overall		96%	80%	91%
✓ Access		96%	80%	88%
✓ General Satisfaction		94%	80%	92%
✓ Outcome		82%	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	783	100.0%

Client Demographics

Age	#	%	State Avg
18-25	58	7%	8%
26-34	125	16%	19%
35-44	131	17%	25%
45-54	121	15%	18%
55-64	142	18%	19%
65+	206	26% ▲	11%

Gender	#	%	State Avg
Female	475	61% ▲	41%
Male	308	39% ▼	59%
Transgender/Other			0%

Ethnicity	#	%	State Avg
Non-Hispanic	689	88% ▲	64%
Hispanic-Other	65	8%	11%
Unknown	29	4%	14%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			10%

Race	#	%	State Avg
White/Caucasian	619	79% ▲	58%
Black/African American	68	9%	18%
Other	57	7%	12%
Unknown	28	4%	9%
Am. Indian/Native Alaskan	6	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 2024 - December 2024 (Data as of Mar 18, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	783	649	21%	▲
Admits	134	73	84%	▲
Discharges	70	46	52%	▲
Service Hours	1,934	1,772	9%	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	70%	89%

On-Time Periodic	Actual	State Avg
6 Month Updates	13%	47%

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		9	13%	50%	45%	-37%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Employed		96	12%	30%	24%	-18%	▼
Social Support		261	33%	60%	60%	-27%	▼
Improved/Maintained Function Score		133	20%	75%	43%	-55%	▼
Stable Living Situation		182	23%	95%	72%	-72%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
Clients Receiving Services		340	49%	90%	76%	-41%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ 2 or more Services within 30 days		80	60%	75%	81%	-15%	▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions							100%
Discharges							100%
Services							83%

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