Backus Hospital

Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard

Reporting Period: July 2024 - June 2025 (Data as of Sep 09, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	Unique Clients	875	744	18%	•
~~~	Admits	230	178	29%	•
√ \	Discharges	159	103	54%	•
\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	Service Hours	4,050	3,916	3%	



#### Clients by Level of Care

Program Type	Level of Care Type	#	%
<b>Mental Health</b>			
	Outpatient	875	100.0%

# Consumer Satisfaction Survey (Based on 77 FY24 Surveys)



#### Client Demographics

Age		#	%	State Avg	Gender	#	%	State Avg
18-25		70	8%	9%	Female Female	537	61%	<b>4</b> 0%
26-34		147	17%	19%	Male	338	39%	<b>▼</b> 60%
35-44		152	17%	26%	Transgender/Other			0%
45-54		129	15%	18%				
55-64		159	18%	18%				
65+		218	25%	<b>10%</b>	Race	#	%	State Avg
					White/Caucasian	690	79%	<b>▲</b> 58%
<b>Ethnicity</b>		#	%	State Avg	Black/African American	80	9%	18%
Non-Hispanic		771	88%	<b>▲</b> 64%	Other	65	7%	12%
Hispanic-Other		75	9%	12%	Unknown	28	3%	10%
Unknown		29	3%	<b>▼</b> 14%	Asian	7	1%	1%
Hispanic-Cuban				0%	Am. Indian/Native Alaskan	5	1%	1%
					Multiple Races			1%
Hispanic-Mexican				1%	Hawaiian/Other Pacific Islander			0%
Hisp-Puerto Rican				10%	1			
	Unio	que Cl	lients	State Avg	▲ > 10% Over State Avg	▼ > 10% U	Inder St	tate 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 - June 2025 (Data as of Sep 09, 2025)

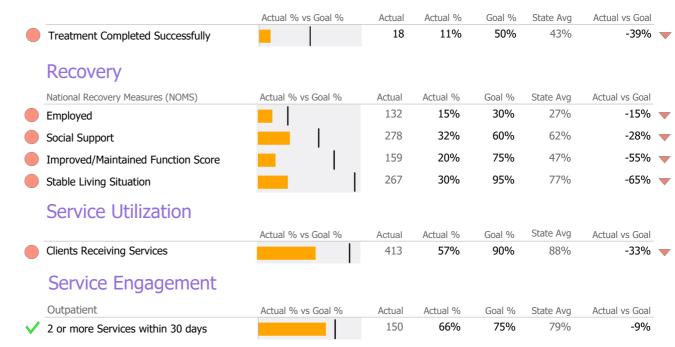
## **Program Activity**

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	875	744	18%	•
Admits	230	178	29%	•
Discharges	159	103	54%	•
Service Hours	4,050	3,916	3%	

## **Data Submission Quality**

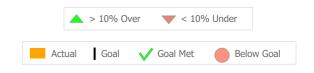
Data Entry	Actual S	State Avg
Valid NOMS Data	66%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	13%	49%
Diagnosis	Actual	State Avg
✓ Valid MH/SU Diagnosis	99%	98%

### **Discharge Outcomes**



#### Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													100%
Discharges													92%
Services													83%
	1 or m	ore Reco	rds Subn	nitted to	DMHAS								



^{*} State Avg based on 76 Active Standard Outpatient Programs