Backus Hospital
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2025 -December 2025 (Data as of Mar 13, 2026)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	853	791	8%	
	Admits	120	139	-14%	▼
	Discharges	69	70	-1%	
	Service Hours	2,712	1,934	40%	▲

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		853	100.0%

Client Demographics

Age

Age		#	%		State Avg
18-25		66	8%		8%
26-34		141	17%		18%
35-44		146	17%		25%
45-54		122	14%		19%
55-64		159	19%		19%
65+		219	26%	▲	12%

Gender

Gender		#	%		State Avg
Female		526	62%	▲	40%
Male		327	38%	▼	59%
Transgender/Other					0%

Ethnicity

Ethnicity		#	%		State Avg
Non-Hispanic		760	89%	▲	64%
Hispanic-Other		70	8%		12%
Unknown		23	3%		13%
Hispanic-Cuban					0%
Hispanic-Mexican					1%
Hisp-Puerto Rican					10%

Race

Race		#	%		State Avg
White/Caucasian		675	79%	▲	59%
Black/African American		78	9%		18%
Other		62	7%		12%
Unknown		22	3%		8%
Asian		10	1%		1%
Am. Indian/Native Alaskan		4	0%		1%
Hawaiian/Other Pacific Islander		2	0%		0%
Multiple Races					1%

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

Survey Data Not Available

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 2025 - December 2025

Program Activity

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Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		69%	89%

Periodic Submitted		Actual	State Avg
6 Month Updates		16%	51%

Diagnosis		Actual	State Avg
Valid MH/SU Diagnosis		99%	98%

Discharge Outcomes

(Data as of Mar 13, 2026)

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		6	9%	50%	49%	-41%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		176	21%	30%	31%	-9%	
🔴 Social Support		249	29%	60%	57%	-31%	▼
Self Help		9	1%	N/A	22%	N/A	
🔴 Stable Living Situation		279	33%	95%	72%	-62%	▼
🔴 Improved/Maintained Function Score		79	10%	75%	38%	-65%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		397	50%	90%	82%	-40%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✅ 2 or more Services within 30 days		78	65%	75%	75%	-10%

Data Submitted to DMHAS for Month

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

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✅ Goal Met   🔴 Below Goal

* State Avg based on 76 Active Standard Outpatient Programs