Backus Hospital
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2016 - June 2017   (Data as of Sep 13, 2017)
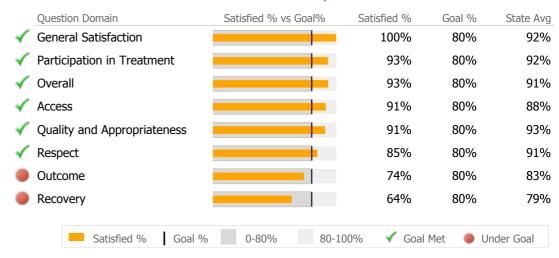
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	485	552	-12%	▼
	Admits	49	59	-17%	▼
	Discharges	139	120	16%	▲
	Service Hours	4,555	5,369	-15%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		485	100.0%

Consumer Satisfaction Survey   (Based on 60 FY16 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	General Satisfaction		100%	80%	92%
✔	Participation in Treatment		93%	80%	92%
✔	Overall		93%	80%	91%
✔	Access		91%	80%	88%
✔	Quality and Appropriateness		91%	80%	93%
✔	Respect		85%	80%	91%
🔴	Outcome		74%	80%	83%
🔴	Recovery		64%	80%	79%

▬ Satisfied %	| Goal %	▨ 0-80%	▨ 80-100%	✔ Goal Met	🔴 Under Goal

Client Demographics

Age		#	%		State Avg
18-25		6	1%	▼	14%
26-34		38	8%	▼	24%
35-44		57	12%		20%
45-54		101	21%		22%
55-64		162	33%	▲	16%
65+		121	25%	▲	5%

Gender		#	%		State Avg
Female		314	65%	▲	40%
Male		171	35%	▼	60%
Transgender					0%

Ethnicity		#	%		State Avg
Non-Hispanic		458	94%	▲	74%
Hispanic-Other		27	6%		7%
Hispanic-Cuban					0%
Hispanic-Mexican					1%
Hisp-Puerto Rican				▼	13%
Unknown					6%

Race		#	%		State Avg
White/Caucasian		412	85%	▲	65%
Black/African American		35	7%		16%
Other		34	7%		13%
Am. Indian/Native Alaskan		4	1%		1%
Asian					1%
Multiple Races					1%
Hawaiian/Other Pacific Islander					0%
Unknown					3%

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

326 Washington St. OP 401-210
Backus Hospital
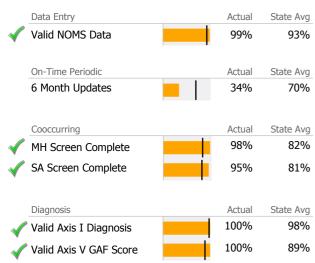Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	446	479	-7%	
Admits	47	32	47%	▲
Discharges	69	80	-14%	▼
Service Hours	3,674	3,894	-6%	

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		99%	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		34%	70%

Cooccurring		Actual	State Avg
✓ MH Screen Complete		98%	82%
✓ SA Screen Complete		95%	81%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	98%
✓ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		19	28%	50%	45%	-22%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Social Support		386	86%	60%	70%	26%	▲
✓ Stable Living Situation		437	98%	95%	86%	3%	
✓ Improved/Maintained Axis V GAF Score		329	81%	75%	59%	6%	
🔴 Employed		75	17%	30%	23%	-13%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓ Clients Receiving Services		359	95%	90%	90%	5%	

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		30	64%	75%	65%	-11%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions			▪			▪			▪	▪		▪	50%
Discharges	▪	▪	▪	▪	▪	▪	▪	▪	▪		▪	▪	92%
Services	▪	▪	▪		▪	▪	▪	▪	▪	▪	▪	▪	92%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 92 Active Standard Outpatient Programs

MH OP-1st Initiatives401-210X- Deactivated 7/1/17
Backus Hospital
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
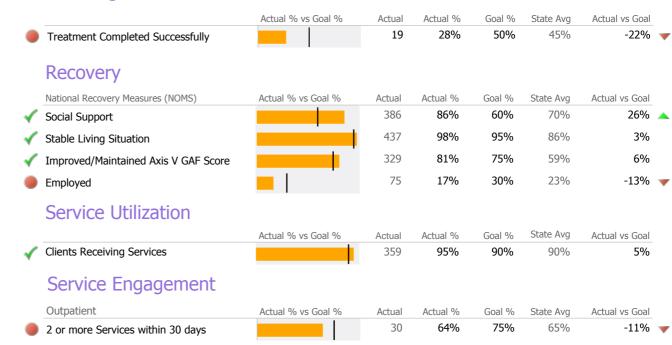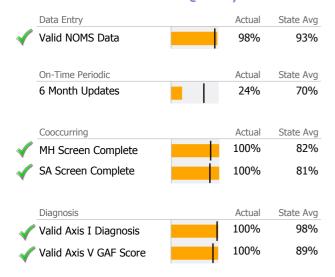Reporting Period: July 2016 - June 2017 (Data as of Sep 13, 2017)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	91	127	-28%	▼
Admits	2	27	-93%	▼
Discharges	70	40	75%	▲
Service Hours	881	1,475	-40%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	93%

On-Time Periodic		Actual	State Avg
6 Month Updates		24%	70%

Cooccurring		Actual	State Avg
✔ MH Screen Complete		100%	82%
✔ SA Screen Complete		100%	81%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	98%
✔ Valid Axis V GAF Score		100%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Treatment Completed Successfully		45	64%	50%	45%	14%	▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ Social Support		83	91%	60%	70%	31%	▲
✔ Improved/Maintained Axis V GAF Score		85	93%	75%	59%	18%	▲
✔ Stable Living Situation		89	98%	95%	86%	3%	
🔴 Employed		18	20%	30%	23%	-10%	

Service Utilization

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

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔ 2 or more Services within 30 days		2	100%	75%	65%	25%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions				▪	▪								17%
Discharges	▪	▪	▪		▪	▪	▪	▪	▪	▪	▪	▪	92%
Services	▪	▪	▪		▪	▪	▪	▪	▪	▪	▪		83%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 92 Active Standard Outpatient Programs