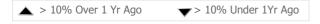**Hartford Behavioral Health**
Hartford, CT

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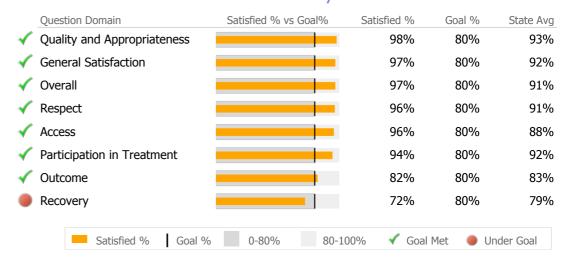
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	899	879	2%
	Admits	459	461	0%
	Discharges	403	419	-4%
	Service Hours	5,826	6,076	-4%

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		899	100.0%

Consumer Satisfaction Survey   (Based on 91 FY16 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✔	Quality and Appropriateness		98%	80%	93%
✔	General Satisfaction		97%	80%	92%
✔	Overall		97%	80%	91%
✔	Respect		96%	80%	91%
✔	Access		96%	80%	88%
✔	Participation in Treatment		94%	80%	92%
✔	Outcome		82%	80%	83%
🔴	Recovery		72%	80%	79%

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

Client Demographics

Age

	#	%	State Avg
18-25	68	8%	14%
26-34	147	16%	24%
35-44	149	17%	20%
45-54	290	32%	22%
55-64	193	21%	16%
65+	52	6%	5%

Gender

		#	%		State Avg
Female		523	58%	▲	40%
Male		376	42%	▼	60%
Transgender					0%

Ethnicity

		#	%		State Avg
Hisp-Puerto Rican		576	64%	▲	13%
Non-Hispanic		241	27%	▼	74%
Hispanic-Other		66	7%		7%
Unknown		12	1%		6%
Hispanic-Cuban		2	0%		0%
Hispanic-Mexican		2	0%		1%

Race

		#	%		State Avg
Other		587	65%	▲	13%
Black/African American		152	17%		16%
White/Caucasian		126	14%	▼	65%
Multiple Races		14	2%		1%
Unknown		11	1%		3%
Am. Indian/Native Alaskan		5	1%		1%
Asian		2	0%		1%
Hawaiian/Other Pacific Islander		2	0%		0%

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

Mental Health Outpatient608210
Hartford Behavioral Health
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	789	737	7%
Admits	395	368	7%
Discharges	329	336	-2%
Service Hours	5,021	4,998	0%

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		91%	93%

On-Time Periodic	Actual % vs Goal %	Actual	State Avg
6 Month Updates		65%	70%

Cooccurring	Actual % vs Goal %	Actual	State Avg
✓ MH Screen Complete		99%	82%
✓ SA Screen Complete		99%	81%

Diagnosis	Actual % vs Goal %	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		146	44%	50%	45%	-6%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Social Support		467	57%	60%	70%	-3%
✓ Improved/Maintained Axis V GAF Score		546	84%	75%	59%	9%
🔴 Stable Living Situation		712	87%	95%	86%	-8%
🔴 Employed		102	13%	30%	23%	-17% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		484	100%	90%	90%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 2 or more Services within 30 days		234	60%	75%	65%	-15% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% 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 92 Active Standard Outpatient Programs

MH Outpatient 1st Init 608210X
Hartford Behavioral Health
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	132	153	-14%	▼
Admits	64	93	-31%	▼
Discharges	74	83	-11%	▼
Service Hours	806	1,079	-25%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		88%	93%

On-Time Periodic		Actual	State Avg
✓ 6 Month Updates		72%	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		99%	89%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴	Treatment Completed Successfully		34	46%	50%	45%	-4%

Recovery

	National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Social Support		79	59%	60%	70%	-1%	
🔴	Stable Living Situation		116	87%	95%	86%	-8%	
🔴	Improved/Maintained Axis V GAF Score		83	69%	75%	59%	-6%	
🔴	Employed		16	12%	30%	23%	-18%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓	Clients Receiving Services		61	100%	90%	90%	10%

Service Engagement

	Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	2 or more Services within 30 days		33	52%	75%	65%	-23%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢		▢	▢	▢	▢	▢	▢	▢	▢	92%
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 92 Active Standard Outpatient Programs