Waterbury Hospital Health Center
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2017 - June 2018   (Data as of Sep 18, 2018)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	1,312	1,094	20%	▲
	Admits	2,222	2,311	-4%	
	Discharges	2,210	2,302	-4%	
	Service Hours	2,302	3,377	-32%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Crisis Services	912	67.5%
	Outpatient	327	24.2%
	Case Management	88	6.5%
	IOP	24	1.8%

Consumer Satisfaction Survey   (Based on 156 FY17 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Quality and Appropriateness		94%	80%	93%
✓	Respect		93%	80%	91%
✓	Access		93%	80%	88%
✓	Participation in Treatment		92%	80%	92%
✓	General Satisfaction		90%	80%	92%
✓	Overall		89%	80%	91%
✓	Outcome		80%	80%	83%
🔴	Recovery		48%	80%	79%

Satisfied %	Goal %	0-80%	80-100%	✓ Goal Met	🔴 Under Goal

Client Demographics

Age

Age	#	%	State Avg
18-25	166	14%	13%
26-34	226	19%	24%
35-44	215	19%	20%
45-54	262	23%	21%
55-64	197	17%	16%
65+	96	8%	5%

Gender

Gender	#	%		State Avg
Female	685	52%	▲	40%
Male	625	48%	▼	60%
Transgender				0%

Ethnicity

Ethnicity	#	%		State Avg
Non-Hispanic	1,003	76%		72%
Hispanic-Other	246	19%	▲	7%
Hisp-Puerto Rican	52	4%		12%
Unknown	10	1%		7%
Hispanic-Cuban	1	0%		0%
Hispanic-Mexican				1%

Race

Race	#	%	State Avg
White/Caucasian	773	59%	64%
Other	257	20%	13%
Black/African American	247	19%	17%
Multiple Races	16	1%	1%
Asian	12	1%	1%
Am. Indian/Native Alaskan	6	0%	1%
Unknown	1	0%	4%
Hawaiian/Other Pacific Islander			0%

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

Crisis 522-200
Waterbury Hospital Health Center
Mental Health - Crisis Services - Mobile Crisis Team

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
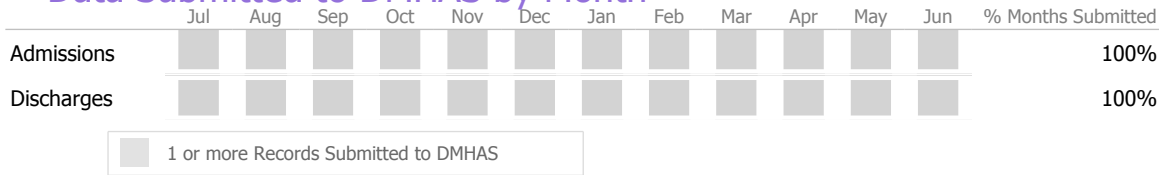Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	912	627	45%	▲
Admits	1,048	646	62%	▲
Discharges	1,037	639	62%	▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Evaluation within 1.5 hours of Request		651	64%	75%	68%	-11%	▼
🔴 Community Location Evaluation		0	0%	80%	80%	-80%	▼
🔴 Follow-up Service within 48 hours		29	6%	90%	65%	-84%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	▢	100%

▢ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

DBT IOP-1st Initiative522-212X
Waterbury Hospital Health Center
Mental Health - IOP - Standard IOP

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	24	35	-31%	▼
Admits	46	59	-22%	▼
Discharges	45	59	-24%	▼
Service Hours	312	857	-64%	▼
Social Rehab/PHP/IOP Days	0	0		

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		19%	88%

On-Time Periodic		Actual	State Avg
6 Month Updates		0%	33%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	79%
SA Screen Complete		0%	81%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	99%
Valid Axis V GAF Score		0%	92%

Discharge Outcomes

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴	Treatment Completed Successfully		0	0%	50%	72%	-50%	▼
	Follow-up within 30 Days of Discharge		N/A	N/A	90%	76%	N/A	

Recovery

National Recovery Measures (NOMS)		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Employed		19	41%	30%	28%	11%	▲
🔴	Social Support		0	0%	60%	66%	-60%	▼
🔴	Improved/Maintained Axis V GAF Score		0	0%	75%	83%	-75%	▼
🔴	Stable Living Situation		0	0%	95%	85%	-95%	▼

Service Utilization

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔	Clients Receiving Services		4	100%	90%	82%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	▢		▢	▢		▢	83%
Discharges	▢	▢	▢	▢	▢	▢	▢		▢	▢		▢	83%
Services	▢		▢	▢	▢		▢		▢		▢		58%

▢ 1 or more Records Submitted to DMHAS
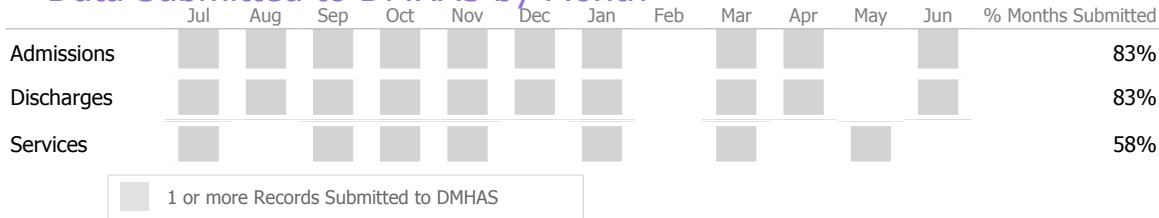
▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 5 Active Standard IOP Programs

Grandview Adult OP Clinic52221
Waterbury Hospital Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	304	352	-14%	▼
Admits	993	1,443	-31%	▼
Discharges	993	1,443	-31%	▼
Service Hours	1,344	1,860	-28%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		20%	94%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	69%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	88%
SA Screen Complete		0%	88%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
Valid Axis V GAF Score		0%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		2	0%	50%	45%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		142	14%	30%	24%	-16%	▼
🔴 Social Support		0	0%	60%	69%	-60%	▼
🔴 Improved/Maintained Axis V GAF Score		0	0%	75%	54%	-75%	▼
🔴 Stable Living Situation		0	0%	95%	86%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		64	100%	90%	89%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		88	29%	75%	67%	-46%	▼

Data Submitted to DMHAS by Month
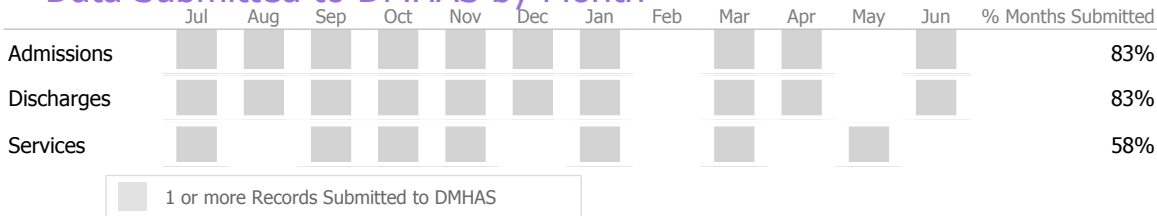
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▨	▨	▨	▨	▨	▨	▨		▨	▨		▨	83%
Discharges	▨	▨	▨	▨	▨	▨	▨		▨	▨		▨	83%
Services	▨		▨	▨	▨		▨		▨		▨		58%

▨ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual	▏ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Homeless Outreach 522-294
Waterbury Hospital Health Center
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	88	84	5%
Admits	54	54	0%
Discharges	54	52	4%
Service Hours	615	626	-2%

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ at least 1 Service within 180 days		54	100%	50%	95%	50% ▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■		■	■	■	■		■	83%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✔ Goal Met   ● Below Goal
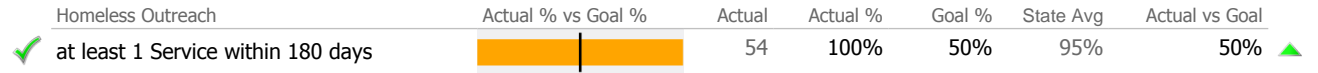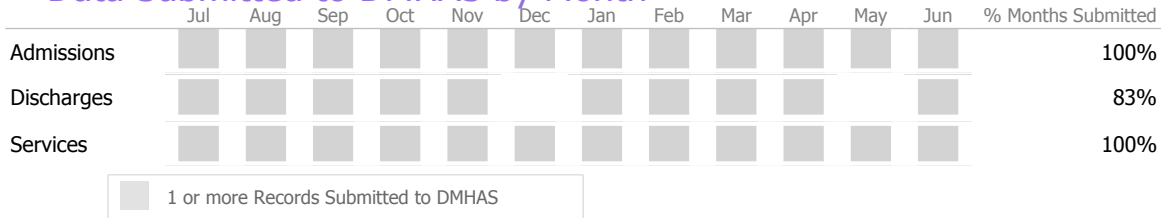
* State Avg based on 39 Active Outreach & Engagement Programs

Outpatient Expansion 522211
Waterbury Hospital Health Center
Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	25	29	-14%	▼
Admits	81	109	-26%	▼
Discharges	81	109	-26%	▼
Service Hours	30	35	-12%	▼

Data Submission Quality

Data Entry	Actual % vs Goal %	Actual	State Avg
Valid NOMS Data		20%	94%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	69%

Cooccurring		Actual	State Avg
MH Screen Complete		0%	88%
SA Screen Complete		0%	88%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
Valid Axis V GAF Score		0%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		0	0%	50%	45%	-50%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		8	10%	30%	24%	-20%	▼
🔴 Social Support		0	0%	60%	69%	-60%	▼
🔴 Improved/Maintained Axis V GAF Score		0	0%	75%	54%	-75%	▼
🔴 Stable Living Situation		0	0%	95%	86%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✔ Clients Receiving Services		8	100%	90%	89%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		2	8%	75%	67%	-67%	▼

Data Submitted to DMHAS by Month
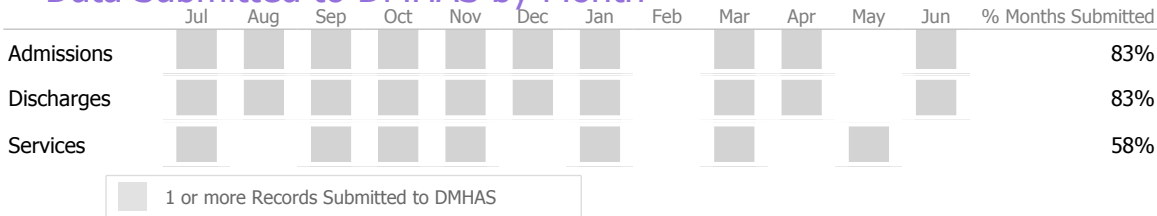
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	▪	▪	▪	▪	▪	▪	▪			▪	▪		▪	83%
Discharges		▪	▪	▪	▪	▪	▪		▪		▪		83%
Services		▪		▪	▪	▪		▪		▪		▪		58%

▪ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

🟧 Actual | Goal   ✔ Goal Met   🔴 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Respite Program 201
Waterbury Hospital Health Center
Mental Health - Crisis Services - Respite Bed

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		N/A	N/A	85%	86%	N/A
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	79%	N/A

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Avg Utilization Rate		15	N/A	N/A	0%	90%	67%	-90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal   ✓ Goal Met   🔴 Below Goal

* State Avg based on 10 Active Respite Bed Programs