Waterbury Hospital Health Center
Waterbury, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - September 2019   (Data as of Dec 27, 2019)
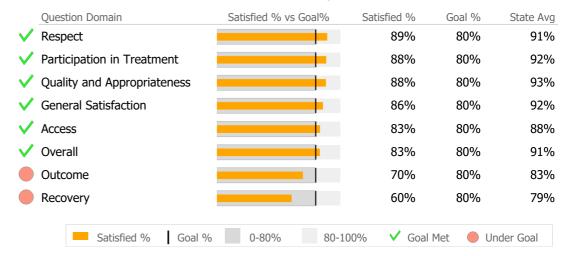
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	137	281	-51%	▼
	Admits	25	195	-87%	▼
	Discharges	29	209	-86%	▼
	Service Hours	106	366	-71%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Crisis Services	95	69.3%
	Case Management	41	29.9%
	IOP	1	0.7%

Consumer Satisfaction Survey   (Based on 516 FY19 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Respect		89%	80%	91%
✓	Participation in Treatment		88%	80%	92%
✓	Quality and Appropriateness		88%	80%	93%
✓	General Satisfaction		86%	80%	92%
✓	Access		83%	80%	88%
✓	Overall		83%	80%	91%
●	Outcome		70%	80%	83%
●	Recovery		60%	80%	79%

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

Client Demographics

Age

Age	#	%	State Avg
18-25	20	15%	9%
26-34	28	21%	22%
35-44	17	13%	21%
45-54	33	25%	20%
55-64	26	20%	20%
65+	9	7%	7%

Gender

Gender	#	%	State Avg
Male	69	50%	59%
Female	68	50%	41%
Transgender			0%

Ethnicity

Ethnicity	#	%	State Avg
Non-Hispanic	100	73%	71%
Hisp-Puerto Rican	18	13%	12%
Hispanic-Other	14	10%	7%
Unknown	5	4%	9%
Hispanic-Cuban			0%
Hispanic-Mexican			1%

Race

Race	#	%	State Avg
White/Caucasian	91	66%	64%
Black/African American	25	18%	16%
Other	18	13%	13%
Am. Indian/Native Alaskan	3	2%	1%
Asian			1%
Multiple Races			1%
Hawaiian/Other Pacific Islander			0%
Unknown			5%

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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

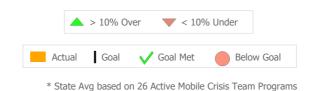| Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	95	144	-34%	▼
Admits	14	64	-78%	▼
Discharges	14	66	-79%	▼

Crisis

		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✔	Evaluation within 1.5 hours of Request		12	86%	75%	75%	11%	▲
🔴	Community Location Evaluation		0	0%	80%	94%	-80%	▼
🔴	Follow-up Service within 48 hours		0	0%	90%	91%	-90%	▼

▲ > 10% Over	▼ < 10% Under

🟧 Actual	❙ Goal	✔ Goal Met	🔴 Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				67%
Discharges				33%

1 or more Records Submitted to DMHAS

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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	1	8	-88%	▼
Admits	-	9	-100%	▼
Discharges	-	9	-100%	▼
Service Hours	-	43	-100%	▼
Social Rehab/PHP/IOP Days	0	0		

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	95%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	14%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	100%
SA Screen Complete		N/A	100%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
Valid Axis V GAF Score		0%	96%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%
Services				0%

☐ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	83%	N/A
Follow-up within 30 Days of Discharge		N/A	N/A	90%	80%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		0	0%	30%	32%	-30%	▼
● Social Support		0	0%	60%	53%	-60%	▼
● Improved/Maintained Axis V GAF Score		0	0%	75%	88%	-75%	▼
● Stable Living Situation		0	0%	95%	77%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		0	0%	90%	64%	N/A	▼

▲ > 10% Over   ▼ < 10% Under

☐ Actual | Goal   ✔ Goal Met   ● Below Goal

* State Avg based on 3 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	74		▼
Admits	-	97	-100%	▼
Discharges	-	97	-100%	▼
Service Hours	-	195	-100%	▼

Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		N/A	86%

On-Time Periodic		Actual	State Avg
6 Month Updates		N/A	56%

Co-occurring		Actual	State Avg
MH Screen Complete		N/A	61%
SA Screen Complete		N/A	61%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	46%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		N/A	N/A	30%	22%	-30%	▼
🔴 Improved/Maintained Axis V GAF Score		N/A	N/A	75%	42%	-75%	▼
🔴 Social Support		N/A	N/A	60%	62%	-60%	▼
🔴 Stable Living Situation		N/A	N/A	95%	79%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		N/A	N/A	90%	74%	N/A	▼

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 89 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 2019 - September 2019 (Data as of Dec 27, 2019)
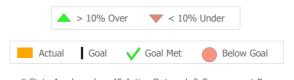
Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	41	46	-11%	▼
Admits	11	11	0%	
Discharges	15	23	-35%	▼
Service Hours	106	124	-15%	▼

Service Engagement

Homeless Outreach		Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
✓	at least 1 Service within 180 days		11	100%	50%	96%	50%	▲

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions	■	■	■	100%
Discharges	■	■	■	100%
Services		■	■	67%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 45 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 2019 - September 2019 (Data as of Dec 27, 2019)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	0	13		▼
Admits	-	14	-100%	▼
Discharges	-	14	-100%	▼
Service Hours	-	6	-100%	▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	86%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	56%

Co-occurring	Actual	State Avg
MH Screen Complete	N/A	61%
SA Screen Complete	N/A	61%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% Months Submitted
Admissions				0%
Discharges				0%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	46%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		N/A	N/A	30%	22%	-30%	▼
● Improved/Maintained Axis V GAF Score		N/A	N/A	75%	42%	-75%	▼
● Social Support		N/A	N/A	60%	62%	-60%	▼
● Stable Living Situation		N/A	N/A	95%	79%	-95%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		N/A	N/A	90%	74%	N/A	▼

▲ > 10% Over   ▼ < 10% Under

◻ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 89 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 2019 - September 2019 (Data as of Dec 27, 2019)

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%	88%	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%	81%	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%	91%	-90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	% 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