Backus Hospital
Norwich, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
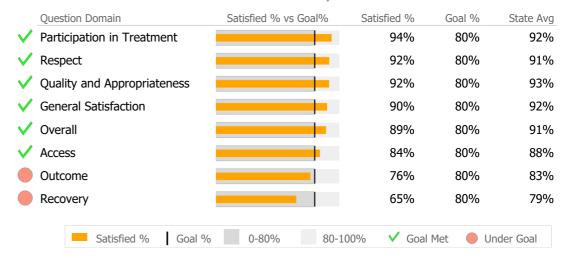Reporting Period: July 2019 - December 2019   (Data as of Apr 06, 2020)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	544	575	-5%	
	Admits	68	123	-45%	▼
	Discharges	85	76	12%	▲
	Service Hours	1,145	1,644	-30%	▼

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

Clients by Level of Care

Program Type	Level of Care Type		#	%
Mental Health				
	Outpatient		544	100.0%

Consumer Satisfaction Survey   (Based on 111 FY19 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		94%	80%	92%
✓ Respect		92%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ General Satisfaction		90%	80%	92%
✓ Overall		89%	80%	91%
✓ Access		84%	80%	88%
🔴 Outcome		76%	80%	83%
🔴 Recovery		65%	80%	79%

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

Client Demographics

Age

	#	%		State Avg
18-25	27	5%		10%
26-34	48	9%	▼	23%
35-44	74	14%		22%
45-54	109	20%		20%
55-64	144	26%		19%
65+	142	26%	▲	7%

Gender

	#	%		State Avg
Female	338	62%	▲	40%
Male	205	38%	▼	60%
Transgender				0%

Ethnicity

	#	%		State Avg
Non-Hispanic	516	95%	▲	70%
Hispanic-Other	26	5%		8%
Unknown	2	0%		9%
Hispanic-Cuban				0%
Hispanic-Mexican				1%
Hisp-Puerto Rican			▼	12%

Race

	#	%		State Avg
White/Caucasian	472	87%	▲	63%
Black/African American	35	6%	▼	17%
Other	31	6%		13%
Asian	3	1%		1%
Am. Indian/Native Alaskan	2	0%		1%
Unknown	1	0%		5%
Multiple Races				1%
Hawaiian/Other Pacific Islander				0%

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 2019 - December 2019 (Data as of Apr 06, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
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Data Submission Quality

Data Entry		Actual	State Avg
Valid NOMS Data		57%	85%

On-Time Periodic		Actual	State Avg
● 6 Month Updates		0%	58%

Co-occurring		Actual	State Avg
MH Screen Complete		0%	57%
SA Screen Complete		0%	58%

Diagnosis		Actual	State Avg
✓ Valid Axis I Diagnosis		100%	97%
Valid Axis V GAF Score		70%	90%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% Months Submitted
Admissions	▢	▢	▢	▢	▢	▢	100%
Discharges	▢	▢	▢				67%
Services				▢	▢		33%

▢ 1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Treatment Completed Successfully		1	1%	50%	43%	-49%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Employed		67	12%	30%	24%	-18%	▼
● Social Support		73	13%	60%	63%	-47%	▼
● Stable Living Situation		178	33%	95%	80%	-62%	▼
● Improved/Maintained Axis V GAF Score		28	6%	75%	48%	-69%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● Clients Receiving Services		296	64%	90%	81%	-26%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
● 2 or more Services within 30 days		38	56%	75%	77%	-19%	▼

▲ > 10% Over   ▼ < 10% Under

■ Actual | Goal   ✓ Goal Met   ● Below Goal

* State Avg based on 89 Active Standard Outpatient Programs