Charlotte Hungerford Hospital
Torrington, CT

Connecticut Dept of Mental Health and Addiction Services
Provider Quality Dashboard
Reporting Period: July 2019 - March 2020   (Data as of Jul 15, 2020)
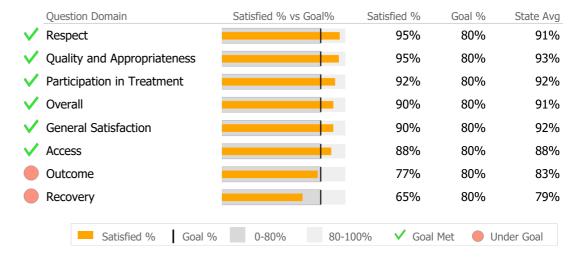
Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	2,442	2,486	-2%	
	Admits	103	497	-79%	▼
	Discharges	35	177	-80%	▼
	Service Hours	3,277	4,085	-20%	▼

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health			
	Outpatient	2,156	86.9%
	Case Management	190	7.7%
Addiction			
	Case Management	134	5.4%

Consumer Satisfaction Survey   (Based on 194 FY19 Surveys)

	Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓	Respect		95%	80%	91%
✓	Quality and Appropriateness		95%	80%	93%
✓	Participation in Treatment		92%	80%	92%
✓	Overall		90%	80%	91%
✓	General Satisfaction		90%	80%	92%
✓	Access		88%	80%	88%
●	Outcome		77%	80%	83%
●	Recovery		65%	80%	79%

Legend: Satisfied % | Goal %   0-80%   80-100%   ✓ Goal Met   ● Under Goal

Client Demographics

Age

	#	%	State Avg
18-25	201	8%	11%
26-34	402	16%	23%
35-44	427	18%	22%
45-54	503	21%	20%
55-64	542	22%	18%
65+	364	15%	6%

Gender

	#	%		State Avg
Female	1,482	61%	▲	40%
Male	959	39%	▼	60%
Transgender				0%

Ethnicity

	#	%		State Avg
Non-Hispanic	2,274	93%	▲	70%
Unknown	79	3%		10%
Hispanic-Other	74	3%		8%
Hisp-Puerto Rican	14	1%	▼	12%
Hispanic-Cuban	1	0%		0%
Hispanic-Mexican				1%

Race

	#	%		State Avg
White/Caucasian	2,258	92%	▲	62%
Other	82	3%		13%
Black/African American	52	2%	▼	17%
Unknown	34	1%		5%
Asian	7	0%		1%
Am. Indian/Native Alaskan	5	0%		1%
Multiple Races	4	0%		1%
Hawaiian/Other Pacific Islander				0%

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

Addiction Case Management - Torrington
Charlotte Hungerford Hospital
Addiction - Case Management - Standard Case Management

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	134	121	11%	▲
Admits	49	80	-39%	▼
Discharges	-	49	-100%	▼
Service Hours	31	92	-67%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✓ Valid NOMS Data		100%	98%

On-Time Periodic		Actual	State Avg
🔴 6 Month Updates		0%	44%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	80%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Employed		19	14%	20%	33%	-6%
🔴 Stable Living Situation		84	63%	80%	85%	-17% ▼
🔴 Self Help		25	19%	60%	73%	-41% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
🔴 Clients Receiving Services		49	37%	90%	77%	-53% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										0%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

Actual | Goal ✓ Goal Met 🔴 Below Goal

* State Avg based on 8 Active Standard Case Management Programs

MH Svs to the Homeless 503294
Charlotte Hungerford Hospital
Mental Health - Case Management - Outreach & Engagement

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	190	192	-1%
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Service Engagement

Homeless Outreach	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● at least 1 Service within 180 days		0	0%	50%	93%	-50% ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%
Services										0%

	1 or more Records Submitted to DMHAS

▲ > 10% Over	▼ < 10% Under

■ Actual		Goal	✔ Goal Met	● Below Goal

* State Avg based on 46 Active Outreach & Engagement Programs

Outpatient 503-210
Charlotte Hungerford Hospital
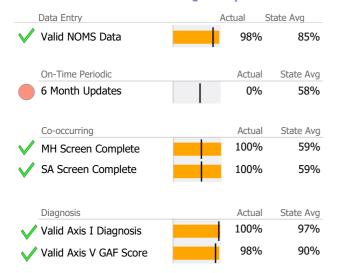Mental Health - Outpatient - Standard Outpatient

Connecticut Dept of Mental Health and Addiction Services
Program Quality Dashboard
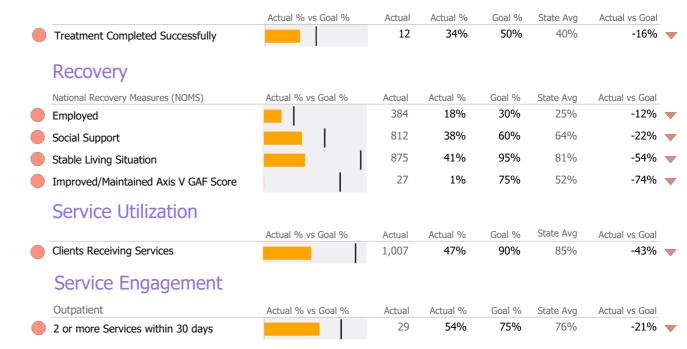Reporting Period: July 2019 - March 2020 (Data as of Jul 15, 2020)

Program Activity

Measure	Actual	1 Yr Ago	Variance %	
Unique Clients	2,156	2,208	-2%	
Admits	54	417	-87%	▼
Discharges	35	127	-72%	▼
Service Hours	3,247	3,993	-19%	▼

Data Submission Quality

Data Entry		Actual	State Avg
✔ Valid NOMS Data		98%	85%

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

Co-occurring		Actual	State Avg
✔ MH Screen Complete		100%	59%
✔ SA Screen Complete		100%	59%

Diagnosis		Actual	State Avg
✔ Valid Axis I Diagnosis		100%	97%
✔ Valid Axis V GAF Score		98%	90%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Treatment Completed Successfully		12	34%	50%	40%	-16%	▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Employed		384	18%	30%	25%	-12%	▼
🔴 Social Support		812	38%	60%	64%	-22%	▼
🔴 Stable Living Situation		875	41%	95%	81%	-54%	▼
🔴 Improved/Maintained Axis V GAF Score		27	1%	75%	52%	-74%	▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 Clients Receiving Services		1,007	47%	90%	85%	-43%	▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal	
🔴 2 or more Services within 30 days		29	54%	75%	76%	-21%	▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	▪	▪	▪					▪		44%
Discharges	▪	▪				▪	▪	▪		67%
Services	▪	▪	▪	▪		▪	▪	▪	▪	89%

☐ 1 or more Records Submitted to DMHAS

▲ > 10% Over   ▼ < 10% Under

| 🟧 Actual | | Goal | ✔ Goal Met | 🔴 Below Goal |

* State Avg based on 89 Active Standard Outpatient Programs