

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	534	621	-14%	▼
	Admits	145	188	-23%	▼
	Discharges	116	224	-48%	▼
	Service Hours	3,848	2,650	45%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	534	100.0%

Consumer Satisfaction Survey

(Based on 131 FY20 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		89%	80%	91%
✓ Quality and Appropriateness		86%	80%	93%
✓ Participation in Treatment		85%	80%	92%
✓ General Satisfaction		83%	80%	92%
✓ Overall		82%	80%	91%
✓ Access		82%	80%	88%
● Outcome		73%	80%	83%
● Recovery		66%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	38	7%	10%
26-34	55	10%	22%
35-44	79	15%	23%
45-54	86	16%	19%
55-64	148	28%	18%
65+	126	24%	7%

Gender	#	%	State Avg
Female	320	60%	41%
Male	213	40%	59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	487	91%	68%
Hispanic-Other	36	7%	8%
Unknown	11	2%	12%
Hispanic-Cuban			0%
Hispanic-Mexican			0%
Hisp-Puerto Rican			11%

Race	#	%	State Avg
White/Caucasian	446	84%	61%
Other	41	8%	13%
Black/African American	35	7%	17%
Unknown	9	2%	6%
Am. Indian/Native Alaskan	2	0%	0%
Asian	1	0%	1%
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 2020 - June 2021 (Data as of Sep 20, 2021)

Program Activity

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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	51%	86%
On-Time Periodic	Actual	State Avg
6 Month Updates	41%	54%
Co-occurring	Actual	State Avg
MH Screen Complete	62%	80%
SA Screen Complete	45%	81%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		3	3%	50%	36%	-47% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		106	19%	30%	24%	-11% ▼
Social Support		229	42%	60%	62%	-18% ▼
Stable Living Situation		12	2%	95%	75%	-93% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		345	80%	90%	85%	-10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		107	76%	75%	75%	1%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 88 Active Standard Outpatient Programs

Variances in data may be indicative of operational adjustments related to the pandemic.