

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %	
	Unique Clients	662	506	31%	▲
	Admits	67	92	-27%	▼
	Discharges	46	24	92%	▲
	Service Hours	1,772	1,297	37%	▲

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

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	662	100.0%

Consumer Satisfaction Survey

(Based on 5 FY23 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		100%	80%	91%
✓ Quality and Appropriateness		80%	80%	93%
✓ Participation in Treatment		80%	80%	92%
✓ General Satisfaction		80%	80%	92%
✓ Overall		80%	80%	91%
✓ Access		80%	80%	88%
● Outcome		75%	80%	83%
● Recovery		60%	80%	79%

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

Client Demographics

Age	#	%	State Avg
18-25	41	6%	8%
26-34	98	15%	19%
35-44	102	15%	24%
45-54	109	16%	18%
55-64	138	21%	19%
65+	174	26%	▲ 10%

Gender	#	%	State Avg
Female	406	61%	▲ 41%
Male	256	39%	▼ 59%
Transgender			0%

Ethnicity	#	%	State Avg
Non-Hispanic	585	88%	▲ 65%
Hispanic-Other	50	8%	10%
Unknown	27	4%	14%
Hispanic-Cuban			0%
Hispanic-Mexican			1%
Hisp-Puerto Rican			10%

Race	#	%	State Avg
White/Caucasian	530	80%	▲ 60%
Black/African American	51	8%	17%
Other	48	7%	12%
Unknown	25	4%	8%
Am. Indian/Native Alaskan	4	1%	1%
Asian	4	1%	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 2023 - December 2023 (Data as of Mar 26, 2024)

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Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	59%	90%
On-Time Periodic	Actual	State Avg
6 Month Updates	17%	52%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	97%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	2%	50%	38%	-48% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		267	40%	60%	63%	-20% ▼
Employed		67	10%	30%	25%	-20% ▼
Improved/Maintained Function Score		75	12%	75%	41%	-63% ▼
Stable Living Situation		10	2%	95%	72%	-93% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		361	59%	90%	84%	-31% ▼

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		50	75%	75%	61%	0%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	% 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 77 Active Standard Outpatient Programs

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