Introduction

In collaboration with our executive management, support staff, clinical, fiscal and human resource departments, North Range created a Productivity Report in Tableau that provides monthly and review-year-end statistics for staff.

This has shed light on many factors that contribute to success for both our staff and our agency.

Previous Approaches

Time is not enough, it does not tell the whole story.

RVUs and Counts of Services do not account well for all clinicians in all programs. WE wanted:

To include additional factors like time off or contracted work that isn't billed to a payor (such as school-based consultation time or court preparation).

A measure that managed time and money and was perceived as fair and transparent to the staff while protecting the organization.

A more collaborative approach that included input from multiple perspectives across the agency.
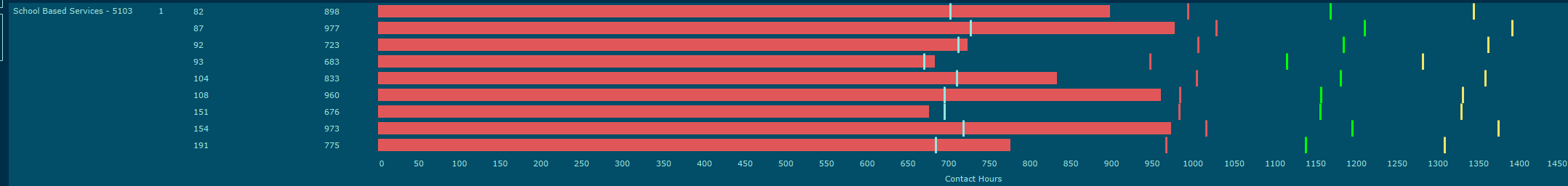
Productivity

Percent of Current Appraisal Year Elapsed

NORTH RANGE BEHAVIORAL HEALTH

Appraisal Year
(All)

Staff Program
School Based Services - 5103

Provider
(Multiple values)

Active/Inactive Staff
ACTIVE
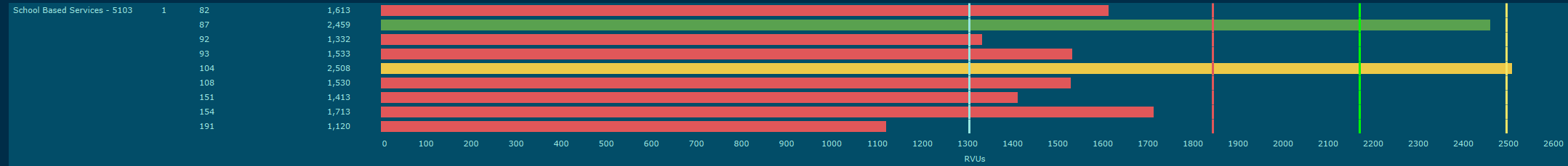
0% 2% 4% 6% 8% 10% 12% 14% 16% 18% 20% 22% 24% 26% 28% 30% 32% 34% 36% 38% 40% 42% 44% 46% 48% 50% 52% 54% 56% 58% 60% 62% 64% 66% 68% 70% 72% 74% 76% 78% 80% 82% 84% 86% 88% 90% 92% 94% 96% 98%

|Current |Minimum |Goal |Exceeded

Contact Hours

School Based Services - 5103	1	82	898
		87	977
		92	723
		93	683
		104	833
		108	960
		151	676
		154	973
		191	775

0 50 100 150 200 250 300 350 400 450 500 550 600 650 700 750 800 850 900 950 1000 1050 1100 1150 1200 1250 1300 1350 1400 1450

Contact Hours

Units of Service

School Based Services - 5103	1	82	1,570
		87	1,884
		92	1,020
		93	1,283
		104	2,375
		108	1,474
		151	1,553
		154	1,231
		191	1,268

0 100 200 300 400 500 600 700 800 900 1000 1100 1200 1300 1400 1500 1600 1700 1800 1900 2000 2100 2200 2300

Units of Service

RVUs

School Based Services - 5103	1	82	1,613
		87	2,459
		92	1,332
		93	1,533
		104	2,508
		108	1,530
		151	1,413
		154	1,713
		191	1,120

0 100 200 300 400 500 600 700 800 900 1000 1100 1200 1300 1400 1500 1600 1700 1800 1900 2000 2100 2200 2300 2400 2500 2600

RVUs

Met Goal?
- UNDER MINIMUM
- ABOVE MINIMUM
- MET GOAL
- EXCEEDED

Annual Dashboard | Monthly Dashboard | Individual Month Dashboard | Meets/Exceeds Dashboard | Service Drilldown Dashboard | Service Category Pie | Pie Dashboard | Monthly Contact Time Aggre... | Report Definition | Meets/Exceeds Annual | Meets/Exceeds Monthly | Year Elapsed | Contact Hours Annual Bar | Units of Service Annual Bar | RVUs Annual Bar | Contact Hours Individu...

NORTH RANGE BEHAVIORAL HEALTH

| Minimum | Goal | Exceeds

Contact Hours

Appraisal Year
(All)

Provider
(Multiple values)

Month
(Multiple values)

FTE	Provider	March	April	May
1	82			
	87			
	92			
	104			
	108			
	151			
	154			
	168			
	185			
	191			

Contact Hours including Co-Hours Monthly
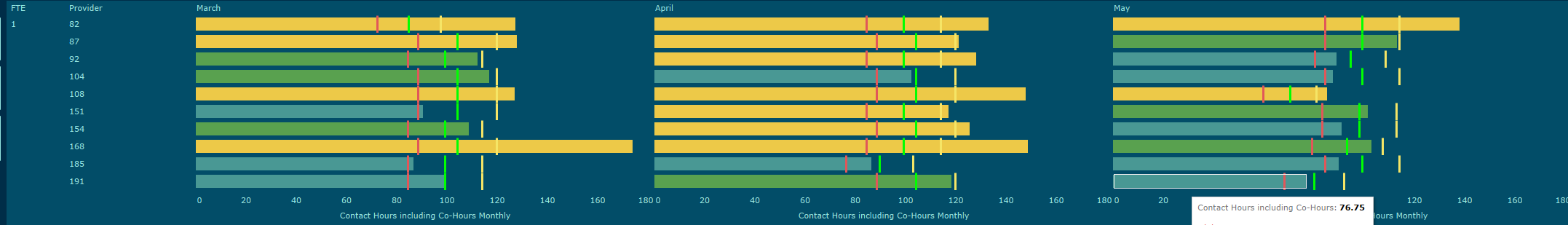
Contact Hours including Co-Hours: 76.75

Minimum: 68.00
Goal: 80.00
Exceeds: 92.00

Units of Service

Select 1 or more Months to compare, recommend no more than 3-4 months for best view.
Select 1 or more Staff to compare, recommend no more than 7-8 staff for best view.
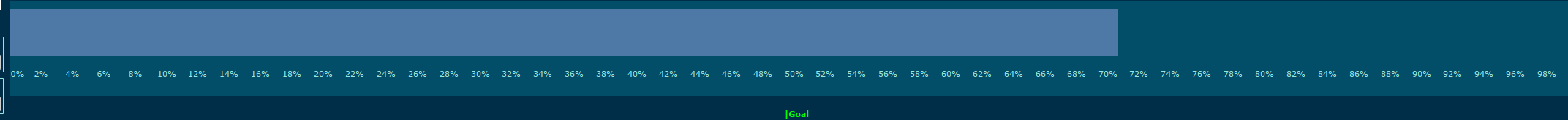
FTE	Provider	March	April	May
1	82			
	87			
	92			
	104			
	108			
	151			
	154			
	168			
	185			
	191			

Units of Service

RVUs

FTE	Provider	March	April	May
1	82			
	87			
	92			
	104			
	108			
	151			
	154			
	168			
	185			
	191			

RVUs

Made Monthly Unit Goal?
UNDER MINIMUM
ABOVE MINIMUM
MET GOAL
EXCEEDED

Annual Dashboard | Monthly Dashboard | Individual Month Dashboard | Meets/Exceeds Dashboard | Service Drilldown Dashboard | Service Category Pie | Pie Dashboard | Monthly Contact Time Aggre... | Report Definition | Meets/Exceeds Annual | Meets/Exceeds Monthly | Year Elapsed | Contact Hours Annual Bar | Units of Service Annual Bar | RVUs Annual Bar | Contact Hours Individu...

Productivity
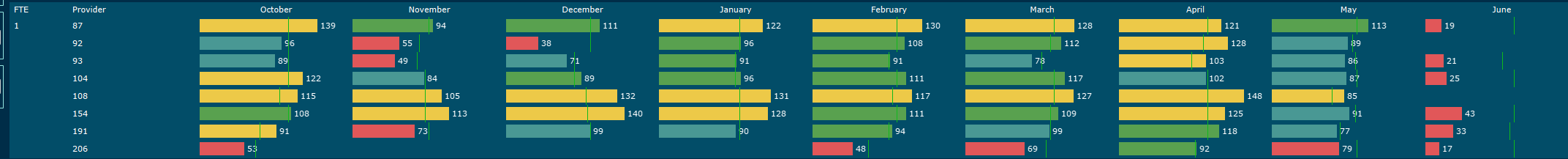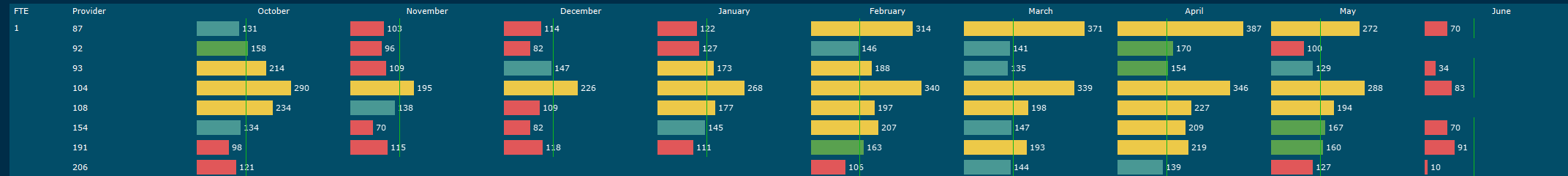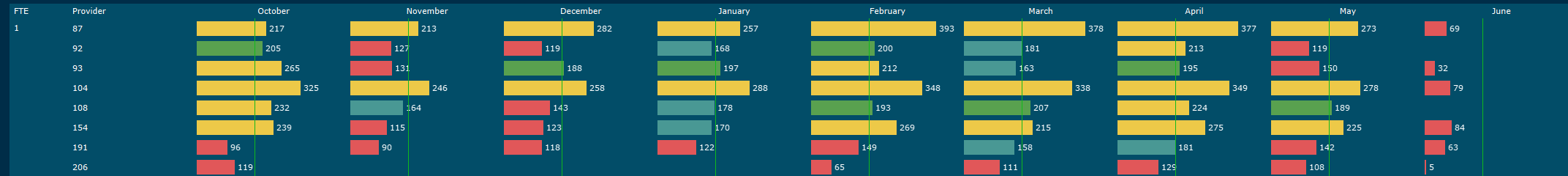
Percent of Current Appraisal Year Elapsed

Meets/Exceeds Annual Calculator

Staff Program	FTE	Provider	M/E Contact Hours	M/E Units	M/E RVUs	M/E Calcula..
School Based Services - 5103	1	87	0	1	1	2
		92	0	0	0	1
		93	0	0	0	1
		104	0	2	2	3
		108	0	0	0	1
		154	0	0	0	1
		191	0	0	0	1
		206	0	0	0	1

Meets/Exceeds Monthly

Staff Program	FTE	Provider	Month of Date Of Service	M/E Contact Hours Monthly	M/E Units Monthly	M/E RVUs Monthly
School Based Services - 5103	1	87	October 2020	2	0.1	2
			November 2020	1	0	2
			December 2020	1	0	2
			January 2021	2	0	2
			February 2021	2	2	2
			March 2021	2	2	2
			April 2021	2	2	2
			May 2021	1	2	2
			June 2021	0	0	0
		92	October 2020	0.1	1	1
			November 2020	0	0	0
			December 2020	0	0	0
			January 2021	1	0	0.1
			February 2021	1	0.1	1
			March 2021	1	0.1	0.1
			April 2021	2	1	2
			May 2021	0.1	0	0
		93	October 2020	0.1	2	2
			November 2020	0	0	0
			December 2020	0.1	0.1	1
			January 2021	1	2	2
			February 2021	1	2	2
			March 2021	0.1	0.1	0.1
			April 2021	2	1	1
			May 2021	0.1	0.1	0
			June 2021	0	0	0
		104	October 2020	2	2	2
			November 2020	0.1	2	2
			December 2020	1	2	2
			January 2021	1	2	2
			February 2021	1	2	2
			March 2021	1	2	2
			April 2021	0.1	2	2
			May 2021	0.1	2	2
			June 2021	0	0	0
		108	October 2020	2	2	2
			November 2020	2	0.1	0.1
			December 2020	2	0	0
			January 2021	2	2	0.1
			February 2021	2	2	1
			March 2021	2	2	1
			April 2021	2	2	2
			May 2021	2	2	1
		154	October 2020	1	0.1	2
			November 2020	2	0	0
			December 2020	2	0	0
			January 2021	2	0.1	0.1
			February 2021	1	2	2
			March 2021	1	0.1	2

Staff Program
School Based Services - 5103

Provider
(Multiple values)

Month
(All)

Service Drilldown

Appraisal Year
(All)

Provider
(Multiple values)

Month
(All)

This Dashboard provides an easier way to verify exactly which services are being counted in Productivity and how much each service contributes to the three measures. Staff can compare this list to their schedules to confirm accuracy.
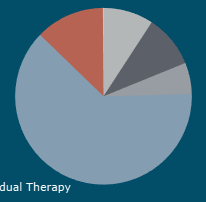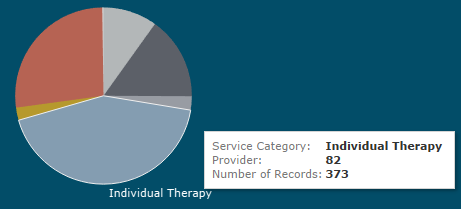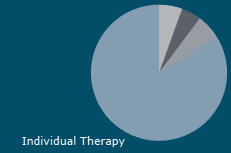
Provider	Date Of Service	Start Ti..	Form	Location	Service Code	Service	Time	Units of Service	RVUs (units*weight)
82	10/1/2020	08:00 AM	Presentation Education for Community	School	ZZ7010	MH Consultation and Education	180	2	0
		10:15 AM	Progress Note	School	H0004MHM	MH Ind Therapy 15 Min MA or above	45	3	2.97
		11:00 AM	Level II Clinical Assessment	School	907912	MH Assess Level II not BA	135	1	4.03
		11:15 AM	Ancillary Services Note	School	H0031L2	MH Assessment Non-Physician	90	1	3.13
			Edit Service Information	Telehealth	H0004MHM	MH Ind Therapy 15 Min MA or above	45	3	2.97
		02:00 PM	Progress Note	Telehealth	H0004MHM	MH Ind Therapy 15 Min MA or above	50	3	2.97
	10/2/2020	12:00 PM	Progress Note	Telehealth	H0004MHM	MH Ind Therapy 15 Min MA or above	50	3	2.97
		01:00 PM	Edit Service Information	Telehealth	90834	MH Ind Therapy 45 (38-52) minutes	40	1	2.62
		02:00 PM	Presentation Education for Community	School	ZZ7010	MH Consultation and Education	60	1	0
		04:00 PM	Ancillary Services Note	School	T1017	MH Targeted Case management	12	1	0.65
	10/4/2020	08:00 PM	Ancillary Services Note	School	ZZ7010	MH Consultation and Education	3	1	0
	10/5/2020	08:00 AM	Presentation Education for Community	School	ZZ7010	MH Consultation and Education	60	1	0
							90	1	0
		09:00 AM	Ancillary Services Note	School	T1017	MH Targeted Case management	10	1	0.65
		12:00 PM	Edit Service Information	Telehealth	H0004MHM	MH Ind Therapy 15 Min MA or above	50	3	2.97
			Presentation Education for Community	School	ZZ7010	MH Consultation and Education	60	1	0
		03:00 PM	Ancillary Services Note	School	H0031L2	MH Assessment Non-Physician	40	1	3.13
		03:12 PM	Progress Note	Telehealth	H0004MHM	MH Ind Therapy 15 Min MA or above	45	3	2.97
	10/6/2020	08:00 AM	Ancillary Services Note	School	T1017	MH Targeted Case management	12	1	0.65
		09:00 AM	Presentation Education for Community	School	ZZ7010	MH Consultation and Education	45	1	0
		10:00 AM	Level II Clinical Assessment	School	907912	MH Assess Level II not BA	135	1	4.03
		10:15 AM	Progress Note	School	H0004MHM	MH Ind Therapy 15 Min MA or above	45	3	2.97
		03:30 PM	Progress Note	Telehealth	H0004MHM	MH Ind Therapy 15 Min MA or above	35	2	1.98
	10/7/2020	09:00 AM	Progress Note	School	H0004MHM	MH Ind Therapy 15 Min MA or above	50	3	2.97
		10:15 AM	Ancillary Services Note	School	H0031L2	MH Assessment Non-Physician	45	1	3.13
		11:00 AM	Level II Clinical Assessment	School	907912	MH Assess Level II not BA	135	1	4.03
		02:00 PM	Progress Note	School	H0004MHM	MH Ind Therapy 15 Min MA or above	50	3	2.97
	10/8/2020	08:00 AM	Presentation Education for Community	School	ZZ7010	MH Consultation and Education	220	1	0
		11:00 AM	Edit Service Information	Telehealth	H0031L2	MH Assessment Non-Physician	60	1	3.13
		02:00 PM	Progress Note	Telehealth	H0004MHM	MH Ind Therapy 15 Min MA or above	50	3	2.97
		04:00 PM	Level II Clinical Assessment	School	907912	MH Assess Level II not BA	135	1	4.03
	10/9/2020	08:00 AM	Presentation Education for Community	School	ZZ7010	MH Consultation and Education	120	1	0
		11:00 AM	Edit Service Information	Telehealth	907912	MH Assess Level II not BA	135	1	4.03
		12:00 PM	Progress Note	Telehealth	H0004MHM	MH Ind Therapy 15 Min MA or above	50	3	2.97
		02:00 PM	Presentation Education for Community	School	ZZ7010	MH Consultation and Education	65	1	0
		03:00 PM	Ancillary Services Note	School	ZZ7010	MH Consultation and Education	5	1	0
			Edit Service Information	Telehealth	H0031L2	MH Assessment Non-Physician	40	1	3.13
	10/12/2020	11:00 AM	Presentation Education for Community	School	ZZ7010	MH Consultation and Education	60	1	0
		01:00 PM	Edit Service Information	Telehealth	90837	MH Ind Therapy 60 (over 52) minutes	55	1	3.92
		03:00 PM	Ancillary Services Note	School	T1017	MH Targeted Case management	15	1	0.65
		04:00 PM	Ancillary Services Note	School	T1017	MH Targeted Case management	30	2	1.3
	10/13/2020	08:00 AM	Presentation Education for Community	School	ZZ7010	MH Consultation and Education	180	1	0
		10:15 AM	Progress Note	School	H0004MHM	MH Ind Therapy 15 Min MA or above	50	3	2.97
		11:15 AM	Ancillary Services Note	School	H0031L2	MH Assessment Non-Physician	120	1	3.13
		01:00 PM	Progress Note	School	H0004MHM	MH Ind Therapy 15 Min MA or above	50	3	2.97
		02:00 PM	Progress Note	School	H0004MHM	MH Ind Therapy 15 Min MA or above	50	3	2.97
		06:00 PM	Progress Note	School	90847	MH Family Therapy w/patient	65	1	2.97
	10/14/2020	08:30 AM	Ancillary Services Note	School	T1017	MH Targeted Case management	30	2	1.3
		11:00 AM	Presentation Education for Community	School	ZZ7010	MH Consultation and Education	30	1	0
		01:00 PM	Presentation Education for Community	School	ZZ7010	MH Consultation and Education	30	1	0
		01:30 PM	Ancillary Services Note	School	H0031L2	MH Assessment Non-Physician	75	1	3.13
		02:10 PM	Progress Note	School	H0004MHM	MH Ind Therapy 15 Min MA or above	50	3	2.97
	10/15/2020	08:00 AM	Presentation Education for Community	School	ZZ7010	MH Consultation and Education	75	1	0
		09:00 AM	Ancillary Services Note	School	H0031L2	MH Assessment Non-Physician	50	1	3.13
		10:00 AM	Progress Note	School	H0004MHM	MH Ind Therapy 15 Min MA or above	50	3	2.97
		12:00 PM	Ancillary Services Note	School	T1017	MH Targeted Case management	8	1	0.65
		01:00 PM	Level II Clinical Assessment	School	907912	MH Assess Level II not BA	135	1	4.03
			Progress Note	School	H0004MHM	MH Ind Therapy 15 Min MA or above	50	3	2.97
		02:00 PM	Progress Note	Telehealth	90837	MH Ind Therapy 60 (over 52) minutes	60	1	3.92
		03:00 PM	Progress Note	Telehealth	H0004MHM	MH Ind Therapy 15 Min MA or above	50	3	2.97
	10/20/2020	09:30 AM	Ancillary Services Note	School	T1017	MH Targeted Case management	30	2	1.3
		10:00 AM	Presentation Education for Community	School	ZZ7010	MH Consultation and Education	140	1	0
		12:00 PM	Ancillary Services Note	School	H0031L2	MH Assessment Non-Physician	15	1	3.13
		01:30 PM	Ancillary Services Note	School	T1017	MH Targeted Case management	8	1	0.65
		03:15 PM	Progress Note	Telehealth	H0004MHM	MH Ind Therapy 15 Min MA or above	35	2	1.98

NORTH RANGE
BEHAVIORAL HEALTH

Appraisal Year
(All)

Month
(All)

Staff Program
School Based Services - 5103
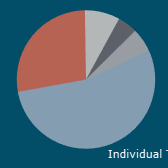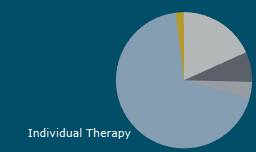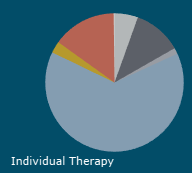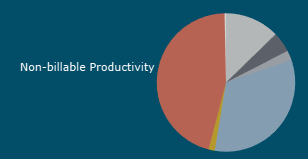
Provider
(Multiple values)

This Dashboard can help understand how different types of services contribute to Contact Hours, Units of Service and RVUs.
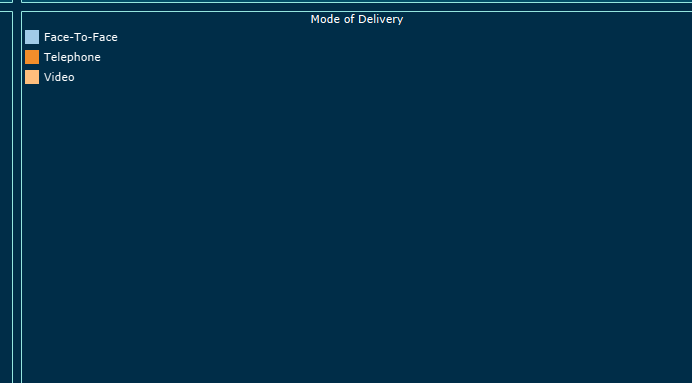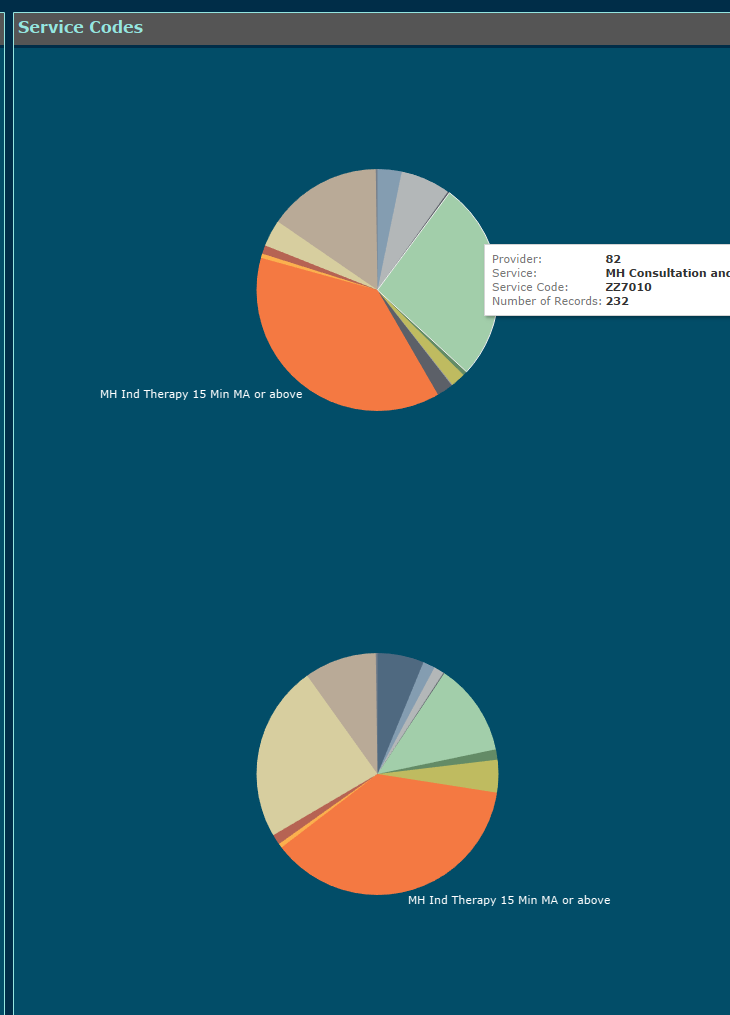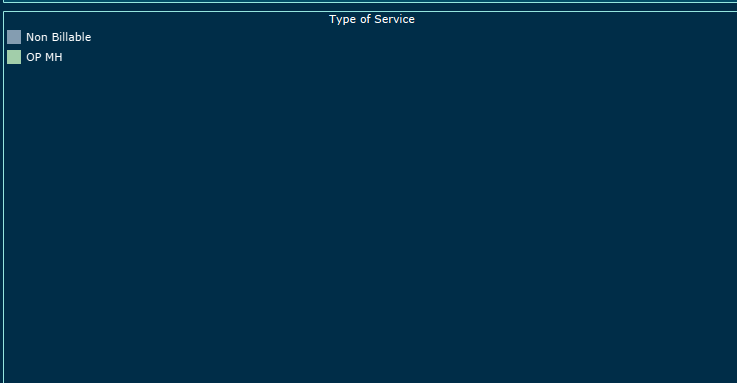Best viewed with only 1-2 staff selected.

Service Category
- Assessment
- Case Mgmt and Coordination
- Family
- Individual Therapy
- Individual-Other
- Non-billable Productivity
- Peer Support Recovery

Service Category- Number of services

Service Category: **Individual Therapy**
Provider: **82**
Number of Records: **373**

Individual Therapy

Individual Therapy

Contact Hours

Units of Service

RVUs

Non-billable Productivity

Individual Therapy

Individual Therapy

Individual Therapy

Individual Therapy

Individual Therapy

Annual Dashboard | Monthly Dashboard | Individual Month Dashboard | Meets/Exceeds Dashboard | Service Drilldown Dashboard | **Service Category Pie** | Pie Dashboard | Monthly Contact Time Aggre... | Report Definition | Meets/Exceeds Annual | Meets/Exceeds Monthly | Year Elapsed | Contact Hours Annual Bar | Units of Service Annual Bar | RVUs Annual Bar | Contact Hours Individu...

NORTH RANGE
BEHAVIORAL HEALTH

Appraisal Year
(All)

Month
(All)

Staff Program
School Based Services - 5103

Provider
(Multiple values)

Type of Service

OP MH

OP MH

Service Codes

Provider: 82
Service: MH Consultation and Education
Service Code: ZZ7010
Number of Records: 232

MH Ind Therapy 15 Min MA or above

MH Ind Therapy 15 Min MA or above

Mode of Delivery

Face-To-Face

Face-To-Face

Type of Service
- Non Billable
- OP MH

Service
- MH Assess Level I Screening
- MH Assess Level II not BA
- MH Assessment Non-Physician
- MH Behavioral Hlth Outreach per 15 min
- MH Consultation and Education
- MH Family Therapy w/o patient
- MH Family Therapy w/patient
- MH Ind Activity therapy, per 15 min
- MH Ind Skills train and dev 15 min
- MH Ind Therapy 15 Min MA or above
- MH Ind Therapy 30 (16-37) minutes
- MH Ind Therapy 45 (38-52) minutes
- MH Ind Therapy 60 (over 52) minutes
- MH Targeted Case management
- Report and Letter Writing

Mode of Delivery
- Face-To-Face
- Telephone
- Video

Report Definition

This report takes service data from Avatar and combines it with HR related staff data(FTE, PTO Time)
Three different measures are focused on: Contact Time, Units of Service and RVUs.
Contact Time includes all direct client time, additional note completion time for groups with more than 3 clients attending, co-practitioner time and time from some non-billable services like Court Preparation.
Units of Service are calculated on a Service Code basis, codes can be billed at 15, 30, 60 minutes etc. For example, 1 hour of case management, billed at 15 minutes per unit equals 4 Units of Service.
RVUs service codes have an assigned RVU weight, RVU value is that RVU weight x(#of units).

Goals
Goals have three levels, a minimum, a meets and exceeded and are based on FTE.

Contact Hours= ((2080*FTE)-PTO Hours)*.60 or 60% of your work time.
Units of Service=1800*FTE
RVU goal defined by Jobcode*FTE

Goals	Time	Units	RVUs
Minimum	51%	1530	85%
Meets	60%	1800	100%
Exceeds	69%	2070	115%

Titles Excluded from Productivity
Behavioral Health Worker I
Behavioral Health Worker II
Behavioral Health Worker III
Behavioral Health Supervisor III, IV, VI
Nurse Practitioner - MEDICAL
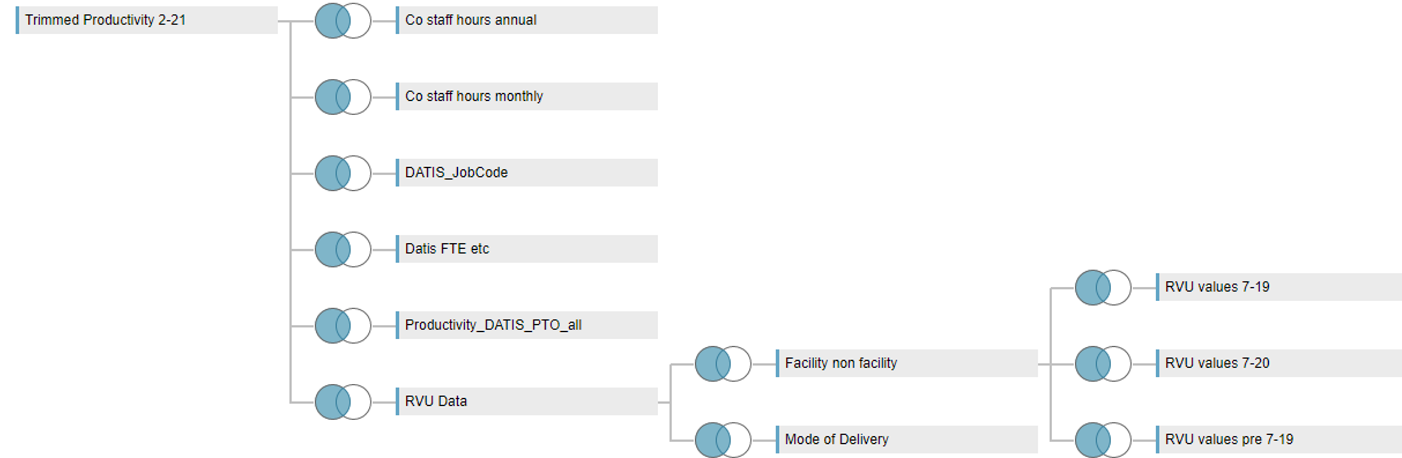Coordinator - Crisis
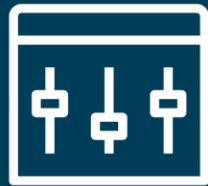Project Coordinator
Program Directors
Program Managers
Administrative Directors

Meets/Exceeds Calculations
0   –Did not Meet
0.1- Above Minimum
1   - Met Goal
2   - Exceeded Goal

NRBH_Reporting

Migrated Data is made of 12 tables.

Trimmed Productivity 2-21
Co staff hours annual
Co staff hours monthly
DATIS_JobCode
Datis FTE etc
Productivity_DATIS_PTO_all
RVU Data
Facility non facility
Mode of Delivery
RVU values 7-19
RVU values 7-20
RVU values pre 7-19

Annual Dashboard | Monthly Dashboard | Individual Month Dashboard | Meets/Exceeds Dashboard | Service Drilldown Dashboard | Service Category Pie | Pie Dashboard | Monthly Contact Time Aggre... | Report Definition | Meets/Exceeds Annual | Meets/Exceeds Monthly | Year Elapsed | Contact Hours Annual Bar | Units of Service Annual Bar | RVUs Annual Bar | Contact Hours Individu...

Questions?

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