Why do we need productivity standards?

1) Stewardship of resources (even more so with remote work)
2) Fairness
3) Promote maximum services to community
4) Budget

STAFF DESERVE CLEAR JOB EXPECTATIONS!

Children's Special Health Care Services Productivity

Required = 100 Units per month

Task	Productivity Weighted Value
Plan of Care completed by phone	1
Plan of Care completed in the home or community	1.5
Non-billable assistance up to 15 minutes by phone	.25
Non-billable assistance 16-30 minutes by phone	.5
Non-billable assistance 31-45 minutes by phone	.75
Non-billable assistance 46 – 60 minutes by phone	1
Care Coordination via Phone	1
Care Coordination Face to Face	1.5
Case Management	2
PDN Home Visit	3
CSHCS Support Group	1 unit per hour
Outreach Events	2 units per hour

Individual staff person's quarterly productivity numbers

Supervisor enters hours worked in CSHCS which then calculates into percentage

Actual number of units required depends on amount of time worked in program

CSHCS FY 2024 Productivity		
June hours		Staff 1
06/01/24 to 06/09/24		
06/10/24 to 06/23/24		
06/24/24 to 06/30/24		
Total Hours (152)		
Plan of Care- Office	1 Unit	
Plan of Care- Home or Community	1.5 Unit	
Non-billable assistance 1 - 15 minutes	.25 Unit	
Non-billable assistance 16-30 minutes	.5 Unit	
Non-billable assistance 31 - 45 minutes	.75 Unit	
Non-billable assistnace 46-60+ minutes	1 Unit	
Care Coordination, Phone	1 Unit	
Care Coordination, Face to Face	1. 5 Unit	
Case Management	2 Unit	
PDN Home Visit	3 Unit	
CSHCS Support Group Hours	1 Unit	
Outreach Event Hours	2 Unit	
Percentage of hours worked & billed to CSHCS		0%
Total Units		0
Total Units required before prorating		100
Total Units required based on hours worked		0
Difference		0
Total Units for Quarter		
Total Units required based on hours worked		
Difference		

Number of services is pulled monthly from Patagonia. (CSHCS services report)

Hearing and Vision Productivity

Required = +/- 10% of Average number of students screened

% of total students screened is the total number of students screened by this technician divided by the total number screened by the team of ten techs

Tech/Quarter	Smith Q1
% of Total Students Screened for Quarter	
H Students	
H Screens	
H Rescreen Rate	
H Referral Rate	
H UTS Rate	
V Students	
V Screens	
V Rescreen Rate	
V Total Referral Rate	
V no RX Rate	
V w/RX rate	
V UTS Rate	

Health Education Productivity

Total number of direct hours provided vs. total number of direct hours planned in grant

Health Education FY 2024							
Programs Quarter 2 FY 24		Educator 1					
		Planned	Q1	Q2	Q3	Q4	Current Total
Botvin's LifeSkills Training (LST)		390					0
Yo Puedo Program (YPP)		0					0
Prime for Life (PFL)		155					0
MiPHY Data Collection		25					0
Catch My Breath (CMB)		73					0
Signs of Suicide (SOS)		55					0
Botvin's LifeSkills Parent Program (LSPP)		55					0
Yo Puedo Parent Program (YPPP)		0					0
Total Hours		753	0	0	0	0	0

Medicaid Outreach Productivity

Required = 100 Units per month

Task	Productivity Weighted Value
Medicaid Phone Assistance	.33
Medicaid Appointments	1.5
Health Plan Phone Calls, MiBridges and Follow Up	.17

Medicaid Outreach FY 2024	
June hours	
06/01/24 to 06/09/24	
06/10/24 to 06/23/24	
06/24/24 to 06/30/24	
Total Hours (152)	
Percentage of Hours Worked	0%
Medicaid Phone Assistance (.33 each)	
Medicaid Appointments (1.5 each)	
Health Plan Phone Calls, MiBridges and Follow Up (.17 each)	
Total Units Completed	0
Total Units required before prorating	100
Required units based on hours worked	0
Difference	0
Clients Served	
Total units for quarter	
Required total units for quarter based on hours worked	
Difference	
Total Clients Served for the Quarter	

Maternal Infant Health Program Productivity

Required = 52 Units per month

Task	Productivity Weighted Value
Home & Community visits	1
Office & Telehealth visits	.75
Closures	1
Additional visit (H1001)	1
Complex visit (99600)	1
Enrollment visit (H2000)	1.25
Discharge visit (H1004)	1
Care Coordination (T022)	.5
Non-billable Home visit (credit) *	1
Non-billable Telehealth visit (credit)*	.75
Non-billable (no credit)	0

* Must be pre-approved

MIHP FY 2024		
10/01/24 to 10/13/24		
10/14/24 to 10/27/24		
10/28/24 to 10/31/24		
Total Hours (184)		0
Home & Community visits	1 Unit	
Office & Telehealth visits	.75 Units	
Closures	1 Unit	
Additional visit (H1001)	1 Unit	
Complex visit (99600)	1 Unit	
Enrollment visit (H2000)	1.25 Unit	
Discharge visit (H1004)	1 Unit	
Care Coordination (T022)	.75 Units	
Non-billable Home visit (credit)	1 Unit	
Non-billable Telehealth visit (credit)	.75 Units	
Non-billable (no credit)		
Total visits		0
Total Units required before prorating		52
Case Load Amount		
Visits per case		#DIV/0!
Total units completed		#REF!
Units based on hours worked(before rounding)		0
Required units based on hours worked		0

How tedious is this process?

1. Pulling reports from Patagonia = 5 minutes
2. Entering numbers in spread sheet = 45 minutes
3. Supervisors track staff time in program – which is part of our timecard system
4. Supervisors review with staff quarterly
5. Requires staff to keep documentation up to date. (if it isn’t entered in our EMR, staff does not get credit)
6. Units roll over from previous quarter
7. Disciplinary steps are taken per union contract if productivity standards are not met. (rare)