The webinar will begin shortly.

Slides for today’s webinar are available on the CIHS website at:

http://www.integration.samhsa.gov/pbhci-learning-community/webinars
Sustainability of PBHCI Services: Uncovering the Costs of Care

June 26, 2015

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SAMHSA – HRSA Center for Integrated Health Solutions
How to ask a question during the webinar

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Today’s Purpose

- Recognize the importance of PBHCI sustainability.
- Understand the tools and resources available to support achieving sustainability.
- Learn about how to complete a cost analysis tool and develop strategies to promote sustainability.
- Introduce expert consultation available to grantees to enhance work flow efficiency.
- Prepare for benchmarking activity at regional meetings.
Poll Question: Our organization has completed cost analysis for purposes of sustaining PBHCI.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
Poll Question: My organization is well positioned to sustain PBHCI services.

• Strongly disagree
• Disagree
• Neutral
• Agree
• Strongly agree

How data can be used in actionable way?
The “Values” that Community BH Clinics Now Need…

We have an excellent opportunity to be helpful partners in the new integrated healthcare system if we can display the following specific values:

1. **Be Accessible** (Provide fast access to all needed services).
2. **Be Efficient** (Provide high quality services at lowest possible cost).
3. **Be Connected** (Have the ability to share core clinical information electronically).
4. **Be Accountable** (Produce information about the clinical outcomes achieved).
5. **Be Resilient** (Have ability or willingness to use alternative payment arrangements).

Data is the Key!

- Without data, teams set up to their exceptions.
- What is the best way to Present it to staff?
- What data do you need and how do you get it?

Process Redesign Review
Client Definition of Access

Client Calls for Help
- Wait Time # 1
- Assessment Appointment
  - Wait Time # 2
  - Treatment Planning Appointment
    - Wait Time # 3

Client Arrives for an Open Session

Team members with differing opinions, but neither side has data to back their points is a key roadblock to successful changes!
How did We Get to Here?

System Noise –

Anything that keeps staff from being able to do the job they want to do: Helping consumers in need!
Our Costing Methodology Defined –

**Total Cost for Service Delivery**
- Direct Service Staff Salary
- Direct Service Staff Fringe Benefits
- Non-Direct Costs (All other costs)

**Total Revenue for Service Delivery**
- Net Reimbursement actually Attained/Deposited. (This takes into account Denial Rate, Self Pay, Sliding Fee Scale, etc.)

- Divided By -

**Total Billable Direct Service Hours Delivered**
- All Direct Service Hours Delivered by Direct Service Staff that are eligible to be billed via a CPT Code or against a Grant.

** Utilizing the common denominator of total Billable Direct Service Hours instead of total hours worked per year assures an apples to apples comparison of an organization’s true cost versus revenue per direct service hour.**
Completing the Cost Analysis Tool
Completing the cost analysis tool

<table>
<thead>
<tr>
<th>Staff Type</th>
<th>Salary</th>
<th>fringe %</th>
<th>Overhead %</th>
<th>Hours (Case wide below)</th>
<th>Cost Per Hour</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benefits Coordinator</td>
<td>$28,000.00</td>
<td>15.00%</td>
<td>45.00%</td>
<td>1200.00</td>
<td>$23.33</td>
</tr>
<tr>
<td>Care Coordinator</td>
<td>$20,000.00</td>
<td>10.00%</td>
<td>45.00%</td>
<td>900.00</td>
<td>$22.22</td>
</tr>
<tr>
<td>Client Coordinator</td>
<td>$20,000.00</td>
<td>10.00%</td>
<td>45.00%</td>
<td>900.00</td>
<td>$22.22</td>
</tr>
<tr>
<td>CSHW</td>
<td>$20,000.00</td>
<td>10.00%</td>
<td>45.00%</td>
<td>900.00</td>
<td>$22.22</td>
</tr>
<tr>
<td>LPH</td>
<td>$15,000.00</td>
<td>10.00%</td>
<td>45.00%</td>
<td>900.00</td>
<td>$22.22</td>
</tr>
<tr>
<td>RN</td>
<td>$15,000.00</td>
<td>10.00%</td>
<td>45.00%</td>
<td>900.00</td>
<td>$22.22</td>
</tr>
<tr>
<td>MD, PCP</td>
<td>$15,000.00</td>
<td>10.00%</td>
<td>45.00%</td>
<td>900.00</td>
<td>$22.22</td>
</tr>
<tr>
<td>MD, Pch</td>
<td>$15,000.00</td>
<td>10.00%</td>
<td>45.00%</td>
<td>900.00</td>
<td>$22.22</td>
</tr>
<tr>
<td>NP</td>
<td>$15,000.00</td>
<td>10.00%</td>
<td>45.00%</td>
<td>900.00</td>
<td>$22.22</td>
</tr>
<tr>
<td>Other</td>
<td>$15,000.00</td>
<td>10.00%</td>
<td>45.00%</td>
<td>900.00</td>
<td>$22.22</td>
</tr>
<tr>
<td>PA</td>
<td>$15,000.00</td>
<td>10.00%</td>
<td>45.00%</td>
<td>900.00</td>
<td>$22.22</td>
</tr>
<tr>
<td>Receptionist</td>
<td>$12,000.00</td>
<td>10.00%</td>
<td>45.00%</td>
<td>720.00</td>
<td>$16.67</td>
</tr>
<tr>
<td>Resident</td>
<td>$15,000.00</td>
<td>10.00%</td>
<td>45.00%</td>
<td>900.00</td>
<td>$22.22</td>
</tr>
<tr>
<td>RN</td>
<td>$15,000.00</td>
<td>10.00%</td>
<td>45.00%</td>
<td>900.00</td>
<td>$22.22</td>
</tr>
</tbody>
</table>

**Note:** Total Hours for Support Staff would be all available hours (e.g., 3000 - 3500 hours). While Total Hours for Direct Service Staff would be any total direct service hours billed for face-to-face client service (i.e., 1,200 - 1,600 hours).

Completing the cost analysis tool

<table>
<thead>
<tr>
<th>Staff Type</th>
<th>Activity Type</th>
<th>Activity Description</th>
<th>Activity Time (min)</th>
<th>Staff Time (hour)</th>
<th>Activity Time (hour)</th>
<th>Activity Cost (60)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Benefits Coord</td>
<td>Non-Billable Phone Call</td>
<td>Discuss reasons for calling, take down contact info, confirm insurance coverage, search schedules for availability of social worker, discuss with patient</td>
<td>3</td>
<td>0.05</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Care Coord</td>
<td>Non-Billable Phone Call</td>
<td>Make call to patient 48 hours before appointment</td>
<td>3</td>
<td>0.05</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Client Coord</td>
<td>Non-Billable Phone Call</td>
<td>Discuss the patient's appointment with the patient</td>
<td>3</td>
<td>0.05</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>CSHW</td>
<td>Non-Billable Phone Call</td>
<td>Confirm insurance for next day appointments</td>
<td>5</td>
<td>0.08</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>CSHW</td>
<td>Non-Billable Paperwork</td>
<td>Complete paperwork</td>
<td>5</td>
<td>0.08</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>CSHW</td>
<td>Client/Colal Service</td>
<td>Complete care</td>
<td>0.08</td>
<td>0.08</td>
<td>$0.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

Visit Time Between Contacts: 7
Preparing for Benchmarking at Regional Meetings

- What preparation is needed?
- What support is available in the mean time?

Benchmarking Examples
Benchmarking Examples

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For More Information & Resources

Visit www.integration.samhsa.gov
Thank you for joining us today.

Please take a moment to provide your feedback by completing the survey at the end of today’s webinar.