



Monterey County Behavioral Health Quality Improvement Productivity Report Guide

Introduction

This document was developed in response to questions from staff, supervisors, and administrators regarding the various components that comprise the productivity report and the calculations involved in determining the percentage of productivity.

310 Staff Productivity Report

1) This document is based on the content of the 310 Staff Productivity Report available to staff, supervisors, and administrators in MyAvatar.

**Monterey County Behavioral Health
310 Staff Productivity Report**

2) Either the Detail Level Data or Summary Level Data version of the 310 Staff Productivity Report can be used.

**Monterey County Behavioral Health
310 Staff Productivity Report
Detail Level Data**

OR

**Monterey County Behavioral Health
310 Staff Productivity Report
Summary Level Data**



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Sections of 310 Staff Productivity Report Used for This Document

The following sections of the 310 Report are of most significance for the purpose of this document:

- 1) Top of 310 Report containing Date Range and Number of Work Days/Minutes

Date Range of 6/1/2013 to 6/30/2013
During this time there were 20 work days totaling 9,000 minutes

- 2) Bottom of 310 Report containing the Total Summary for All Days in Time Period

| Total Summary for all Days in Time Period | | | | | | | | | | | | | | Practitioner Name: [REDACTED] | | Staff ID: [REDACTED] | | |
|---|---------------------------|----------------|----------------------------|----------------------------|-------------------|--------------------|-----------------------------|---------------------------|---------------------------|-------------------------------|--------------------------------|--------------------|-------------------|-------------------------------|---------------------------------|----------------------|---|--|
| 800 = Crisis Codes | 801 = Staff Meeting | 802 = UR/QI | 803 = Vacation/ Sick | 805 = Indirect Serv. | 806 = Training | 807 = Superviso | 808 = Com mittee Work | 809 = Non-work time | 811 = Outreach Eng. | 812 = Early Interventio | 813 = Indicated Selected | 814 = Universal | Billed Minutes | % of billed time 330 | Total Direct Service Time | Total Backouts | Total Work minutes after backouts | Percent of work hours productive |
| 0 | 0 | 375 | 2160 | 1890 | 0 | 105 | 0 | 600 | 150 | 0 | 0 | 0 | 4776 | 16.88% | 5301 | 2760 | 6240 | 84.95 % |



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Components and Equations of the 310 Report

- 1) The number of work days (A) is based on the number of County business days (which excludes all County holidays) in a given date range (B):

Date Range of 6/1/2013 to 6/30/2013
During this time there were 20 work days totaling 9,000 minutes

(A)

IS DERIVED FROM

Date Range of 6/1/2013 to 6/30/2013
During this time there were 20 work days totaling 9,000 minutes

(B)

NOTE: The example utilizes 20 work days in the date range from 6/1/2013 to 6/30/2013. The actual number of work days will vary depending upon the date range utilized in the 310 Report.



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- 2) The number of work minutes (C) in a given date range (B) is determined by multiplying 450 minutes per work day by the number of work days (A) in a given date range (B):

$$(\# \text{ of work days}) \times \frac{(450 \text{ work minutes})}{\text{work day}} = (\# \text{ of work minutes})$$

Date Range of 6/1/2013 to 6/30/2013
During this time there were 20 work days totaling 9,000 minutes

(C)

NOTE: The example utilizes 9,000 minutes in 20 work days in the date range from 6/1/2013 to 6/30/2013. The actual number of minutes will vary depending upon the actual amount of work days in the date range utilized in the 310 Report.



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- 3) The 450 minutes per work day is determined by the number of work hours in a day (8 hours), multiplied by 60 minutes per hour minus two 15 minute breaks per work day.

$$\frac{(8 \text{ hours})}{\text{work day}} \times \frac{(60 \text{ minutes})}{\text{hour}} - (2 \times 15 \text{ minutes}) = \frac{(450 \text{ minutes})}{\text{work day}}$$



To account for the two 15 minute breaks per work day

NOTE: Although an 8 hour workday with 450 minutes is used as part of the calculation, the actual productivity percentage is calculated based on the monthly amount of work minutes to account for 40 hour per week employees with alternative schedules. Staff that work less than 40 hours a week must enter the appropriate 800 code into their MyAvatar Scheduling Calendar to ensure accuracy of their productivity percentage.

- 4) The Billed Minutes (D) component of the 310 Report draws the number of minutes from Progress Notes with billable and 330 service codes.

| Total Summary for all Days in Time Period | | | | | | | | | | | | | Practitioner Name: [REDACTED] | | Staff ID: [REDACTED] | | | |
|---|---------------------------|----------------|----------------------------|----------------------------|-------------------|--------------------|-----------------------------|---------------------------|---------------------------|-------------------------------|--------------------------------|--------------------|-------------------------------|-------------------------|---------------------------------|-------------------|---|--|
| 800 = Crisis Codes | 801 = Staff Meeting | 802 = UR/QI | 803 = Vacation/ Sick | 805 = Indirect Serv. | 806 = Training | 807 = Superviso | 808 = Com mittee Work | 809 = Non-work time | 811 = Outreach Eng. | 812 = Early Interventio | 813 = Indicated Selected | 814 = Universal | Billed Minutes | % of billed time 330 | Total Direct Service Time | Total Backouts | Total Work minutes after backouts | Percent of work hours productive |
| 0 | 0 | 375 | 2160 | 1890 | 0 | 105 | 0 | 600 | 150 | 0 | 0 | 0 | 4776 | 16.88% | 5301 | 2760 | 6240 | 84.95 % |

(D)





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5) The Total Direct Service Time (E) is the Billed Minutes plus all direct service 800 codes from the staff member's MyAvatar Scheduling Calendar:

Billed Minutes + All Direct Service 800 Service Codes = Total Direct Service Time

| Total Summary for all Days in Time Period | | | | | | | | | | | | | | Practitioner Name: [REDACTED] | | Staff ID: [REDACTED] | | |
|---|---------------------------|----------------|----------------------------|----------------------------|-------------------|--------------------|-----------------------------|---------------------------|---------------------------|-------------------------------|--------------------------------|--------------------|-------------------|-------------------------------|---------------------------------|----------------------|---|--|
| 800 = Crisis Codes | 801 = Staff Meeting | 802 = UR/QI | 803 = Vacation/ Sick | 805 = Indirect Serv. | 806 = Training | 807 = Superviso | 808 = Com mittee Work | 809 = Non-work time | 811 = Outreach Eng. | 812 = Early Interventio | 813 = Indicated Selected | 814 = Universal | Billed Minutes | % of billed time 330 | Total Direct Service Time | Total Backouts | Total Work minutes after backouts | Percent of work hours productive |
| 0 | 0 | 375 | 2160 | 1890 | 0 | 105 | 0 | 600 | 150 | 0 | 0 | 0 | 4776 | 16.88% | 5301 | 2760 | 6240 | 84.95 % |

(E)



The following are considered Direct Service 800 codes:

- a. 802 – Utilization Review/QI
- b. 811 – Outreach and Engagement
- c. 812 – Early Intervention
- d. 813 – Indicated/Selected (Prevention)
- e. 814 – Universal (Prevention)

NOTE: Only specialized programs with specific contracts utilize 811, 812, 813, and 814.



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6) Total Backouts is based upon 800 codes that are considered “backouts” from the staff member’s MyAvatar Scheduling Calendar.

| Total Summary for all Days in Time Period | | | | | | | | | | | | | Practitioner Name: [REDACTED] | | Staff ID: [REDACTED] | | | |
|---|--------------------------|---------------|---------------------------|---------------------------|------------------|-------------------|----------------------------|--------------------------|--------------------------|------------------------------|-------------------------------|-------------------|-------------------------------|-------------------------|---------------------------------|-------------------|---|--|
| 8xx = Crisis Codes | 801= Staff Meeting | 802= UR/QI | 803= Vacation/ Sick | 805= Indirect Serv. | 806= Training | 807= Superviso | 808= Com mittee Work | 809= Non-work time | 811= Outreach Eng. | 812= Early Interventio | 813= Indicated Selected | 814= Universal | Billed Minutes | % of billed time 330 | Total Direct Service Time | Total Backouts | Total Work minutes after backouts | Percent of work hours productive |
| 0 | 0 | 375 | 2160 | 1890 | 0 | 105 | 0 | 600 | 150 | 0 | 0 | 0 | 4776 | 16.88% | 5301 | 2760 | 6240 | 84.95 % |

(F) →

The 800 codes considered backouts are the following:

- a. 803 – Vacation/Sick
- b. 809 – Non-Working Time



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7) Total Work Minutes After Backouts (G) is the number of work minutes possible in a month (C) minus the Total Backouts (F):

| Total Summary for all Days in Time Period | | | | | | | | | | | | | | Practitioner Name: [REDACTED] | | Staff ID: [REDACTED] | | |
|---|---------------------|-------------|---------------------|----------------------|----------------|-----------------|----------------------|---------------------|---------------------|-------------------------|--------------------------|-----------------|----------------|-------------------------------|---------------------------|----------------------|-----------------------------------|----------------------------------|
| 800 = Crisis Codes | 801 = Staff Meeting | 802 = UR/QI | 803 = Vacation/Sick | 805 = Indirect Serv. | 806 = Training | 807 = Superviso | 808 = Committee Work | 809 = Non-work time | 811 = Outreach Eng. | 812 = Early Interventio | 813 = Indicated Selected | 814 = Universal | Billed Minutes | % of billed time 330 | Total Direct Service Time | Total Backouts | Total Work minutes after backouts | Percent of work hours productive |
| 0 | 0 | 375 | 2160 | 1890 | 0 | 105 | 0 | 600 | 150 | 0 | 0 | 0 | 4776 | 16.88% | 5301 | 2760 | 6240 | 84.95 % |

(G)

Date Range of 6/1/2013 to 6/30/2013
During this time there were 20 work days totaling 9,000 minutes

(C)

9,000 minutes

(C)

-

Total Backouts
2760

(F)

=

Total Work minutes after backouts
6240

(G)



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8) Percent of Work Hours Productive (H) is the Total Direct Service Time (E) divided by Total Work Minutes After Backout (G):

| Total Summary for all Days in Time Period | | | | | | | | | | | | | | Practitioner Name: [REDACTED] | | Staff ID: [REDACTED] | | |
|---|--------------------------|---------------|---------------------------|---------------------------|------------------|-------------------|----------------------------|--------------------------|--------------------------|------------------------------|-------------------------------|-------------------|-------------------|-------------------------------|---------------------------------|----------------------|---|--|
| 8xx = Crisis Codes | 801= Staff Meeting | 802= UR/QI | 803= Vacation/ Sick | 805= Indirect Serv. | 806= Training | 807= Superviso | 808= Com mittee Work | 809= Non-work time | 811= Outreach Eng. | 812= Early Interventio | 813= Indicated Selected | 814= Universal | Billed Minutes | % of billed time 330 | Total Direct Service Time | Total Backouts | Total Work minutes after backouts | Percent of work hours productive |
| 0 | 0 | 375 | 2160 | 1890 | 0 | 105 | 0 | 600 | 150 | 0 | 0 | 0 | 4776 | 16.88% | 5301 | 2760 | 6240 | 84.95 % |

(G) points to Total Work minutes after backouts (6240).
(E) points to Total Direct Service Time (5301).
(H) points to Percent of work hours productive (84.95 %).

| | | | | |
|---|---|---|---|---|
| Total Direct Service Time 5301 | / | Total Work minutes after backouts 6240 | = | Percent of work hours productive 84.95 % |
| (E) | | (G) | | (H) |