

PRODUCTIVITY REVIEW

Productive Minutes	<p>What counts as “productive minutes”?</p> <ul style="list-style-type: none"> • All direct service time provided to clients that is entered through progress notes (all service codes including non-billable services) • All time entered in appointment scheduler as service code 802 (QI TIME) • All MHSA outreach codes authorized, entered in appointment scheduler, in MHSA programs (810, 811, 812, 813, 814) <p>How many productive minutes do I need?</p> <ul style="list-style-type: none"> • No less than 75% of total work minutes • This means that up to 25% of total work minutes may be spent on non-billable activities <p>What are non-productive activities?</p> <ul style="list-style-type: none"> • Meetings • Committee participation • Indirect client services and activities • trainings
Work Minutes	<p>How many work minutes are in a day?</p> <ul style="list-style-type: none"> • There are 480 minutes in an 8-hour day • Two 15-minute breaks are subtracted, the total number of work minutes in a day are 450 <p>What happens when I am sick/on vacation?</p> <ul style="list-style-type: none"> • There are several service codes used to calculate “back out” minutes so that minutes not spent at work don’t negatively impact productivity percentage • Holidays are automatically backed out • Service code 803 is used when an employee is sick or on vacation, and 450 minutes back out should be taken • For part-time employees, service code 809 indicates non-working hours. These should be backed out of the appointment scheduler so that percent productivity is only calculated for the hours an employee actually spends at work
Calculation	<p>How is productivity percentage calculated?</p> <ul style="list-style-type: none"> • Total Productive Minutes / Total Work Minutes = Percent Productive <p>Example of a one week productivity calculation</p> <ul style="list-style-type: none"> • An employee comes in on Monday, is feeling ill Tuesday and takes the day off – 450 minutes backed out as 803, and works the rest of the week • 2250 minutes in the week – 450 minutes of 802 time = 1,800 minutes • She is productive for 1,404 minutes in the four days she is at work • 1,404 / 1,800 = 78% productive