

SANILAC COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

ADMINISTRATIVE POLICY

NUMBER: BA175

NAME: EFFICIENT WORK POLICY

INITIAL APPROVAL DATE: 12/04/2024

BY: Administration

(LAST) REVISION DATE:

BY:

(LAST) REVIEW DATE: 01/16/2025

BY: Policy Committee

DISCONTINUED DATE: NA

REPLACED BY: NA

I. **PURPOSE**

Sanilac CMH is dedicated to providing optimal direct (face-to-face, in-person or via telehealth) contact to all individuals served as medically necessary to meet the individual's needs and as defined in his/her Individual Plan of Service (IPOS). This productivity policy is to inform staff of the Agency's expectations on delivery of services.

II. **APPLICATION**

Populations: **All**

Programs: **Direct - ALL**
Contracted - ALL

III. **POLICY**

The Agency has set productivity expectations at a level that takes into consideration the program-specific challenges and clinically appropriate service delivery requirements. (Note: Levels may be adjusted by the CEO and/or Chief Operating Officer when employees have been ordered to work from home.)

Sanilac CMH expects all employees to meet productivity standards that promote clinical necessity for individuals served. Time management, teamwork, efficiency, cooperation, and effort all contribute to an employee's productivity. The standards leading to sufficient productivity include, but are not limited to, the following:

- Consistently reporting to work and leaving work according to approved work schedule.
- Fully engaging in the work while on paid time, not misusing work time.
- Meeting deadlines and adhering to the Clinical Documentation Guidelines Policy (Policy BC149).
- Asking for assistance when necessary.
- Assisting others with information, knowledge, time, and resources.
- Timely rescheduling of cancellations and/or missed appointments.
- Responding professionally to unanticipated overtime needs.
- Limiting unscheduled absences.
- Notifying supervisors as soon as possible when an individual employee is not able to meet recommended productivity standards, has concerns or barriers to compliance with this policy.
- Learning and using technology for maximum efficiency.

- Avoiding unnecessary interruptions of others at work.
- Following-up on activities that have been delegated.
- Minimizing the need to conduct personal business during work hours.

IV. **DEFINITIONS**

Productivity: One factor that the Agency uses in assessing the overall performance of an employee. It is a metric that is used by the Supervisor to highlight outstanding performance and also opportunities for improvement. Maintaining sufficient productivity will also ensure that Sanilac CMH is providing the most effective care to the individuals we serve.

V. **STANDARDS**

It is acknowledged that this is a change in the focus of how the Agency operates. This policy establishes the beginning threshold that will progressively change as staff become more efficient and comfortable with the policy mandates. This version of the policy shall be effective on 01/13/2025.

Productivity Standards per Session/Contact

<u>Department</u>	<u>Recommended minimum number of Daily Visits per staff to meeting monthly goal</u>
Adult Outpatient	2-3 individuals
Adult Care Management	3 individuals
Adult Care Management Assistants	3 individuals
Child Outpatient/Therapy	3 individuals
Child Care Management	3 individuals
Child Care Management Assistant	3 individuals
Home Based	1-2 individuals
ACT	3 individuals
Doctor/Nurse Practitioner	4-5 individuals
Contract/Tele	3 individuals
Health Mentor	3 individuals
OT	2 individuals
Peer/Parent Mentor/Supported Employment	3 individuals
Nursing/Medical Assistant	2 individuals

- Sanilac CMH’s Total Agency goal for FY2025 is 3,075 sessions/contacts. The monthly goal is based on current staffing levels.
- Standards for departments are calculated based on the number of employees in a department. (i.e., # of sessions X # of department staff X 20 days = department goal).

Productivity Standards in Hours

<u>Department</u>	<u>Recommended minimum number of hours per day, per staff to meeting monthly goal</u>	<u>FY2025 Total Monthly Department Hours Goal</u>
CLS/Skill Building	5 hours	1600 hours
ABA	6 hours (7 FT @ 10 hours)	784 hours

- Reports will be run on the 25th of each month, for the month prior. (Example: We are in November, on the 25th of November, October's numbers are pulled.)
- Supervisors will be going over their department's monthly numbers at staff meetings along with individual staff numbers in individual supervision.
- Repeated violation of not meeting individual employee average daily contacts can result in discipline.
- Six-month reviews of estimated monthly units will occur to monitor any changes that might need to occur.

VI. **ATTACHMENTS** - None

VII. **REFERENCES**

Clinical Documentation Guidelines Policy BC149