



mhca's e-Newsletter

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Feelings Are Over-Rated!

A Guest Article from Matt Hoffman, Managing Partner at Afia, Inc.

It feels like our revenue is increasing in our outpatient clinics. It feels like our outcomes are improving for our SMI population. It feels like our clients are having a good experience with our agency. *"It feels like."* Over the past couple of years, we came to realize how often we hear behavioral health leadership use this phrase when we ask them questions about their organization. While some of this may be tantamount to a reflexive response, we started to dig in and began to understand the low level of confidence that many executives had in their strategic business metrics. Part of this was due to a lack of reliable and accessible data, but it was also because many organizations didn't have benchmarks for comparison. This missing link was the impetus that led us to create the Optimal Behavioral Health Survey, and to partner with mhca to distribute the survey to its members.

The Results Are In...

The results from the survey showed what you would expect from such a disparate group of provider organizations. There were a wide range of responses, some of which were consistently strong, and some that were consistently not meeting best practices. In most cases agencies had areas of strength and weakness, with gaps that focused on a specific functional area (rev cycle, IT, clinical best practices, etc.). From discussions we had during the Fall Conference, many people were at least faintly aware of the areas in which they already had issues, but the data comparing themselves to a group of mhca colleagues helped to solidify where they stood.

From this exercise, we're hoping that people will find opportunities for improvement that are actionable. If you aren't confident that a charge is being created and billed for every service, or if you have more than 4% of your claims denied upon first submission, the real question becomes "what are you going to do about it?" A great agency will always try to improve, and will use the data points at their disposal to drive that change. So if your agency didn't do well on metrics important to your clinical or financial health, the new year may provide a great opportunity to take on an initiative to improve cash flow, reduce denials, or improve outcome tracking.

So Now What?

How your organization manages and uses data is more important than ever these days. With this new reality, healthcare organizations have been quickly moving to adopt and implement data analytics technology solutions. Most organizations think that these tools will help them stay on the leading edge of change, however it's not the technology that ultimately leads to success.

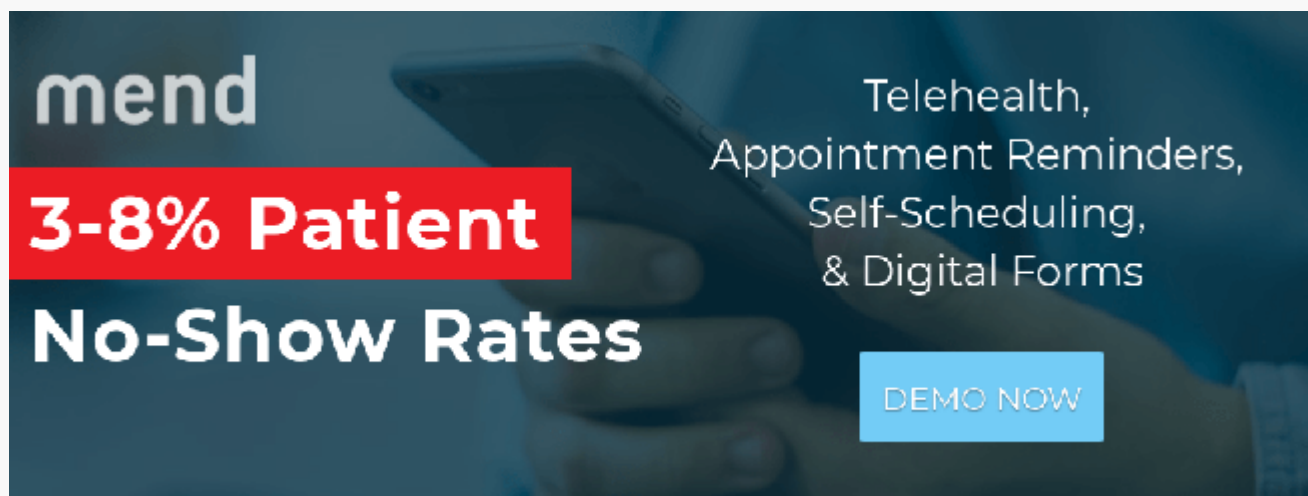
The key condition for a data-driven organization is a culture that embraces the enormous value of its data. It's nice to have the dashboards and data points, but the real challenge is often getting people to use this compelling data to make constructive change.

So you have the results of the mhca survey and know there are potential areas for improvement. Now what? Use data to create meaningful change! Once you define your goals and objectives, create the dashboards you need to help understand your data, and monitor performance, trends and outliers over time. To be successful, it takes a combination of change management, process improvement, and project management.

Ultimately you will replace your "feelings" with confidence that your organization is functioning at best practice.

Link to Results From Optional Behavioral Health Survey:

<https://afiahealth.com/mhca-optimal-behavioral-health-survey/>



mend

3-8% Patient No-Show Rates

Telehealth,
Appointment Reminders,
Self-Scheduling,
& Digital Forms

DEMO NOW

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