

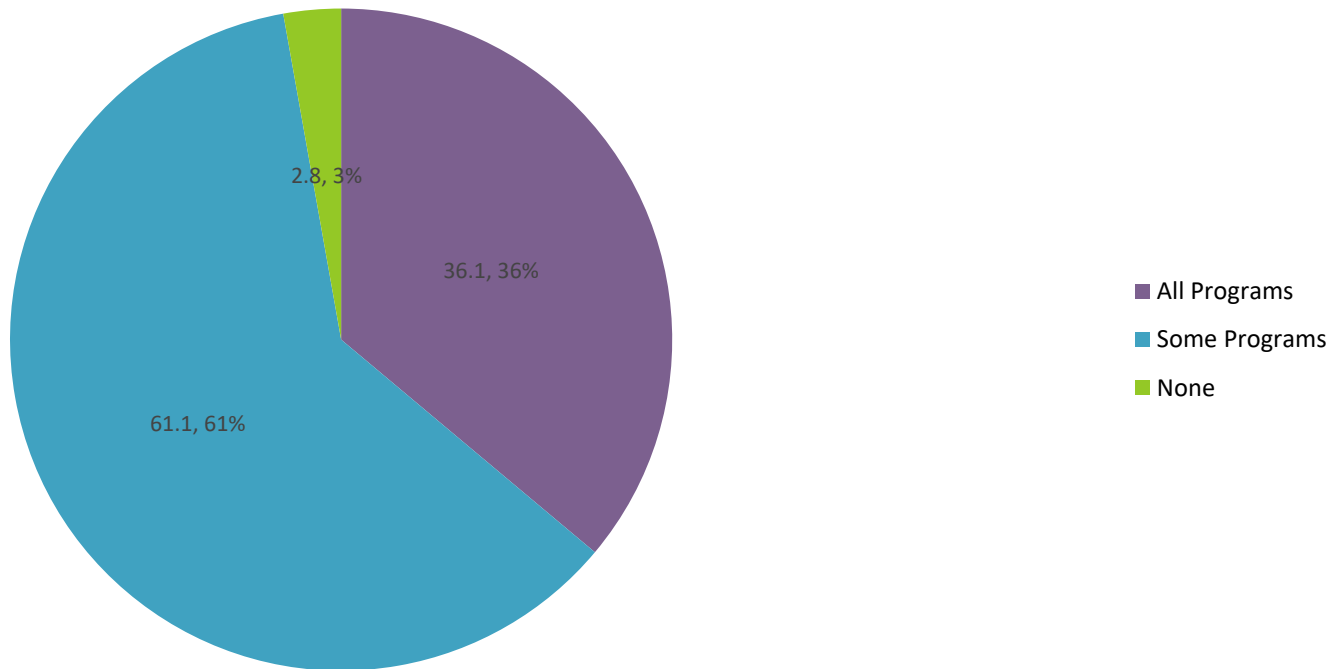
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Optimal Behavioral Health Survey – November 2019




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Clinical Metrics

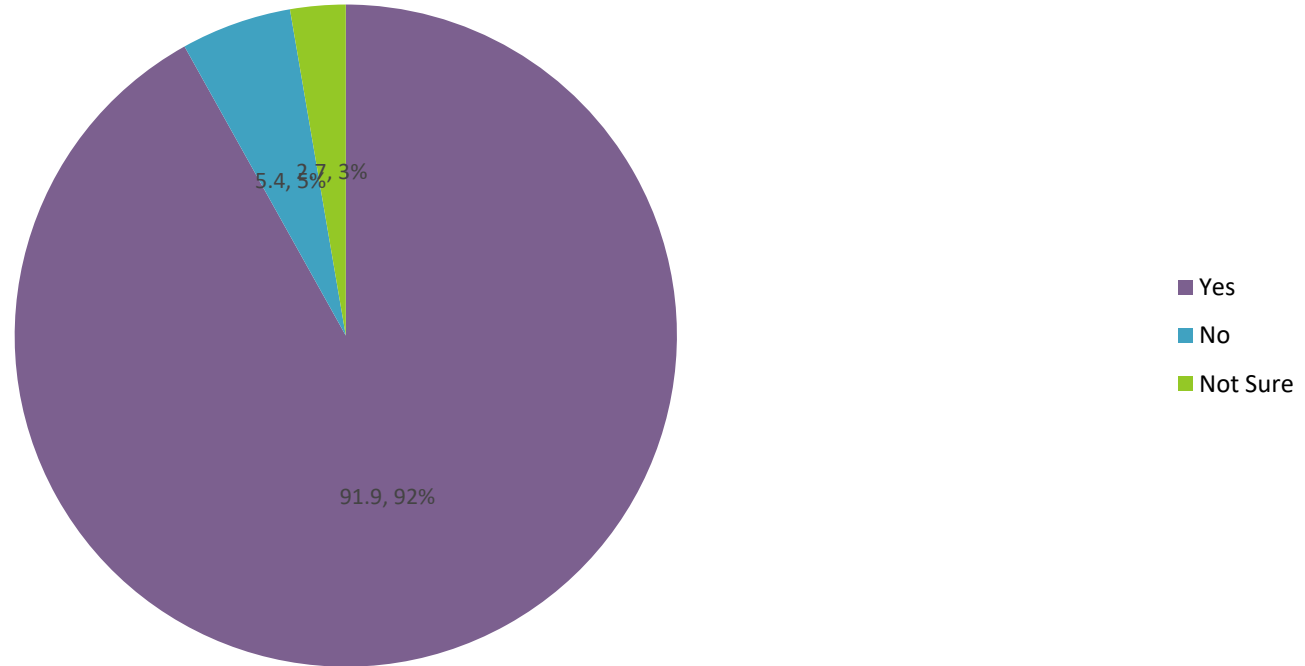
1. Do you use standardized, validated assessments (ASAM, CAFAS, LOCUS, etc.) to assess for level of care in your programs?






1. Do you use standardized, validated assessments (ASAM, CAFAS, LOCUS, etc.) to assess for level of care in your programs?

Value		Percent	Count
All Programs		36.1%	13
Some Programs		61.1%	22
None		2.8%	1
Totals			36

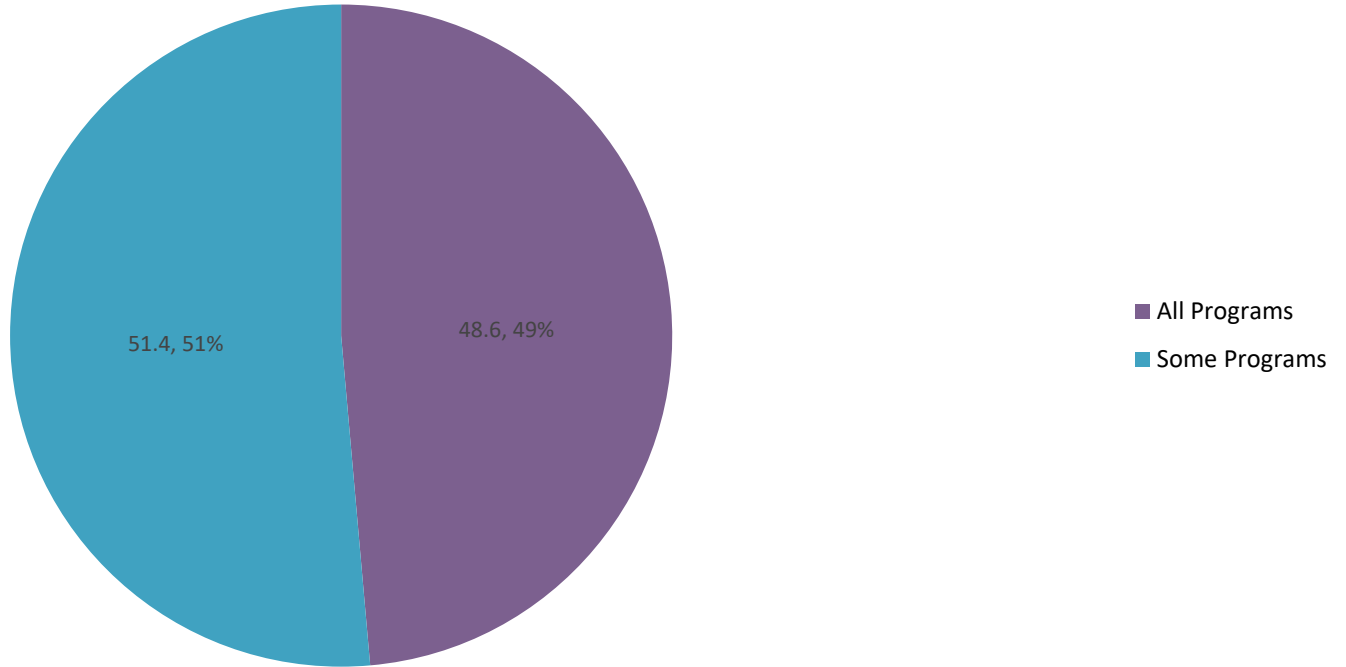
2. Do you use standardized screening tools (PHQ9, GAD, CAGE, etc.) to assess symptoms of specific behavioral health needs?





2. Do you use standardized screening tools (PHQ9, GAD, CAGE, etc.) to assess symptoms of specific behavioral health needs?

Value		Percent	Count
Yes		91.9%	34
No		5.4%	2
Not Sure		2.7%	1
Totals			37

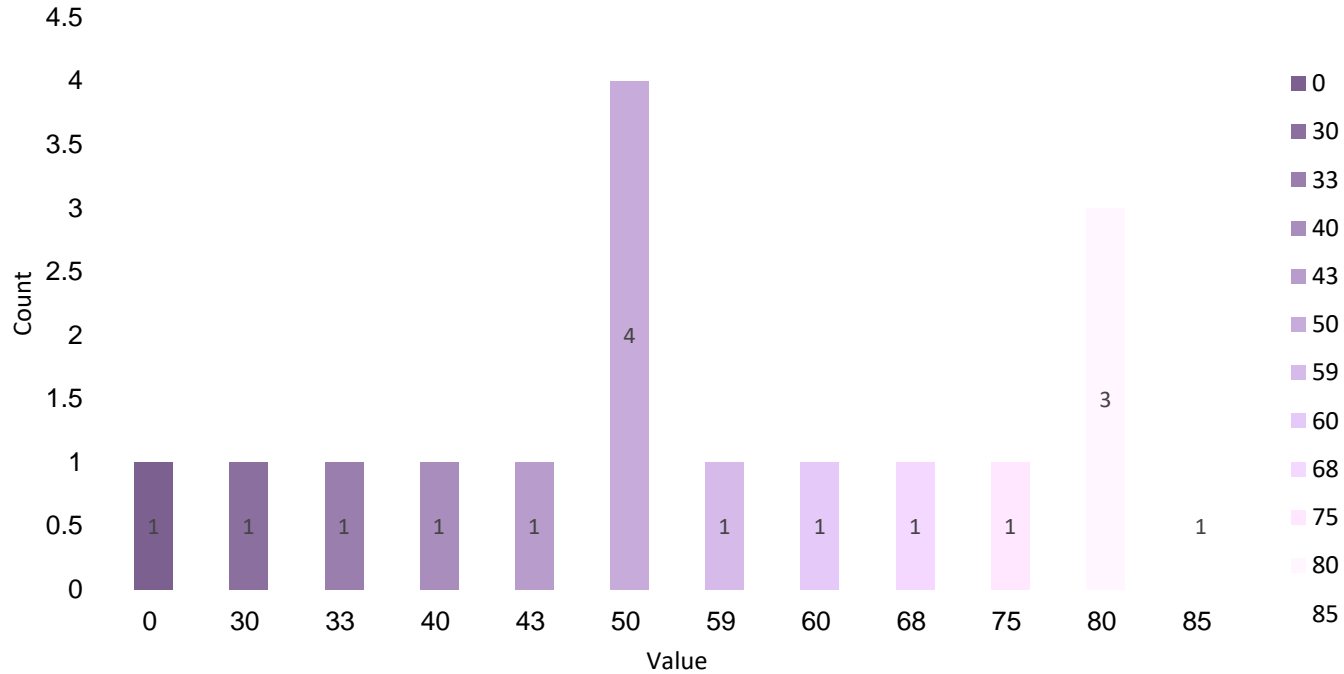
3. Is "successful discharge" documented per client treatment plan at your agency?



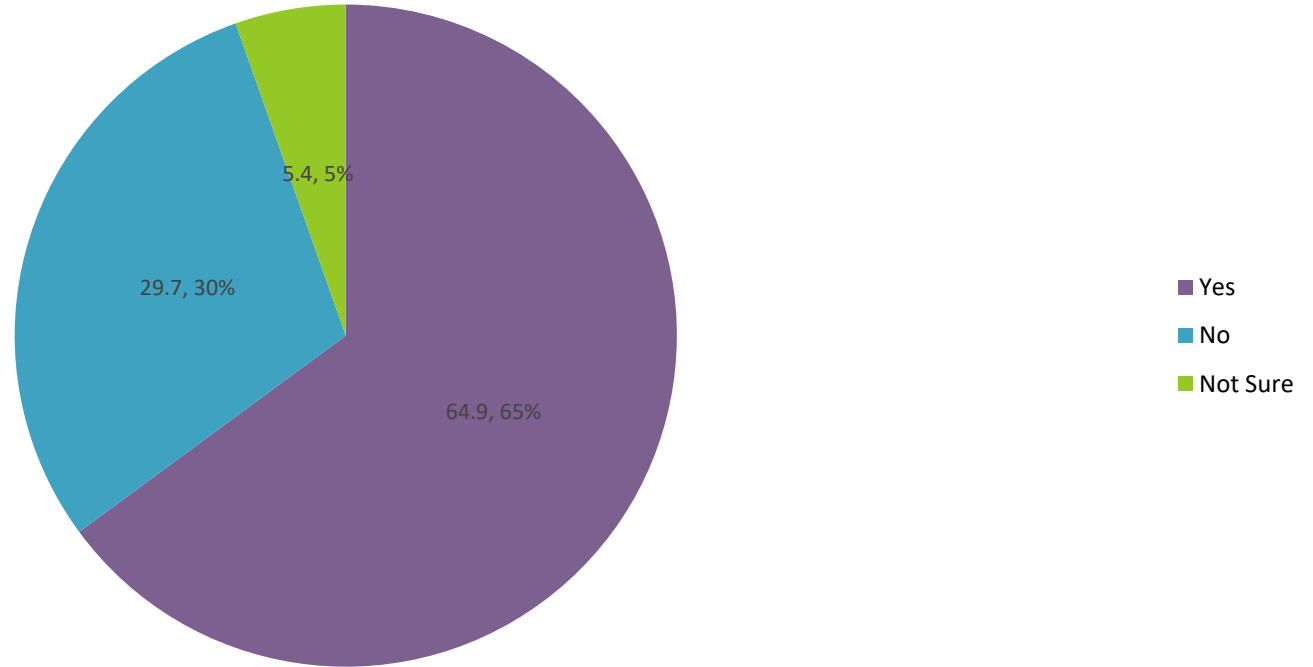
3. Is "successful discharge" documented per client treatment plan at your agency?

Value		Percent	Count
All Programs		48.6%	18
Some Programs		51.4%	19
Totals			37




4.What percent of your clients successfully discharge from your services?



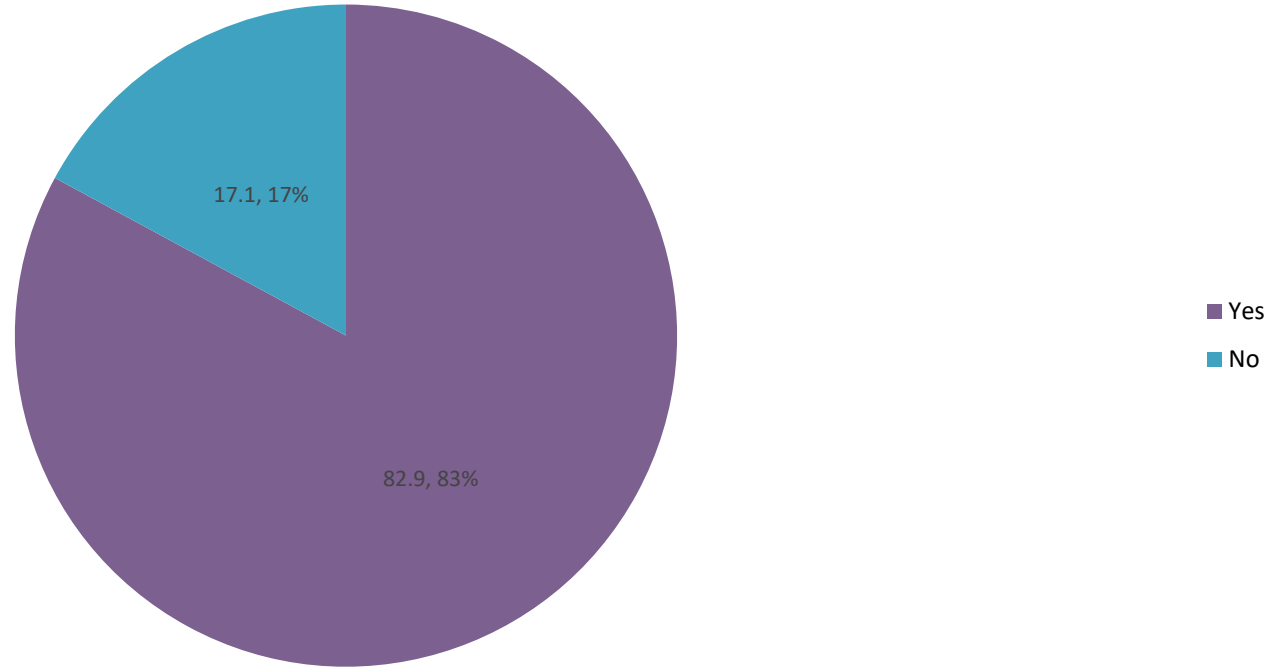
5. Do your facilities have signage with specific recovery & wellness language to encourage clients?





5. Do your facilities have signage with specific recovery & wellness language to encourage clients?

Value		Percent	Count
Yes		64.9%	24
No		29.7%	11
Not Sure		5.4%	2
Totals			37

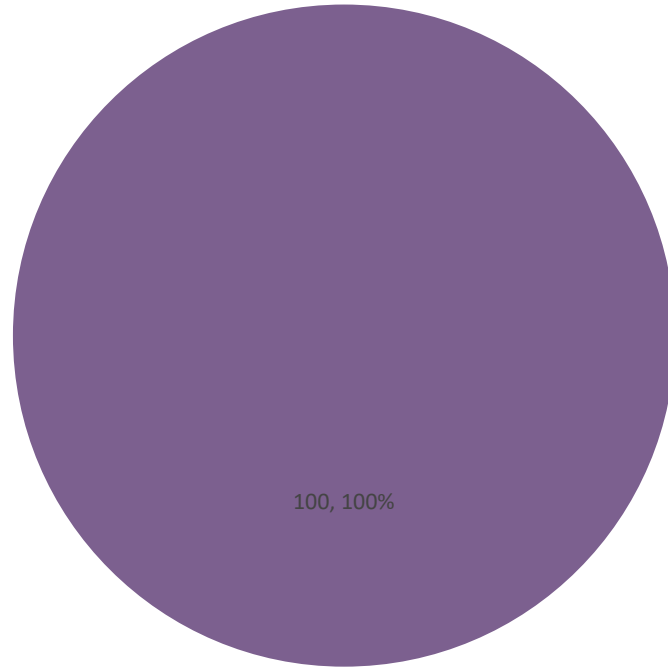
6. Do your facilities provide resources (e.g., food, clothing, exercise/activities, etc.) that are properly supporting good health and recovery?



6. Do your facilities provide resources (e.g., food, clothing, exercise/activities, etc.) that are properly supporting good health and recovery?

Value		Percent	Count
Yes		82.9%	29
No		17.1%	6
Totals			35


7. Do you offer crisis services?



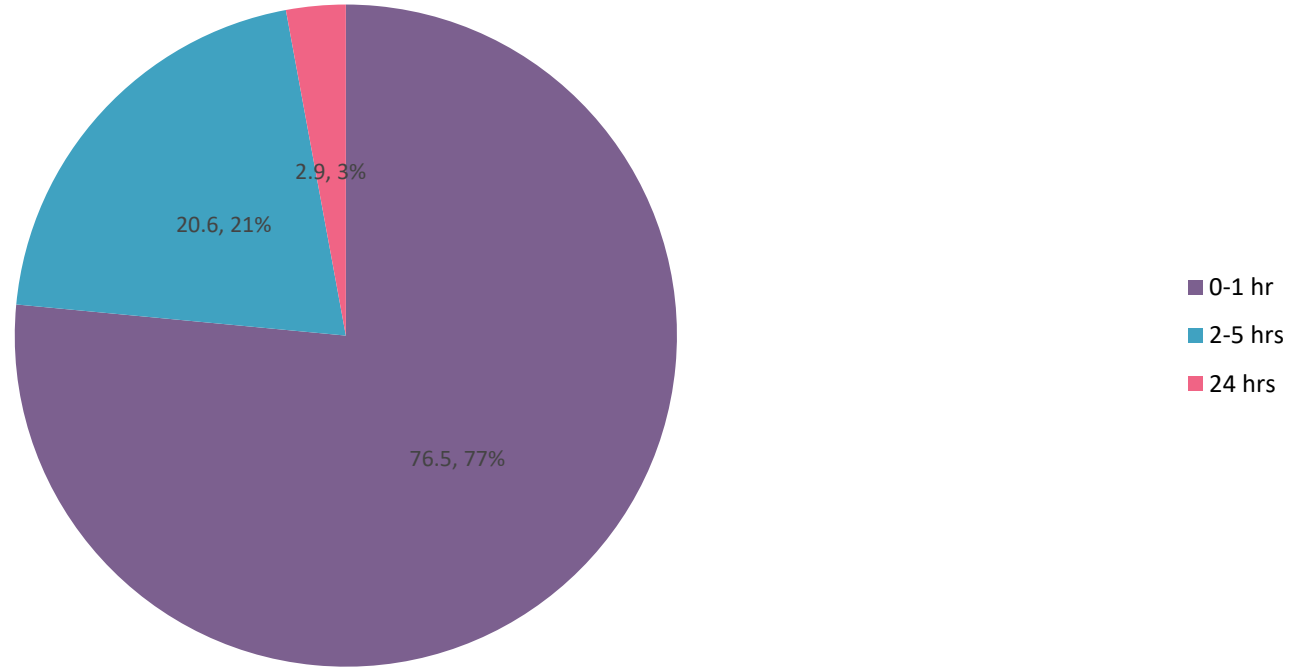
■ Yes

7. Do you offer crisis services?




Value	Percent	Count
Yes	100.0%	35
Totals		35

A horizontal bar chart is positioned between the 'Yes' row and the 'Totals' row. The bar is purple and extends across the entire width of the chart area, representing 100% of the total responses. The percentage '100.0%' and the count '35' are displayed to the right of the bar.

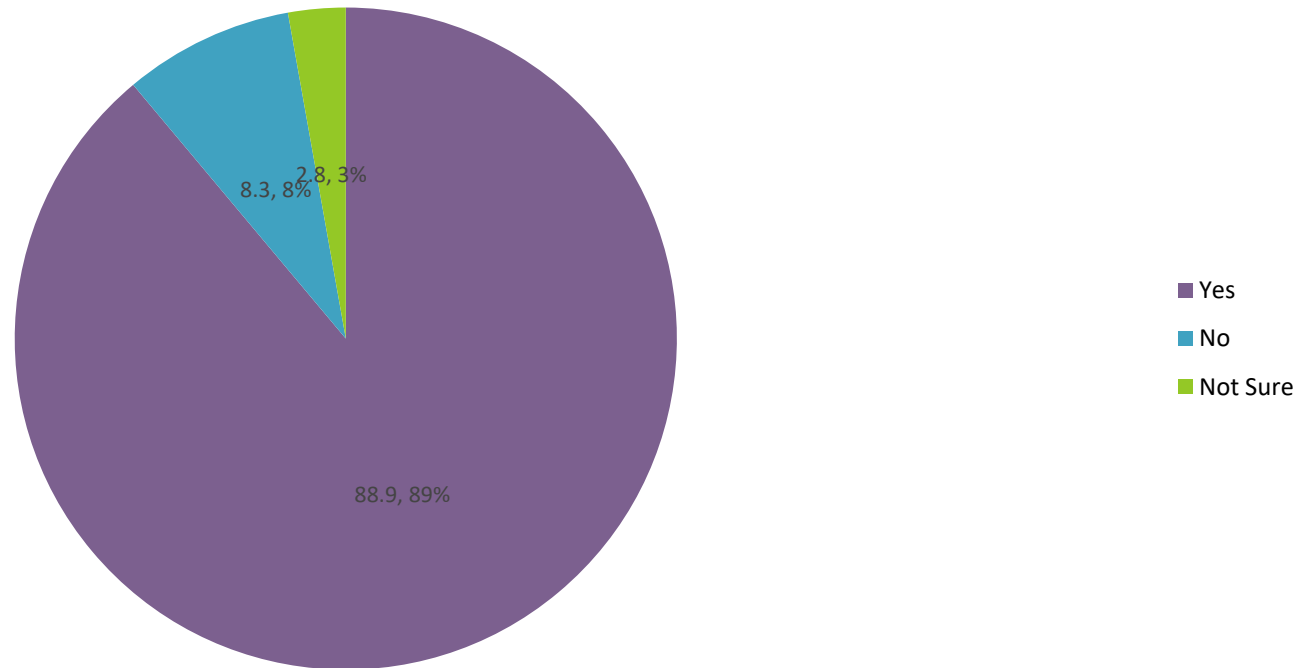
8. What is the average wait time to receive crisis services?






8.What is the average wait time to receive crisis services?

Value		Percent	Count
0-1 hr		76.5%	26
2-5 hrs		20.6%	7
24 hrs		2.9%	1
Totals			34

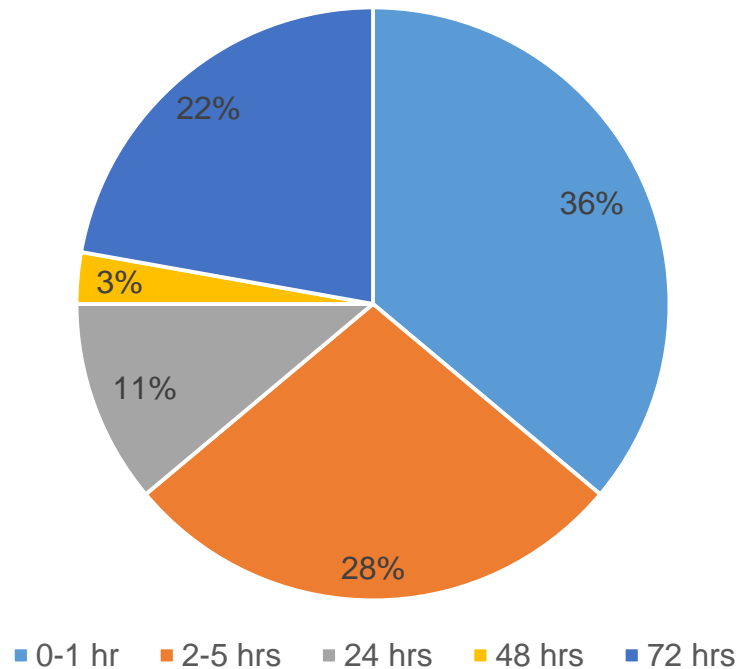
9. Do you have between 1 and 5 open slots each day available for non-emergency walk-in services at one of your facilities (at a minimum)?








9. Do you have between 1 and 5 open slots each day available for non-emergency walk-in services at one of your facilities (at a minimum)?

Value		Percent	Count
Yes		88.9%	32
No		8.3%	3
Not Sure		2.8%	1
Totals			36

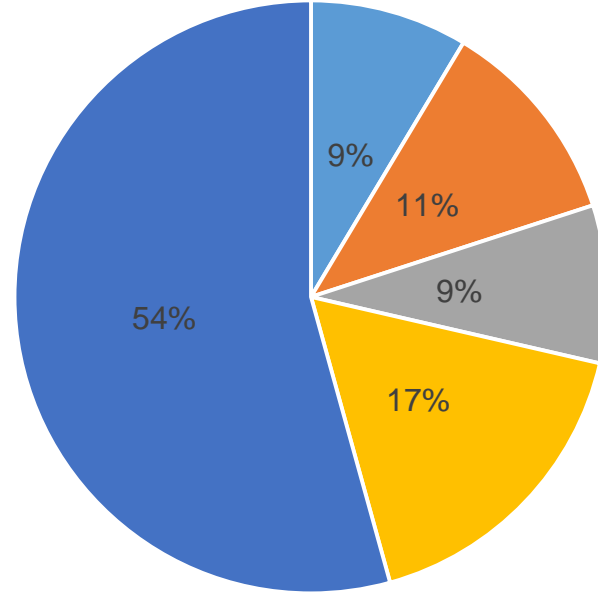
10. How many hours does a client typically wait between agreeing to treatment (via referral or walk-in) and receiving a full Intake?



10. How many hours does a client typically wait between agreeing to treatment (via referral or walk-in) and receiving a full Intake?






Value		Percent	Count
0-1 hr		36.1%	13
2-5 hrs		27.8%	10
24 hrs		11.1%	4
48 hrs		2.8%	1
72 hrs		22.2%	8
Totals			36

11. How many hours does a client typically wait between the Intake Assessment and their first medically-necessary service?

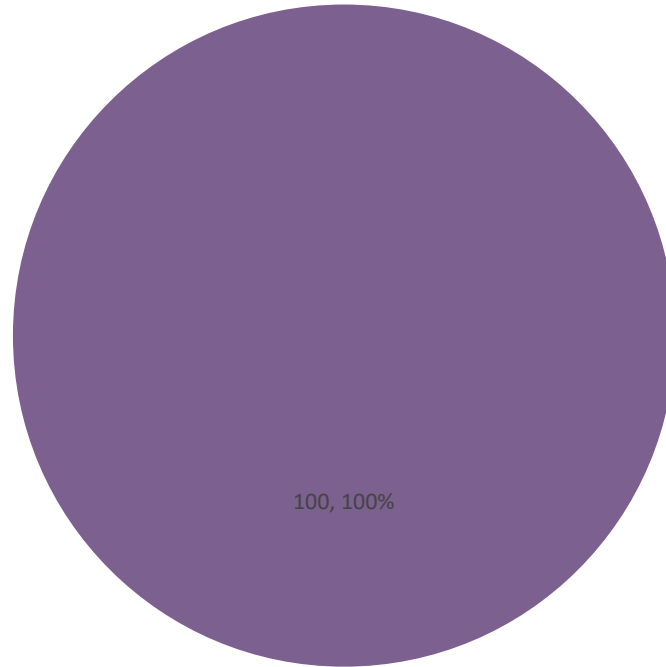


■ 0-1 hr ■ 2-5 hrs ■ 24 hrs ■ 72 hrs ■ 1 week

11. How many hours does a client typically wait between the Intake Assessment and their first medically-necessary service?


Value		Percent	Count
0-1 hr		8.6%	3
2-5 hrs		11.4%	4
24 hrs		8.6%	3
72 hrs		17.1%	6
1 week		54.3%	19
Totals			35

12.Does your agency use specific Evidence Based Practices (EBPs)?

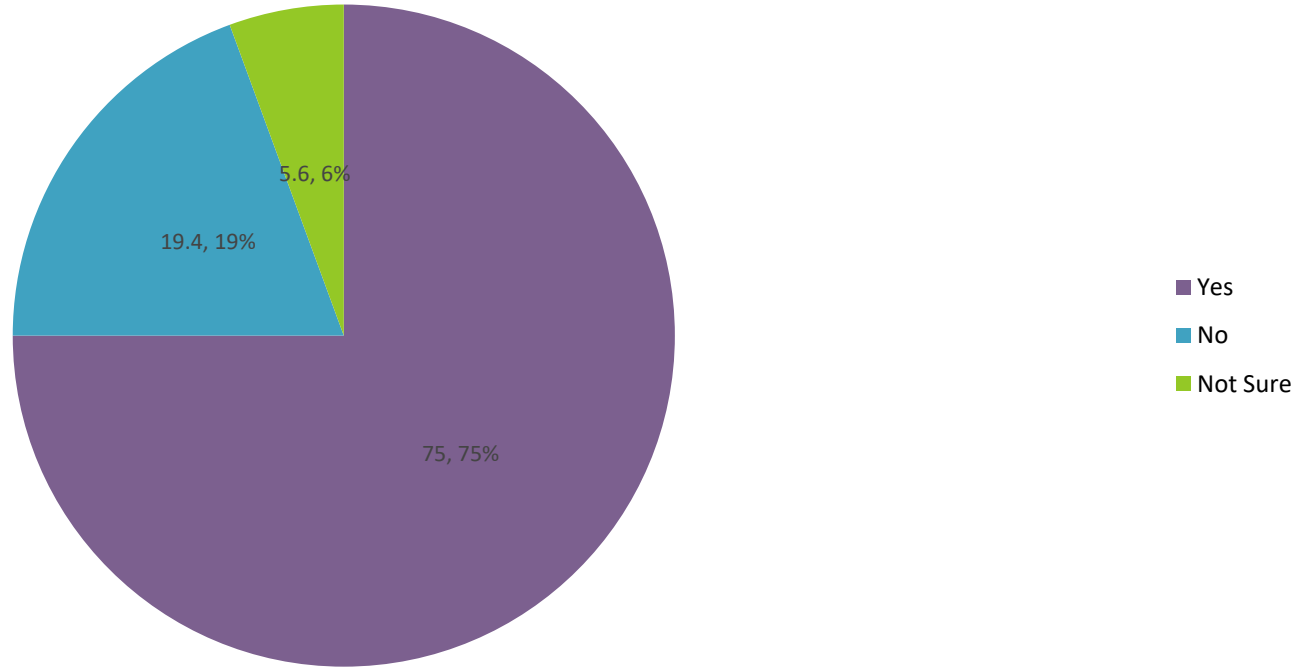


■ Yes




12.Does your agency use specific Evidence Based Practices (EBPs)?

Value		Percent	Count
Yes		100.0%	36
Totals			36

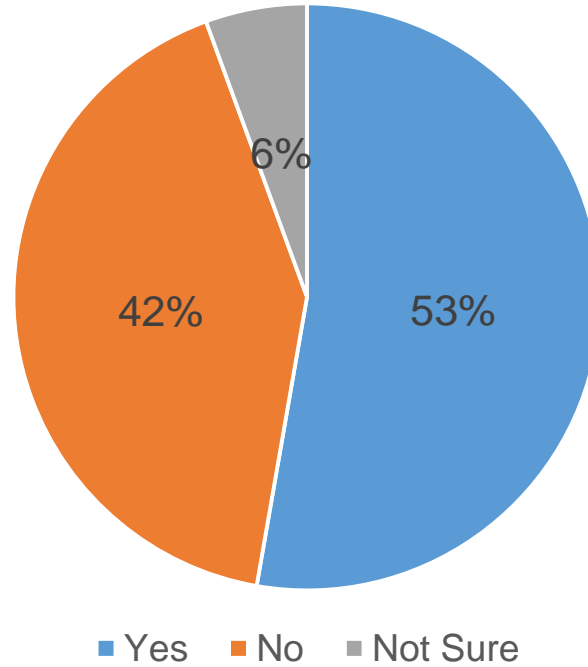
13. Does your agency utilize protocols for specific treatment pathways (i.e., clinical care pathways)?






13. Does your agency utilize protocols for specific treatment pathways (i.e., clinical care pathways)?

Value		Percent	Count
Yes		75.0%	27
No		19.4%	7
Not Sure		5.6%	2
Totals			36

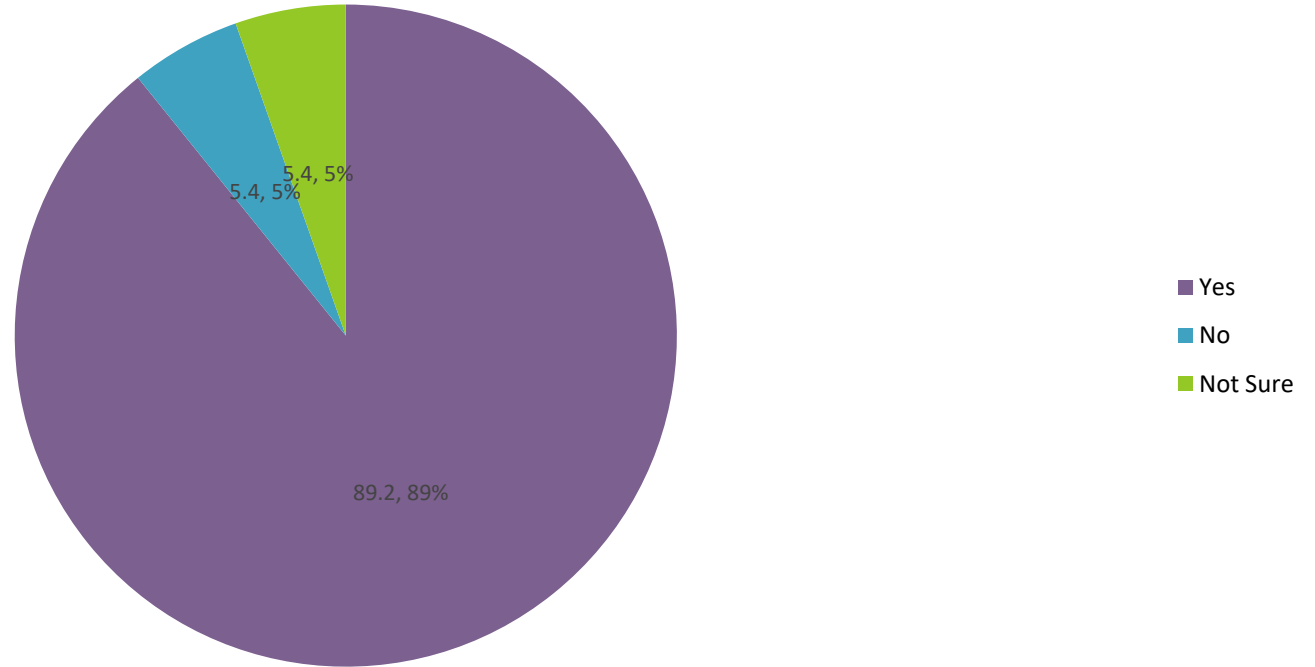
14. Does your EHR support good clinical decision-making and clinical pathways?






14.Does your EHR support good clinical decision-making and clinical pathways?

Value		Percent	Count
Yes		52.8%	19
No		41.7%	15
Not Sure		5.6%	2
Totals			36

15.Are you using other digital tools to supplement? (chat bots, telahealth, etc)



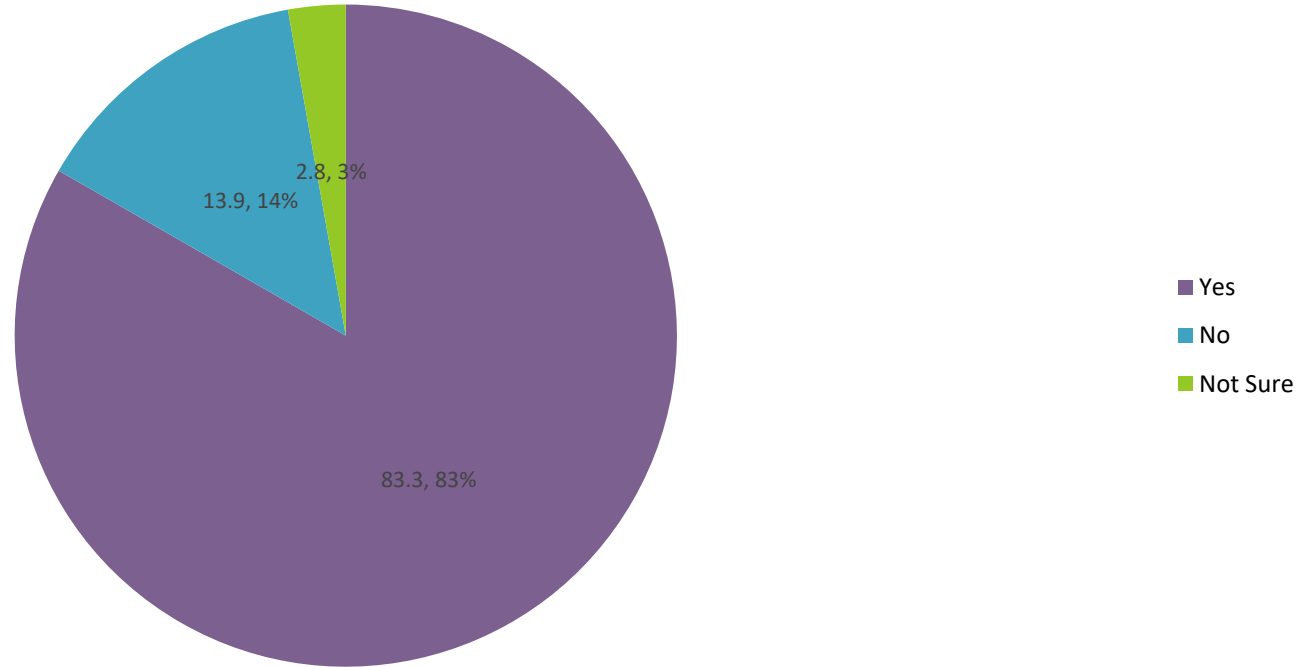
15.Are you using other digital tools to supplement? (chat bots, telahealth, etc)

Value		Percent	Count
Yes		89.2%	33
No		5.4%	2
Not Sure		5.4%	2
Totals			37




16. Do you provide any of the following integrated healthcare services?

	Yes		No		Responses
	Count	Row %	Count	Row %	Count
Facilitated Referral to PCP	30	85.7%	5	14.3%	35
PCPs Co-Located in same building	16	47.1%	18	52.9%	34
Fully integrated model with primary care and behavioral health as a single provider	11	29.7%	26	70.3%	37
Other	19	76.0%	6	24.0%	25

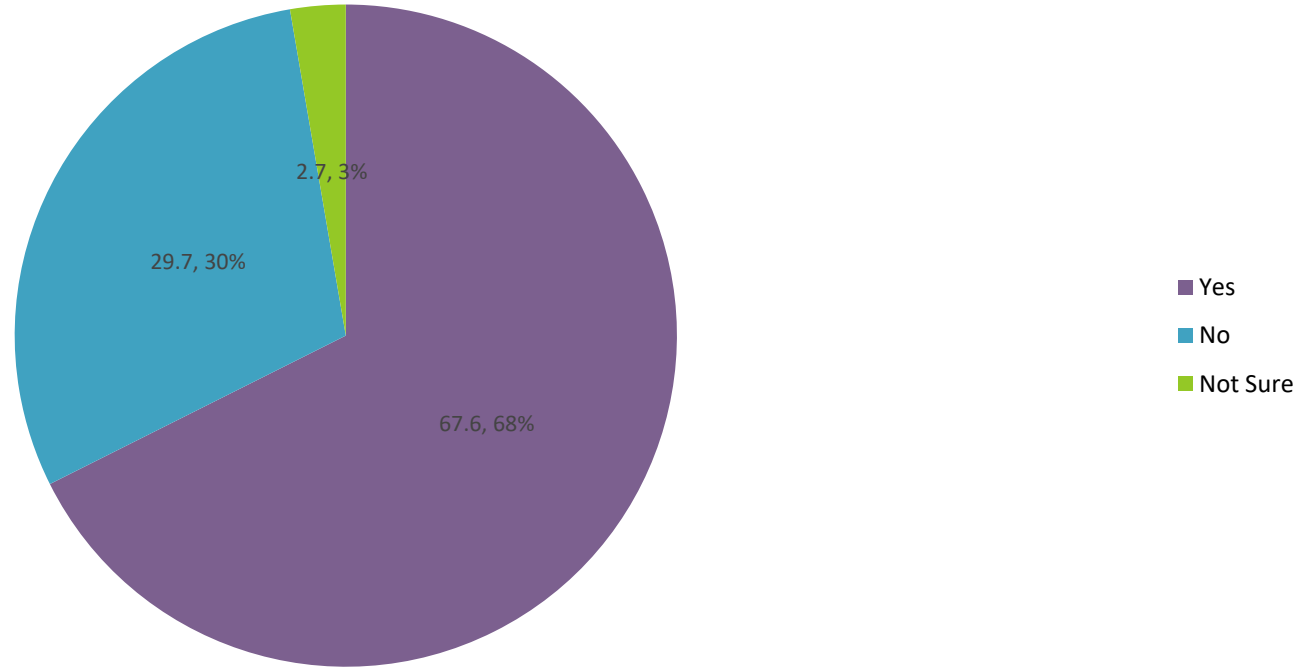
17. Are physical health needs and/or problems documented in the clinical record for every client? (when applicable)






17. Are physical health needs and/or problems documented in the clinical record for every client? (when applicable)

Value		Percent	Count
Yes		83.3%	30
No		13.9%	5
Not Sure		2.8%	1
Totals			36

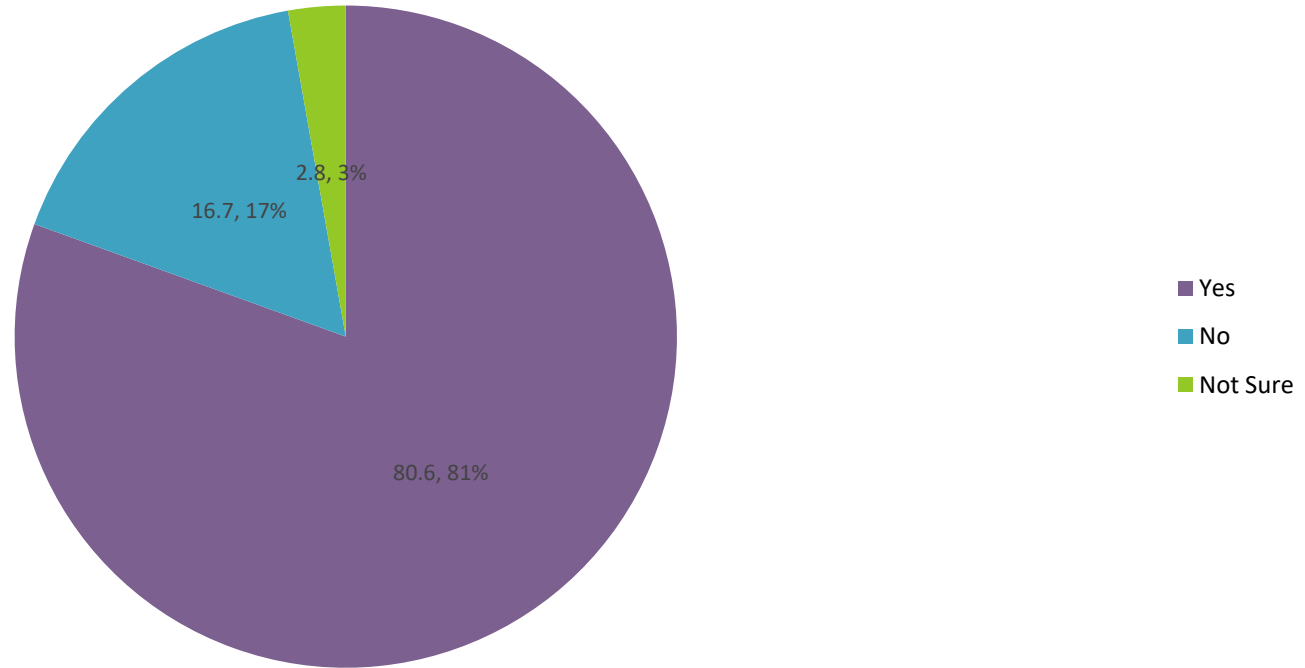
18. Does your organization utilize a single, integrated plan of care for all of the aspects of treatment that your consumers could potentially be receiving?






18. Does your organization utilize a single, integrated plan of care for all of the aspects of treatment that your consumers could potentially be receiving?

Value		Percent	Count
Yes		67.6%	25
No		29.7%	11
Not Sure		2.7%	1
Totals			37

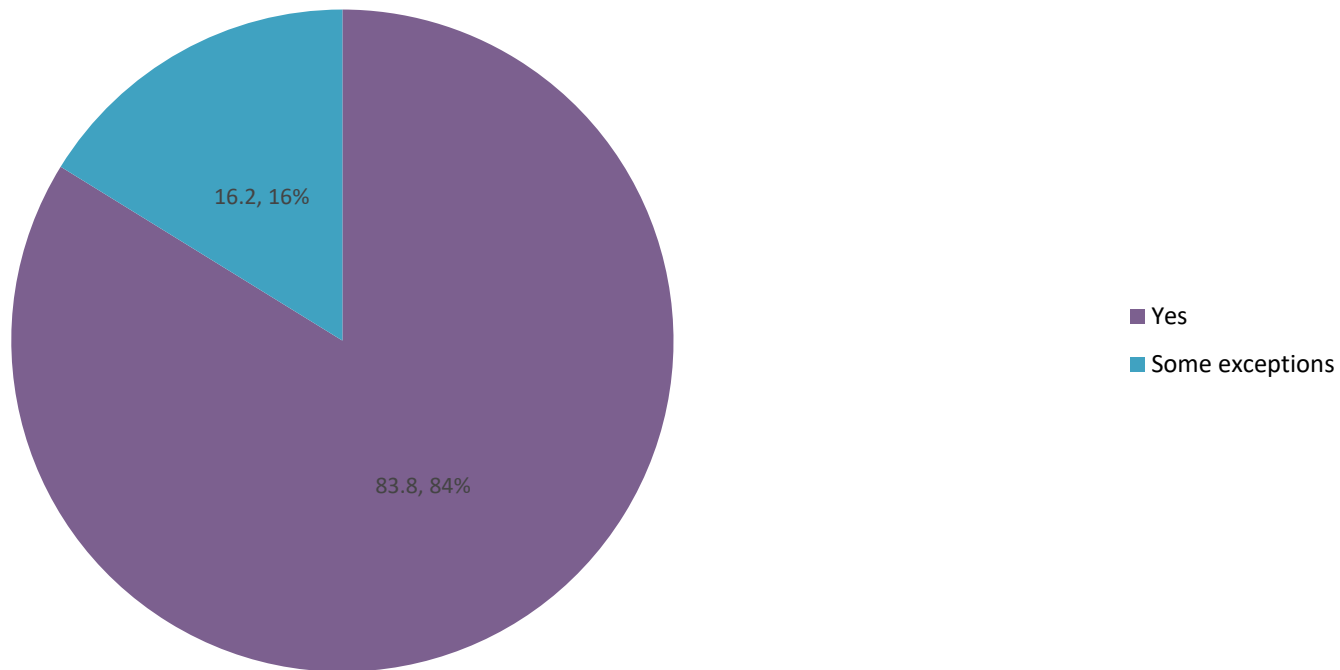
19. Is there clear evidence in every treatment plan that the consumer/family participated as a decision maker in care planning?





19. Is there clear evidence in every treatment plan that the consumer/family participated as a decision maker in care planning?

Value		Percent	Count
Yes		80.6%	29
No		16.7%	6
Not Sure		2.8%	1
Totals			36

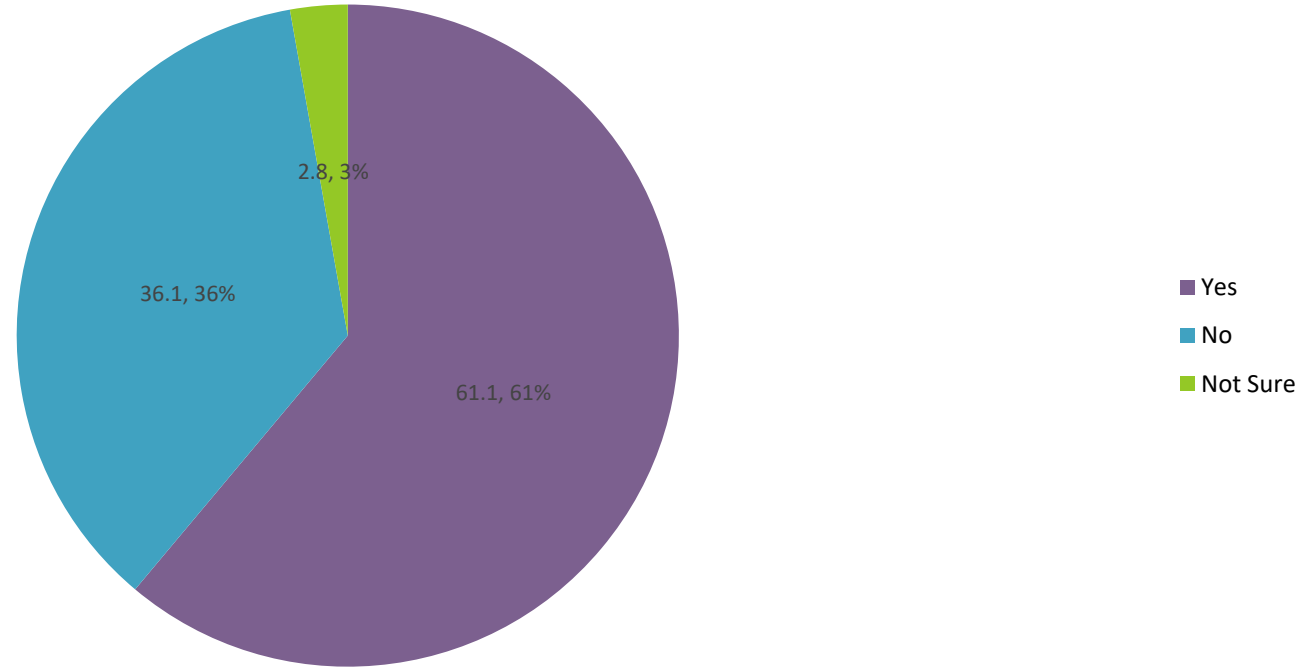
20. Does the treatment plan reflect the needs identified by the clinician in the Intake Assessment?






20.Does the treatment plan reflect the needs identified by the clinician in the Intake Assessment?

Value		Percent	Count
Yes		83.8%	31
Some exceptions		16.2%	6
Totals			37

21. Does your staff review quantitative (numeric) data on client progress on a regular basis during the course of care?



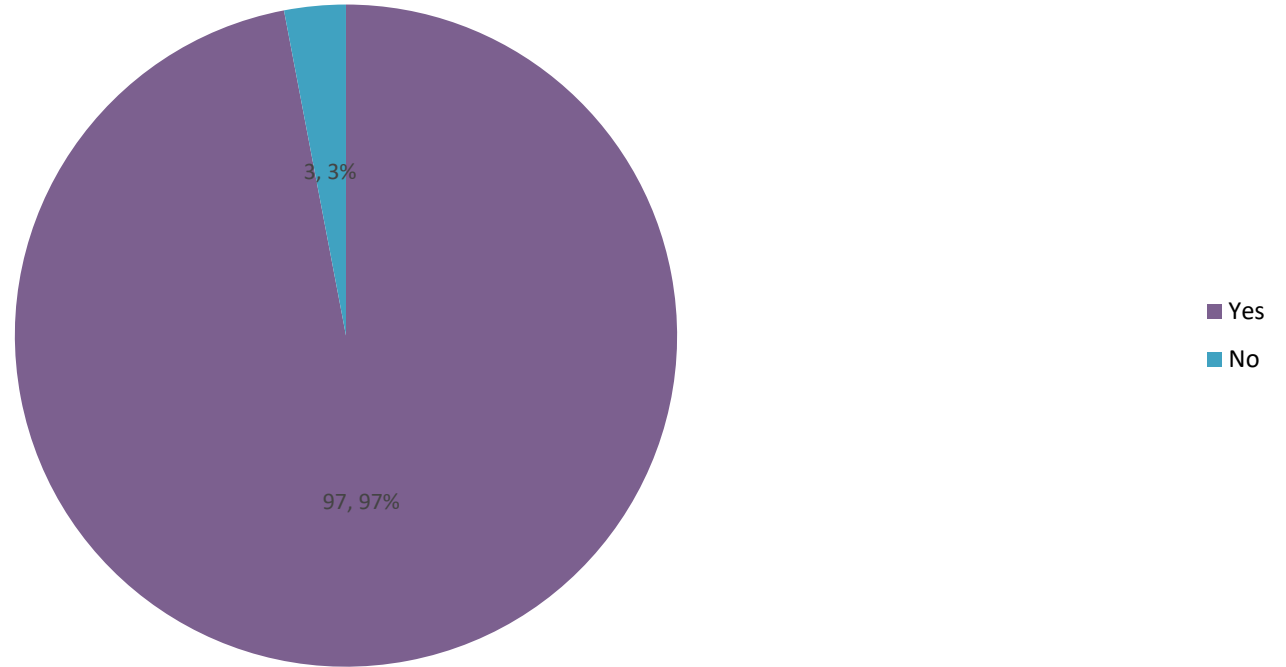
21. Does your staff review quantitative (numeric) data on client progress on a regular basis during the course of care?

Value		Percent	Count
Yes		61.1%	22
No		36.1%	13
Not Sure		2.8%	1
Totals			36



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Financial Metrics

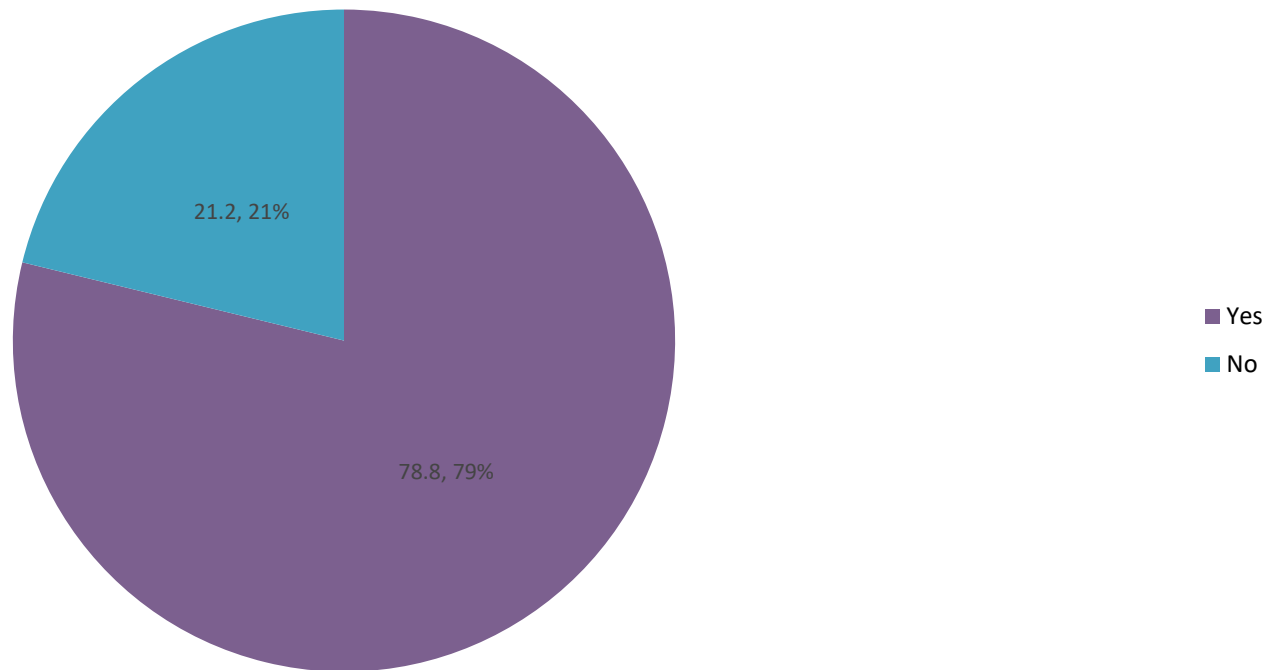
22. Are your key budget assumptions documented and approved by leadership and the board?





22. Are your key budget assumptions documented and approved by leadership and the board?

Value		Percent	Count
Yes		97.0%	32
No		3.0%	1
Totals			33

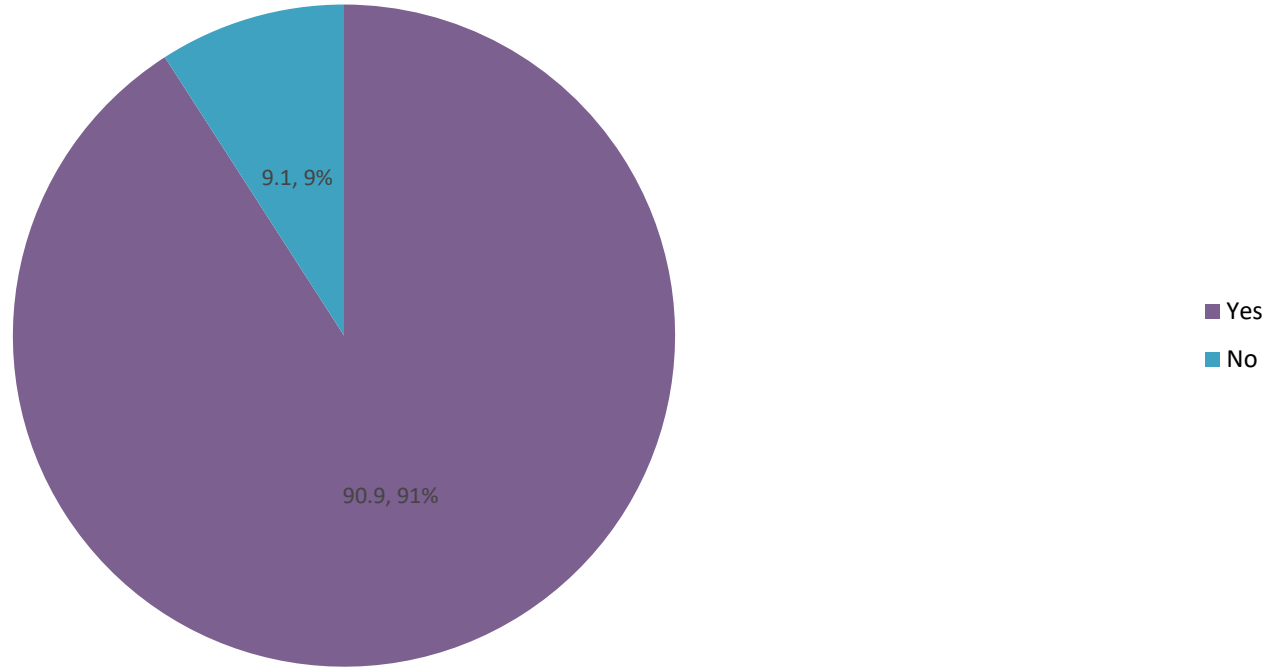
23. Are your programs responsible for budgeting their controllable expenses?





23.Are your programs responsible for budgeting their controllable expenses?

Value		Percent	Count
Yes		78.8%	26
No		21.2%	7
Totals			33

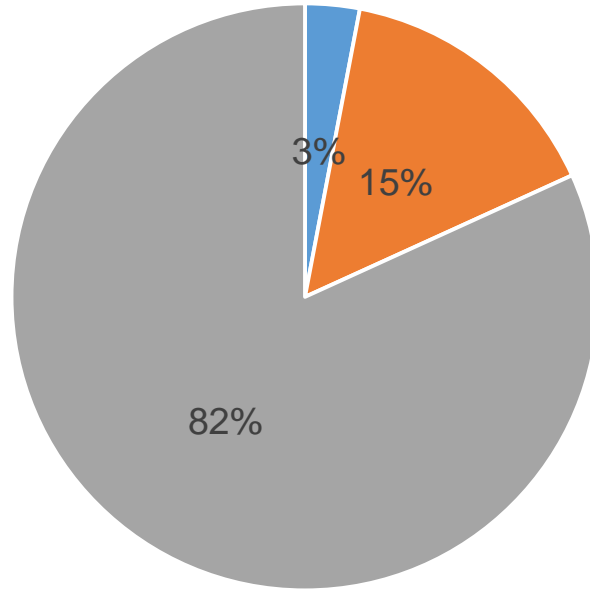
24. Is central administration responsible for budgeting non-controllable expenses?



24. Is central administration responsible for budgeting non-controllable expenses?

Value		Percent	Count
Yes		90.9%	30
No		9.1%	3
Totals			33

25.How confident are you that your current cash flow can sustain the current needs of your organization?






■ Not confident at all

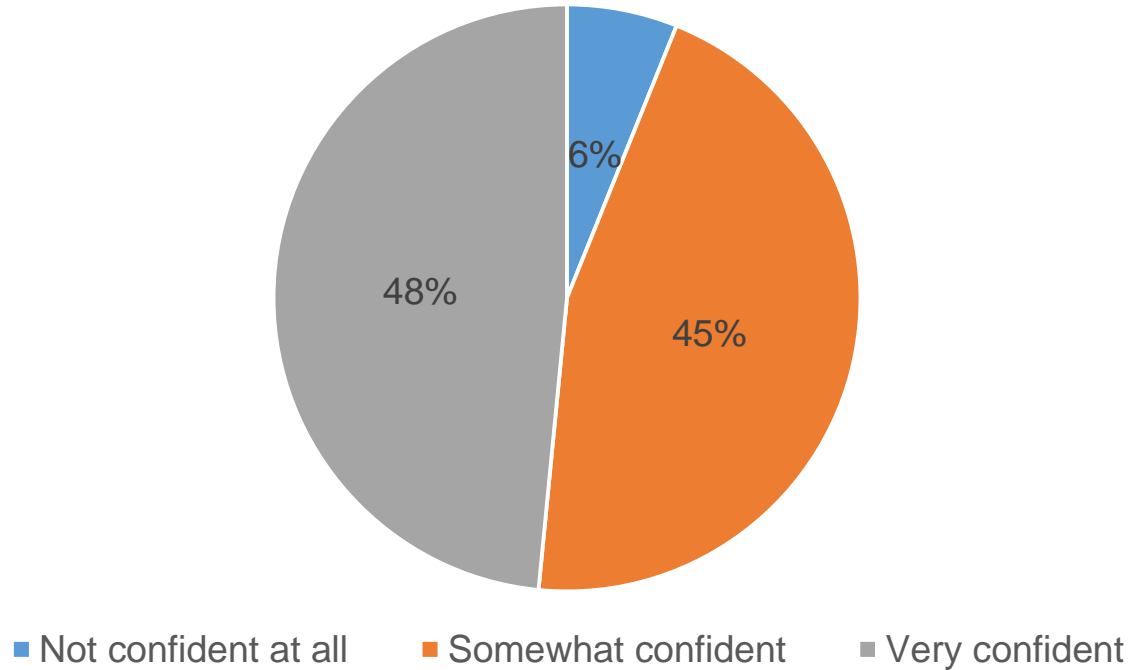
■ Somewhat confident

■ Very confident




25.How confident are you that your current cash flow can sustain the current needs of your organization?

Value		Percent	Count
Not confident at all	 A horizontal bar chart for the 'Not confident at all' category. The bar is composed of a small purple segment on the left and a larger grey segment on the right, representing 3.0% of the total.	3.0%	1
Somewhat confident	 A horizontal bar chart for the 'Somewhat confident' category. The bar is composed of a small cyan segment on the left and a larger grey segment on the right, representing 15.2% of the total.	15.2%	5
Very confident	 A horizontal bar chart for the 'Very confident' category. The bar is composed of a large lime green segment on the left and a small grey segment on the right, representing 81.8% of the total.	81.8%	27
Totals			33

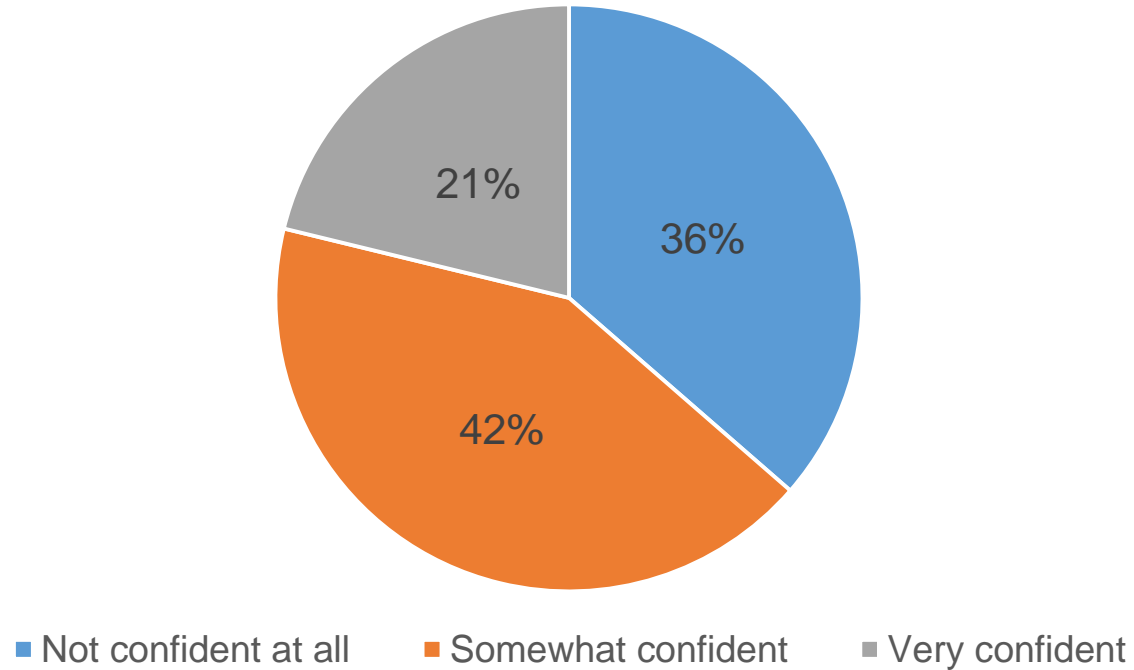
26. How confident are you that your current cash flow can sustain the future needs of your organization?






26. How confident are you that your current cash flow can sustain the future needs of your organization?

Value		Percent	Count
Not confident at all	 A horizontal bar chart for the 'Not confident at all' category. The bar is composed of a small purple segment on the left and a larger grey segment on the right, representing 6.1% of the total.	6.1%	2
Somewhat confident	 A horizontal bar chart for the 'Somewhat confident' category. The bar is composed of a blue segment on the left and a grey segment on the right, representing 45.5% of the total.	45.5%	15
Very confident	 A horizontal bar chart for the 'Very confident' category. The bar is composed of a lime green segment on the left and a grey segment on the right, representing 48.5% of the total.	48.5%	16
Totals			33

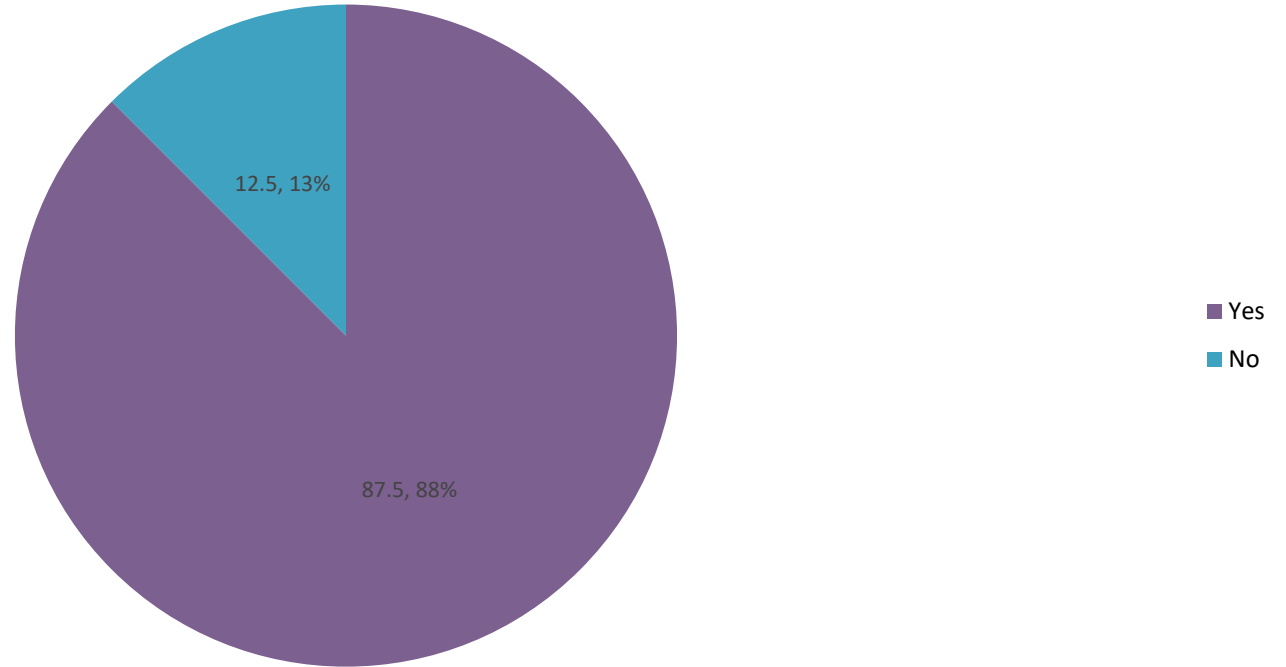
27. How confident are you that your reimbursement rates cover the cost per service?





27. How confident are you that your reimbursement rates cover the cost per service?

Value		Percent	Count
Not confident at all		36.4%	12
Somewhat confident		42.4%	14
Very confident		21.2%	7
Totals			33

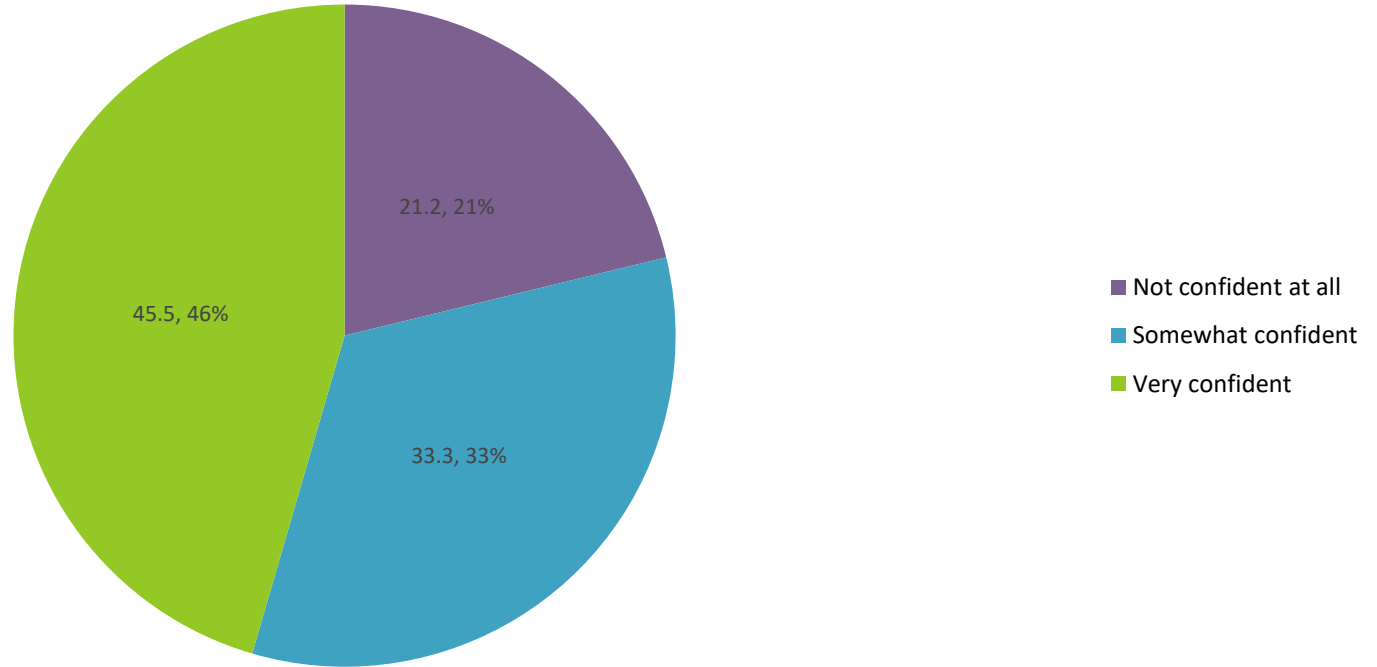
28. Do you know how much each program contributes to the operating margin of the organization?



28. Do you know how much each program contributes to the operating margin of the organization?

Value		Percent	Count
Yes		87.5%	28
No		12.5%	4
Totals			32

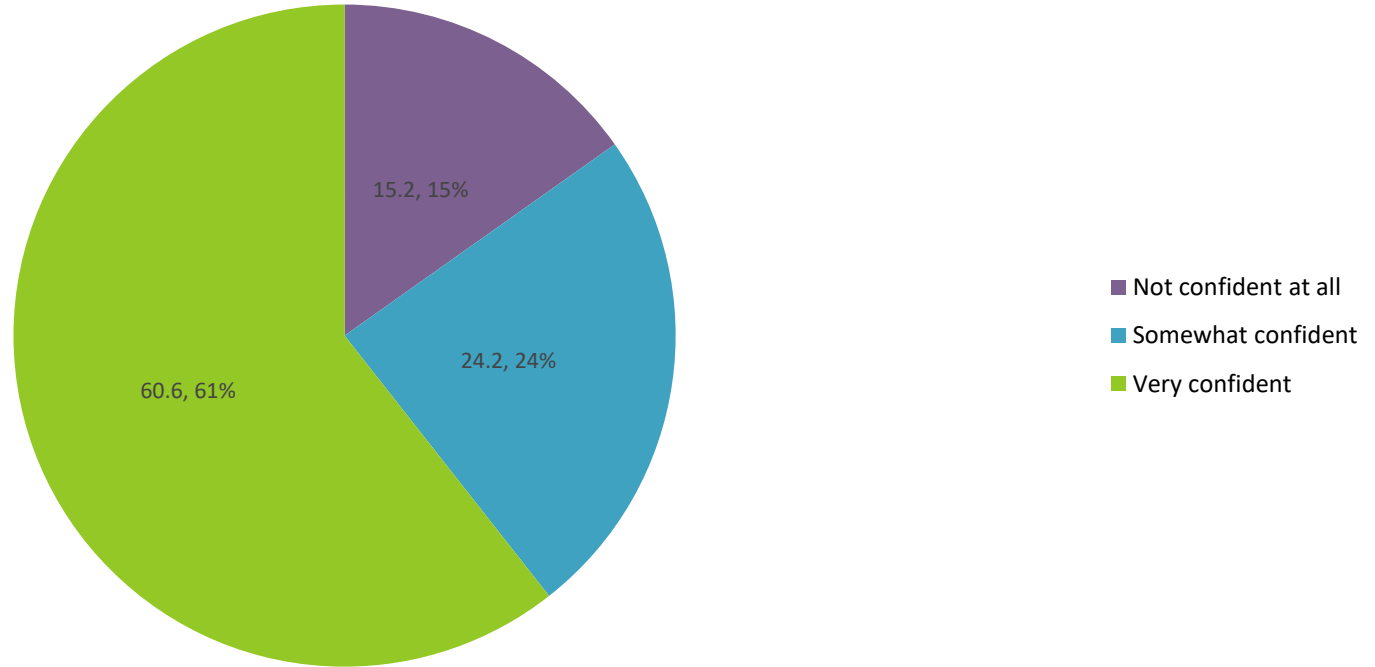
29.How confident are you that you are collecting on a timely basis (i.e., avg < 35 days)?






29.How confident are you that you are collecting on a timely basis (i.e., avg < 35 days)?

Value		Percent	Count
Not confident at all		21.2%	7
Somewhat confident		33.3%	11
Very confident		45.5%	15
Totals			33

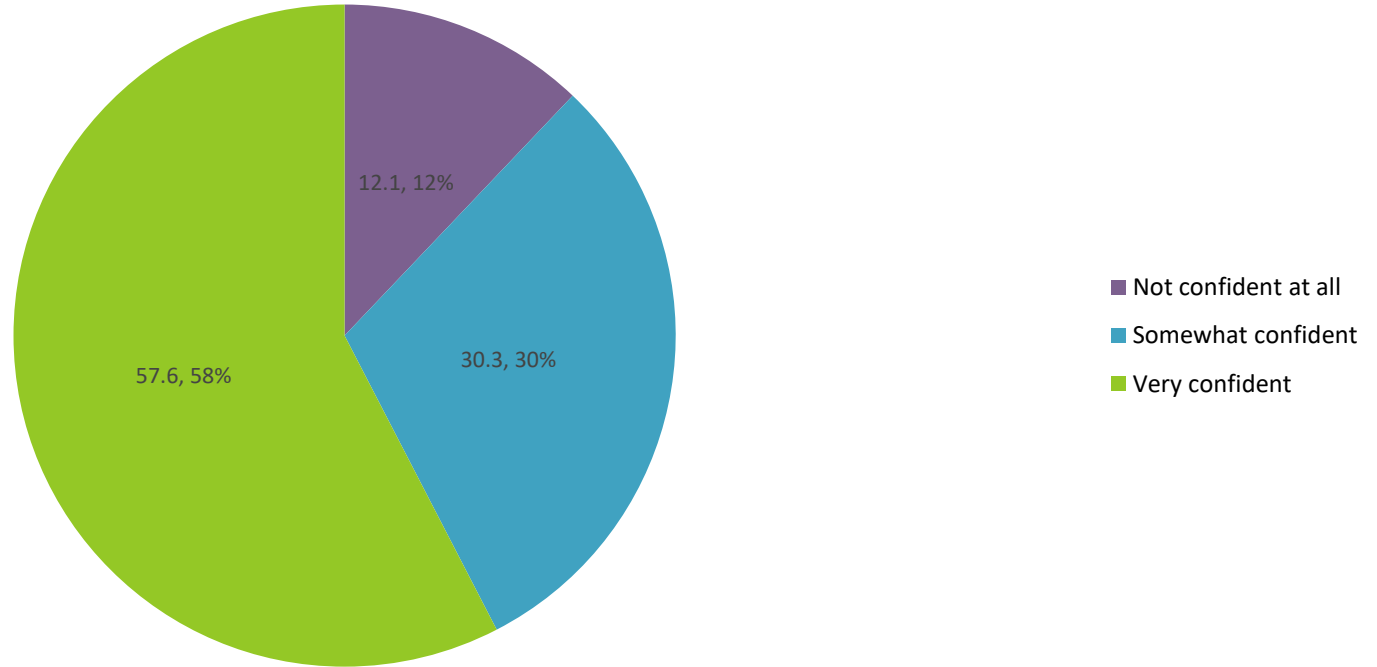
30.How confident are you that you are collecting the correct (contracted/eligible) amount for all services provided?






30.How confident are you that you are collecting the correct (contracted/eligible) amount for all services provided?

Value		Percent	Count
Not confident at all		15.2%	5
Somewhat confident		24.2%	8
Very confident		60.6%	20
Totals			33

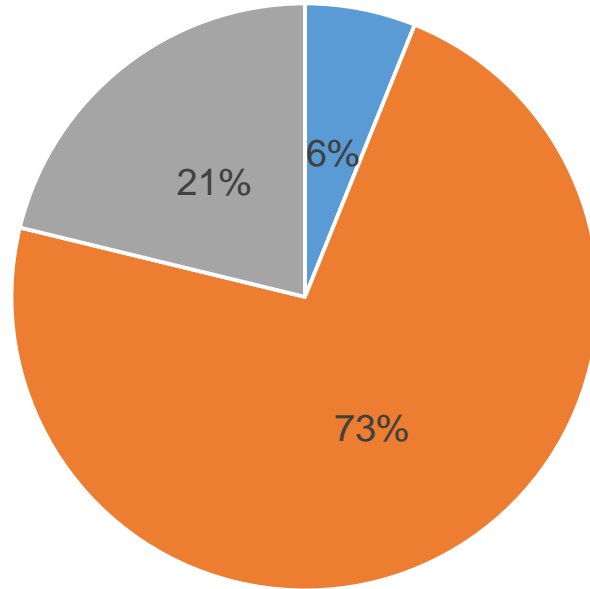
31.How confident are you that a charge is created and billed for every service provided?



31.How confident are you that a charge is created and billed for every service provided?

Value		Percent	Count
Not confident at all	 A horizontal bar chart for the 'Not confident at all' category. The bar is divided into two segments: a small purple segment on the left representing 12.1% and a larger grey segment on the right representing the remaining 87.9%.	12.1%	4
Somewhat confident	 A horizontal bar chart for the 'Somewhat confident' category. The bar is divided into two segments: a cyan segment on the left representing 30.3% and a grey segment on the right representing 69.7%.	30.3%	10
Very confident	 A horizontal bar chart for the 'Very confident' category. The bar is divided into two segments: a lime green segment on the left representing 57.6% and a grey segment on the right representing 42.4%.	57.6%	19
Totals			33

32. How confident are you that your agency knows the true cost of care across all programs in your organization?






■ Not confident at all

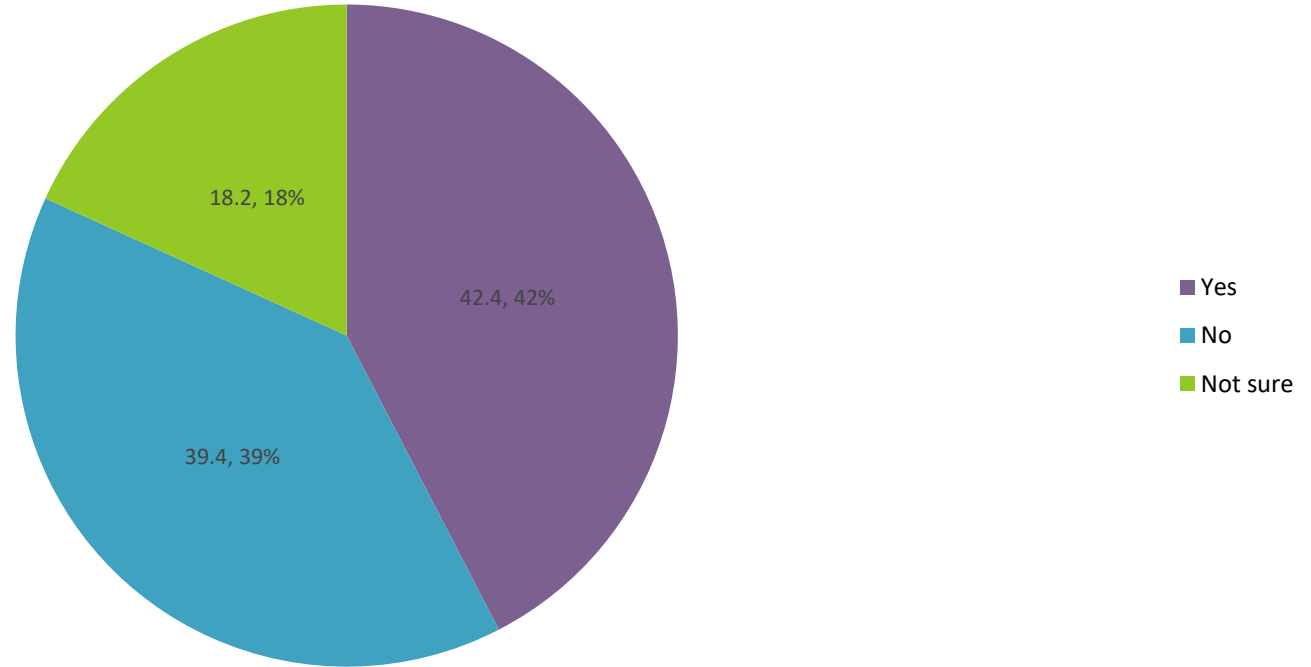
■ Somewhat confident

■ Very confident




32.How confident are you that your agency knows the true cost of care across all programs in your organization?

Value		Percent	Count
Not confident at all		6.1%	2
Somewhat confident		72.7%	24
Very confident		21.2%	7
Totals			33

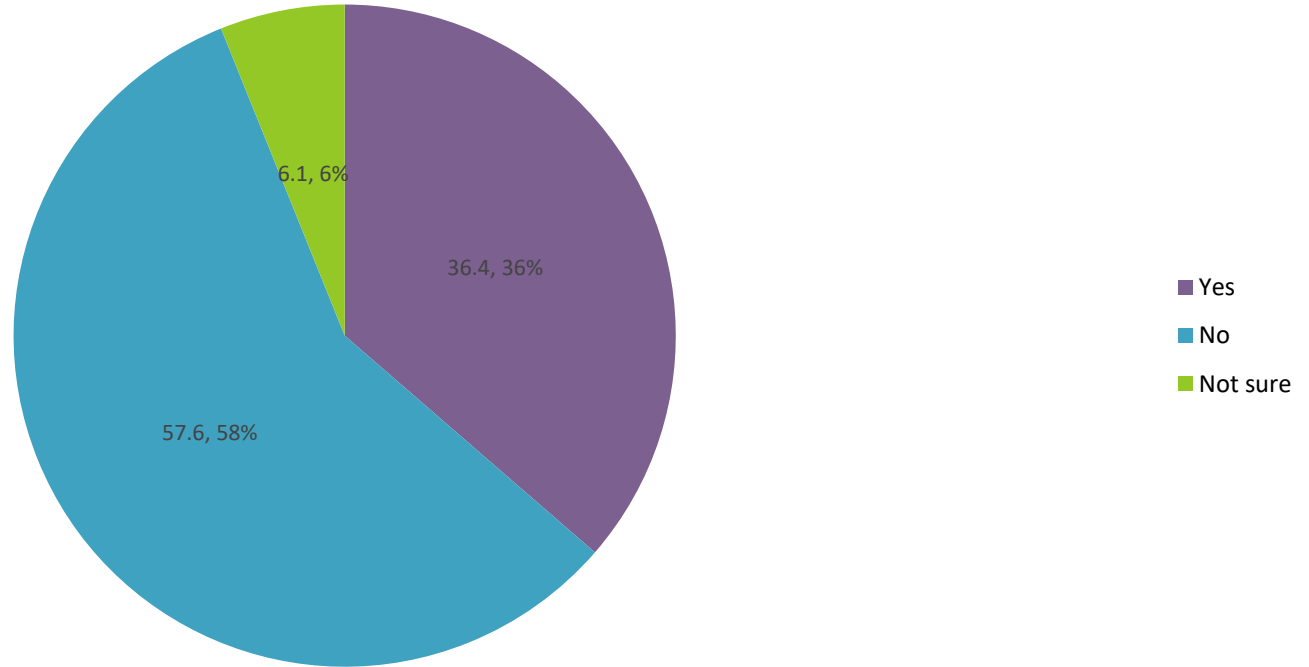
33. Are less than 4% of your claims denied upon first submission?






33.Are less than 4% of your claims denied upon first submission?

Value		Percent	Count
Yes		42.4%	14
No		39.4%	13
Not sure		18.2%	6
Totals			33

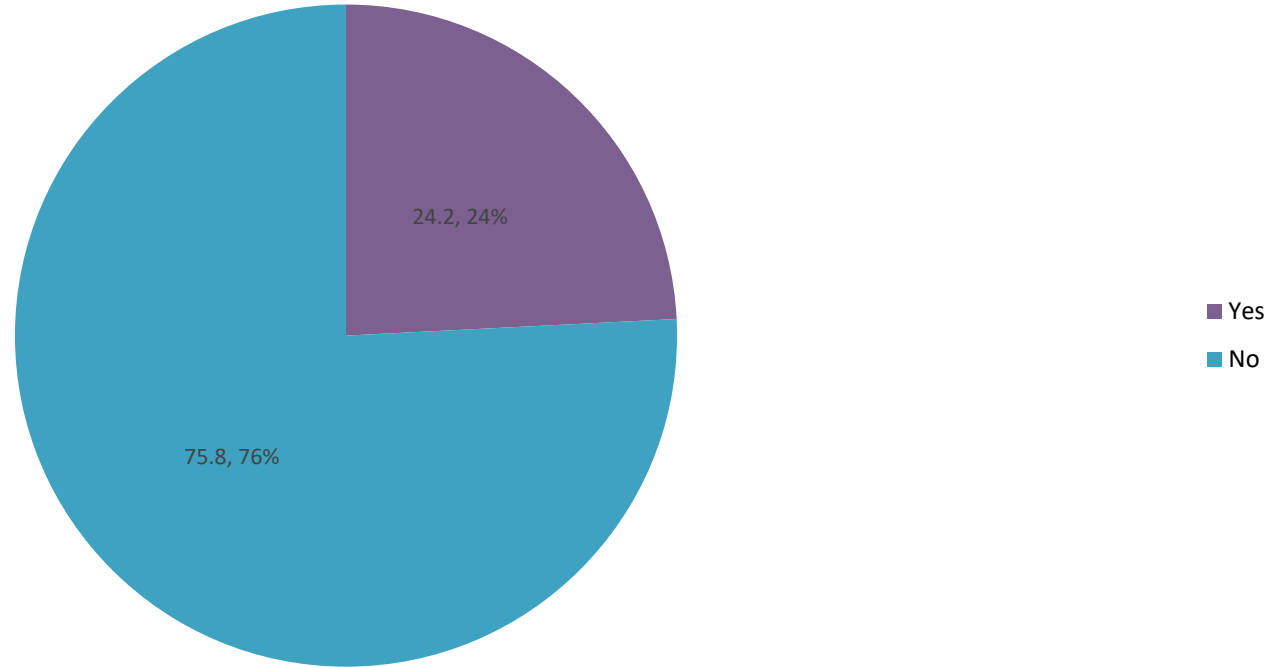
34. Is the number of days from the date of service to the date of charge (charge lag) less than 3?





34. Is the number of days from the date of service to the date of charge (charge lag) less than 3?

Value		Percent	Count
Yes		36.4%	12
No		57.6%	19
Not sure		6.1%	2
Totals			33

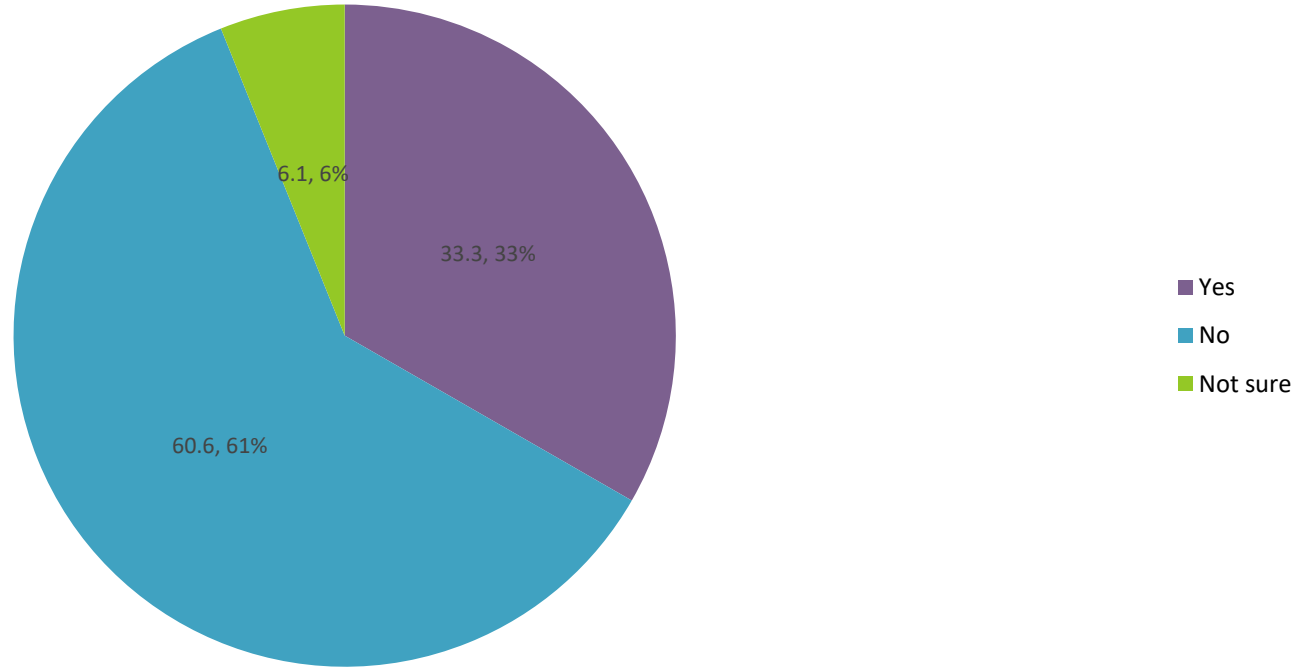
35. Do you complete your month end close process within 5 business days of the end of the month?






35. Do you complete your month end close process within 5 business days of the end of the month?

Value		Percent	Count
Yes		24.2%	8
No		75.8%	25
Totals			33

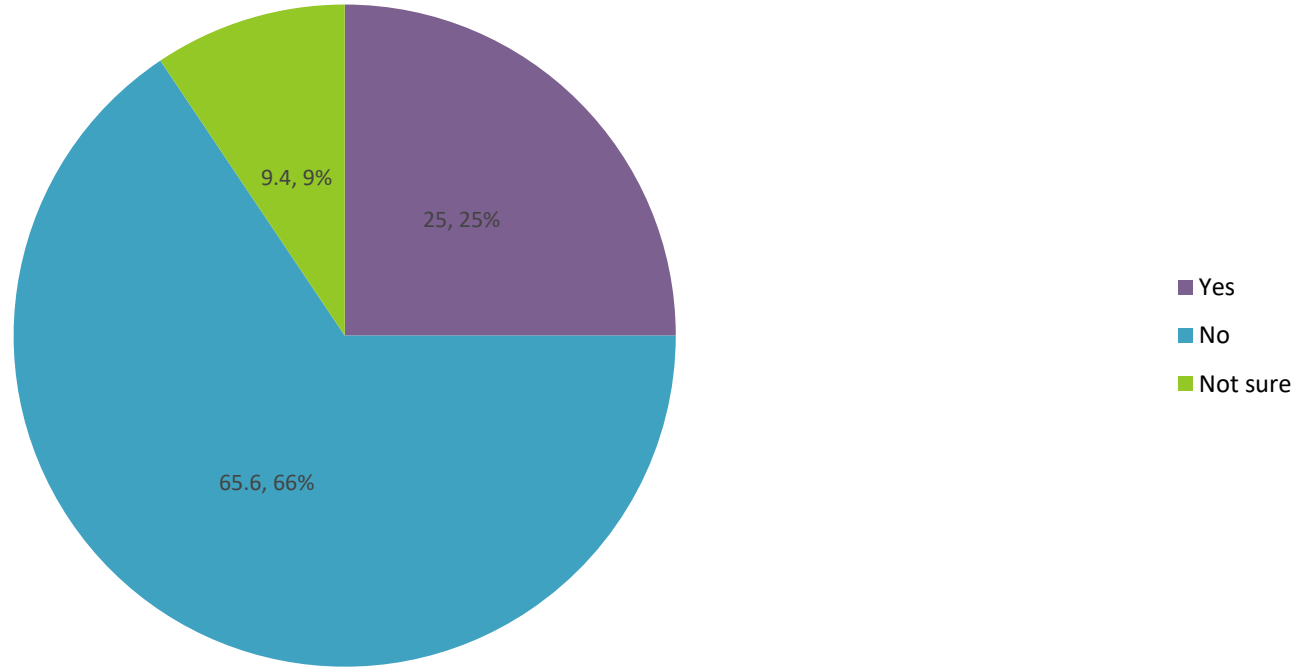
36. Is your bank reconciliation completed within 2 business days of the end of the month?






36. Is your bank reconciliation completed within 2 business days of the end of the month?

Value		Percent	Count
Yes		33.3%	11
No		60.6%	20
Not sure		6.1%	2
Totals			33

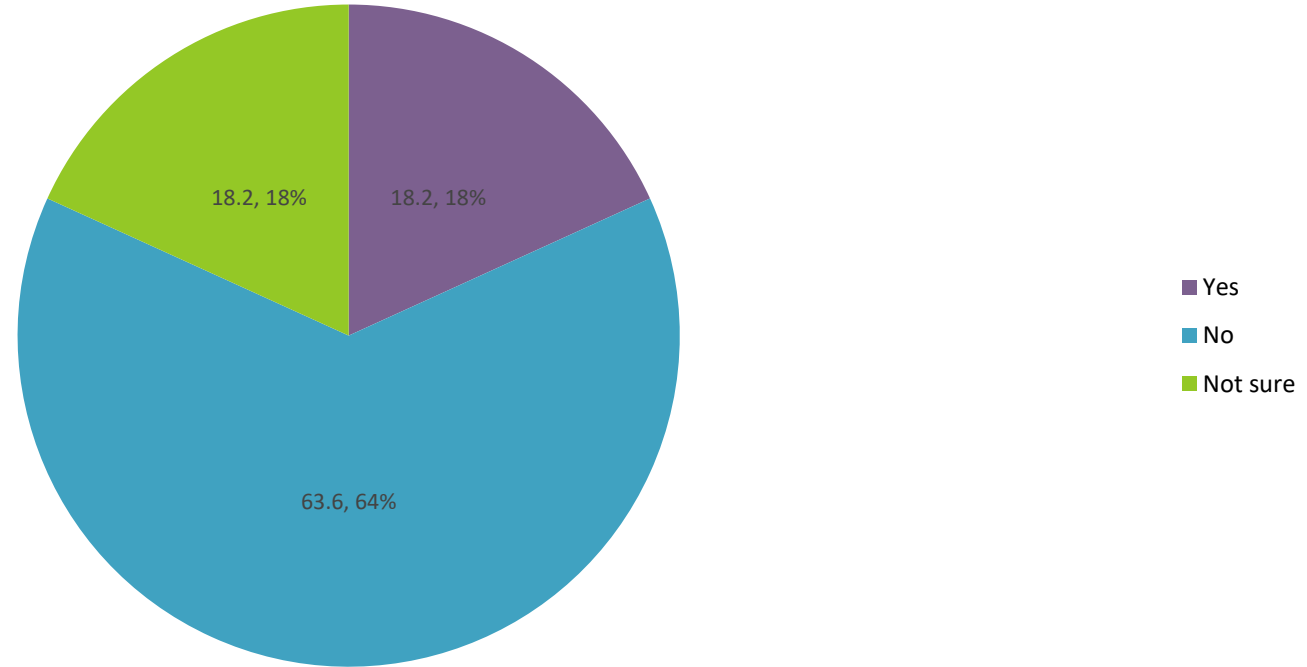
37. Are your key balance sheet account reconciliations completed within 3 business days of the end of the month?






37. Are your key balance sheet account reconciliations completed within 3 business days of the end of the month?

Value		Percent	Count
Yes		25.0%	8
No		65.6%	21
Not sure		9.4%	3
Totals			32

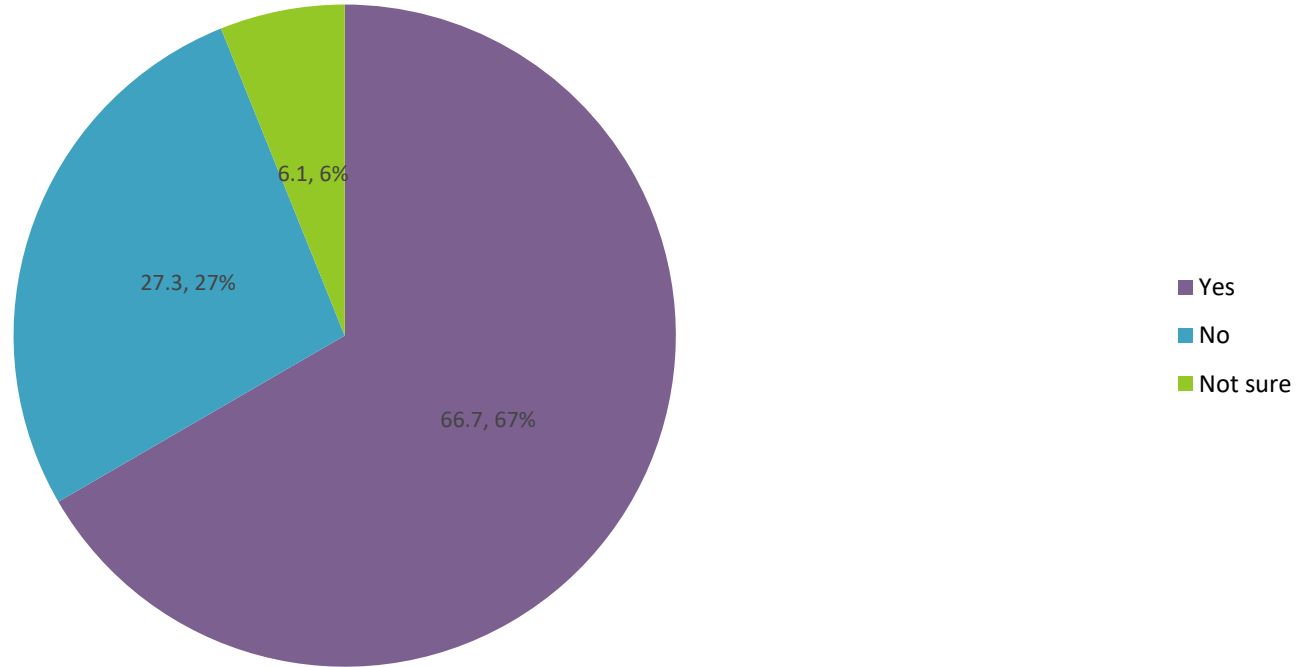
38. Do you complete the A/R "roll forward" within 2 business days of the end of the month?






38.Do you complete the A/R "roll forward" within 2 business days of the end of the month?

Value		Percent	Count
Yes		18.2%	6
No		63.6%	21
Not sure		18.2%	6
Totals			33

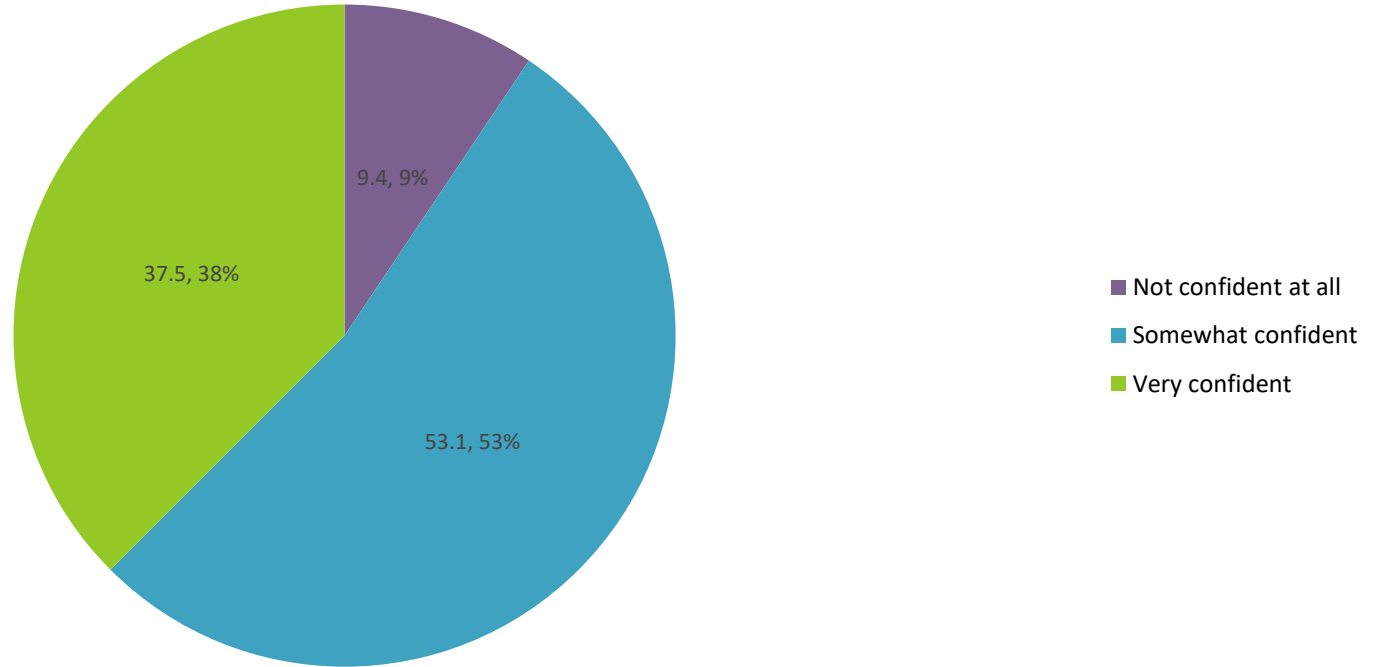
39. Is your percent of accounts receivable > 120 days less than 15%?






39. Is your percent of accounts receivable > 120 days less than 15%?

Value		Percent	Count
Yes		66.7%	22
No		27.3%	9
Not sure		6.1%	2
Totals			33

40. Are you confident you are collecting the correct amount for services billed from all payers? i.e net collection rate > 97%



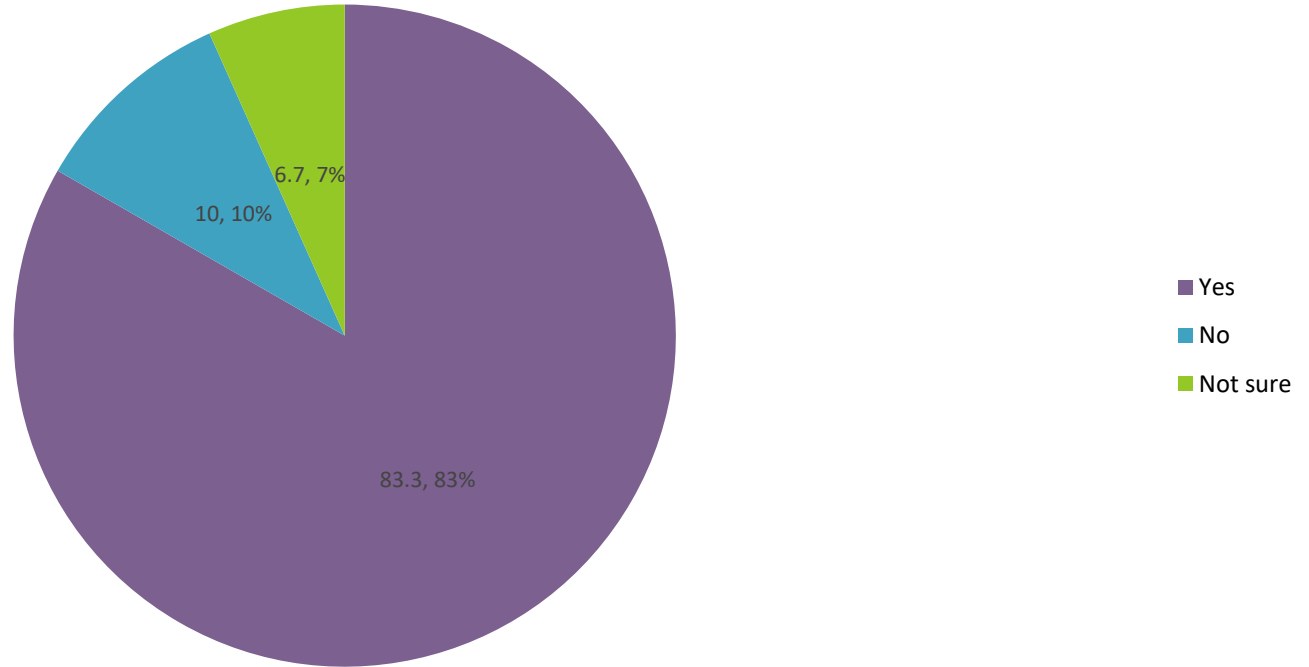
40. Are you confident you are collecting the correct amount for services billed from all payers? i.e net collection rate > 97%

Value		Percent	Count
Not confident at all		9.4%	3
Somewhat confident		53.1%	17
Very confident		37.5%	12
Totals			32




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IT Metrics

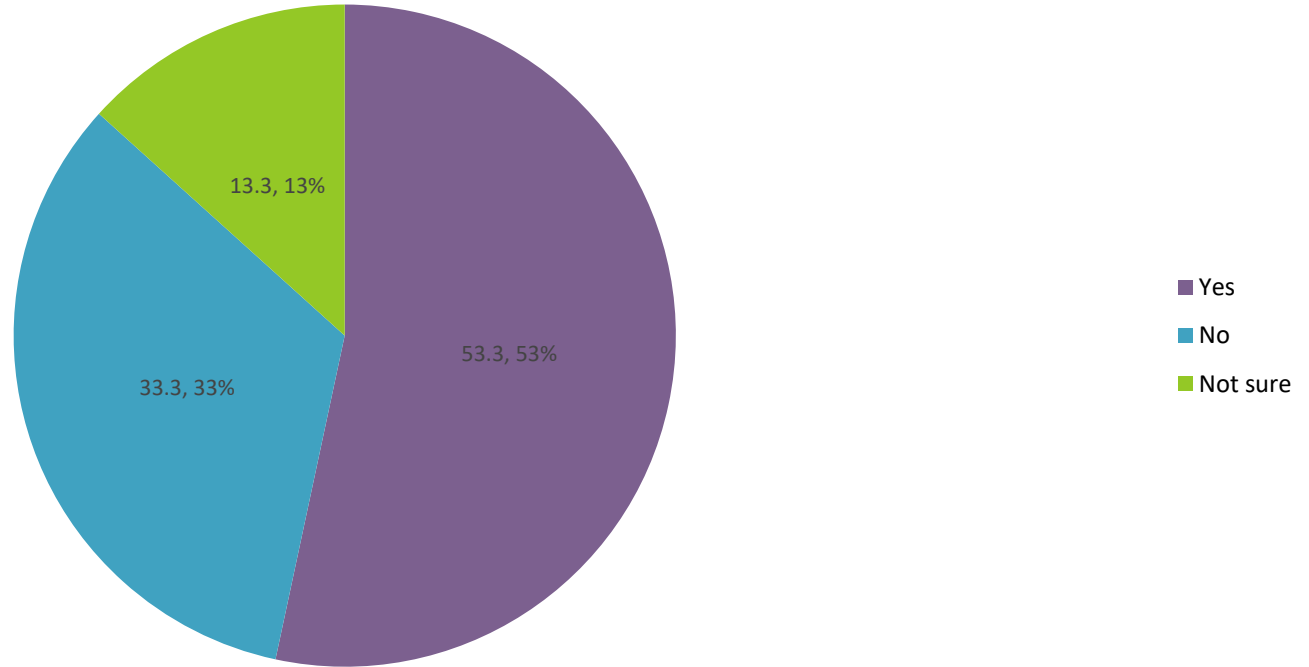
41. Do your applications and infrastructure achieve at least 99.9% uptime?






41. Do your applications and infrastructure achieve at least 99.9% uptime?

Value		Percent	Count
Yes		83.3%	25
No		10.0%	3
Not sure		6.7%	2
Totals			30

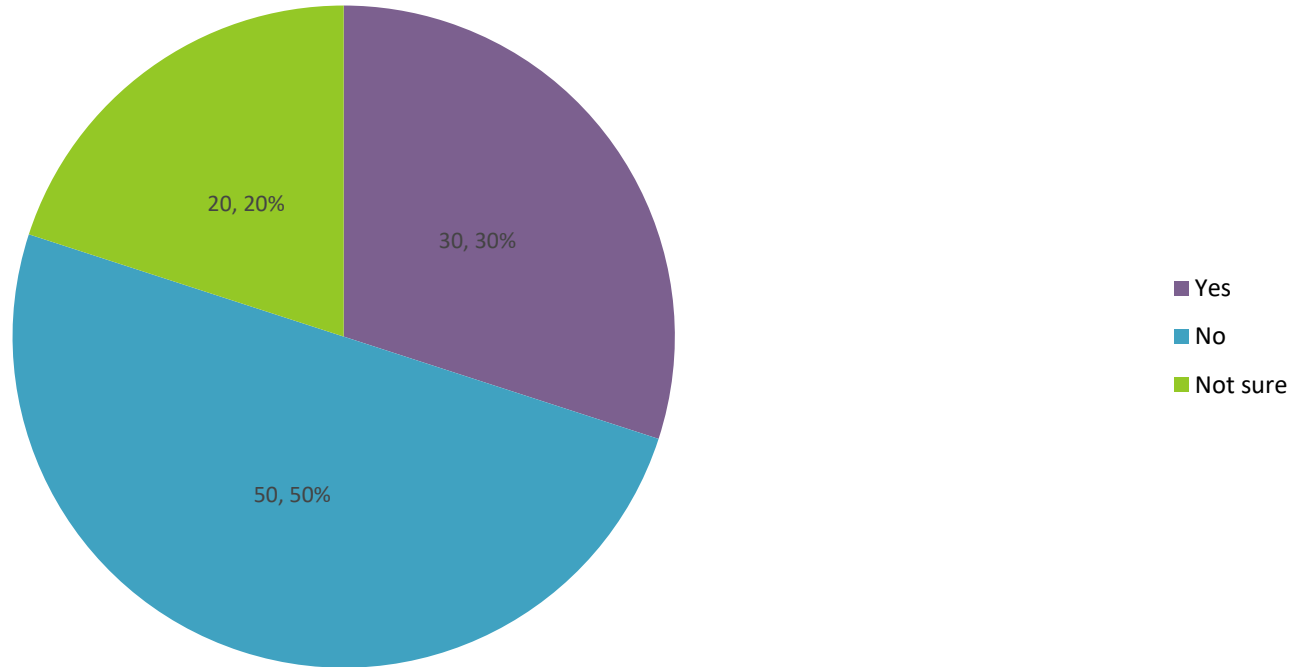
42. Do you have full redundancy for all of your core hardware (networking, storage, compute)?






42. Do you have full redundancy for all of your core hardware (networking, storage, compute)?

Value		Percent	Count
Yes	 A horizontal bar chart for the 'Yes' response. The bar is divided into two segments: a purple segment representing 53.3% and a grey segment representing the remaining 46.7%.	53.3%	16
No	 A horizontal bar chart for the 'No' response. The bar is divided into two segments: a cyan segment representing 33.3% and a grey segment representing the remaining 66.7%.	33.3%	10
Not sure	 A horizontal bar chart for the 'Not sure' response. The bar is divided into two segments: a lime green segment representing 13.3% and a grey segment representing the remaining 86.7%.	13.3%	4
Totals			30

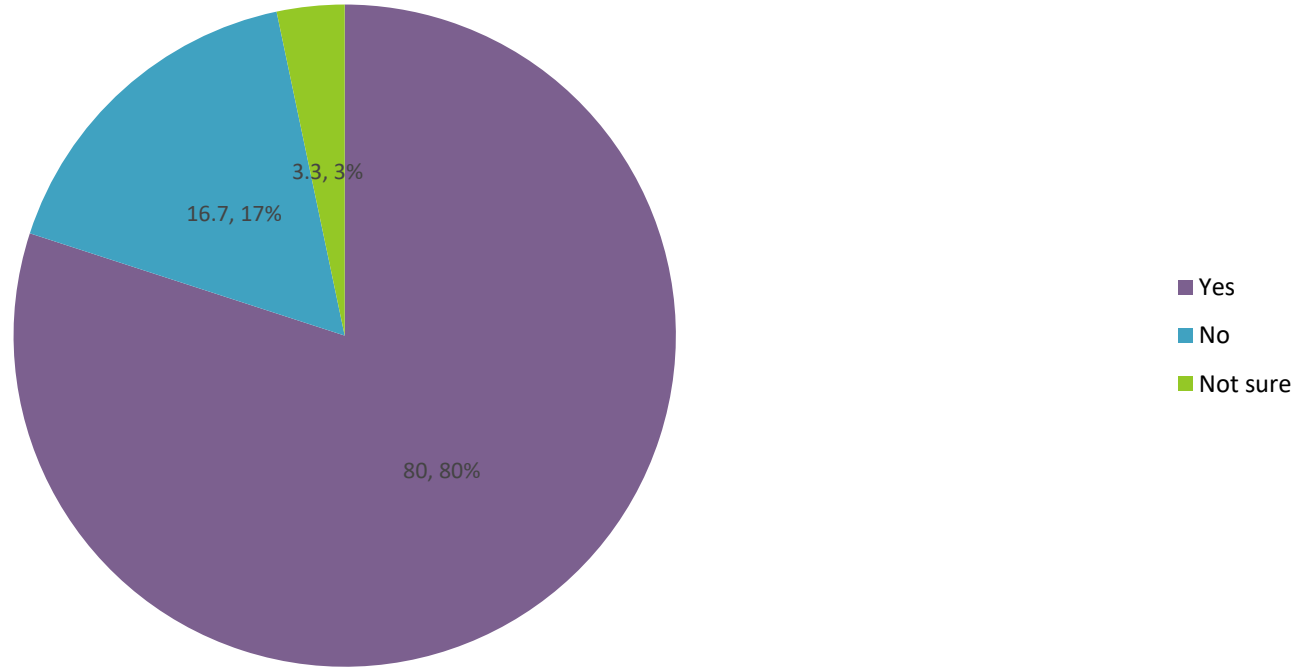
43. Is your recovery time, in case of a disaster, less than 4 hours?






43. Is your recovery time, in case of a disaster, less than 4 hours?

Value		Percent	Count
Yes		30.0%	9
No		50.0%	15
Not sure		20.0%	6
Totals			30

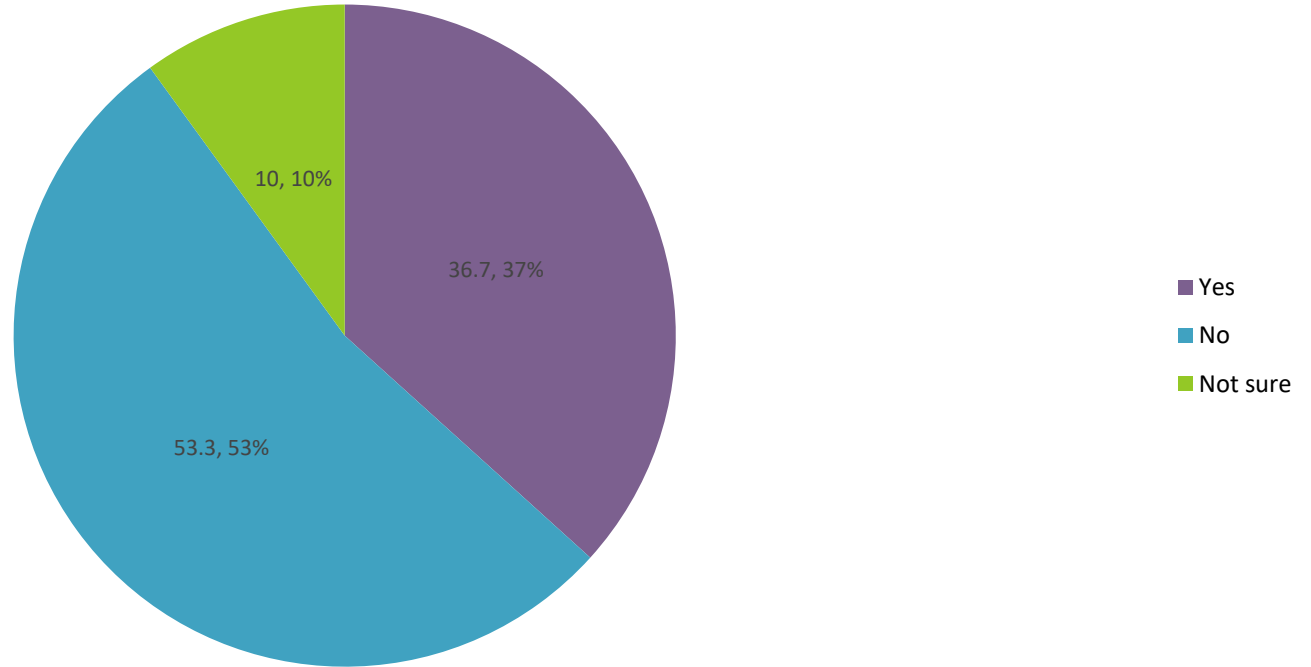
44. Is your recovery point for all servers no more than 24 hours?






44. Is your recovery point for all servers no more than 24 hours?

Value		Percent	Count
Yes		80.0%	24
No		16.7%	5
Not sure		3.3%	1
Totals			30

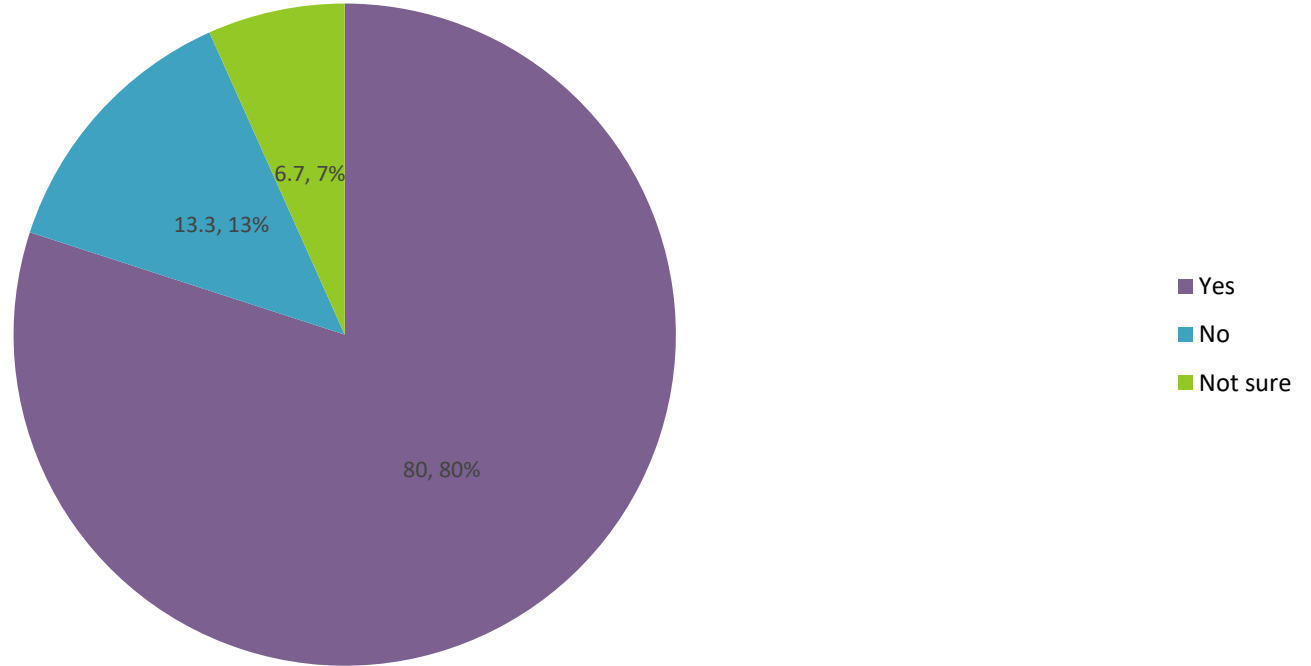
45. Do your locations have redundant network connections leveraging different circuit technology (buried fiber vs. hanging cable)?






45. Do your locations have redundant network connections leveraging different circuit technology (buried fiber vs. hanging cable)?

Value		Percent	Count
Yes		36.7%	11
No		53.3%	16
Not sure		10.0%	3
Totals			30

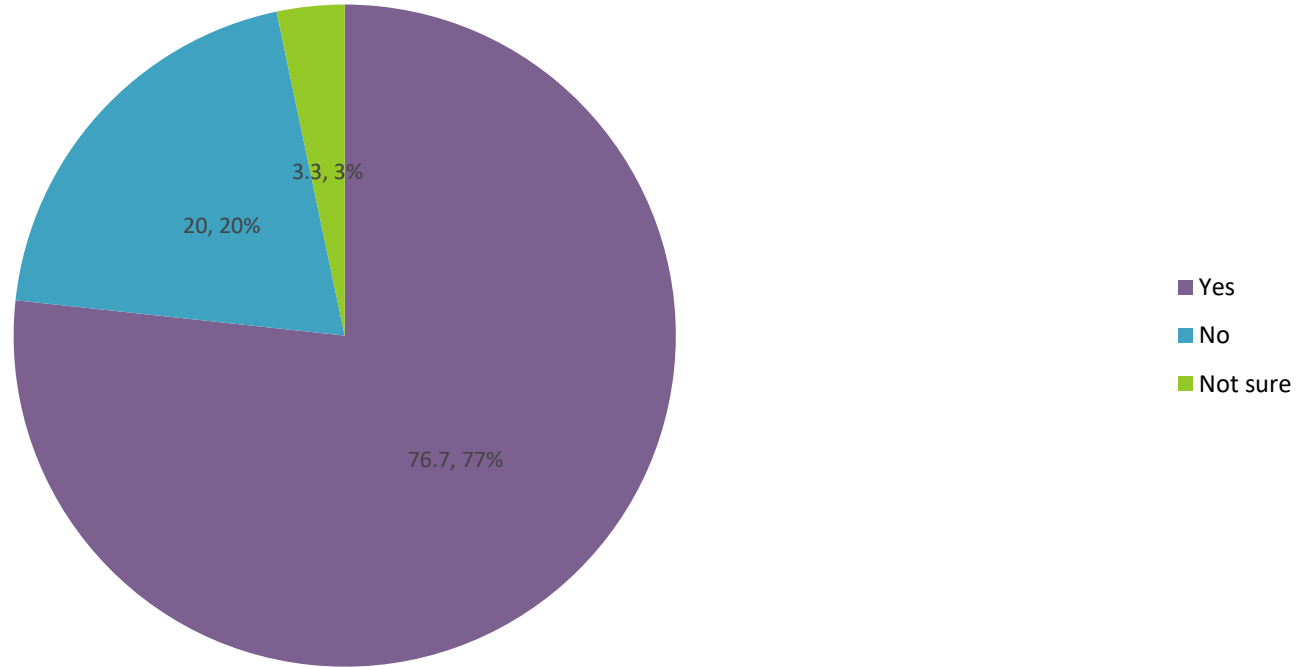
46. Have you ensured that a minimum per user bandwidth is available at each location for your internet?






46. Have you ensured that a minimum per user bandwidth is available at each location for your internet?

Value		Percent	Count
Yes		80.0%	24
No		13.3%	4
Not sure		6.7%	2
Totals			30

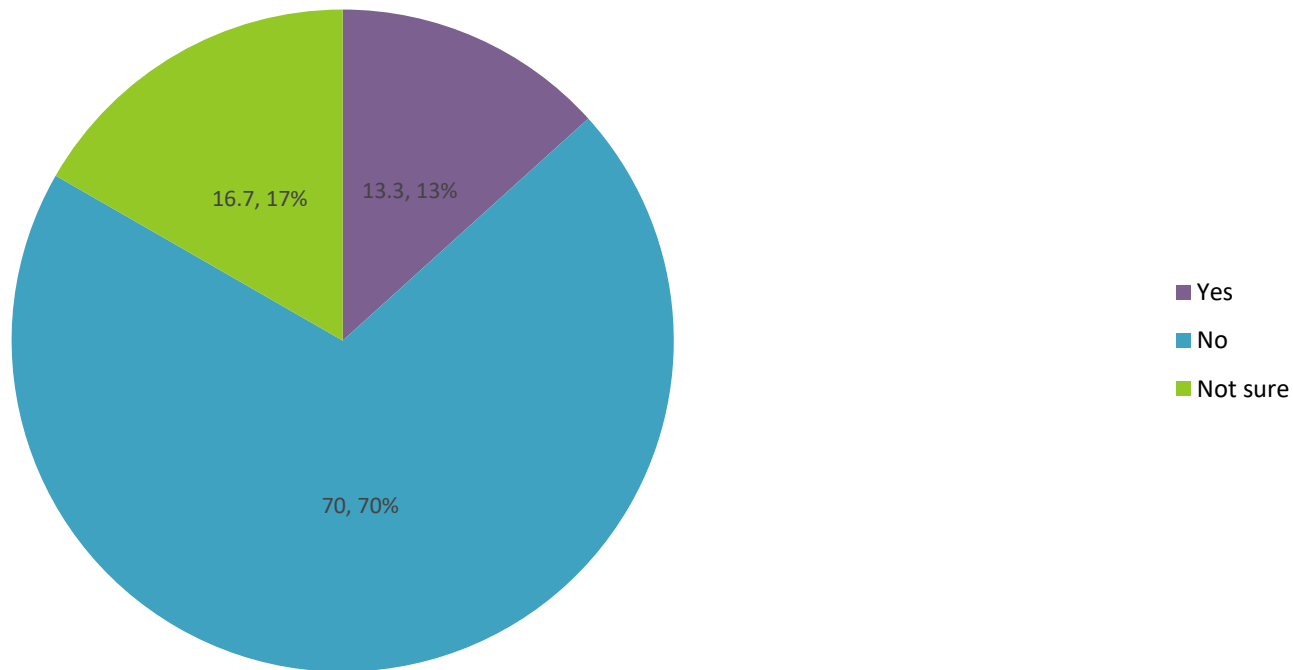
47. Do you actively test your Backup and Disaster Recovery procedures (at least annually)?






47. Do you actively test your Backup and Disaster Recovery procedures (at least annually)?

Value		Percent	Count
Yes		76.7%	23
No		20.0%	6
Not sure		3.3%	1
Totals			30

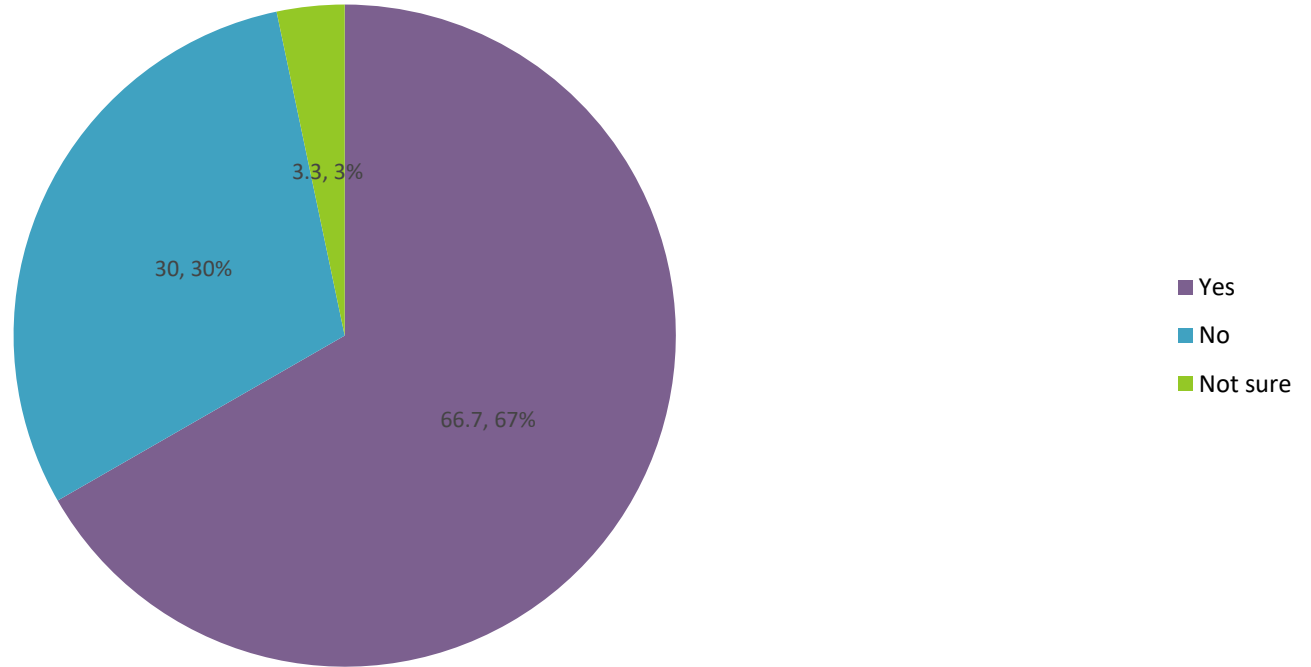
48. Do you have any data stored on the edge networks or endpoints?






48.Do you have any data stored on the edge networks or endpoints?

Value		Percent	Count
Yes		13.3%	4
No		70.0%	21
Not sure		16.7%	5
Totals			30

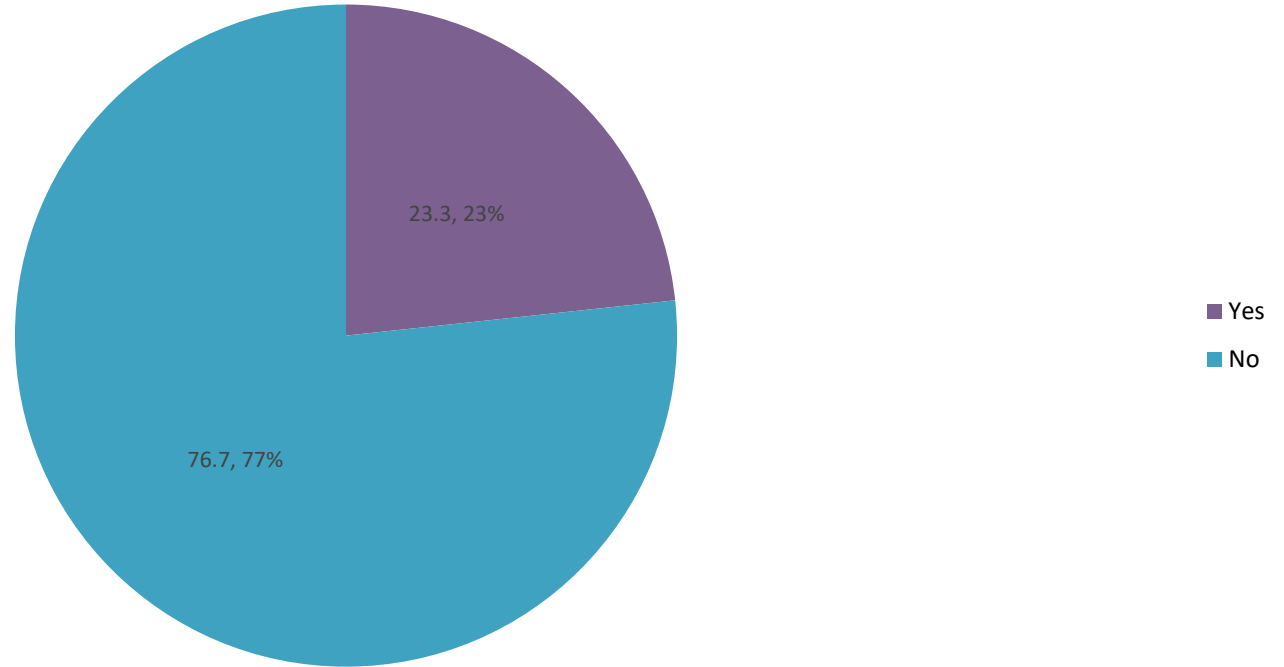
49. Do you have a centralized desktop environment (Citrix, Remote Desktop, VDI)?




49. Do you have a centralized desktop environment (Citrix, Remote Desktop, VDI)?

Value		Percent	Count
Yes		66.7%	20
No		30.0%	9
Not sure		3.3%	1
Totals			30

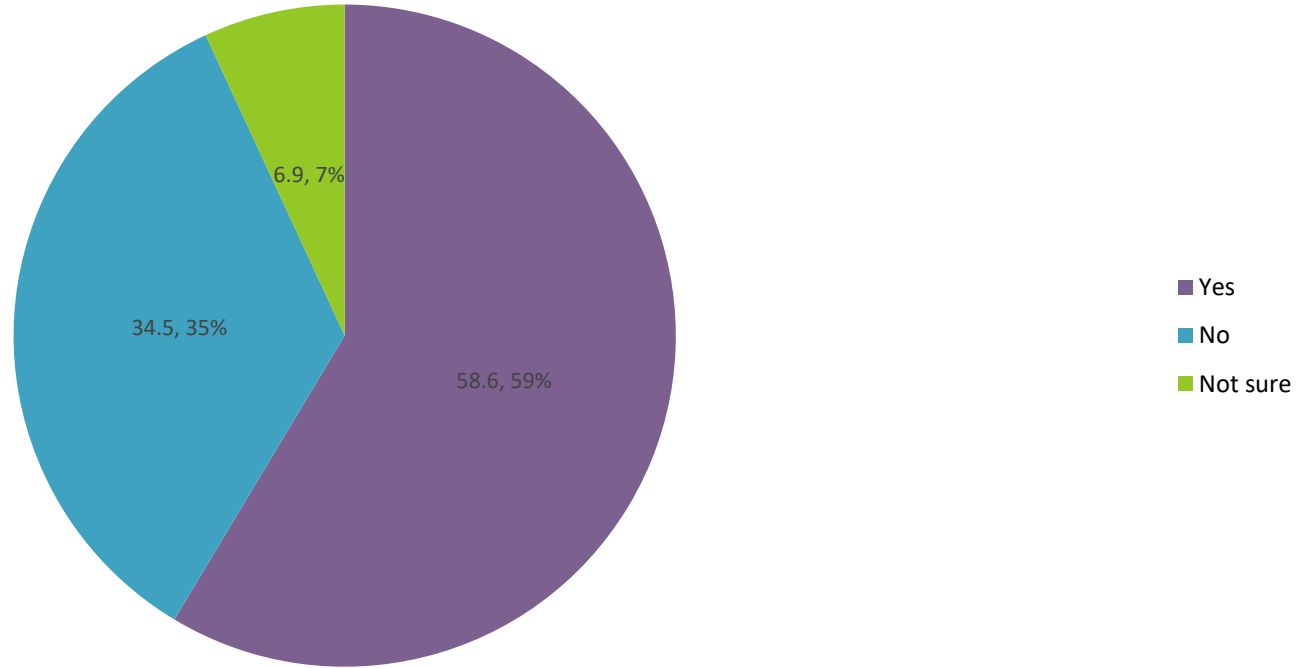
50. Do you allow staff to bring their own device to access company files and applications?






50. Do you allow staff to bring their own device to access company files and applications?

Value		Percent	Count
Yes		23.3%	7
No		76.7%	23
Totals			30

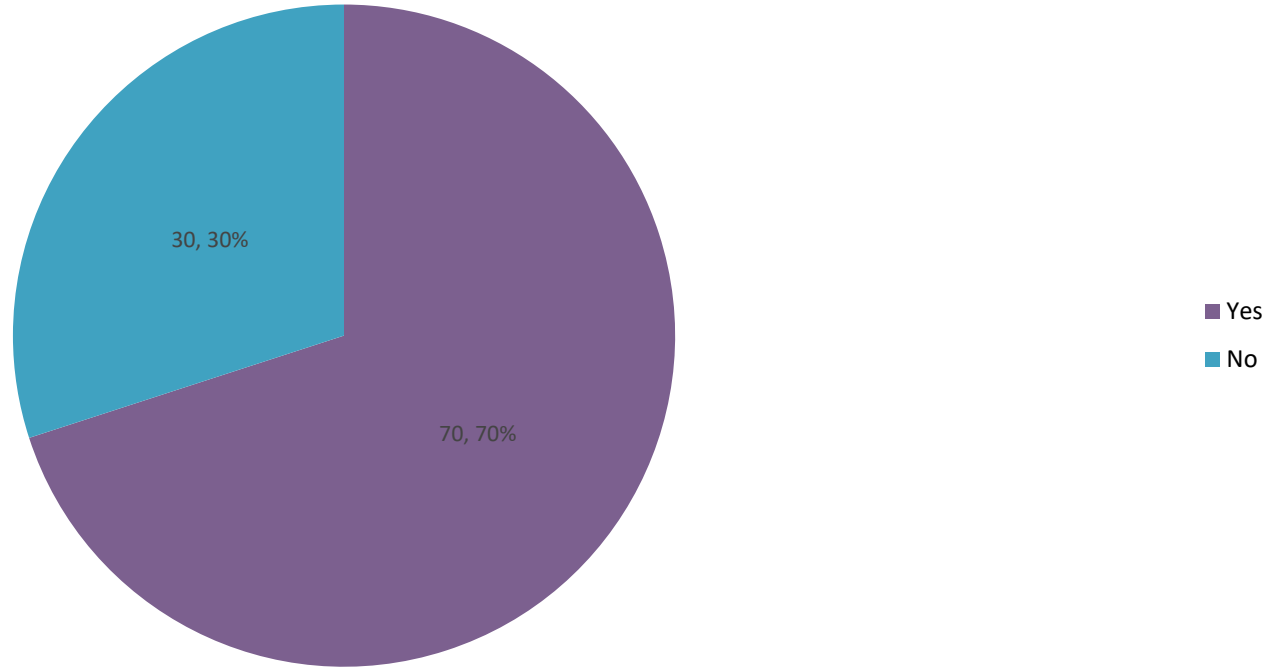
51. Do you perform regular penetration testing?





51.Do you perform regular penetration testing?

Value		Percent	Count
Yes		58.6%	17
No		34.5%	10
Not sure		6.9%	2
Totals			29

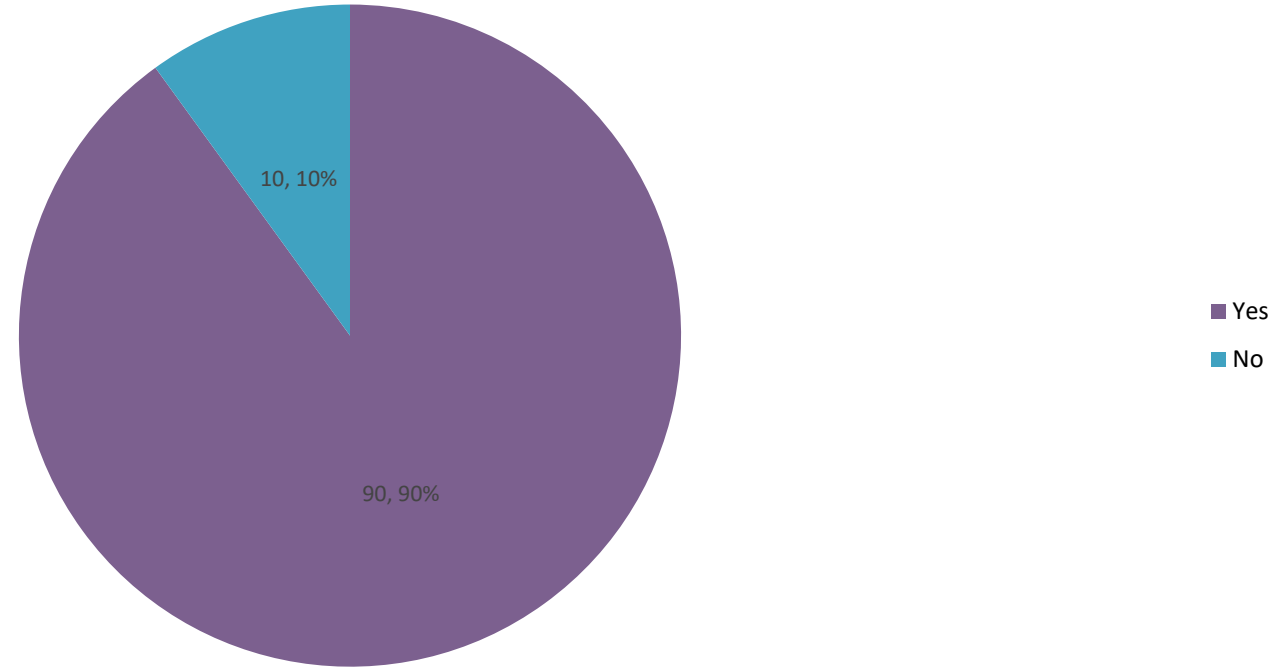
52. Are you currently executing on an IT roadmap that includes all IT projects, priorities, and timelines?





52. Are you currently executing on an IT roadmap that includes all IT projects, priorities, and timelines?

Value		Percent	Count
Yes		70.0%	21
No		30.0%	9
Totals			30

53. Do you have an IT leader that is responsible for setting the IT strategic direction and coordinating with programs on issues and needs?



53. Do you have an IT leader that is responsible for setting the IT strategic direction and coordinating with programs on issues and needs?

Value		Percent	Count
Yes		90.0%	27
No		10.0%	3
Totals			30

54. What percentage of your total budget is allocated to IT?

Average = 4%

Maximum = 15%

Minimum = 1%

55.What is your ratio of IT support/help desk staff to total staff?

Average = 1:100

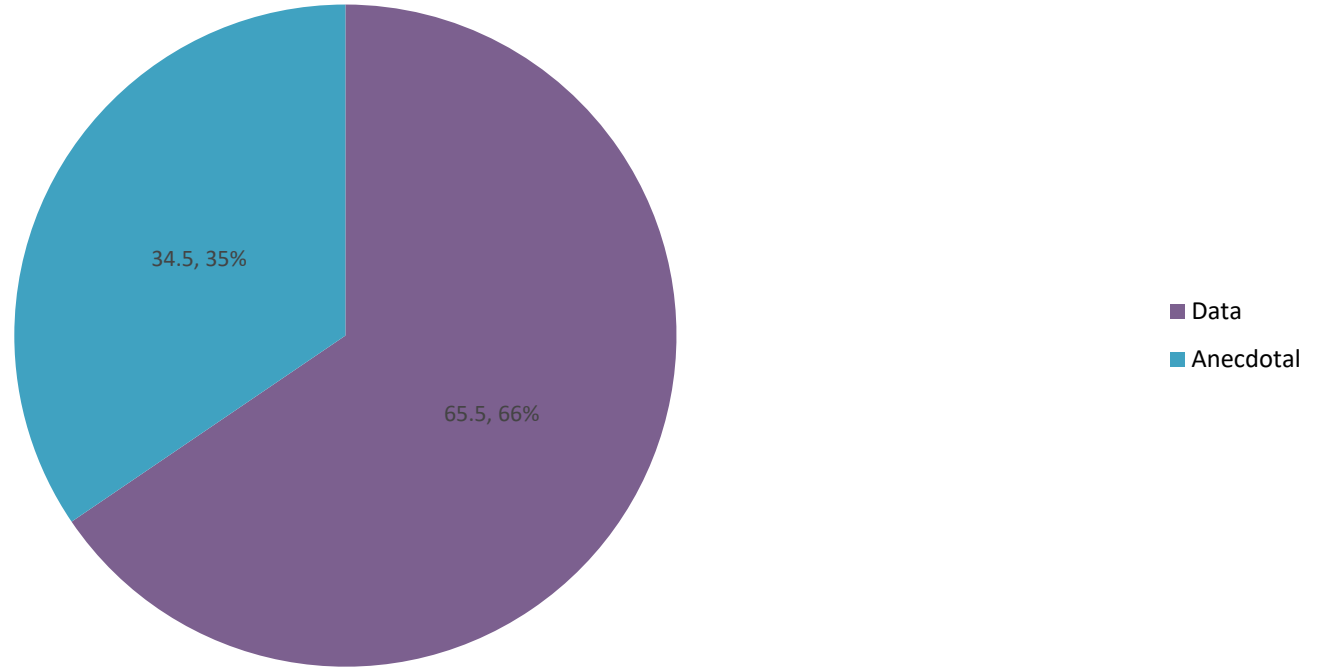
Highest = 1:47

Lowest = 1:333



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Data Metrics

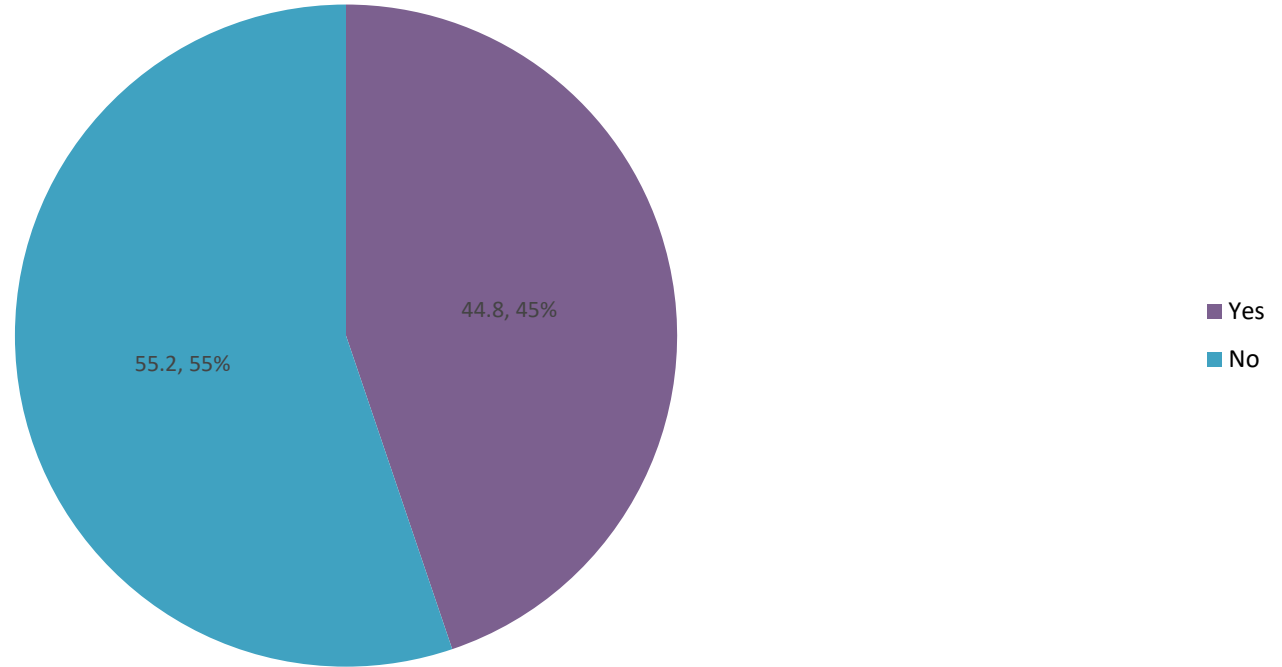
58. Are the majority of your organizational decisions based on data (data driven) or based on anecdotal evidence (feels like)?





58. Are the majority of your organizational decisions based on data (data driven) or based on anecdotal evidence (feels like)?

Value		Percent	Count
Data		65.5%	19
Anecdotal		34.5%	10
Totals			29

59. Are you utilizing a business intelligence platform with role-specific views for Key Performance Indicators (KPIs) or other organizational metrics? (Please note that this does not include Crystal Reports or raw SQL queries)



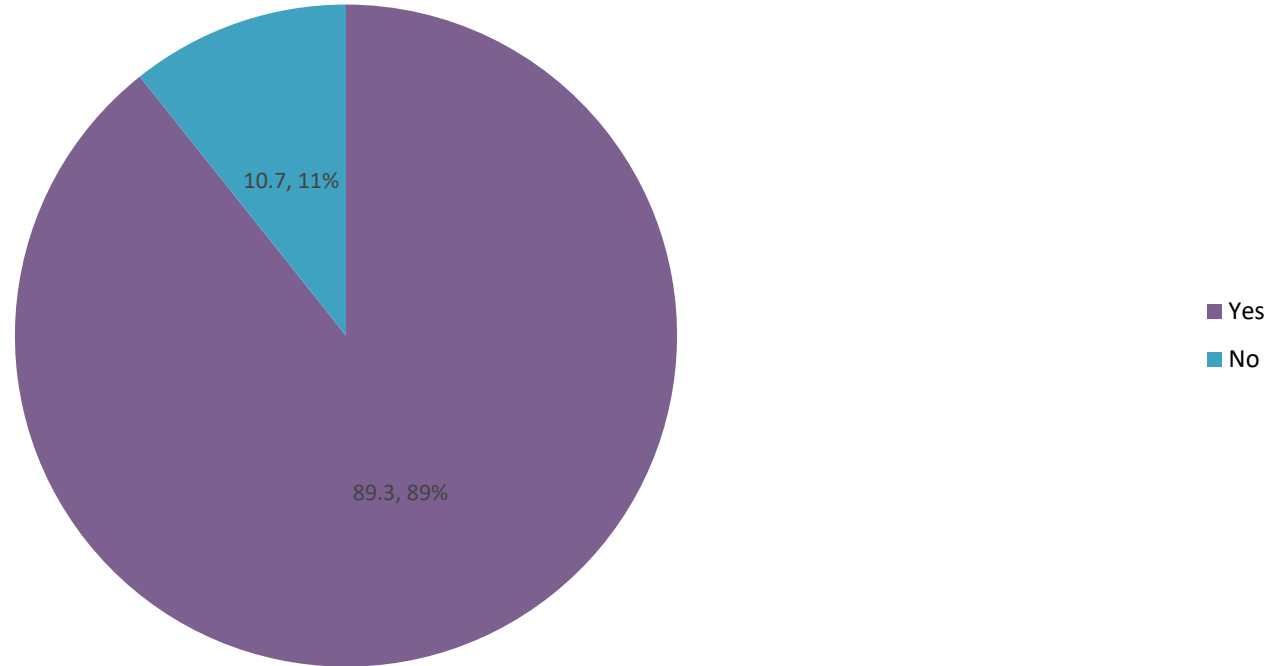
59. Are you utilizing a business intelligence platform with role-specific views for Key Performance Indicators (KPIs) or other organizational metrics? (Please note that this does not include Crystal Reports or raw SQL queries)

Value		Percent	Count
Yes	 A horizontal bar chart for the 'Yes' response. The bar is divided into two segments: a purple segment representing 44.8% and a grey segment representing the remaining 55.2%.	44.8%	13
No	 A horizontal bar chart for the 'No' response. The bar is divided into two segments: a blue segment representing 55.2% and a grey segment representing the remaining 44.8%.	55.2%	16
Totals			29



60. Do you track Key Performance Indicators in the following areas?

	Yes		No		Responses
	Count	Row %	Count	Row %	Count
Financial	26	92.9%	2	7.1%	28
Operational	25	86.2%	4	13.8%	29
Clinical	24	82.8%	5	17.2%	29

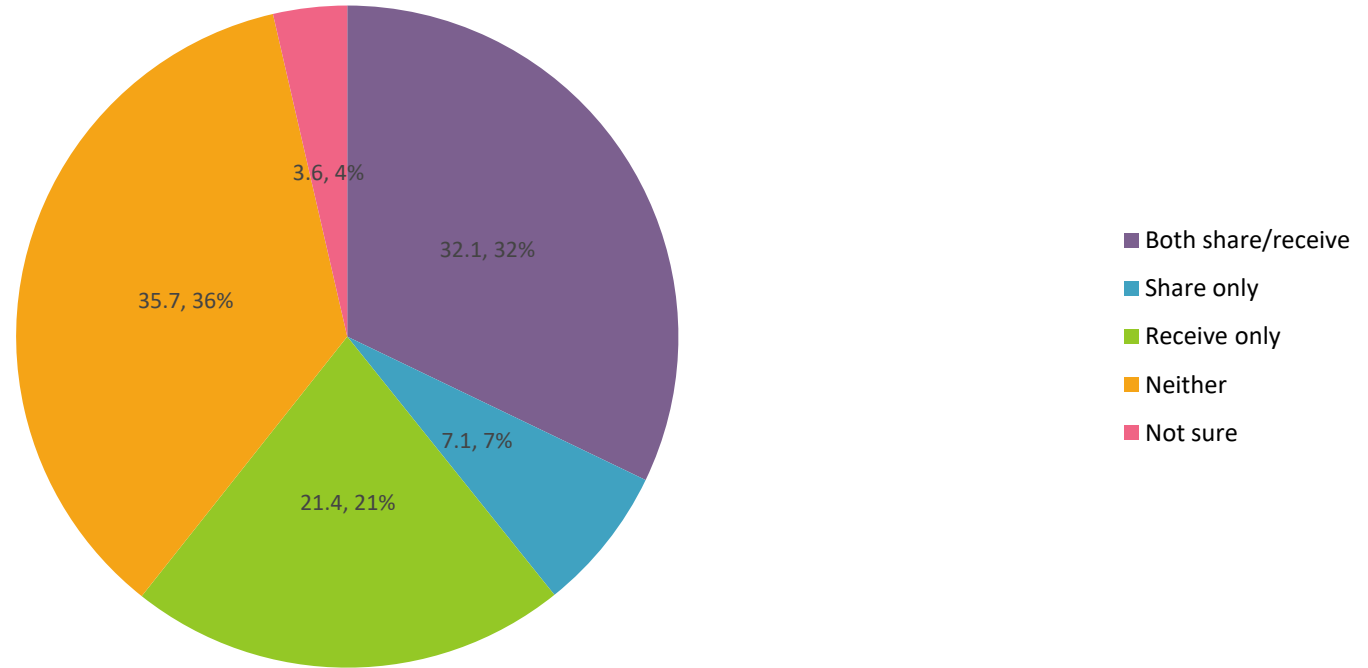
61. Do you compare each of your agency's KPIs year over year?








61. Do you compare each of your agency's KPIs year over year?

Value		Percent	Count
Yes		89.3%	25
No		10.7%	3
Totals			28

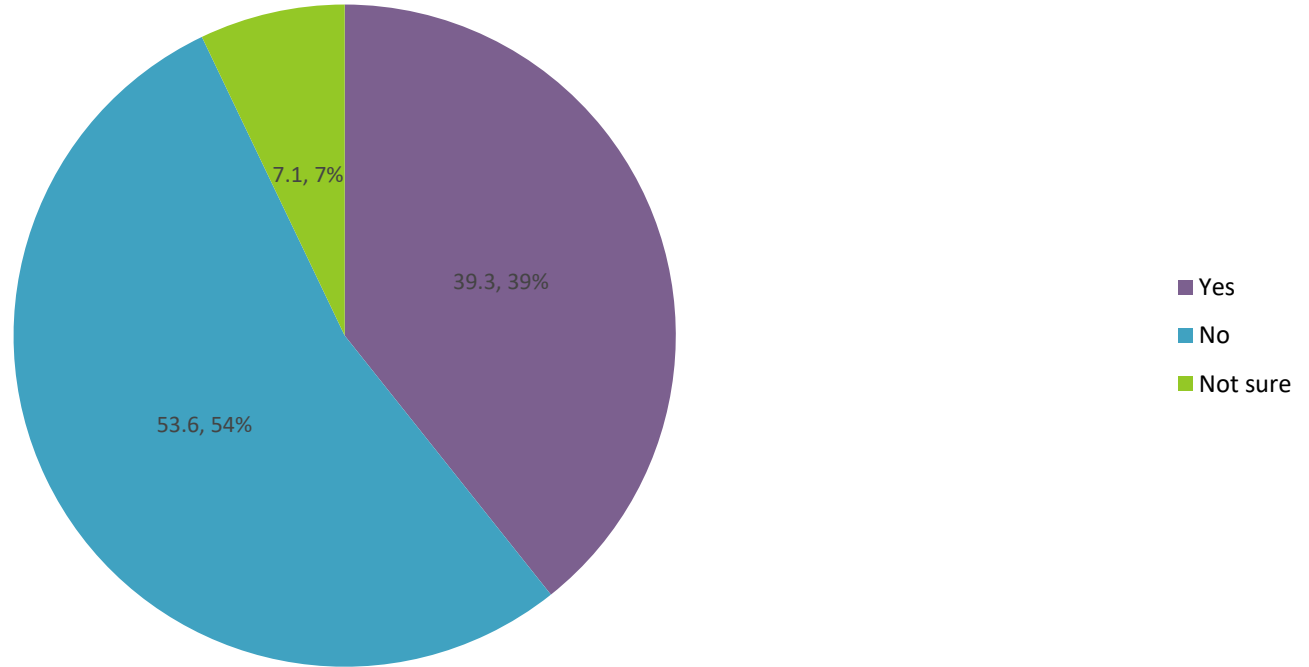
62. Do you share and receive structured electronic client information with HIEs or individual care providers/specialists (e.g., Admission Discharge Transfer (ADT), Care Coordination Document (CCD), or FHIR data exchange)?






62. Do you share and receive structured electronic client information with HIEs or individual care providers/specialists (e.g., Admission Discharge Transfer (ADT), Care Coordination Document (CCD), or FHIR data exchange)?

Value		Percent	Count
Both share/receive		32.1%	9
Share only		7.1%	2
Receive only		21.4%	6
Neither		35.7%	10
Not sure		3.6%	1
Totals			28

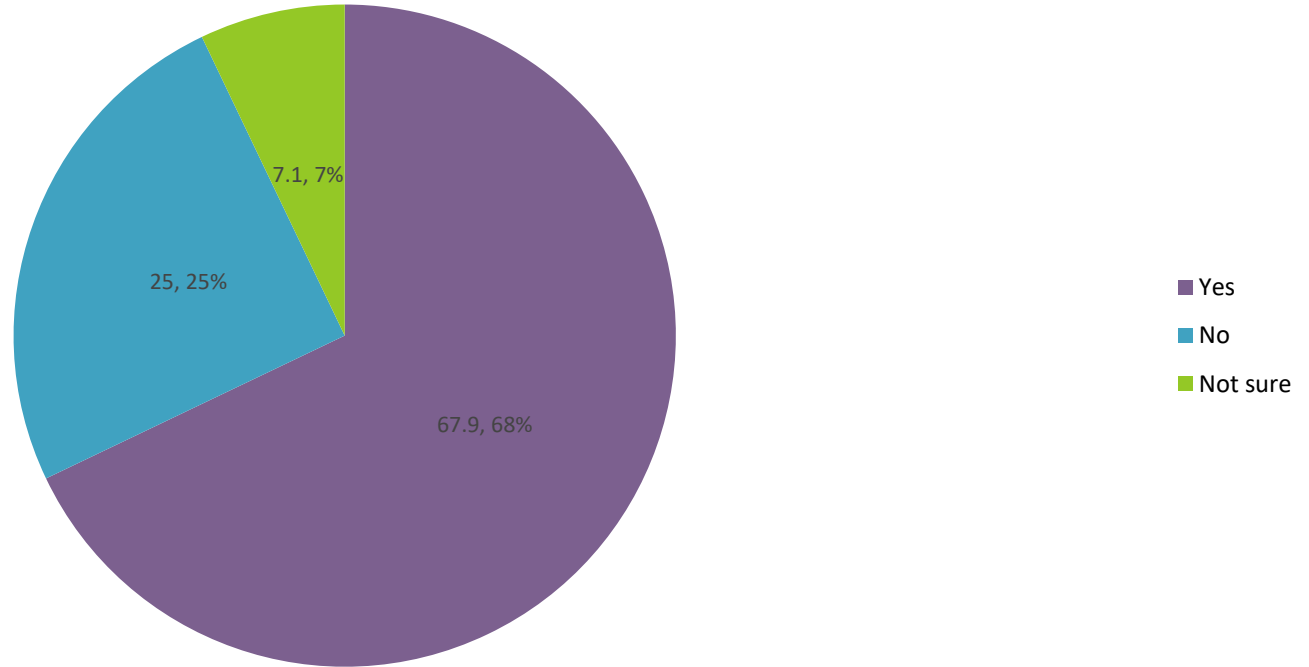
63. Do you participate in a data-centric learning community in order to share and learn best practices?






63. Do you participate in a data-centric learning community in order to share and learn best practices?

Value		Percent	Count
Yes		39.3%	11
No		53.6%	15
Not sure		7.1%	2
Totals			28

64. Are executive members at your agency able to get specific quantitative (data) answers to new financial, operational, and clinical questions within 48 hours (it can be in the form of reports, BI dashboards, etc)?



64. Are executive members at your agency able to get specific quantitative (data) answers to new financial, operational, and clinical questions within 48 hours (it can be in the form of reports, BI dashboards, etc)?

Value		Percent	Count
Yes		67.9%	19
No		25.0%	7
Not sure		7.1%	2
Totals			28