

## HEALTH CARE REFORM READINESS BENCHMARKING SURVEY

### Introduction

The purpose of the Health Care Reform Readiness Survey is to evaluate your organization's readiness for Health Care Reform, based on available benchmarking data. Due to the uncertainties surrounding the future of Health Care Reform, this assessment should be regarded with appropriate caution. Rather than regard the survey as a scientific measurement instrument, it should rather be viewed as a tool to help focus energies and discussion. Completing this survey should be helpful as your organization prepares for the changing environment of Health Care Reform.

It should be noted that other self-assessment instruments and tools have been made available by national associations such as the National Council and NIATx/SAAS. These are extremely helpful resources and this instrument drew inspiration from them. They provide guidelines for a comprehensive range of specific preparatory actions that are beyond the scope of this survey, which is limited to available benchmarking metrics. However, this self-assessment tool is unique in one important regard. While the others offer general guidelines for recommended levels of performance, this measure is the only one that is based on actual current national norms. While general guidelines are helpful, this instrument gauges your actual performance compared to others. To appreciate the importance of this, you may recall the old joke: Two men were camping when one spied a large bear and screamed "Run!". The other man exclaimed, "We can't outrun a bear!" to which the first man retorted, "I don't have to run faster than the bear...I just have to run faster than you!"

Health Care Reform will undoubtedly increase competition. The narrative report that results from this tool will serve to illuminate both your strengths and the areas that leave you vulnerable. Acting on the recommendations that will be tendered, along with the other valuable resources that are available, should leave you better-prepared for the challenges that will be ushered in by Health Care Reform.

Completing the inventory requires the availability of data in the following areas:

1. Current Ratio
2. Days Cash on Hand
3. Management and General Expense as a Percentage of Total Expenses
4. Percent Operating Revenue by Payer Source: Commercial/Private Payers (Including Managed Care Arrangements)
5. Net days in Accounts Receivable
6. Average Cost per Person Served per Year
7. Access to Routine Services

8. Outpatient Productivity
9. Information Technology FTEs as a Percent of Total FTEs
10. Percent Outpatient Counseling Service Hours Delivered in Group Settings
11. Initial No-Show Rate
12. Health Care Integration
13. Annual Psychiatric/Addiction Hospitalization Percentage
14. Client Satisfaction
15. Staff Turnover
16. Staff Satisfaction

The resultant report is entirely narrative, with no data, tables or charts. Its narrative plain-language format was selected to make it easily understandable to Boards and staff at all levels in the organization. It is brief (3-4 pages) so it can easily be digested.

The Health Care Readiness Survey is available to all benchmarking clients of BPS at no charge. For others, the cost is \$50.00 per administration.

If you possess data in all or most of the listed areas and are interested in completing the Health Care Reform Readiness Survey, please contact [info@bpsys.org](mailto:info@bpsys.org).