

Reaching Financial Viability in PROS Through a Focus on Quality

PROS Implementation Academy
*Meeting the Challenge:
Developing the Tools for Today and Tomorrow*

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Objectives for Today's Workshop

- Present “Best Practices” for managing PROS
- Point out some of the management “pitfalls” PROs programs are experiencing
- Suggest ways to change practice to maximize effectiveness and efficiency of staff and program delivery

*MANAGE YOUR PROS LIKE A
BUSINESS*

Richard Jaros, NYAPRS

Financial Issues

- Develop realistic start up budgets
 - Develop a Year One and Year Two Operating Budget
 - Frequently and Systemically Review "Actual vs. Budget" Revenue and Expenditures
- Develop and utilize monthly cash flow statements
- Increase your line of credit
- Estimate enrollment and daily attendance
- Estimate “payer mix” Medicaid - Managed Care - Indigent
- Adjust for seasonal trends - winter storms – no shows and adjust for salary modifications

Financial Issues (continued)

- Develop sliding fee schedule - procedures for collection
- Develop revenue per attendee per week - to be used to estimate weekly revenue
- Adjust business hours to accommodate consumer's requirements evenings/weekends
- Collect co-pays and deductibles at point of service
- Utilize part time staff - increased flexibility - reduce cost of benefits
- Implement fiscal and business systems that support program managers

Financial Issues (continued)

- Initially review all claims before submission
- Anticipate an audit will occur - Be prepared
- Update corporate compliance plan
- Develop integrated fiscal and program management information systems
- Obtain VESID funding - resources for job coaching and development
- Ticket to Work

Alliances:

Merging of Efforts and Interests

- Risk Sharing - You no longer can afford the risks of “Bet Your Company”
- Economies of Scale – Your fixed costs are high and your organization needs a greater market share to maintain quality services and compete with other providers
- Management skills - You need an infusion of top quality management to continue to meet tomorrow’s requirements
- Determine feasibility - Conduct realistic partner assessment and selection

*MAXIMIZE YOUR PROGRAM
EFFECTIVENESS AND EFFICIENCY*

Edye Schwartz, NYAPRS

Management Issues

- Develop a policy statement and share with staff -
What do you want PROS to accomplish and how will you know if you are successful?
- Marketing strategies - assess competition -
explore source of new referrals/new populations
- Focus on providing person centered work
- expand and improve outreach and engagement services
- Review organizational reporting structure -
management meetings-information sharing
- Impact of PROS on existing programs - financial-
staffing-management- space -integration

Management Issues (con't)

- Maintain compliance with OMH requirements
- Ensure employee compensation is competitive and commensurate with responsibility and authority - attract and retain quality staff
- Provide consistent supervision
- Develop staff training based on competency needs discovered through supervision
- Establish and monitor productivity/outcomes
- Integrate Behavioral and Physical Health Care

Continuous Quality Improvement

- Set key indicators and live by them
- Do the right things consistently to ensure:
 - The best possible outcomes for participants
 - Satisfaction for all of your many stakeholders
 - Retention of talented staff
 - Sound and efficient financial performance
 - Continuously improving the way we meet the needs and expectations of those we serve

ASSURE THAT YOUR PROS IS LIVING UP TO ITS INTENDED PURPOSE

David Bucciferro, NYSOMH

PROS Core Value

Recovery is a reality for individuals with severe mental health conditions and PROS offers support in attaining goals and desired life roles.

**In PROS, the Person is always at the center
of his/her recovery, with a focus on
restoring
Life Roles**



➤ **JOBS**

➤ **EDUCATION**

➤ **LIVING IN ONE'S OWN HOME**

➤ **SOCIAL RELATIONSHIPS WITH FAMILY, FRIENDS,
AND SIGNIFICANT OTHERS**

➤ **CARING FOR CHILDREN AND FAMILY MEMBERS**

Integration Promotes Recovery...

PROS offers Rehabilitation, Support and Clinical services in an integrated setting that supports each individual in attaining the desired life roles each have identified as important and meaningful.

PROS Services are ...

- **Specific therapeutic interventions that must be offered within the parameters defined in the PROS Regulations and standards of medical necessity;**

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- **There are 20+ PROS Services**

These services are unique and not a reformulation of previously offered interventions.

PROS is different...

in that it challenges providers to evaluate service outcomes as a way to continuously improve the program.

What Needs to Be Done

- Create an Environment of Positive Energy
- Utilize Data to make Decisions
- Instill - Hope, Belief, Achievement
- Effectiveness and Efficiency
- Acceptance of Change