Stop Dreading Productivity Management: How to Achieve a 93% Compliance Rate!

Respondents: 66

	Average	5 – Strongly Agree	4 – Somewhat Agree	3 – Neither Agree Nor Disagree	2 – Somewhat Disagree	1 – Strongly Disagree
Indicate your level of agreement with the following statement: Overall, this session met my educational needs.	4.85	58	6	2	0	0
	Average	5 – Strongly Agree	4 – Somewhat Agree	3 – Neither Agree Nor Disagree	2 – Somewhat Disagree	1 – Strongly Disagree
Indicate your level of agreement with the following statement: There was enough time spent on the subject matter.	4.88	59	6	1	0	0
	Average	5 – Strongly Agree	4 – Somewhat Agree	3 – Neither Agree Nor Disagree	2 – Somewhat Disagree	1 – Strongly Disagree
Indicate your level of agreement with the following statement: The speakers were informative and kept my attention.	4.91	60	6	0	0	0

	Average	5 – Excellent	4 – Very Good	3 – Good	2 – Fair	1 – Poor
Rate the extent to which the course met the learning objective: Create an effective productivity benchmark that is attainable and meets business needs.	4.79	55	8	3	0	0
	Average	5 – Excellent	4 – Very Good	3 – Good	2 – Fair	1 – Poor
Rate the extent to which the course met the learning objective: Monitor and analyze productivity reporting to support employees before there is a problem.	4.83	57	7	2	0	0
	Average	5 – Excellent	4 – Very Good	3 – Good	2 – Fair	1 – Poor
Rate the extent to which the course met the learning objective: Explain Metrocare's bonus program which includes individual, team and agency-wide bonus opportunities that promote alignment of efforts from direct care to C-suite.	4.82	56	8	2	0	0

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	Average	5 – Excellent	4 – Very Good	3 – Good	2 – Fair	1 – Poor
Rate the presenter's competence and effectiveness: Kelli Laos	4.83	55	11	0	0	0
	Average	5 – Excellent	4 – Very Good	3 – Good	2 – Fair	1 – Poor
Rate the presenter's competence and effectiveness: Jennifer Wadsworth	4.88	58	8	0	0	0

Please describe how your knowledge has changed regarding the objectives listed.	All of it
	Amazing
	I learned it can be done
	mentoring and ramp up
	This presentation helped me understand how metrocare increased their productivity.
	I realized we are missing the boat on communication
	Got concrete tools and plans to track productivity
	Wonderful
	Targets
	Better understanding of how we can structure productivity requirements.
	great job
	Will think on daily productivity rates and how to communicate. Considerations towards training, including management team, decreasing to 12 weeks on new hires for grace period, etc
	Very informative
	Refreshed on the importance of accountability
	implement better training and conversations with my staff.
	Academy
	taught me to be direct about dst.
	Structure of schedules to increase productivity
	Increase in knowledge
	Learned that compliance starts with effective training the qmph
	discuss with leadership to implement more intensive training.
	Building benchmarks
	It helps with productivity talks and planning.
	Lots of great ideas to take back and apply to our organization
	awesome
	eager to work on improving our centers productivity with the information presented
	I loved the MH academy idea. I am very interested in seeing your agenda and structure for the academy
	the need to hold people accountable is needed to improve services.
	There were many tangible takaways that we will explore implementing within our organization.
	thought-provoking ways to improve productivity
	Very good information on creating goals that create motivation and results.
	we've tried many of these same strategies. need to consider mentoring program.
	How productivity is measured, monitored and incentive program

	learning how manage productively.
	Wonderful presentation about Metrocare's performance measuring.
	continued with our current path on managing productivity as it aligns with what was discussed today. still in the beginning stages, but following on their path.
	great
	Understanding different ways to present benchmarks
	good ideas for structuring productivity and tools to monitor proactively
	be more aware of time management strategies
	I learned so much and hope to implement many things!
	Better understanding of how to assist the staff with over scheduling in case of no shows
	I know have knowledge of how we can support and educate staff on productivity
	Good information to think about implementing in my organization
	New outlook on productivity and getting staff to obtain it. Would have been helpful to look at youth services as I believe metrocare's frequency of services differ from my agency
	None
	I have so much to review and work with the executive to to discuss offering bonuses to staff for retention.
	Creating benchmarks with input at different levels and accountability
	Excellent presentation. Lakes hopes to mirror lots of techniques presented.
	We will start using productivity calculators more efficiently.
	I've already answers this!

As a result of attending this activity, what new skill or idea will you implement into your job or practice within the next six months?	All
	Look at our productivity
	mentoring and ramp up for new employees
	I'm hoping to implement new ways of seeing how I can help support the MH program as a board member.
	Form and implement a plan to begin talking about performance from the get go
	Enhance training and increase reporting frequency
	Wonderful
	Reports
	Many from the PowerPoint
	yes
	Management training on principles, may change incentive bonus requirements.
	Not sure
	New reports, training and supervision for productivity.
	having difficult conversations with my staff
	Early intervention
	will have more conversations about DST
	Better management
	Training department streamlining new hires
	focus on NEO training
	Reviewing data
	It will be easier having productivity talks with my staff.
	Reexamine productivity standards
	awesome

	look to begin developing the support to change our productivity to align more with industry standards.
	Rethink productivity and benchmarks
	12 week ramp up period is good.
	use information from employees to gain insight on how to increase productivity
	Benchmarks
	Mentoring program
	Look at how our productivity is calculated
	teach my staff how to do it themselves
	I will use this information in the review of other MHMR's performance plans.
	continued improving our onboardung process and mentor program.
	yes
	Being more open about productivity
	Incentive program
	determine baseline productivity for non-clinical staff
	work closer with team to help them be more productive
	Everything!
	One to ones weekly
	I will implement staff , managers and clinical administrator monitoring productivity. I will also look at adjusting the productivity percentage for my staff because they are all field based.
	New conversation. Training.
	Working with executive management on training adjustments
	None
	I will implement the way we audit the staff.
	Benchmark measure and cost analysis
	The structure of our monitoring system and ensuring we hold out for accountability among staff
	Productivity weiget
	I've already answered this.

What topics would you like to see presented at future activities?	
	Any
	Idk
	tbri and trauma wise practices
	Metrocares clinical training information.
	More data presentations
	Incentive plan models
	Wonderful
	More like this
	No comment
	Related topics
	Any
	practicals on how to have these conversations
	engagement
	model of these conversations
	Engagement activity and efforts
	Update on AI
	Silimar
	how scheduling is completed

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	No input
	Revamping the order of services.
	Practical application sessions are great!
	fab
	More training the reports used to track compliance with benchmarks and metrics
	documentation skills and motivating staff to stay loyal to services.
	Always willing to learn how others do things. This topic was a "hot" topic
	how they monitor it
	continued updates on new implementation as it develops.
	This was great!
	none noted
	time management and how to motivate employees to be more productive while maintaining healthy life balance
	More on productivity
	imposter syndrome, how to get promoted in leadership
	Yes
	More like this would be great--applicable for all centers
	I've already answered this.

Comments (Optional)	Wonderful
	Great session!