

LHD Financial Planning and Management

Aaron Davis, CPHI, WSU

Jenifer Hugunin, Coffey County

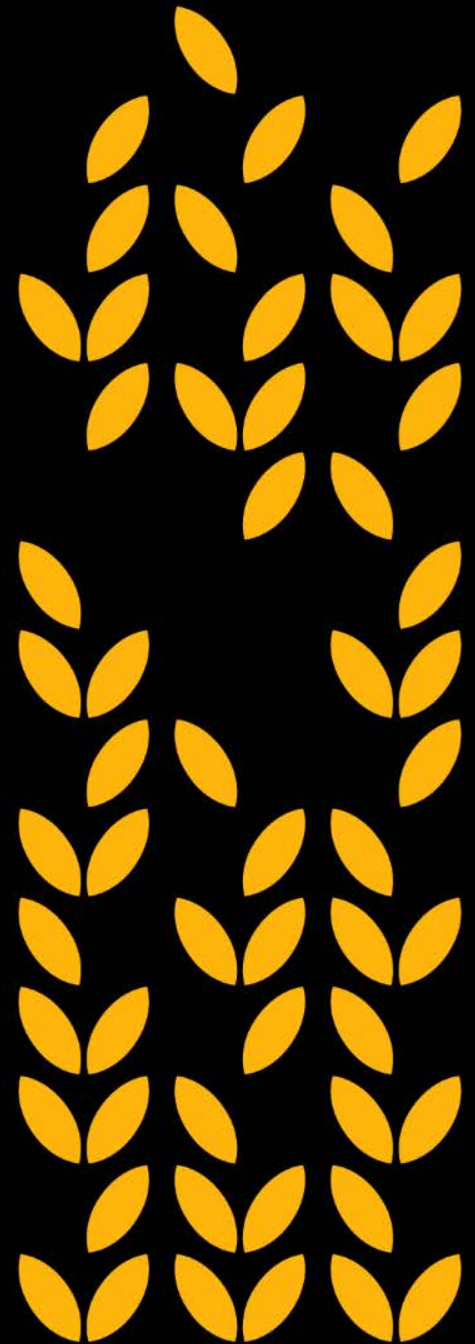
Tobias Harkins, Harvey County

Edith Gaines, Shawnee County



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Healthy and thriving communities
require strong state and local public
health systems

Empowering
Individuals

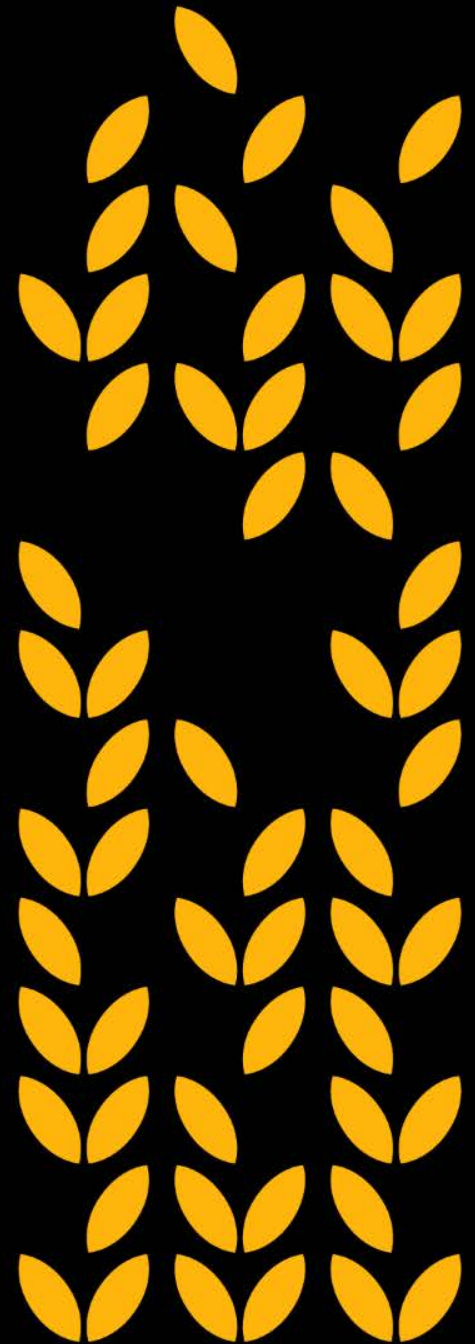
Developing
Organizations

Strengthening
Systems



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Agenda for the Day

- Introductions
- Workforce Development Survey
- Core Competencies (FP&M)
- QuickBooks in an LHD
- EHR's impact on financial management
- LHD Financial Metrics
- Q&A

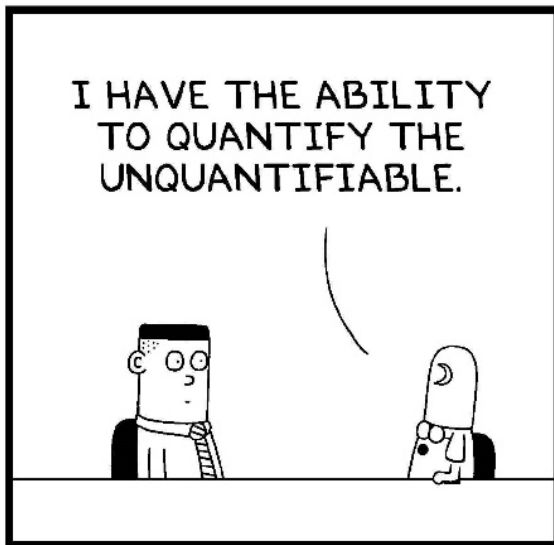


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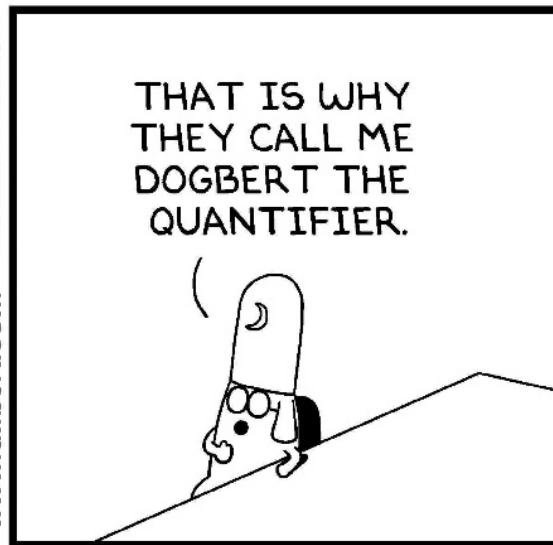
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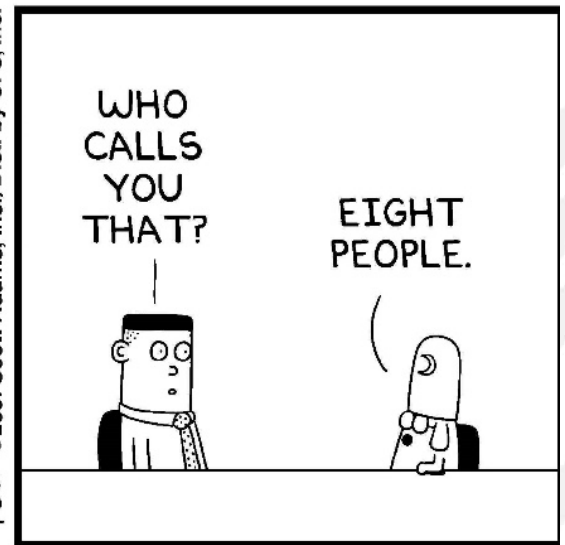
Context is Always Nice



www.dilbert.com scottadams@aol.com



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Workforce Development Survey

Domains covered

- Communication
- Cultural Competency
- Analytical/Assessment
- Policy Development/Program Planning
- Community Dimensions of Practice
- Public Health Sciences
- Financial Planning and Management
- Leadership and Systems Thinking



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Core Competencies: Financial Planning and Management

1. PH Structures (organization, policy, funding)
2. Finance, Accounting & Budgets
3. People Management
4. Process Management

14 Financial Planning and
Management Competencies



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Financial Planning & Management Skills

- 7.1. Explain the structures, functions, and authority of government and environmental regulations
- 7.2. Identify government agencies with authority to address community health needs and environmental issues
- 7.3. Implement policies and procedures of the governing body
- 7.4. Explain public health, environment and health care funding mechanisms and procedures
- 7.5. Justify programs for inclusion in budgets
- 7.6. Develop budgets
- 7.7. Defend budgets
- 7.8. Prepare funding proposals
- 7.9. Negotiate contracts and other agreements
- 7.10. Use financial analysis methods for policies, programs and services
- 7.11. Establish teams
- 7.12. Motivate personnel
- 7.13. Develop a performance management system
- 7.14. Use a performance management system

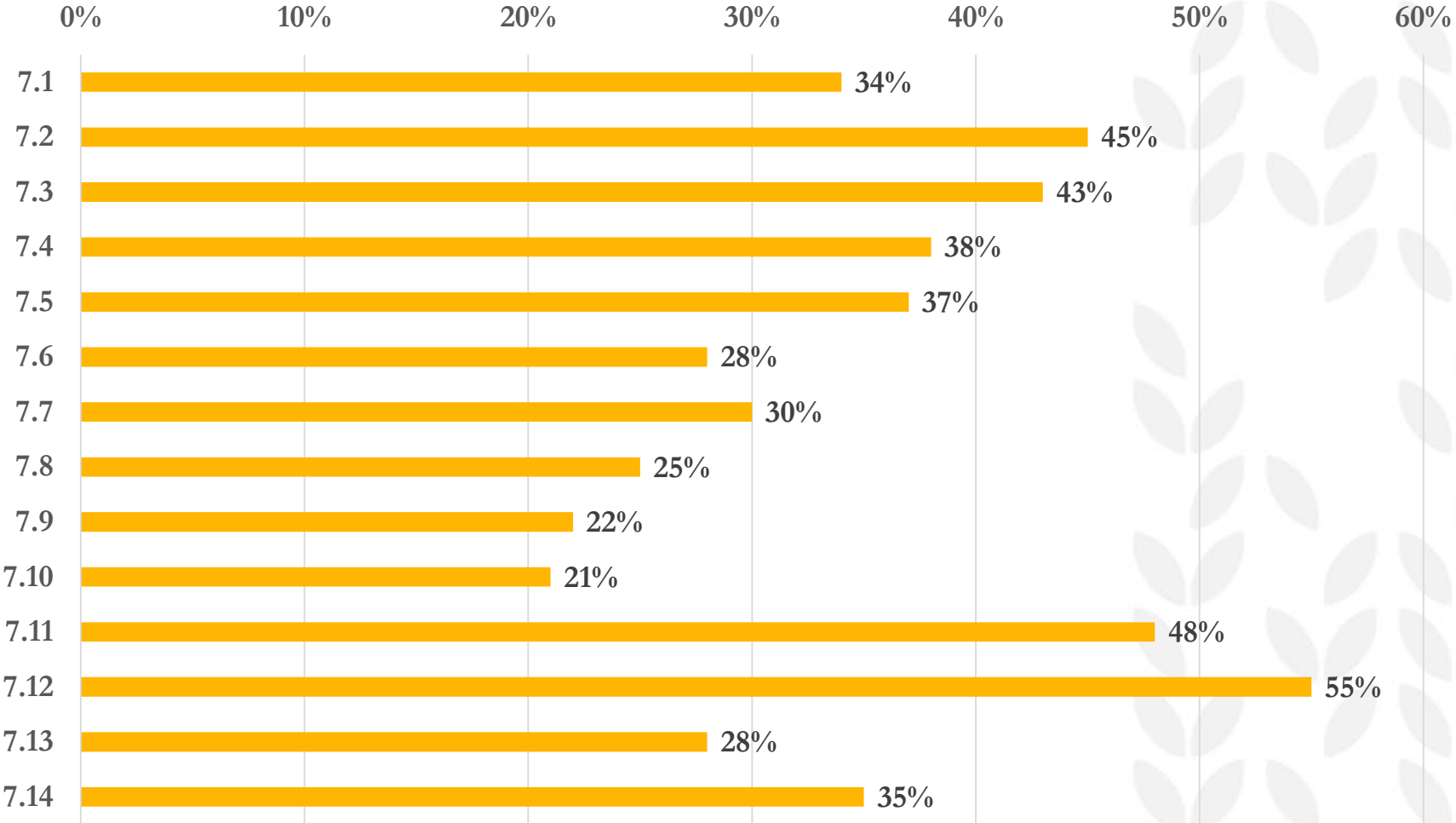


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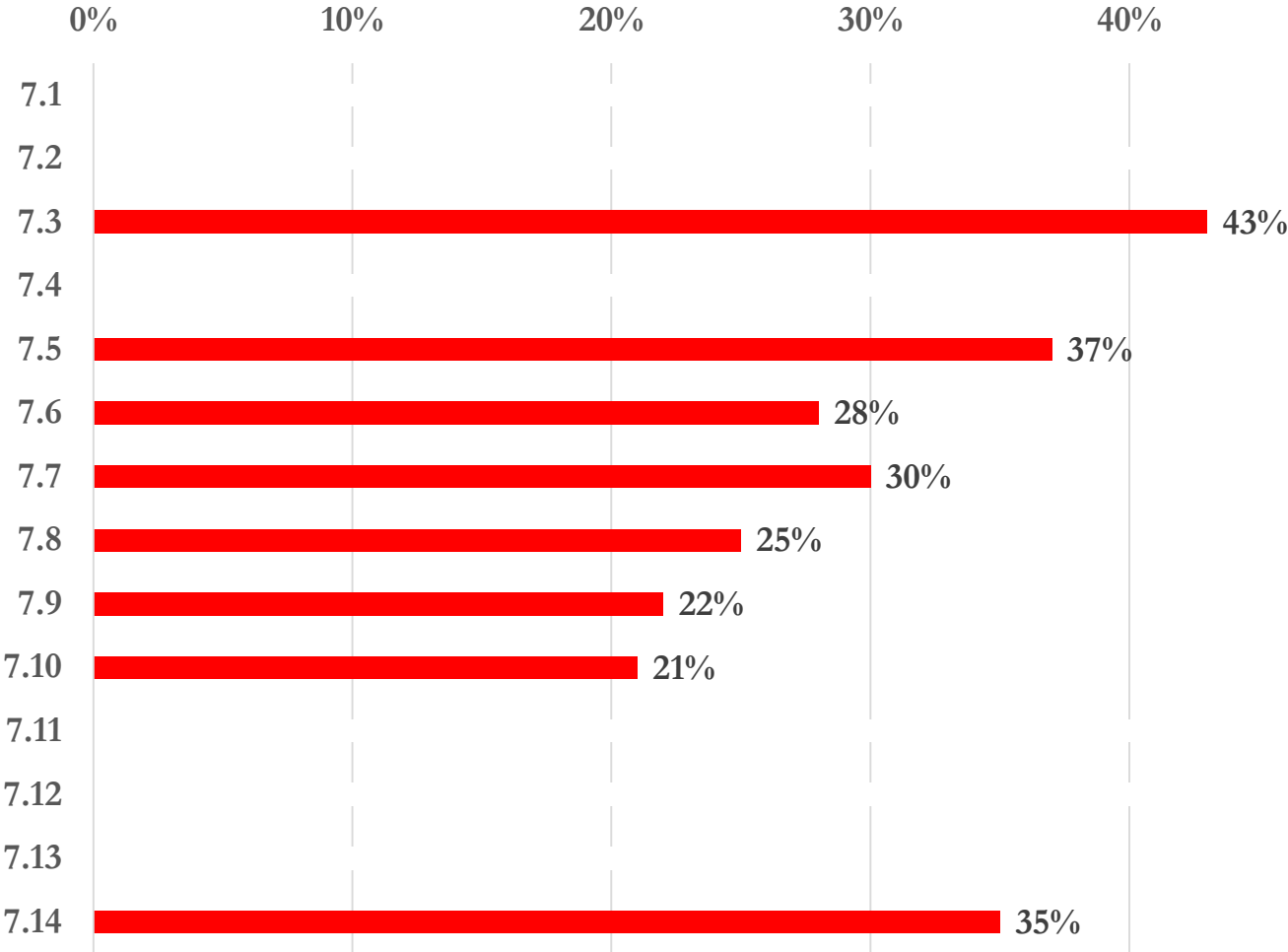
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Proficiency Level by Competency



Proficiency Level by Competency



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Natural and Political
OBSERVATIONS

Mentioned in a following INDEX,
and made upon the
Bills of Mortality.

By *JOHN GRAUNT*,
Citizen of
LONDON.

With reference to the Government, Religion, Trade,
Growth, Age, Diseases, and the several Changes of the
said CITY.

— Non, me amittit Turke, labor.
Censurae pariter Libellus —

L O N D O N,

Printed by Tho: Boreale, for John Martin, James Aylmer,
and Tho: Dixon, at the Sign of the Bell in St. Pauls
Church-yard. MDCCLXII.

There are only two things as complicated as insurance
accounting and I have no idea what they are.

(Andrew Tobias)

izquotes.com



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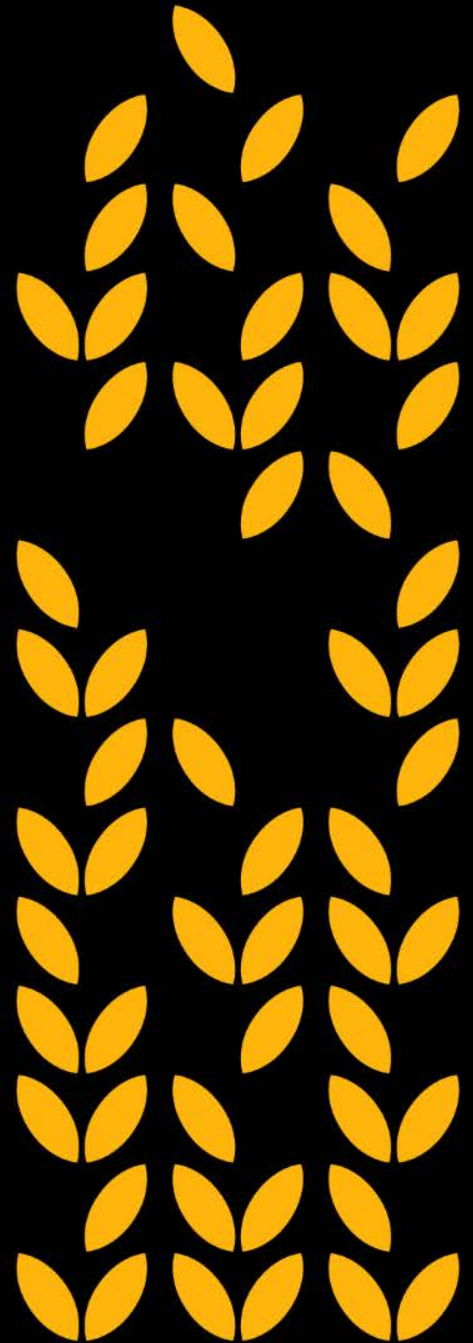
Using QuickBooks in a Local Health Department

Jenifer Hugunin, Coffey County Health
Department



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Historical Perspective

- Organized Mess
 - Pencil & Paper ledger system
 - Lack of checks & balances
 - Attempts at spreadsheets
 - QB in place, but minimally used
 - Bill KanCare, Private insurances



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Positive qualities of QuickBooks for a LHD

- Inexpensive
- Already existing
- Programmable



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Tracks categorical expenses

COFFEY COUNTY HEALTH DEPT - QuickBooks Desktop Pro 2017(multi-user)(Kerri) - [2018 (Editing Transaction...)]

File Edit View Lists Favorites Company Customers Vendors Employees Banking Reports Window Help

Home My Company Income Tracker Bill Tracker Calendar Snapshots Customers Vendors Employees Bank Feeds Reports Order Checks Add

Go to... Print... Edit Transaction QuickReport Setup Bank Feeds

Search Company or Help

DATE	NUMBER	PAYEE	PAYMENT	DEPOSIT	BALANCE
	TYPE	ACCOUNT	MEMO		
03/08/2018	60	LEWIS SERVICE	39.59	Deposit	361,893.64
	CHK	COMMODITIES:396 Vehicle Fuel	Memo		

ACCOUNT	AMOUNT	MEMO	CUSTOMER:JOB	BL..	CLASS
6 Vehicle Fuel	39.59				Environmental
340 Food		Expense			
344 Immunizations		Expense			
341 Family Planning Supplies		Expense			
Depoprovera		Expense			
Condoms		Expense			
FP PILLS SUPPLIES		Expense			
396 Vehicle Fuel		Expense			
343 Grant Expense		Expense			
330 Computer Supplies		Expense			
352 Medical Supplies		Expense			
360 Office Supplies		Expense			
CONTRACTURAL SERVICES		Expense			
273 Printing		Expense			
260 Mileage		Expense			
219 Contract Services		Expense			
212 Computer Hardware Support		Expense			
271 Postage		Expense			
286 Training		Expense			
267 Misc		Expense			
279 Refunds		Expense			
			39.16		361,854.48
			24.41		361,830.07
			15.12		361,814.95
			369.00		361,445.95
			28.00		361,417.95
			ENDING BALANCE		357,233.93

Close
Clear
Recalc

Record Restore

3:47 PM 3/27/2018

Track Insurance Write-offs

COFFEY COUNTY HEALTH DEPT - QuickBooks Desktop Pro 2017(multi-user)(Kerri) - [Receive Payments (Editing Transaction...)]

File Edit View Lists Favorites Company Customers Vendors Employees Banking Reports Window Help

Home My Company Income Tracker Bill Tracker Calendar

Main Reports Payments

Find New Delete Print Email Attach File Look up Customer/In

Customer Payment

RECEIVED FROM: [Redacted]

PAYMENT AMOUNT: 25.00

DATE: 03/27/2018

CHECK #

CASH

CHEQ

DEPOSIT TO: Under

DATE	NUMBER	ORIG. AMT.
02/27/2018	11282	

Totals

UNDERPAYMENT \$ 5.00.

WHEN FINISHED:

LEAVE THIS AS AN UNDERPAYMENT

WRITE OFF THE EXTRAAMOUNT

VIEW CUSTOMER CONTACT INFORMATION

MEMO

Discount and Credits

INVOICE

Customer:Job	[Redacted]	Amount Due	30.00
Number	11282	Discount Used	5.00
Date	02/27/2018	Credits Used	0.00
Original Amt.	30.00	Balance Due	25.00

Discount Credits

Discount Date

Terms

Suggested Discount 0.00

Amount of Discount 5.00

Discount Account PROVIDER WRITE OFF

Discount Class

Done Cancel Help

Save & Close Save & New Clear

3:52 PM 3/27/2018

Invoice

DATE
01/10/2018

INVOICE #
11331

BILL TO
Payer, Lindsay R
2226 13th Rd SE
Westphalia KS 66093

P.O. NO. TERMS

ITEM	QUANTITY	DESCRIPTION	RATE	CLASS	AMOUNT
IMM:FLU	1	Influenza Vaccination 2017/18 01/05/18	30.00	FLU/PNE	30.00
		Billed BCBS 01/10/18			

Your customer can't pay this invoice online
[Turn on](#)

CUSTOMER MESSAGE

MEMO

TOTAL 30.00
PAYMENTS APPLIED 0.00
BALANCE DUE 30.00

Save & Close Save & New Clear

> Payer, Lindsay R

Customer Transaction

SUMMARY

Preferred delivery method None
Open balance 0.00

CUSTOMER PAYMENT

Your customer can not pay online
[Edit customer preferences](#)

RECENT TRANSACTION

06/13/17 Sales Receipt 10.00
06/13/17 Sales Receipt 15.00

NOTES

COFFEY COUNTY HEALTH DEPT
 110 SOUTH 6TH ST
 COURTHOUSE
 BURLINGTON, KANSAS 66839 1792

Statement

Date
1/30/2018

To:
Payer, Lindsay R 2226 13th Rd SE Westphalia KS 66088

Amount Due	Amount Enc.
\$30.00	

Date	Transaction	Amount	Balance
02/28/2018	Balance forward		30.00

CURRENT	1-30 DAYS PAST DUE	31-60 DAYS PAST DUE	61-90 DAYS PAST DUE	OVER 90 DAYS PAST DUE	Amount Due
0.00	0.00	0.00	30.00	0.00	\$30.00

Example Invoice



SELECT STATEMENT OPTIONS

Statement Date

Statement Period From To

All open transactions as of Statement Date

Include only transactions over days past due date

SELECT CUSTOMERS

All Customers

Multiple Customers

One Customer

Customers of Type

Preferred Send Method

[View Selected Customers...](#)

SELECT ADDITIONAL OPTIONS

Template

[Customize](#)

Create One Statement

Show invoice item details on statements

Print statements by billing address zip code

Print due date on transactions

Do not create statements:

with a zero balance

with a balance less than

with no account activity

for inactive customers

[Assess Finance Charges...](#)

[Preview](#)

[Print](#)

[E-mail](#)

[Close](#)

[Help](#)

Sales Receipt

CASH
 CHECK
 CREDIT DEBIT
 e-CHECK

DATE: 03/27/2018
 SALE NO.: 5462
 SOLD TO: Anonymous

CHECK NO.

ITEM	DESCRIPTION	QTY	PRICE	RATE	CLASS	AMOUNT
FAMILY PLANNING:OCP	BIRTH CONTROL PILLS	2		10.00	Family Planning	20.00
SS Level A	Sliding Scale Discount Level A			-100.0%	Family Planning	-20.00
FAMILY PLANNING	Family Planning Donation			3.00	Family Planning	3.00

TOTAL 3.00

CUSTOMER MESSAGE

MEMO

Anonymous

Customer Transaction

SUMMARY

Open balance 200.00

RECENT TRANSACTION

- 02/16/18 Sales Receipt 5.00
- 02/06/18 Sales Receipt 7.00
- 01/04/18 Sales Receipt 18.00
- 01/03/18 Sales Receipt 0.25
- 08/16/17 Sales Receipt 5.00

NOTES

Deposit To Date Memo

Click Payments to select customer payments that you have received. List any other amounts to deposit below.

RECEIVED FROM	FROM ACCOUNT	MEMO	CHK NO.	PMT METH.	CLASS	AMOUNT
	Undeposited Funds		5513	CHECK	Blood Draw	215.50
	Undeposited Funds		498	CHECK	Environmental	125.00
	Undeposited Funds			CASH	CLINIC	10.00

Deposit Subtotal 350.50

To get cash back from this deposit, enter the amount below. Indicate the account where you want this money to go, such as your Petty Cash account.

Cash back goes to Cash back memo Cash back amount

Deposit Total 350.50

Save & Close Save & New Revert

For period: 02/28/2018

Hide transactions after the statement's end date

Checks and Payments				Deposits and Other Credits				
DATE	CHK #	PAYEE	AMOUNT	DATE	CHK #	MEMO	TYPE	AMOUNT
02/05/2018	16	FLINT HILLS COMM ...	400.00	02/01/2018		Deposit	DEP	148.00
02/05/2018	17	LINDSAY PAYER	25.00	02/05/2018		Deposit	DEP	713.70
02/05/2018	18	LEWIS SERVICE	13.97	02/05/2018		Deposit	DEP	1,033.90
02/05/2018	19	CROW MODDIE FO...	45.29	02/06/2018		Deposit	DEP	195.00
02/05/2018	20	PFIZER PHARMACE...	4,972.14	02/07/2018		Deposit	DEP	283.00
02/05/2018	21	GLAXOSMITHKLINE	1,544.17	02/12/2018		Deposit	DEP	315.75
02/05/2018	22	SANOPI PASTEUR, L...	831.64	02/13/2018		Deposit	DEP	3,144.36
02/05/2018	23	LabCorp	578.00	02/14/2018		Deposit	DEP	45.00
02/05/2018	24	LEWIS SERVICE	20.66	02/16/2018		Deposit	DEP	2,199.47
02/05/2018	25	LEWIS SERVICE	21.90	02/20/2018		Deposit	DEP	20.00
02/05/2018	26	US CELLULAR	12.81	02/21/2018		Deposit	DEP	5,028.00
02/16/2018	27	LEWIS SERVICE	21.31	02/22/2018		Deposit	DEP	30.00
02/16/2018	28	LEWIS SERVICE	26.88	03/01/2018		Deposit	DEP	408.00
02/16/2018	29	LEWIS SERVICE	34.43	03/02/2018		Deposit	DEP	65.00

Highlight Marked Mark All Unmark All Go To Columns to Display...

Beginning Balance	375,242.08
Items you have marked cleared	
12 Deposits and Other Credits	13,156.18
34 Checks and Payments	35,809.64

Modify	Service Charge	0.00
	Interest Earned	0.00
	Ending Balance	352,580.76
	Cleared Balance	352,588.62
	Difference	-7.86

Reconcile Now Leave

K4

✕ ✓ fx

Formula Bar

	A	B	C	D	F	G	H	I	J	
4		2018 Budget	Personnel	Contractural	Commodities	Capital Outlay	Public Support	Reimbursemen	State Grants	Cash Balance
5										
6										
7										
8	2018 BUDGET	\$611,209.00	\$384,069.00	\$41,050.00	\$172,850.00	\$13,240.00	408,209.00	160,000.00	43,000.00	
9	13TH MONTH	\$ 465.12	\$ -	\$ 362.62	\$ 102.50	\$ -				
10	Jan	\$ 34,179.61	\$ 28,599.51	\$ 2,484.03	\$ 3,096.07	\$ -	184,166.71	\$ 13,049.34	\$ 6,476.00	\$ 375,242.08
11	Feb	\$ 35,809.64	\$ 25,561.51	\$ 1,501.60	\$ 8,746.53	\$ -		\$ 13,156.18		\$ 352,580.76
12	Mar									
13	Qtr Total	\$ 69,989.25	\$ 54,161.02	\$ 3,985.63	\$ 11,945.10	\$ -	184,166.71	\$ 26,205.52	\$ 6,476.00	
14										
15	BUDGET	\$541,219.75	\$ 329,907.98	\$ 37,064.37	\$ 160,904.90	\$ 13,240.00	224,042.29	\$ 133,794.48	\$ 36,524.00	
16										
17	April	\$ -								
18	May	\$ -								
19	June	\$ -								
20	Qtr Total	\$ -	\$ -	\$ -	\$ -	\$ -	0.00	\$ -	\$ -	
21										
22	BUDGET	\$541,219.75	\$ 329,907.98	\$ 37,064.37	\$ 160,904.90	\$ 13,240.00	224,042.29	\$ 133,794.48	\$ 36,524.00	
23										
24	July									
25	Aug									
26	Sept									
27	Qtr Total	\$ -	\$ -	\$ -	\$ -	\$ -	0.00	\$ -	\$ -	
28										
29	BUDGET	\$ 541,219.75	\$ 329,907.98	\$ 37,064.37	\$ 160,904.90	\$ 13,240.00	224,042.29	\$ 133,794.48	\$ 36,524.00	
30										
31	Oct									
32	Nov									
33	Longev									
34	Dec									
35	Qtr Total	\$ -	\$ -	\$ -	\$ -	\$ -	0.00	\$ -	\$ -	
36										
37	BUDGET	\$ 541,219.75	\$ 329,907.98	\$ 37,064.37	\$ 160,904.90	\$ 13,240.00	224,042.29	\$ 133,794.48	\$ 36,524.00	
38										
39										
40	Total Exp/Income	\$ 69,989.25	\$ 54,161.02	\$ 3,985.63	\$ 11,945.10	\$ -	184,166.71	\$ 26,205.52	\$ 6,476.00	
41	% Budget Used	11%	14%	10%	7%	0%	45.12%	16%	15%	
42		TOTAL Budg	Personnel	Contractural	Commodities	Capital Outlay	Public Suppor	Reimbursemer	State Grants	Cash Balance
43										
44										
45										

Communication Tool

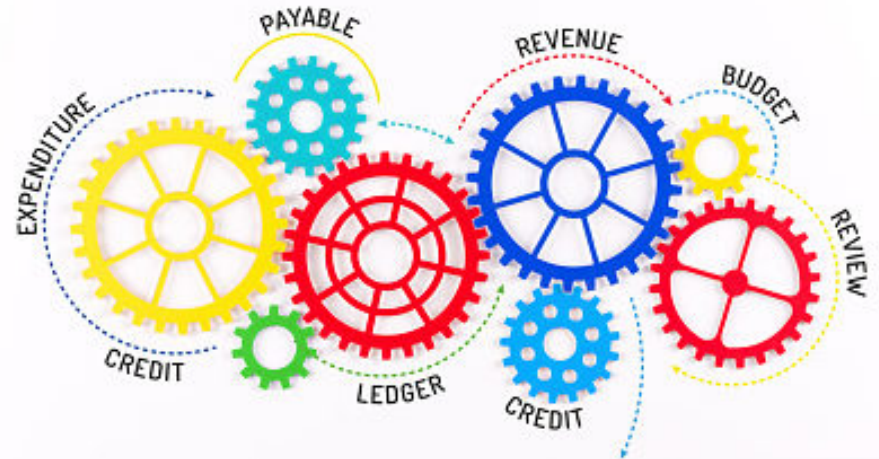
- Accepting money
- Determine account balance
- Track expenses at any time



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In closing...

- Useful tool to maintain financial accountability
- Inexpensive, easily accessible
- Customizable



Accounting



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Thanks

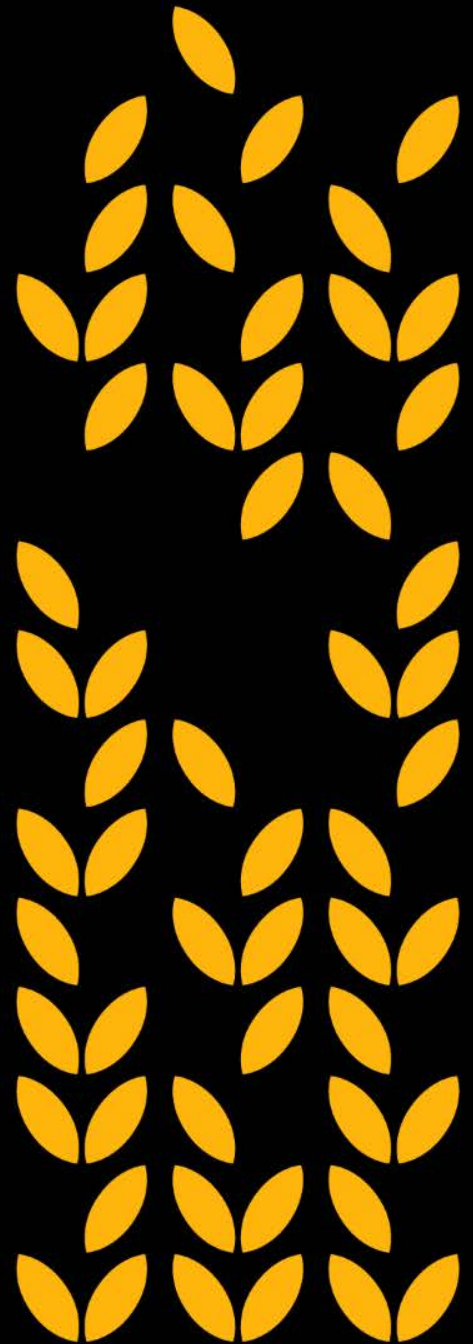
Jenifer Hugunin

jhugunin@coffeycountyks.org



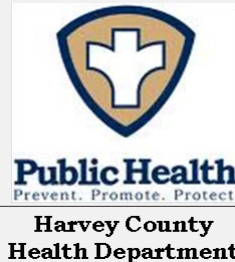
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Impacts of an EHR on LHD Financial Planning and Management

Tobias Harkins, RN
Assistant Director/Director of Nursing



Harvey County

- **Population: 34,800**
- **# staff in LHD: 16**
- **Services Provided:**
 - **WIC**
 - **MCH**
 - **Immunizations**
 - **STI testing**
 - **Employee\Foster care\Childcare physicals\ KanBe Healthy**
 - **Child Care licensing (CCL)**



Quick Notes

- **EHRs do not solve all of your problems:
Have realistic expectations !**
- **Staff still need to know billing and coding details
So do Administrators!**
- **Every LHD must do their own cost-benefit analysis
If you are not going to use it then it's not worth having!**



Overall Benefits HCHD has seen

- **Elimination of an FTE**
- **Accounts Receivables rarely go over 30 days**
- **Speed of getting claims out the door has increased**
- **Can do more with reporting**
- **Better staff communication.**



Previous Workflow



Current Workflow



Closing thoughts

- It takes a lot of work to address all of the system flaws we discovered by our EHR implementation.
- It builds confidence in your job knowledge , because you have to know what is your fault and what is the EHR failure.
- It can cost a health department more in overall budget and frustrations to have one then it saves.
- Unless you can hover over all your staff, all the time, you have to have one!

Tobias Harkins, RN
Assistant Director/Director of Nursing

THarkins@harveycounty.com



Financial Metrics Tool

as used by Shawnee County Health Department

Edith Gaines

Finance Officer/Manager

Financial and Administrative Division

Shawnee County Health Department



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Why Financial Metrics?

- Spot **trends**
- Create goals through **benchmarks**
- Provide early **warnings** of issues



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History of the Metrics Tool

- Local Support from CPHI (WSU)
- National Initiatives (PHUND\$)
- KS LHD Specific Tool Developed
- Development Pilot
- Test Pilot



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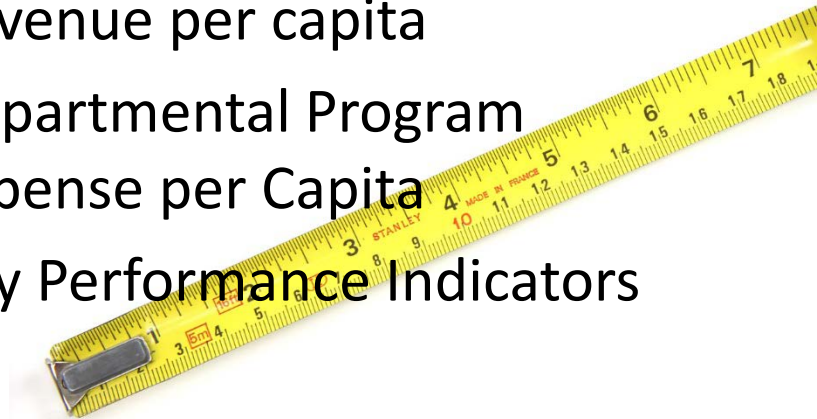
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What Metrics?

- Net Income
- Operating Profit Margin
- Collections per Encounter
- Net (adjusted) Collections Ratio
- % AR > 90 Days
- Write-off Percentage
- Claims Denial Rate (Claims)
- Denial Rate (Cash)
- Departmental Program Profit Margin
- Departmental Program Revenue per capita
- Departmental Program Expense per Capita
- Key Performance Indicators



How to use the tool

	A	B	C	D	E
1	Terms and Data Inputs	Definitions	LHD Aim (for Metrics)	KIPHS User Details	Common Sources of Data
2	Program				
3	Program level data				
4	<i>Unduplicated Client Count</i>	Unduplicated Client Count is a client who is counted only once, no matter how many direct services the client receives during a funding period.		Client Counts by Age/Program	<i>Practice Management Software/EHR</i>
5	Total Encounters	Any physical contact between a patient and healthcare practitioner, during which an assessment or clinical activity is performed and		Provider Encounters - Summary	<i>Practice Management Software/EHR</i>
6	Total Charges Billed	The total amount of charges applied to an encounter. What a department charges for a service based on it's fee/charge schedule.		Revenue Detail Report	<i>Practice Management Software/EHR, Billing Software, Accounting Ledgers</i>
7	Total Adjustments/Immediate Write-offs	The amount of adjustments and write-offs on claims. These adjustments might stem from contractual write-offs or sliding fee scale discounts. This does not include any adjustments for bad debts or other write-offs solely at the discretion of the LHD.		Activity date range Revenue Detail Report	<i>Practice Management Software/EHR, Billing Software, Accounting Ledgers</i>

How to use this Tool

Index

Data Sheet

Metrics Calc by Program

Metrics Calc by Metric

Graphs by Metrics



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Aim for Metrics

	A	B	C	D	E
1	Terms and Data Inputs	Definitions	Aim (for Metrics)	KIPHS User Details	Common Sources of Data
35	Collections Per Encounter	Collections per encounter gives you the ability to compare reimbursements/payments over time or to compare charges across programs and departments. Collections per encounter is best calculated by program. This metric give an idea of for every XXX type of visit, you can expect to receive X amount of dollars. This should be calculated in terms of actual cash collected, after adjustments.	Varies based on goals of the LHD		
36	Net (adjusted) Collections ratio	The adjusted (or net) collection rate is a measure of a practice's effectiveness in collecting all legitimate reimbursement. That is, it shows the percentage achieved out of the reimbursement allowed based on the practice's contractual obligations. The formula for this measure is: [(Department Payments – Refunds) / (Total Charges – Write-offs/adjustments)] X 100	>95% Monthly Or >0.95		
37	Dept. Accounts Receivables Totals				
38	% AR > 90 Days	The percentage of Accounts Receivables greater than 90 days outlines debts that are greater than 90 days. The older a debt is, the less likely it is to be paid. Monitoring this metric gives a department insight into the effectiveness of collection efforts. Your department will have to determine whether or not to include debts submitted to collections.	<15%		
39	Write-off Percentage	The write-off percentage is simply the portion of bills/charges that your department will write-off and not expect to collect. This measure can vary based on your write-off policy and how you handle Aged Receivables/collections. This measure is important because the write-off percentage indicates how good your department is at collecting the money that is owed. Many departments have a specific write-off period and date (normally twice a year, writing off everything over a year old). Some departments who utilize collections instead of write-offs can use the same strategy here for % sent to collections	<10%		
40	Claims Submissions				
41	Claims Denial Rate (Claims)	The denial rate (by claims) is the percentage of claims denied by payers. Formula is: Total # of claims denied / Total # of claims submitted	<5% is good 5-10% is average >10% needs improvement		
42	Denial Rate (Cash)	The denial rate (by cash) is the percentage of charges denied by payers. Note that departments may measure the rate based on the percentage of line items denied, or only fully denied claims. Formula is: Total \$ of claims denied (fully denied & short paid) / Total \$ of claims submitted.	<5% is good 5-10% is average >10% needs improvement		



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Data Entry

	A	B	C	D	E	F	G	H
1	Shawnee County Health Department							
2	Billing Financial Metrics Tracker							
3	Program Level Data							
4	Item #	Program Level Data	January	February	March	April	May	June
5	1	Immunizations						
6	1a	Unduplicated Client Count	420	401	400	415	384	290
7	1b	Total Encounters	480	432	457	463	438	336
8	1c	Total Charges Billed	\$38,472	\$37,854	\$35,597	\$37,245	\$39,905	\$31,248
9	1d	Total Adjustments/Immediate Write-offs (enter as negative #)	(\$5,732)	(\$3,431)	(\$3,177)	(\$1,996)	(\$1,821)	(\$4,753)
10	1e	Grant Revenue	\$12,793	\$12,793	\$2,500	\$12,793	\$12,793	\$0
11	1f	Total Billing Revenue Received	\$39,482	\$32,263	\$37,209	\$30,903	\$20,831	\$40,945
12	1g	Total Program Operating Expense	\$47,690	\$65,795	\$47,254	\$42,211	\$83,114	\$60,079
13	1h	Total Program Refunds>Returns/Recoups (enter as positive #)	\$0	\$746	\$284	\$708	\$47	\$40
14								



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Data Entry

Key Performance Indicators (department totals)	January	February	March	April
Dept. Accounts Receivables(AR) Totals				
0-30 Days	\$39,548	\$40,446	\$38,724	\$37,745
30-60 Days	\$10,339	\$15,558	\$14,127	\$14,292
60-90 Days	\$7,942	\$7,082	\$11,730	\$9,412
90+ Days	\$26,324	\$20,601	\$15,593	\$18,779
<i>Total AR (autocalculated)</i>	<i>\$84,153</i>	<i>\$83,687</i>	<i>\$80,174</i>	<i>\$80,228</i>
Total Charges (all programs/services)	\$47,740	\$45,953	\$48,029	\$44,266
Dept. Write-offs minus collection payments received	\$5,010	\$3,737	\$113	(\$74)
Claims Submissions				
Total Number of Insurance claims submitted	774	576	598	441
Total \$ of insurance claims submitted	\$31,187	\$30,955	\$28,919	\$23,045
Total Number of Insurance claim Denials	42	40	50	38
Total \$ of denied/short paid insurance claims	\$1,563	\$2,052	\$2,588	\$2,246
Financial Statement Totals				
Total Program Operating Revenues	\$414,354	\$401,661	\$215,058	\$883,852
Total Program Operating Expenses	\$264,963	\$495,944	\$412,841	\$531,655
Total Encounters	723	672	762	713
Estimated county population	178,725	178,725	178,725	178,725



Metrics by Program

Program Level Data	January	February	March	April
Immunizations				
<i>Net Income</i>	\$4,585	(\$20,739)	(\$7,545)	\$1,485
<i>Operating Profit Margin</i>	11.6%	-64.3%	-20.3%	4.8%
Collections Per Encounter	\$82	\$73	\$81	\$65
Net (adjusted) Collections ratio	1.21	0.92	1.14	0.86
Child Health				
<i>Net Income</i>	\$22,484	\$24,389	(\$27,888)	\$14,514
<i>Operating Profit Margin</i>	1233.4%	1215.8%	-953.1%	1381.0%
Collections Per Encounter	\$23	\$25	\$15	(\$21)
Net (adjusted) Collections ratio	1.91	1.53	0.81	6.38



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Metrics by Metrics

3						
4	Item #	Program Level Data	January	February	March	April
5	1	Net Income				
6		<i>Immunizations</i>	\$4,585	(\$20,739)	(\$7,545)	\$1,485
8		Child Health	\$22,484	\$24,389	(\$27,888)	\$14,514
9		STD / Communicable Disease	\$8,478	(\$21,940)	(\$26,952)	\$3,779
12	2	Operating Profit Margin				
13		<i>Immunizations</i>	11.6%	-64.3%	-20.3%	4.8%
15		Child Health	1233.4%	1215.8%	-953.1%	1381.0%
16		STD / Communicable Disease	206.8%	-460.0%	-510.4%	81.1%
19	3	Collections per Encounter				
20		<i>Immunizations</i>	\$82.25	\$72.96	\$80.80	\$65.22
22		Child Health	\$22.79	\$25.39	\$14.74	(\$20.99)
23		STD / Communicable Disease	\$25.62	\$29.90	\$23.65	\$26.76
26	4	Net (adjusted) Collections Ratio				
27		<i>Immunizations</i>	1.21	0.92	1.14	0.86
29		Child Health	1.91	1.53	0.81	6.38
30		STD / Communicable Disease	0.52	0.83	0.52	0.95



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Metrics

All Department Data

Key Performance Indicators	January	February	March	April
Dept. Accounts Receivables Totals				
% AR > 90 Days	31.3%	24.6%	19.4%	23.4%
Write-off Percentage	10.5%	8.1%	0.2%	-0.2%
Claims Submissions				
Claims Denial Rate (Claims)	5.4%	6.9%	8.4%	8.6%
Denial Rate (Cash)	5.0%	6.6%	8.9%	9.7%
Department Performance				
Departmental Program Profit Margin	36.1%	-23.5%	-92.0%	39.8%
Departmental Program Revenue per Capita	\$2.32	\$2.25	\$1.20	\$4.95
Departmental Program Expense per Capita	\$1.48	\$2.77	\$2.31	\$2.97



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Metrics

Program Level Data	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Year to Date
Immunizations	Immunizations				
<i>Net Income</i>	(\$23,699)	(\$67,139)	(\$10,884)	(\$3,770)	(\$105,492)
<i>Operating Profit Margin</i>	-21.8%	-72.4%	-10.0%	-3.1%	-24.3%
Collections Per Encounter	\$79	\$74	\$55	\$78	\$70
Net (adjusted) Collections ratio	1.08	0.92	0.67	1.24	0.94

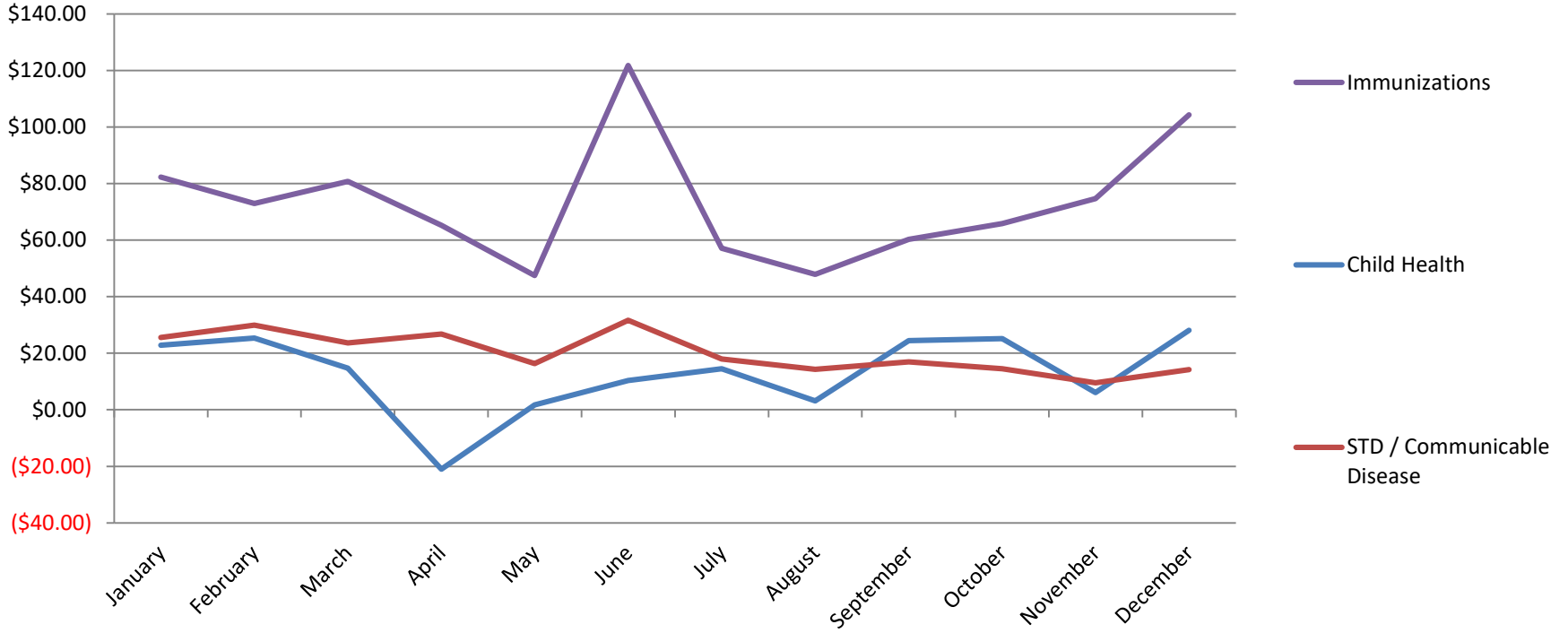


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Collections Per Encounter



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SCHD Metrics Summary

Dec 31, 2017

- Net Income
- Operating Profit Margin
- Collections per Encounter
- Net (adjusted) Collections Ratio
- % AR > 90 Days



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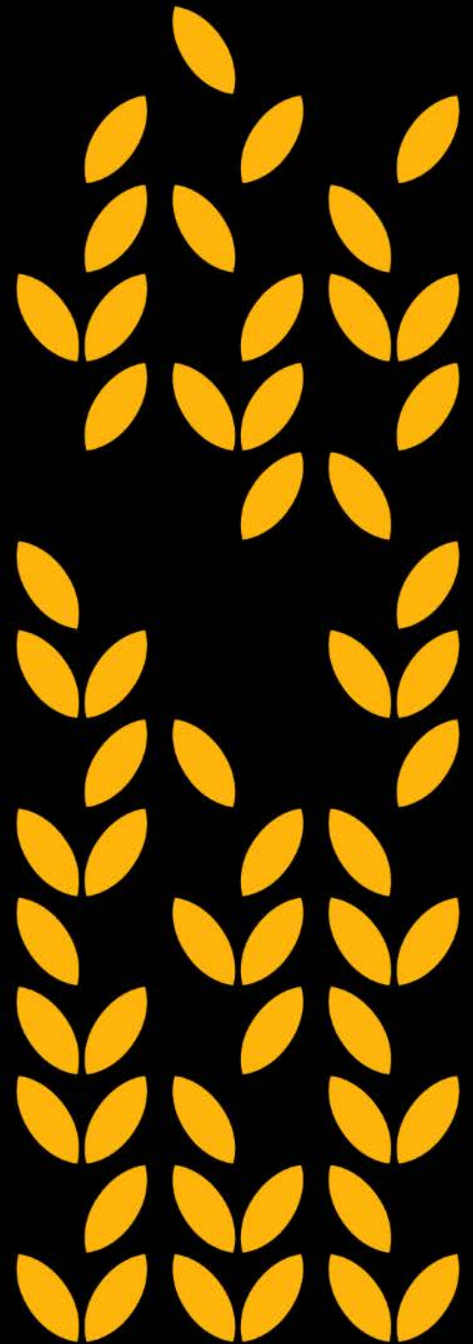
Financial Metrics Tool Future:

1. KS Train
2. Quarterly Comparisons & Community of Practice
3. TA as needed



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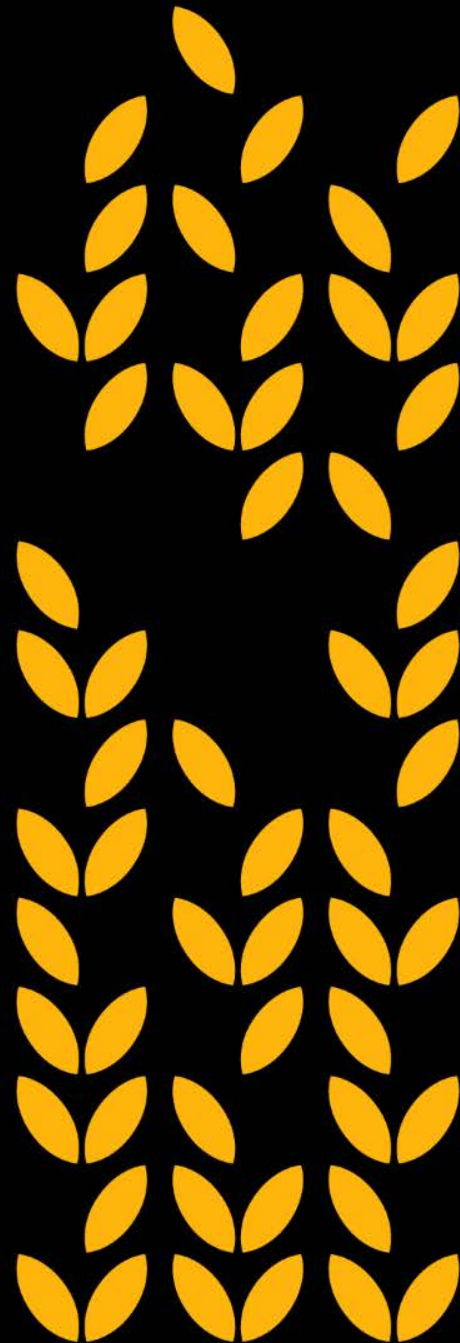


YOU'VE GOT QUESTIONS,
WE'VE GOT ANSWERS!



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Resources for you and staff

WSU Badge (tier 1)

http://webs.wichita.edu/?u=wpce&p=/wsu_health_professions_badges/

Kansas Association of Counties: KAC Institute of Excellence

<http://www.kansascounties.org/4/KAC-Institute-of-Excellence>

NACCHO: Fundamentals of Business Management

<http://ldi.naccho.org/courses/>

Public Health Finance Bootcamp*

<http://www.publichealthfinance.org/training-and-education/2875>

North Carolina Institute for Public Health

<https://nciph.sph.unc.edu/tws/index.php>



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Resources for you and staff

Getting Started with Performance Management

http://www.phf.org/focusareas/performancemanagement/toolkit/Pages/PM_Toolkit_Getting_Started.aspx

KU Community Toolbox: Generating, Managing and sustaining Financial Resources. Chapters 42-44

<http://ctb.ku.edu/en/generating-managing-and-sustaining-financial-resources>

Core Competencies for Public health Professionals

http://www.phf.org/resourcestools/Documents/Core_Competencies_for_Public_Health_Professionals_2014June.pdf

KS Train

- 1062321: Intro to LHD Billing & Biz Practices
- 1046512: Planning and Budgeting for PH: The Biz Plan
- 1012722: Public Health Financial Management



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