System Resources and Consumer Recovery: Recovery Needs Level Applications
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Introduction
Over the past decade a culture of accountability has developed within the behavioral healthcare industry where we, as the providers, are being held more accountable for increased efficiencies, cost reductions, and better resource allocation to the individuals served. As our payers and donors request more for the contributions being made, the availability of recovery focused metrics that can help to enhance utilization of our system resources is limited. In order to address this issue, The Mental Health Center of Denver developed a metric called the Recovery Needs Level (RNL), which assists with the allocation of resources, while also providing a recovery oriented approach to resource allocation.

Recovery Needs Level Metric (RNL)
The Recovery Needs Level (RNL) is one of four metrics utilized as part of a recovery-oriented behavioral health services system. The RNL measures 17 areas related to the recovery needs of the consumer. The areas include:

1. Assertive Community Treatment
   • Staff to Consumer Ratio 1 to 12 / Consumer receives minimum 9 hours of service per month on average over four month period.

2. Intensive Case Management
   • Staff to Consumer Ratio 1 to 22 / Consumer receives minimum 4 hours of service per month on average over four month period.

3. Intensive Outpatient
   • Staff to Consumer Ratio 1 to 40 / Consumer receives minimum 2 hours of service per month on average over four month period.

4. Outpatient
   • Staff to Consumer Ratio 1 to 80 / Consumers at this level typically have fewer visits than people in more intensive services.

5. Psychiatry Only

Based upon these 17 areas, the RNL provides a recommendation for services within one of six service levels, where these recommendations have a reliability of Cronbach’s α = 0.78:

<table>
<thead>
<tr>
<th>Service Level</th>
<th># Additional Consumers</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACT</td>
<td>200</td>
</tr>
<tr>
<td>Intensive Case Management</td>
<td>100</td>
</tr>
<tr>
<td>Intensive Outpatient</td>
<td>100</td>
</tr>
<tr>
<td>Outpatient</td>
<td>300</td>
</tr>
<tr>
<td>Psychiatry Only</td>
<td>500</td>
</tr>
</tbody>
</table>

Given this information Denver was able to determine they could serve approximately 1200 more consumers over the year following the opening of the new center, than currently served, along with providing managers with information on where new staff members should be assigned. The following shows the summary of the analysis for prediction of the consumer and staff increases, along with associated costs.

Further Reading