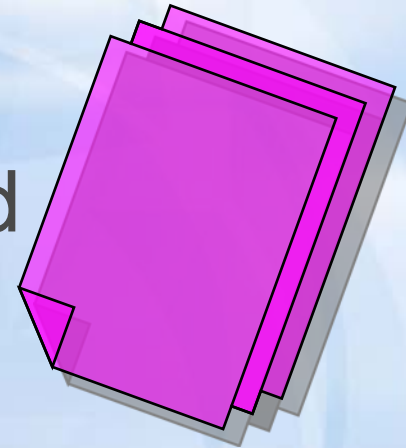




Youth & Family Services, Inc.

Handing Out Pink Slips

The Good Kind



www.NIATx.net

Reduce Waiting & No-Shows • Increase Admissions & Continuation



Youth & Family Services, Inc.

AIM – Increase amount of co-pay and self-pay fees collected from OP clients

- Increase number of people paying their co-pays and self-pay fees
- Make agency financially stable by collecting money owed for services
- Encourage clients to take accountability and ownership for their treatment and related cost





CHANGE — developed client service ticket/invoice (Pink Slip)

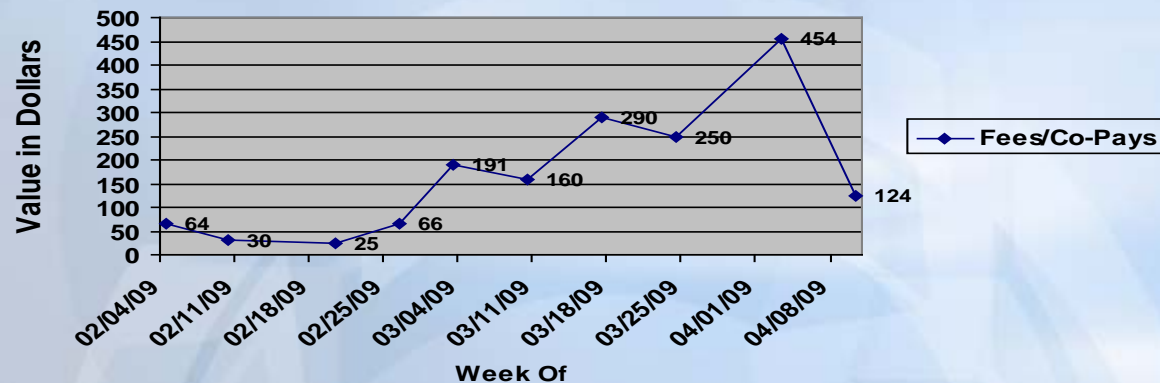
- Developed new client service ticket which identified cost of service and amount client is responsible for
- Several revisions made to pink slip
- Enlisted buy-in from secretarial and clinical staff
- Collected billing information on all clients and entered it into Quick Books system to allow for Auto Fill of pink slips to show fees and co-pays
- Began using new forms and asking clients to pay fees and co-pays when services are provided



Youth & Family Services, Inc.

RESULTS – Amount of money collected in fees and co-pays

Handing Out Pink Slips (The Good Kind)



- Baseline data was collected for an extended period of time while pink slips were developed and re-developed (5 weeks)
- Continued to collect data for 3 weeks after full implementation (weeks eight, nine, and ten)
- Partial implementation at weeks six and seven
- Amount of money collected significantly increased by week nine and decreased in week ten; reflects staff vacations and sick leave during week ten



Youth & Family Services, Inc.

NEXT STEPS

- Continue use of Pink Slips for clients
- Track money collected on weekly basis for each quarter and present results to board of directors and supervisory staff





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IMPACT

- Found out that “If you bill them, they will pay”
- Clients have a financial investment in their treatment
- We can take control of our financial destiny (even if in a small way)

