

27. Woche

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21. Woche

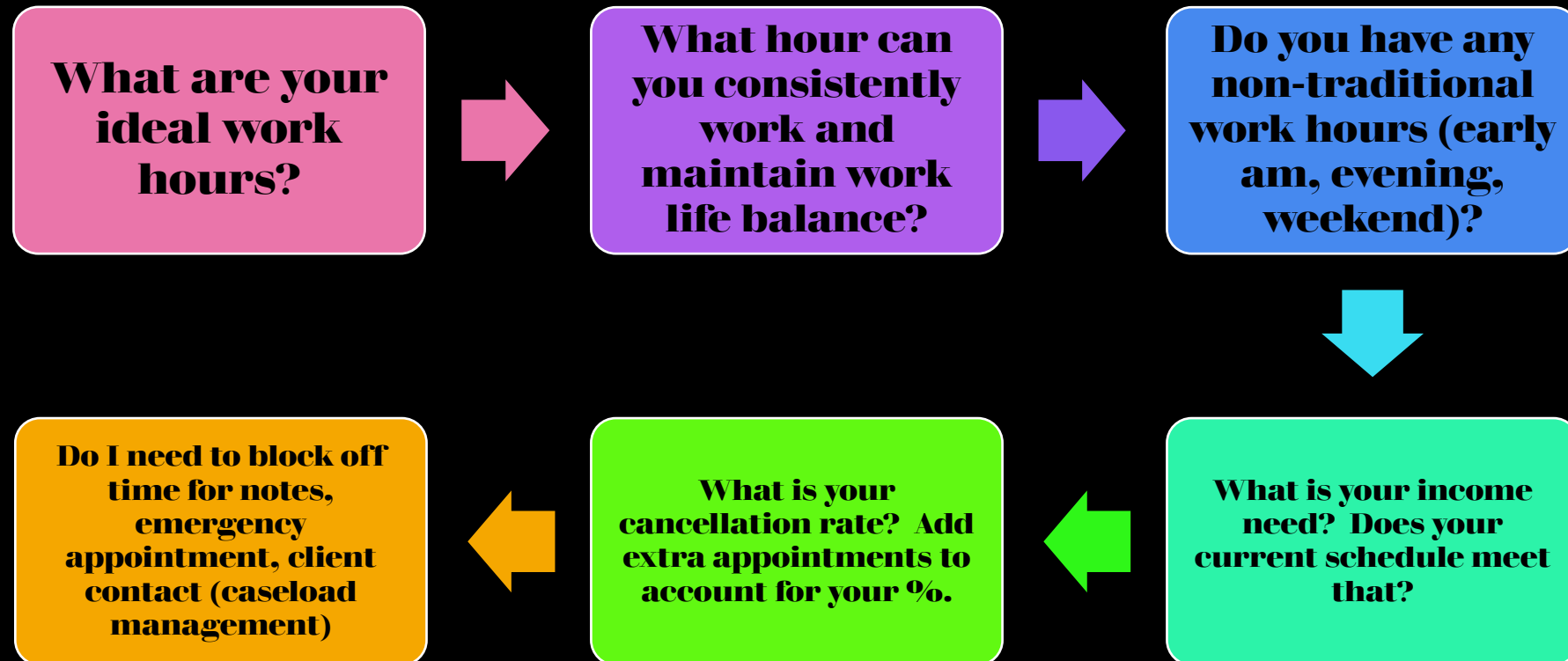
Dienstag 2

BACK TO THE BASICS:

ENSURING A FULL, WELL-MANAGED SCHEDULE.



Setting Up Your Schedule for Success



Look Back!

Look back at your last 3 months on your clinical calendar.

What appointment times were most often empty?

How many unfilled appointments did you average each week?

How many ACTIVE clients do you have?

How many ACTIVE clients do not have a next appointment scheduled?

Look IN!

- **Look at client retention.**
- **How many of your client commit to care and complete the treatment plan?**
- **Do you notice a trend with client dropout?**
- **Do you notice a strength emerging as you consider most successful clients?**
- **Do you need to update your bio, psychology today, specialties list?**



Looking Out: Planning for Breaks and Vacations

Do you have a vacation planned?

Do you have regularly scheduled breaks? Mental health days, doctor/dentist appointments, do you need to add those?

Do you need to make adjustments for team trainings, family events, personal events?

Review your calendar regularly and make changes as far in advance as possible.

GETTING FULL & STAYING FULL!

**Caseload Management
(burnout prevention)
Document contact and
discharge noncompliant
clients with a termination
note and referral email.**

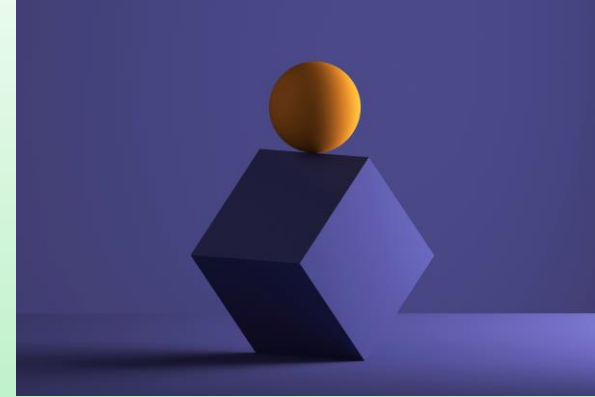
**Discuss treatment plan
compliance with clients
who frequently cancel
and/or reschedule. Set a
firm boundary.**

**Intakes are always ON! If
you have a scheduled time
in your calendar available,
it needs to be scheduled to
keep you on track.**

**Tight schedules
DECREASE cancellations,
no shows, and
noncompliant clients**

**Ensure EVERY client
schedule out their
treatment plan.**

School Based Services



SCHEDULING

- Schedule ALL your clients out on your calendar according to their treatment plan
- You can adjust your calendar as you go. This is fall-through-the-cracks prevention.
- CONNECT with campus leaders and Build relationships (BILL 888888 for consultation, collaboration, and wrap around services)
- Know that you make a BIG difference!

BALANCING

- Manage your caseload. Ensure you are at minimum 1/3 office based
 - Summer and breaks are scheduled, you can plan
 - See clients in office, via telehealth, or do telephone check ins
-

Delivering High-Quality Services



What specialized training do you have? Do you market your speciality?



Do you attend case consultation?



Do you attend trainings? Book studies?



What do you do to stay fresh and ever-learning and growing as a clinician?



What interests you most about clinical care?

LOOK AT THE DATA!



HOW MANY CLIENTS
HAVE YOU BEEN
ASSIGNED?



WHAT IS YOUR
AVERAGE
TREATMENT PLAN
LENGTH?



ARE YOU USING
ASSESSMENTS?



WHAT IS YOUR
THERAPEUTIC
ALLIANCE SCORE?



WHAT DO THE MOST
COMPLIANT, MOST
SUCCESSFUL
CLIENTS HAVE IN
COMMON



What is working, what is not working?



Are you giving clients feedback on their work?



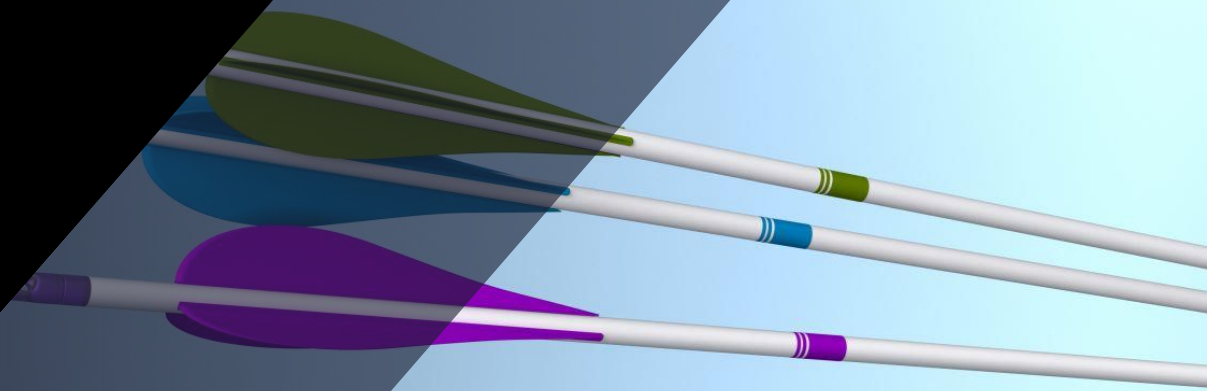
Are goals and progress and regression a normalized part of the discussion during every treatment session?



Do you ask clients for feedback about the direction of care and ensure you are meeting their expectations?

Goals

- **Do client and therapist agree upon goals?**
- **Are goals regularly reviewed and adjusted as needed?**
- **Do assessments help SHOW clients their progress or regression?**
- **“What goal is most important to work on today?”**



You are the “tool” of your job!

- How do you stay sharp?
- How do you stay focused?
- How do you improve function?
- How do you set goals?
- How do you stay motivated?
- How do you celebrate wins?
- How do you know you are making a difference?



QUESTIONS,
THOUGHTS,
IDEAS, NEEDS?



**“NO ONE SHOULD
HURT ALONE.”
-HEATHER LAMBERT**

“Clearhope exists to remove access barriers to high-quality mental health services.” Clearhope’s Mission Statement

“To create a community-based model for collaborative partnerships to remove access barriers to high-quality mental health services which can be replicated to help promote equitable access to care for all people.” Clearhope’s Vision

YOU ARE ALWAYS INFLUENCING.
YOU CAN DESIGN YOUR INFLUENCE.
YOU ARE UNIQUE, YOUR
EXPERIENCES ARE UNIQUE, AND YOU
ARE DEFINITELY JUST WHAT
SOMEONE ELSE NEEDS IN ORDER TO
FIND HOPE AND HEALING.

-Heather Lambert

February/March
Thurs, Feb 2nd noon
Wed, Feb 22nd noon
Thurs, March 23rd noon

