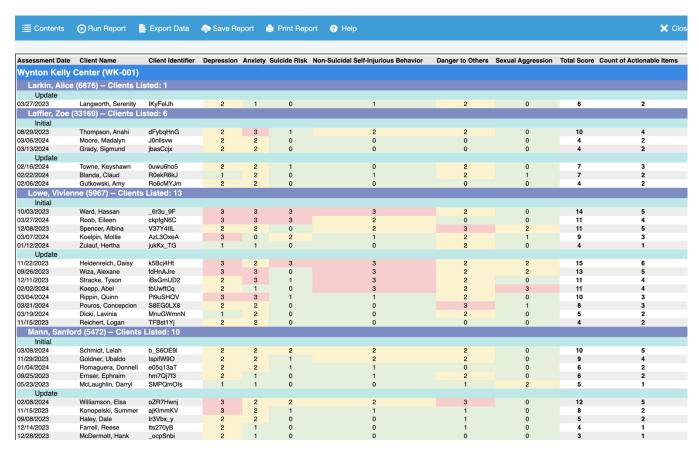


The Objective Arts Heatmap Report

A Multifaceted Tool for Behavioral Health Clinicians and Managers

The Heatmap report is a new addition to the Objective Arts Report Library developed in collaboration with managers and clinicians from San Bernardino County, California. The report has manifold purposes in one compact package.

First, the report lists the number of clients that any user has in a caseload. This in and of itself can be revealing simply to see how many cases a clinician is responsible for relative to others. Second, the report isolates some of the most important items in an assessment – eating disorders, substance use, suicide risk and danger to others as examples. Third, the report provides a summary statistic of the aggregate rating of these six high risk items as well as the count of actionable items across the six – that is, the items that have a value greater than zero meaning that something substantive needs to be addressed in this area. But the report is completely configurable, a version of the report could be constructed for a different set of items than the six presented in this version. In addition to showing the absolute number of clients a clinician is responsible for, it also simultaneously shows the complexity of that caseload by its size. Looking at the sample report there is one clinician, Vivienne Lowe, with far more clients than any other and a number of these clients have self-harm and severe substance use issues. A manager or team will want to consider this imbalance and understand the reason(s), which may not necessarily mean this clinician is overloaded but may just reflect tenure or productivity.



Importantly, this report can be generated at any level from an individual to a team, to an agency to a multi-location perspective. So, an agency executive can analyze an entire agency, or a team lead within that agency can look at the allocation of their team. An organization contracting with many agencies can look at all those agencies and review all the caseloads in their contract relationships. And an MCO or county can look at this report across many agencies and/or look in depth at one of their contract agencies.

This report, developed with the expertise of experienced managers and behavioral health professionals, delivers a multifaceted view of an agency and the workloads of its personnel. This can be helpful to everyone involved from the individual all the way up to payer organizations and government systems responsible for the delivery of services across many agencies.

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