

## Clinical Capacity

### Clinical Capacity definition

Clinical Capacity represents the total clinical hours for psychological services that are provided by all staff at the center in a typical busy week during the semester. This is different from historical staffing metrics that relied on tallying the number of full time equivalent (FTE) staff members.

### Clinical Capacity guidelines

Clinical Capacity hours **include** all hours the entire staff (trainees, practicum students, interns, associate staff, part-time staff, senior staff, administrators, etc.) have available in their schedules for individual, group, triage, or crisis/urgent appointments. Clinical Capacity **excludes** any hours dedicated to administration, supervision, meetings, outreach, paperwork, psychiatric services, case-management, or ancillary or non-mental health specialty hours (e.g., BASICS). CCMH provides an excel tracking sheet to assist you in calculating your centers Clinical Capacity.

Guidelines to help calculate Clinical Capacity:

1. This question is best answered by looking at each individual provider's clinical contract and adding the total weekly clinical hours available across all staff.
2. *If your center does not use clinical contracts*, another method to calculate clinical capacity is to review each staff member's weekly schedule within the Electronic Medical Record to determine the number of clinical hours per week *you expect* each person to provide and adding these hours. Staffing can vary from week to week, so use a typically busy week when you would be fully staffed with relatively full caseloads. This is often around mid-October or late February, though this will vary by center.
3. Using either method, **exclude** hours devoted to the following specialty services: (1) psychiatry, (2) case-management, and (3) dedicated ancillary or non-mental health specialty hours (e.g., BASICS).
4. Count 45 or 50-minute sessions as one hour. Shorter increments (15, 20, 30) should be counted as such (e.g., 20 minutes counts as 20 minutes).
5. For group or couples counseling, **only count available clinical hours** (i.e., not the number of students served). For example, a 90-minute group with eight people would count as 90 minutes of available clinical time.
6. If there is more than one provider present during a session, count each clinician's hours separately. For example, if two group co-facilitators deliver a 1-hour group, tally both person's hours individually for a total of 2 hours of available clinical time.
7. Do not include any non-clinical hours, including supervision, meetings, outreach, paperwork, or other administrative hours – only direct interaction between a clinician and student.
8. If you allot hours for walk in and/or crisis, count all allotted hours, even if some of those hours were not utilized. Do not include on-call hours outside of normal business hours.

9. If a clinician worked at your center for half of the year or less, count 50% of their clinical hours to reflect their contribution to your overall clinical capacity more accurately (e.g., if a clinician was contracted to provide 24 clinical hours a week, but only worked at the center for 6 months or less last year, you should count their capacity as 12 hours). If a clinician worked at your center more than half the year, count 100% of their clinical hours towards your overall clinical capacity even if the clinician worked at the center for less than 12 months (e.g., if a clinician was contracted to provide 24 clinical hours a week, but only worked at the center for 10 months, you should count their capacity as 24 hours).
10. If you have questions about how to factor in third-party vendor hours for your center's specific unique scenario, reach out to CCMH for guidance.

### Unsure about your results? Questions to consider...

- FYI: less than 3% of centers have a clinical capacity above 700. Does your clinical capacity seem reasonable based on the number of staff at your center and the number of hours they spend in direct-clinical care with students?

## Calculating Clinical Capacity

### If your center documents clinical contracts for each staff member:

1. Add up all clinical hours (exclude psychiatric, case management, and ancillary or non-mental health specialty hours, e.g., BASICS) from the contracts. Please include contracts from all providers (all levels of trainees, part-time, and full-time providers) working during the one-week time period you are selecting.
2. The excel tracking spreadsheet provided by CCMH is designed to help you keep track of each staff member's available hours.

### If your center does not document clinical contracts for each staff member:

1. Choose a busy week during the applicable academic year.
2. Within your EMR schedule (Titanium, Point and Click, Mediat, PyraMED, etc.), hand count the available clinical hours for those staff who were providing clinical services during that time period. If an active staff member was out of the office on that day for any reason (e.g., vacation, sick, parental leave) but would have otherwise provided the clinical hours, please include the clinical hours of the absent staff member in your calculation.
3. The excel tracking spreadsheet provided by CCMH is designed to help you keep track of each staff member's available hours.

### Clinical Capacity Example

You have five staff (a director, three clinicians, and a nurse practitioner) and two trainees (one practicum student and one intern). The director provides **6** clinical hours each week. Clinician A provides **24**. Clinician B was contracted to work 24, but left less than halfway through the year, therefore we will record half (**12**). Clinician C is contracted to provide 10 hours but was out on parental leave during the week you are counting. The practicum student provides **5**, the intern provides **10**, and the NP provides 8 hours of psychiatric services, which are excluded. The Clinical Capacity, or total number of "available clinical hours" is **67**. *See this example on the third tab of the excel tracking sheet.*

First Name	Last Name	Job Title	Total Weekly Working Hours	Weekly Clinical Capacity Hours
John	Smith	Director	40	6
Sarah	Myers	Staff Clinician	40	24
James	Ellis	Staff Clinician <i>(retired, only worked a few months last year)</i>	40	12
Fred	Stone	Staff Clinician <i>(currently on parental leave)</i>	40	10
Allison	Ross	Nurse Practitioner	40	0
Mason	Adams	Practicum Student	8	5
Evan	Lopez	Intern	40	10
				<b>TOTAL: 67</b>