

Sample staffing analysis form for financial counseling

The Children’s Hospital in Denver uses this form to analyze financial counselor productivity and the need for additional staff.

Inflow	New accounts	Weekly appointments	Phone calls	Total
Actual volume	200	35	35	270
Expected productivity	125	40	35	200
Difference +/- total	75	-5	0	70
Actual FTEs				1
FTE +/-				0.6
Required FTE for volume				1.6

Definitions/assumptions

Phone calls—Number of patients requesting appointments before accounts are actually created

Weekly productivity—32.5 hours less lunch and breaks

Source: Stephanie Benintendi, The Children’s Hospital, Denver, CO. Reprinted with permission.