

MEASURING THE EFFICIENCY OF MILITARY BEHAVIORAL HEALTH SERVICES

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ABSTRACT

This research examines the operations of behavioral health clinics in Air Force Continental United States facilities, with a focus on operational efficiency and capacity through Data Envelopment Analysis. Most facilities operate near capacity, demonstrating efficient resource usage, but concerns arise with the potential of increased demand. Days-to-care and leakage are identified as major sources of inefficiency, suggesting that addressing these issues can enhance operations and reduce costs. The study also explores the impact of COVID-19 on care delivery. The research methods used here can be applied to assess capacity utilization and efficiencies in all healthcare services using similar variables.

Keywords: Behavioral Health; Data Envelopment Analysis; Capacity Utilization; COVID-19; Military