

Marketing Benchmark Report: Behavioral Health

2024 Edition



What Is This?

This is a data subset from Liine's annual benchmark report that only includes behavioral health practices. It is our goal to provide meaningful benchmarks for practices to compare their performance to their peers, discover high-performing marketing channels, understand staff performance, and more. We also hope that more practices will begin thinking about how they accurately collect and measure their own data.

What Is The Data Sample?

This report contains exclusive primary-sourced data from a sample of 25,000 new patient leads. The leads come from a sample of American practices in behavioral health. Leads analyzed were collected by these practices between January 1, 2023 through December 31, 2023.

Who Is Liine?

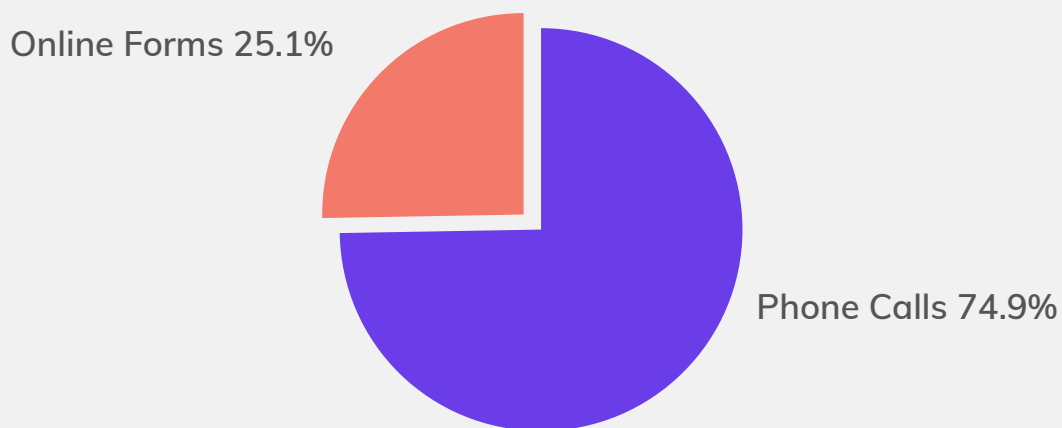
Liine is an AI-powered analytics and workflow platform used by today's fastest-growing healthcare practices to improve patient acquisition. With zero manual data entry, Liine customers can track every new patient inquiry with detailed performance analytics. Liine is the only way to uncover your true volume of new patient inquiries, booking rates, marketing attribution, reasons patients DON'T book, staff performance, and much more. Liine also automates speed-to-lead for web inquiries, drastically increasing booking rates.

Learn more at www.liine.com



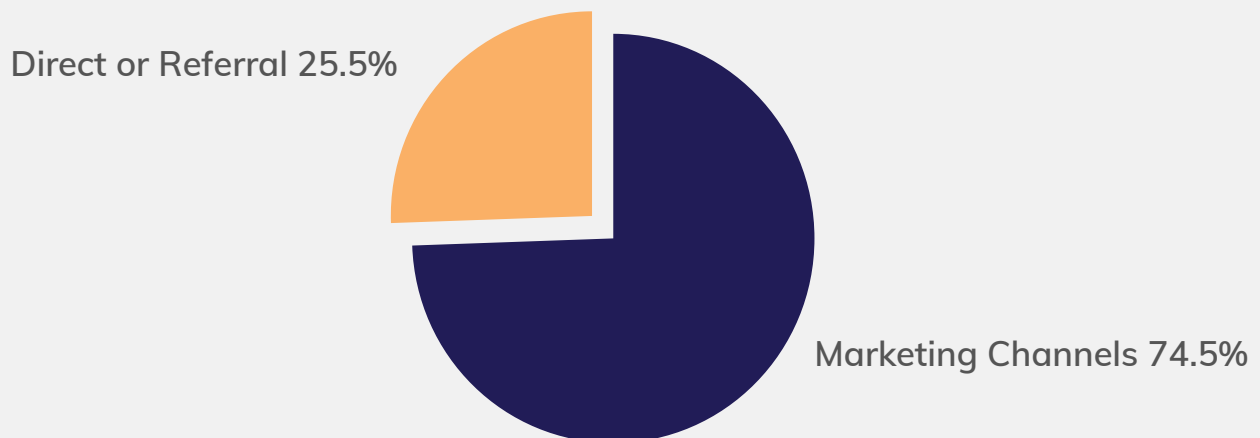
New Lead Interaction Type

How are new leads choosing to reach out to healthcare practices? Note that “new lead” refers to the very first time a practice hears from a potential new patient.



Marketing Contribution

About 3 out of 4 new patient leads come from marketing channels within behavioral health practices.

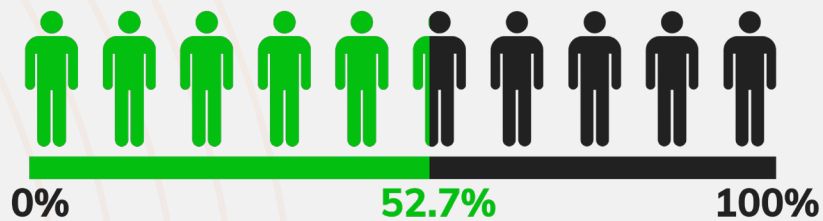


Conversion Rates

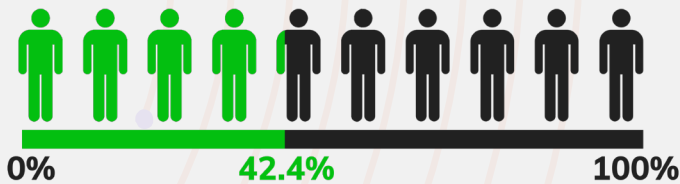
Within behavioral health, we found that 52.7% of new patient inquiries convert into a scheduled appointment.

This area is a very common blind spot for practices. Many do not (or cannot) track every new patient phone call and instead rely on new patient appointments for performance metrics. It is important to recognize that a large portion of your new patient leads never reach the EHR.

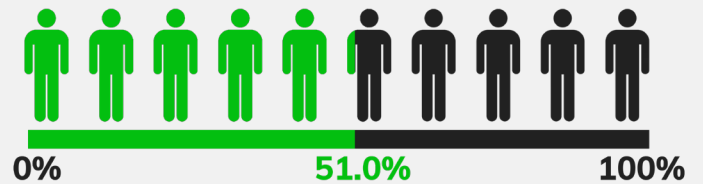
All Leads



Referral Leads

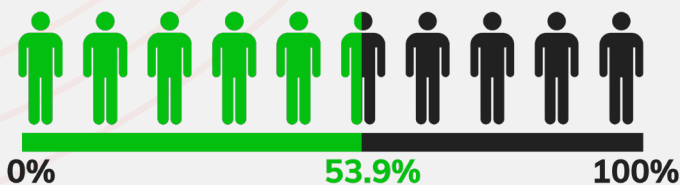


Marketing-Sourced Leads

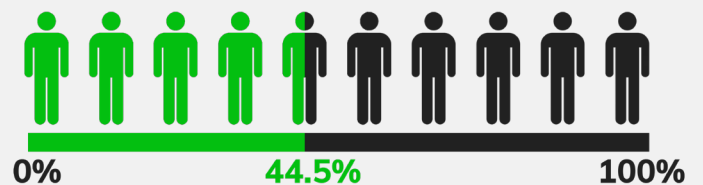


Conversion Rates by Interaction Type

Phone Call Leads



Online Form Leads



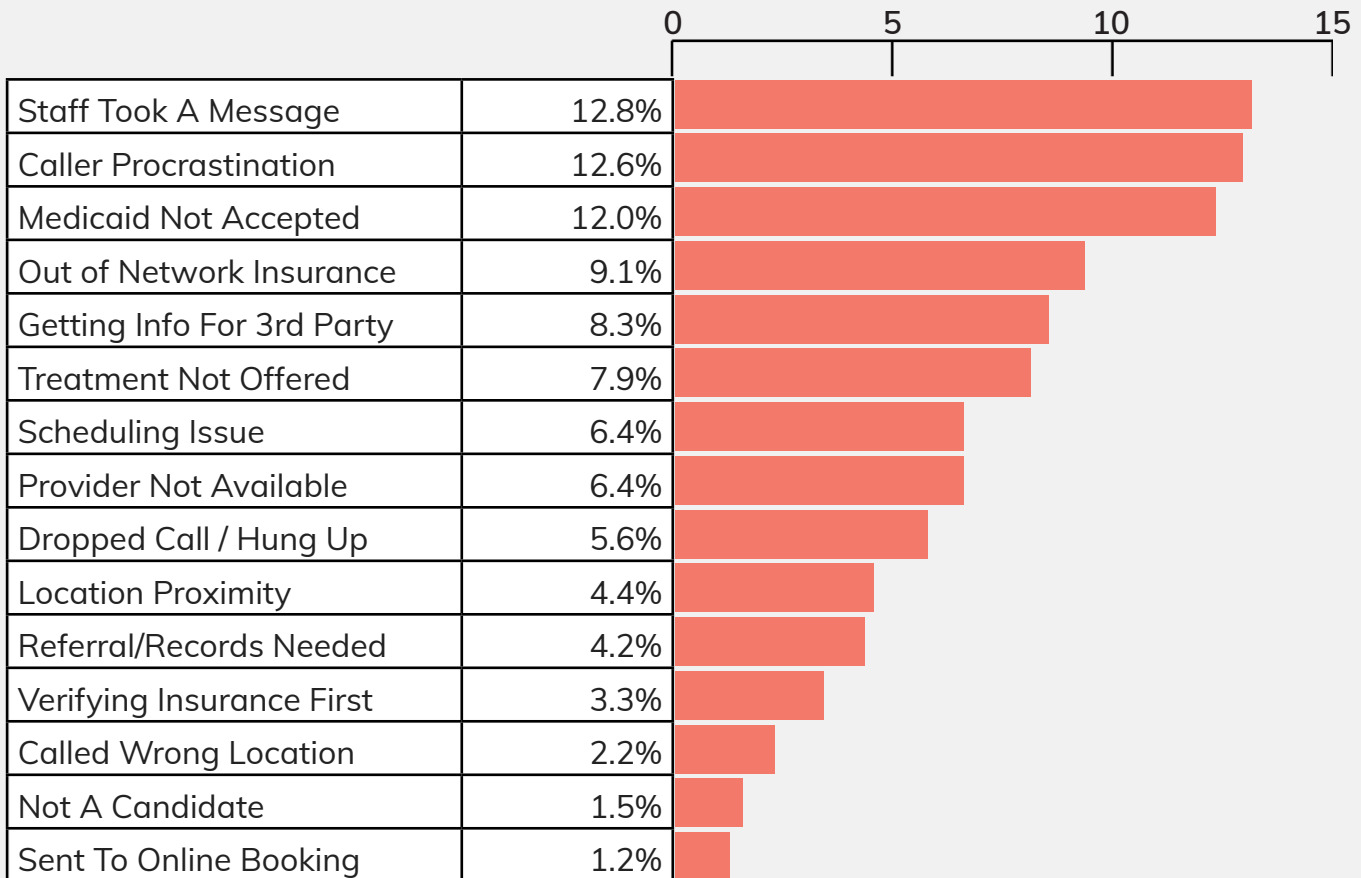


Reasons Not Booked

Liine is able to collect the reason why any new patient caller did not book an appointment.

Two of the most common reasons - “Caller Procrastination” and “Staff Took A Message” - are also the reasons that staff have the most control over. This illustrates why staff training can have such a significant impact on booking rates.

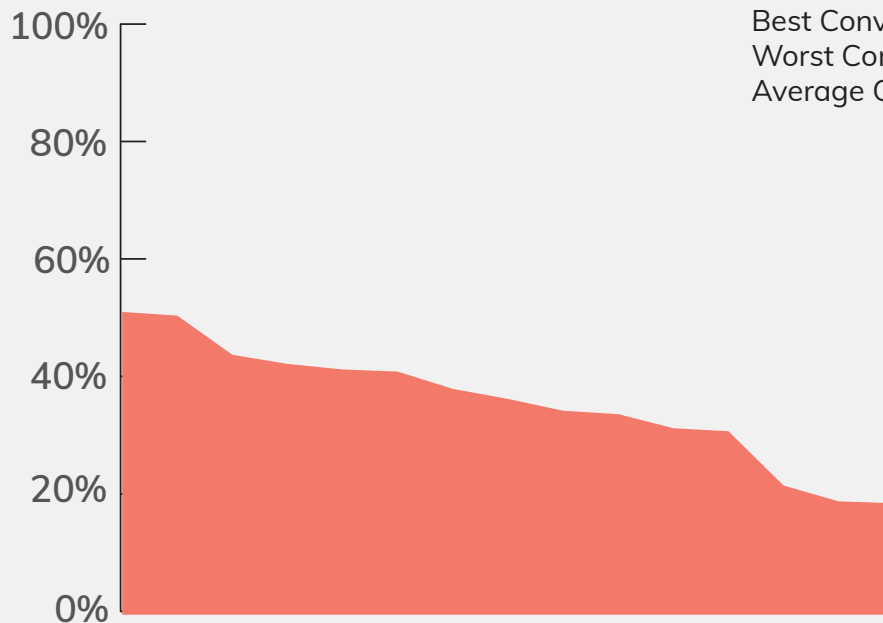
Top 15 “Reasons Not Booked” By Frequency





Team Member Call Performance

This chart shows the conversion rate for individual staff members who have handled over 250 patient calls. Compared to our other industry reports, behavioral health does have the lowest average conversion rate by a sizable margin. Across all specialties that we have analyzed, the average team member converts 60.4% of their leads into a booked appointment.



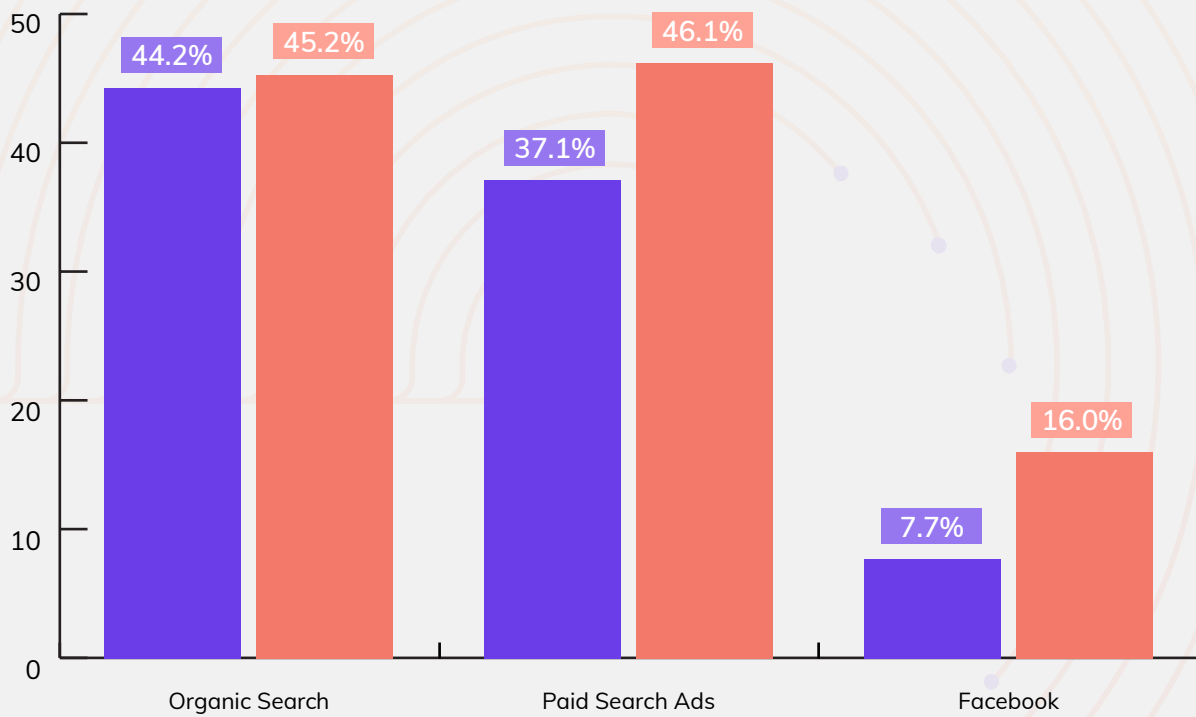
Staff Members by Conversion Rate
(Who Have Answered >250 New Patient Calls)

Top Marketing Channels

After excluding direct and referral sources, these are the top marketing channels for all new patient phone call and web leads.

Organic search, Facebook, and paid search accounted for nearly the entirety of marketing-sourced leads within the behavioral health practices we examined.

■ Share of Lead Volume
■ Conversion Rate



Ready to find out how your practice stacks up?

Liine is the easiest way to automatically track new patient leads, uncover performance gaps, and automate speed-to-lead.

Find out more at www.liine.com or give us a call today at **919-890-0999**.

