



BPS Insights

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New Benchmarking Initiative in Maryland

BPS and the Community Behavioral Health Association of Maryland (CBH) have partnered to launch a new state-wide benchmarking initiative. Great anticipation and excitement surround this venture as evidenced by the number of CBH members that have committed to participate. According to Herb Cromwell, Executive Director of CBH, "Community providers in Maryland have a strong tradition of collaboration, and the eagerness of so many of our members to sign onto the benchmarking project is a great illustration of that. We learn best from each other and look forward to what the project's data will teach us." CBH is the professional association for Maryland's network of community behavioral programs that operate in the public and private sectors. The 50 member agencies of CBH deliver state-of-the-art treatment and rehabilitation services, including employment and housing support for children and adults with mental illnesses and other behavioral health disorders. CBH is headquartered in Catonsville, Maryland.

Benchmarking Initiatives Growing

The number of benchmarking initiatives being conducted by BPS in partnership with state-wide and national provider associations continues to steadily grow. These initiatives are tailored to the special needs of the partnering associations. For example the new addiction initiative being launched in partnership with SAAS and NIATx will focus exclusively on the unique needs of addiction providers. In addition to providing providers with vital comparative information, aggregated data is made available to sponsoring associations that can effectively be used for advocacy purposes. In fact, BPS benchmarking data has been used in congressional briefings on Capital Hill.

Are you involved in a state or national provider association that might benefit from the pursuit of benchmarking? The cost is very affordable and the benefits are significant. If you would like to inquire about an association-sponsored benchmarking initiative just [click here](#) and let us know of your interest.

Out and About

Paul Lefkovitz, BPS President, will conduct a half-day benchmarking workshop at the annual conference of the California Council of Community Mental Health Agencies on June 4. It will take place in Riverside, California. A component of the experience will be a process benchmarking exercise.

Reasons for No-Shows

Curiosity about why clients fail to show for their appointments led to a survey conducted by one of the state-wide BPS benchmarking initiatives. A form was developed that listed various possible reasons for a "no show". Clinicians then queried clients after a no-show regarding their reason(s) for not making the previous appointment. The client's responses were then recorded on the form. In addition, the clinician's impressions regarding the truthfulness of the information provided by the client were recorded. A total sample size of 295 clients comprised the sample from 11 different organizations. The most frequent reason provided for failure to appear was forgetting the appointment (25.76%) followed by transportation problems (17.63%) and medical illness (e.g., cold, flu). None of the other 16 possible reasons exceeded a rate of 6.5%. The clinicians felt that the client provided an accurate representation of the reasons for the no-show 72.2% of the time. In 17% of the no-shows, the clinician felt lack of motivation was more likely the operative factor.

Of the various reasons for failure to show, forgetting appears to present the best opportunity for intervention in the form of reminder calls. This is consistent with the findings of process benchmarking studies carried out by BPS that have revealed that organizations that make reminder calls are more likely to have lower no-show rates.

Contact Us!

We want to create an active and vibrant community of individuals and organizations interested in benchmarking, performance management, and outcomes. If you have thoughts, ideas, suggestions, tips, or questions, we'd like to hear from you. Please feel free to contact us at info@bpsys.org.