



Benchmarking Insights

Happy Thanksgiving!

With so much uncertainty in the world we live in, we sometimes forget to give thanks for what we have. Actually, there is an important role for performance data in giving thanks. All-too-often performance data is used only to find fault. In reality, performance data provides the basis for acknowledging staff for their hard work and noble accomplishments. In an industry where formal expressions of appreciation are rather sparse, you are encouraged to exploit the use of your performance data to affirm the value of your staff for their commitment and achievements in fulfilling your organization's mission. Happy Thanksgiving!

New Benchmarking Initiative

The South Dakota Association of Youth Care Providers and BPS have agreed to partner in the implementation of a state-wide benchmarking initiative. The South Dakota Association selected BPS after conducting a national search for a suitable benchmarking partner. BPS is very much looking forward to working with the South Dakota association.

Client Perception Tool Moves Forward

BPS and the Association for Ambulatory Behavioral Healthcare (AABH) are ready to launch their new Client Perception of Care survey that is targeted to the unique needs of partial hospitalization and intensive outpatient settings. The survey was developed by an expert panel of AABH members. The items address dimensions that are relevant to such milieu-based programs. Program scores will be normed against similar populations to provide the most tailored apples-to-apples comparisons available.

Webinar

BPS president Paul Lefkowitz conducted a webinar for the National Council for Community Behavioral Healthcare on November 18 to present a summary of the findings of the process benchmarking initiative on client engagement. With only a four day notice for the webinar, there were over two hundred registrants. The National Council reported that the webinar was very well-received by the participants.



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Dashboard Development

Interest in simple and affordable dashboards is on the rise and BPS is working with a number of organizations on dashboard development. For its recommended dashboard structure, BPS employs a simplified version of the balanced scorecard on an Excel platform. Beyond Excel, there are no software costs. Dashboards represent a helpful tool for organizing and tracking performance data and understanding the dynamic interplay between the four domains of performance: clinical, financial, operational, and organizational culture. For further information, simply reply to this e-mail and let us know of your interests.

Upcoming Presentations

Paul Lefkovitz will be the plenary presenter on December 5 at the “Improving Outcomes, Finance & Quality through Integrated Information XXII conference”, sponsored by the Michigan Association for Community Mental Health Boards (MACMHB). He will also be conducting a process benchmarking workshop on data-driven performance improvement at that conference. Paul will also serve as a co-presenter at a workshop entitled “Best Practices, Benchmarking, and Demonstrating Performance” at the Community Behavioral Health Association of Illinois (CBHA) annual conference in Chicago on December 16.

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.