

# Newsletter

April, 2005



## **BPS Benchmarking Initiatives Featured in Mental Health Weekly**

Benchmarking initiatives being carried out by Behavioral Pathway Systems are highlighted in this week's issue of Mental Health Weekly (April 18). The three page feature article focuses on the national ambulatory benchmarking project being conducted in partnership by AABH and BPS. Other benchmarking initiatives being carried out by BPS with the New Jersey Association of Mental Health Agencies and the Pennsylvania Community Providers Association were also discussed.

## **BPS Contributes to JCAHO Resources Article**

The May/June issue of Benchmark includes an article entitled "Benchmarking in Behavioral Health Care: Overcoming Challenges". The article explores some of the challenges that have faced behavioral health benchmarking, such as the complexities in measuring human behavior. It goes on to describe the burgeoning interest in benchmarking and presents the initiatives being carried out by BPS. BPS President Paul M. Lefkovitz, Ph.D. is quoted often and the article concludes with his comment "Benchmarking can provide the necessary context to transform numbers into meaningful information. Behavioral health leaders have been very responsive to that message. As an understanding of that evolves, so will support for benchmarking."

## **Proposed 2006 JCAHO National Safety Goal Calls for Increased Measurement**

Consideration is being given to the adoption of a new requirement for organizations to "use an evidence-based test instrument to assess the organization's safety culture". This would be one of several new expectations in support of the overall goal to "achieve and maintain an organization-wide culture of safety. The proposed new patient safety goal reinforces what has been an increasing emphasis on the well being and safety of individuals served in health care settings. No details regarding what constitutes an "evidence-based test instrument" are available at this point in time.

## **New JCAHO Recovery and Resiliency Standards**

As reported in this newsletter last month, new JCAHO standards for behavioral health care organizations providing recovery-based services are continuing to move through the approval process. On April 27, JCAHO's Standards and Survey Process Committee will be reviewing these standards for final approval. BPS President Paul Lefkovitz will be representing the Behavioral Health Care Professional and Technical Advisory Committee in this meeting. If approved, these standards will become part of the revised 2006 Behavioral Health Care Accreditation Manual.

## **Upcoming Conferences**

May will be a busy month for BPS. The following activities will take place.

May 4: Paul Lefkovitz will present a workshop entitled "Tracking our Progress: Benchmarking" at the annual conference of the New Jersey Association of Mental Health Agencies.

May 10-13: BPS will be an exhibitor at the CMHC Systems National User Group Annual Conference in Nashville, TN. Paul Lefkovitz will also present a seminar entitled: "Evaluating Performance Measurement".

May 18: At the Mental Health Corporations of America (MHCA) Conference in Charlotte, NC, Paul Lefkovitz will conduct a process benchmarking workshop. The workshop will draw upon actual MHCA benchmarking data and will address the issue of no shows for initial appointment. The objective of the workshop will be to identify potential "best practices" in reducing initial no-shows.

# Newsletter

April, 2005

Page 2



May 25: The Ohio Ambulatory Behavioral Healthcare Association will be holding its annual meeting in Columbus, where Paul Lefkovitz will deliver the opening address. The title of his presentation is: "Ambulatory Behavioral Health Care: Where to from Here?"

## **AABH Survey Deadline Extended**

The deadline for the AABH Ambulatory Survey has been extended to June 1, 2005. If your organization has a partial hospitalization or intensive outpatient program, you are urged to participate in the survey! Participants will receive a free executive summary of the findings as well as the opportunity to obtain an individualized benchmarking report profiling your organization against national norms. Process benchmarking will also take place at the AABH annual conference in Tucson, AZ, August 6-8, 2005. To learn more about the survey, view it, or submit your data, go to [www.bpsys.org/aabh05](http://www.bpsys.org/aabh05).

## **Contact Us!**

We want to create an active and vibrant community of individuals and organizations interested in performance management, outcomes, and benchmarking. 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](mailto:info@bpsys.org).

© 2005 Behavioral Pathway Systems