

Newsletter

April, 2006



On-Line Process Benchmarking

A "first" in process benchmarking took place recently with an on-line exercise carried out in conjunction with the AABH Benchmarking Initiative. Process benchmarking is a technique that uses benchmarking data to help identify potential best practices. Process benchmarking has heretofore taken place in face-to-face workshop-type settings. For this exercise, a web-based survey was made available to AABH Benchmarking subscribers to examine potential best practices associated with high occupancy in partial hospitalization and IOP settings. The exercise produced some very interesting and potentially valuable findings. A conference call was conducted to discuss the findings with the participants. While on-line process benchmarking will never replace the traditional face-to-face approach, it offers a convenient alternative that obviates the need for travel and workshop logistics.

Recent and Upcoming Conferences

Paul M. Lefkovitz, Ph.D. presented a workshop on benchmarking at a recent meeting of the Texas Council of Community Mental Health Mental Retardation Centers in Austin Texas. He will also present at the New Jersey Association of Mental Health Agencies annual conference on May 4. BPS will also have an exhibit booth at that event. On May 22, he will conduct a half-day pre-conference institute on performance management and benchmarking at the Michigan Association of Community Mental Health Boards.

Audio Conference Series

BPS is launching a free audio conference series on benchmarking and performance management as a component of its benchmarking initiatives. These monthly hour-long events feature a 30 minute presentation on topics of relevance such as: Understanding your Benchmarking Report; Overcoming Benchmarking Barriers; Enhancing Mutual Support through Benchmarking; Benchmarks-The Stories They Tell; Trending Your Benchmark Data-A Primer for Non-Researchers; Driving Performance Improvement with Benchmark Data; and Evaluating Performance Management within your Organization. The remaining time serves as a "User Group" for participants to ask questions, exchange tips, address common problems, and share success stories.

Individualized Data Submission Sessions

Gathering and submitting benchmarking data can be a daunting task! To assist organizations in "mining" their available data, BPS is now offering a free data submission review service to its benchmarking clients. Available reports are reviewed telephonically to determine their relevance to the benchmarking survey. Appropriate values are entered into the on-line survey and, in many cases, a report is generated during the telephone call. For first-time submitters, this is an easy way to get the ball rolling.

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.