



Benchmarking Insights

New Year's Resolutions for Performance Management

It can safely be said that few lists of New Year's resolutions contain anything related to the management of organizational performance. But why not? The New Year is a perfect time to take stock of the challenges and opportunities that lie ahead. Data-driven management of these factors can make a considerable difference. So this may be a great time for each leader to make a few data-driven New Year's resolutions. How about the following possibilities?

- I will increase my attention to the performance data that is being generated
- If performance data does not drive decisions in my organization, I will endeavor to determine the causes and address them
- I will communicate my expectation that others take performance data seriously
- I will ask for data to support the recommendations, and proposals presented to me
- I will do what I can to ensure that performance data is being reviewed appropriately for implications and action

Data Driven Organization?

Would you like to assess the degree to which your organization could be characterized as “data-driven”? Then request our free survey instrument. “The Performance Data Utilization Scale” can be used with leadership and/or line staff to suggest whether data drives decisions in your organization... or is largely relegated to the filing cabinet. Use of this tool can be a helpful impetus to the greater use of data in shaping the vision and day-to-day decisions within organizations.

New Vistas for Process Benchmarking

Process benchmarking has become one of the most sought after services provided by Behavioral Pathway Systems. The new audience polling technology introduced this past year has broadened its appeal and its impact. Process benchmarking exercises have helped to identify potential best practices in areas such as client engagement, outpatient productivity, staff retention, outpatient no-shows, use of state-hospital inpatient beds, inpatient length of stay, census growth in partial hospitalization settings, outpatient access, and others. Process benchmarking will be taking another leap forward this upcoming year. BPS programmers are commencing work on a web-based platform for process benchmarking that will allow participation from the convenience of one's own office. Therefore, real-time process benchmarking will be available without incurring the expense of attending an out-of-town conference. When this new “interactive webinar” platform becomes available, process benchmarking workshops will become more readily available within each of the BPS benchmarking initiatives. Workshops across initiatives will also be considered as well as events that would be open to non-clients. Process benchmarking has resulted in a myriad of positive changes in numerous organizations across the country and this next step in its development harkens even further contributions.



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Ranking America's Mental Health

Mental Health America (formerly known as the National Mental Health Association) has released a report entitled "Ranking America's Mental Health". The report features a state-by-state analysis of depression. It looks at data from 2002-2006 and was conducted from July to November 2007. The report compares depression levels and suicide rates in all 50 states and the District of Columbia and uses the information to highlight solutions to improve states' mental health status. Mental Health America has two goals for the report: (1) spur the development of a public health surveillance system to monitor the mental health of Americans and the specific impact of depression, and (2) to stimulate action by communities, public health professionals, federal and state policy makers, and others to address depression in their populations. To access the full report on-line at no cost, use the following link:

<http://www.mentalhealthamerica.net/go/state-ranking>

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.