

Newsletter

July, 2006



Conference Presentation

Paul Lefkowitz, BPS President, will present 2 workshops on benchmarking at the upcoming annual conference of the Association for Ambulatory Behavioral Health Care in Chicago on August 6. One of the workshops will feature a process benchmarking exercise dealing with drop-outs in partial hospitalization and intensive outpatient settings.

Enhancing Process Benchmarking with Technology

BPS is exploring "polling technology" that can be used to automate the voting procedures in process benchmarking. This technology will allow the responses of each participant to be entirely anonymous. Each participant would use a small keypad, similar to a television remote control, to submit their responses to the questions posed. The responses would be automatically tallied and displayed on a screen. This enhancement should increase both the comfort level of the participants and the validity of the findings.

Client Satisfaction Needs Assessment

Last month, we reported on a needs assessment survey to measure the degree of interest in a client satisfaction instrument specially designed for partial hospitalization and intensive outpatient settings. The responses suggested considerable support. Almost 97% of the respondents reported that they believe there is a need for a targeted measure of client satisfaction. Representative comments include: "This is a much needed instrument and I'm thrilled that it is being explored. AABH is exactly the organization that should be blazing this trail" and "I have been trying to develop a useful tool in this arena for some time and always felt I came up short so just sat on the idea. Thanks for the AABH assist." Further exploration will be undertaken at this point to determine the viability of developing such an instrument.

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.

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