

Newsletter

June, 2005



Advances in Process Benchmarking

BPS is in the process of developing a web seminar application of the process benchmarking technique. Process benchmarking is a method being pioneered by BPS in which benchmarking data is used to identify potential best practices. The methods used by top-performing organizations are methodically contrasted with others. Those methods that distinguish best performers from the rest may be potential best practices. A web seminar application of this technique would offer a number of unique advantages. By allowing individuals to participate in the convenience of their own work settings, the cost and burden of transportation to an event is obviated. Also, it is easier to have the most appropriate person representing the organization in the exercise. Another advantage is that the identity of participants can remain confidential. At the same time, a web seminar format would offer most of the features of face-to-face exercises. Participants would be able to interact verbally over the telephone and they would also view the data derived from the exercise on their computer monitors. Yet this application is not seen as a replacement for face-to-face workshops. Face-to-face experiences are still likely to be superior in terms of synergy, creative thinking, and overall impact on participants. However, the two approaches can augment one another in significantly extending the reach and utility of process benchmarking.

New Collaboration with Essential Learning

Essential Learning and Behavioral Pathway Systems have entered into a collaborative alliance. Essential Learning provides a web-based Learning Management System designed to meet the needs of organizations that provide behavioral health, developmental disability, substance abuse and child welfare services. EL is the largest provider of E-Learning services to these human service organizations.

BPS to Offer MHCA Client Satisfaction Survey

BPS has been authorized by MHCA (Mental Health Corporation of America) to make its Customer Satisfaction Management System available to providers. This client satisfaction survey has been receiving rave reviews from those utilizing it. It is extremely broad in its scope and offers flexible reporting options. For community-based organizations, it is quickly becoming the standard-bearer for the comprehensive measurement of client satisfaction. JCAHO, and other regulatory organizations, require the measurement of client perceptions of their care. For those organizations without an appropriate tool in place, this measure would be well worth considering. For a brochure describing this system, contact info@bpsys.org.

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.

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