

# Newsletter



November, 2006

## Process Benchmarking Goes “High-Tech”

Process Benchmarking is the method developed by BPS that serves as a vehicle to the identification of potential “best practices”. A new dimension will soon be added to workshops conducted by BPS that will elevate process benchmarking to the “next level”. Customized polling technology has been purchased that will automate the voting that occurs as a central component of the exercise. It will also render the voting completely anonymous. This will be achieved by providing small electronic keypads (transmitters) to each voting participant. A laptop-based receiving unit will automatically tabulate the votes cast and project the results on a screen. Graphic representations of the data will also enhance the displays. This new polling technology will greatly streamline the exercise and provide more time for discussion. The data gathered will also be more accurate and likely be more reliable as well due to the anonymity of the polling process. This new technology will be implemented in workshops conducted in January, 2007. BPS is very excited about this significant enhancement in process benchmarking.

## 2006 Compensation and Benefit Survey Available

The 2006 Compensation and Benefit Survey for Behavioral Healthcare (Great Lakes Region) is now available through BPS. The extensive and invaluable “Salary Matters” Behavioral Health Survey report is produced by John Barry Associates, one of the collaborative partners of BPS. The 2006 Survey Report costs \$350 plus \$10 for shipping and handling. The report provides both salary ranges and actual compensation. Data is broken out into an extensive array of positions in this comprehensive reference tool. All of the positions you would expect are included, such as: psychologist, psychiatrist, counselor, social worker, chemical dependency counselor, case manager, registered nurse, and the like. However, numerous additional categories are also included that you might not expect to find such as accountant, admissions clerk, van driver, maintenance worker, medical records clerk, housekeeper, and many others. A wide range of leadership roles are also itemized, from senior level positions (CEO, COO, CFO, Medical Director, etc.) to a broad variety of specific mid-level and front-line supervisory positions in various areas of behavioral health programming. The data contained in this report, which were generated in Illinois, Indiana, Michigan, and Ohio, can help you to evaluate your organization’s salary and benefit structure as well as actual compensation levels. Please contact us to receive an order form.

## Upcoming Conferences

On December 1, 2006, Paul M. Lefkovitz, Ph.D., BPS President, will present “Moving Beyond the Numbers-The Michigan Benchmarking Initiative” at the Michigan Association of Community Mental Health Boards conference on Improving Outcomes, Finance and Quality through Integrated Information. The conference will take place at the Kellogg Hotel & Conference Center in Lansing, Michigan.

On December 5, 2006, Paul Lefkovitz will conduct a plenary presentation on the topic of Benchmarking at the Third National Conference on Behavioral Health Care sponsored by JCAHO. The conference will take place at the Hotel Knickerbocker Millennium in Chicago. Paul will also participate in a panel discussion on evidence-based and promising practices.

On December 13, 2006 Paul Lefkovitz will conduct a three hour workshop entitled “Beyond Outcomes: Benchmarking for Best Practices” at a conference sponsored by the Community Behavioral Health Association of Illinois. The conference will take place at the Drake Hotel in Chicago. This workshop will include an actual process benchmarking exercise on outpatient productivity.

## 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](mailto:info@bpsys.org).

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