



Identifying the Drivers of Organizational Improvement

After helping hundreds of other organizations identify potential best practices through process benchmarking, BPS is now applying process benchmarking principles to facilitate its own work. BPS is employing process benchmarking to identify factors that drive high levels of data submission in benchmarking initiatives. It has long been observed that some organizations are highly successful in submitting most or all relevant survey data while others struggle to gain traction. The importance of this phenomenon extends well beyond its relevance to benchmarking. Competence is likely to be a reflection of highly effective methods, processes, attitudes, and skills that have been developed in the pursuit of ongoing organizational improvement. Therefore, the best practices that are identified may ultimately shed light on how organizations can more effectively mobilize their resources to enhance performance over time. All BPS benchmarking initiatives will seek to shed light on this issue. It is hoped that a set of useful principles will emerge that will provide guidance in establishing an effective infrastructure for ongoing organizational improvement.

About Lisa

When you have an inquiry or contact BPS for help, the person you are most likely to reach is Lisa Johnson. Lisa Johnson is the Technical Support Coordinator at Behavioral Pathway Systems. She has 17 years of experience in the information systems field within behavioral health and other settings. She has received certified advanced training in Windows server operating systems and applications. She is also the BPS expert on local area networks as well as troubleshooting hardware and software. Lisa has worked for BPS for 8 years and states, "I find so many challenges awaiting me every day that I can truly say my work is interesting. I enjoy people and love to hear all your voices when you call in. If you have any questions or needs please call and chat with me. If I don't have the answer to your questions I promise to find someone who can assist you." Lisa has been married to Forest Johnson for 20 years. They have two children in college now. Lisa enjoys being with her family and scrap booking.

Output Validation

Output validation is an important technical enhancement that has been incorporated into all BPS surveys. On-line BPS surveys have always included input validation—the automated check of a value to ensure that it is the correct format (e.g. alpha, numeric) and falls within an accepted range. Validation controls help protect the integrity of the database. Output validation takes the process one step further. Instead of simply testing input values for appropriateness, output validation also checks the validity of the results of calculations that must be carried out. Using outpatient productivity as an example, it might be acceptable to enter 10,000 annual outpatient hours into a BPS on-line survey and it may also be acceptable to enter an outpatient staffing complement of 2 FTE's. From an input validation perspective, nothing would look suspicious about either of those values. However, the resultant outpatient productivity figure of 5,000 annual hours per FTE would trigger an error message because it is impossible for one staff person to deliver that many hours (there are only 2,080 work hours in a year). It is very uncommon to find output validation in on-line survey applications and BPS is pleased to offer this extra measure of security in its surveys.



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.