



Benchmarking Insights

Performance Dashboards

Does your organization have a system for integrating all of your key performance data? If not, you should consider a performance dashboard. While various models exist, the “balanced scorecard” system has proven to be successful in many behavioral health settings. Performance dashboards bring disparate data into organized functional clusters that can then be tracked over time. Organizing data into clusters such as financial, clinical, operational, and organizational climate makes it easier to observe the inter-relationships between different functional domains. Performance dashboards therefore facilitate a more holistic and integrated view of performance data. For more information about performance dashboards, contact BPS at info@bpsys.org.

Process Benchmarking with Ohio Council of Behavioral Healthcare Providers

BPS will be conducting a process benchmarking initiative with the Ohio Council of Community Behavioral Healthcare Providers. The project will be unique in that it will include a structured implementation phase. After the workshop has been completed and the findings carefully analyzed, efforts to implement potential best practices will be monitored over time. The impact of newly adopted best practices will be examined.

Congressional Follow-Up with Senate

In response to the success of the congressional briefing held last month, another briefing is being planned for May or June by the Association for Ambulatory Behavioral Healthcare, this time with the Senate. If finalized, Paul Lefkovitz will again present benchmarking data drawn from the AABH Benchmarking Initiative as well as a historical overview of partial hospitalization. Policy-makers at all levels look to substantive data to assist them in their decision-making. Benchmarking represents an invaluable tool for educating policy-makers and advocating for the resources that are necessary to support our efforts.

Upcoming Conferences

BPS will begin an active month of May in Boston at the National Council for Community Behavioral Healthcare annual conference. BPS will have a booth in the exhibit hall (#41). Please stop by to say hello. It is always nice to meet our e-mail and telephonic friends in person! Also, Paul Lefkovitz will be conducting a process benchmarking workshop on access. Later in the month, Paul Lefkovitz will be conducting two presentations at the spring conference of the Michigan Association of Community Mental Health Boards in Dearborn, MI. A pre-conference half-day Institute will be presented by Paul and Kathy Haines from the Michigan Department of Community Health on understanding benchmark data. Paul will also conduct a 3 hour process benchmarking workshop on Access. The last Month of May will be spent in New Orleans with continued BPS participation in the Mental Health Corporation of America’s Quality Chasm Performance Improvement Project.



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Position Available

BPS Benchmarking Project Manger

Behavioral Pathway Systems anticipates the creation of one or more positions (part-time or full-time) over the next few months for project managers to be involved in the exciting world of behavioral health benchmarking. Responsibilities would include providing educational presentations about benchmarking, developing and managing national or regional benchmarking initiatives, and assisting organizations in using benchmarking data to enhance their performance. Be a part of a pioneering effort to establish benchmarking as a key management tool in behavioral healthcare! Requirements include relevant Masters Degree, solid background in quality improvement or related experience, and willingness to travel. Re-location would not be a requirement. Please send resume to plefk@bpsys.org.

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.