



# Benchmarking Insights

## **National Council Process Benchmarking Initiative**

BPS and the National Council for Community Behavioral Healthcare will collaborate on a process benchmarking exercise on client retention/engagement. National Council members throughout the United States are expected to participate. The project will seek to identify organizational practices that are effective in enhancing the engagement and retention of clients. The exercise will also feature an implementation follow-up component to track the impact of new strategies that are adopted. This project will be implemented over the next year.

## **Recent Insights into Potential Best Practices**

Process benchmarking workshops continue to reveal enlightening insights into potential best practices!

In one recent exercise on staff retention of bachelor's level clinicians, the findings very much resonated with the emerging literature related to "Generation Y" employees. Generation Y employees represented the plurality of the bachelor's level clinician group. Organizations with the best retention were found to be flexible and non-traditional in how they reward staff, provide lots of opportunities for affirmation, encourage primary identification with the work-team rather than the overall organization, and permit independence. High rates of retention were inversely related to dimensions such as having an excellent retirement package and asking applicants about their goals for career advancement during the interview. These fascinating findings support the picture of Gen Y employees as individuals that are very "now" focused and more concerned about lifestyle issues than traditional work values.

Another interesting process benchmarking exercise focused on inpatient hospitalization of partial hospitalization clients. The most powerful factor distinguishing programs with a low hospitalization rate from others was permitting clients to call one another after-hours. Programs were 2 ½ times more likely to have a low inpatient hospitalization rate if they permitted such contacts. It was noted that they do not necessarily promote or encourage after-hour contacts but they also do not prohibit them. This has been an area of some controversy and there are certainly potential risks. Nevertheless, this exercise probably represents the first empirical evidence that permitting after-hours contacts among clients in partial hospitalization programs may have a beneficial clinical impact.



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## QuicDoc Benchmarking Initiative Implemented

BPS and DocuTrac, Inc. will soon be commencing the roll-out of a collaborative benchmarking initiative aimed at private behavioral health professionals. The QuicDoc Benchmarking Service is believed to be the first initiative targeted specifically to the needs of private practitioners. DocuTrac, Inc is a leading provider of electronic documentation software, with over 3,000 users. Benchmarking will be linked directly to the QuickDoc electronic documentation system so data submission will require no effort whatsoever. Benchmarking should prove to be an invaluable resource for behavioral health private practitioners, who sometimes combat isolation, in providing comparative performance data and potential best practices. For more information about DocuTrac's QuicDoc electronic documentation system for private practitioners, call 800-850-8510.

## 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).