



# BPS Insights

April, 2009

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[www.bpsys.org](http://www.bpsys.org)  
[help@bpsys.org](mailto:help@bpsys.org)

## Interested in Benchmarking?

BPS provides a range of options for you to obtain benchmarking data. On one hand, an organization can simply visit the BPS web site ([www.bpsys.org](http://www.bpsys.org)), enter some data, provide credit card information, and generate a report within a few minutes...very much like ordering a book on-line. On the other hand, an organization can join a formalized benchmarking initiative that includes a comprehensive array of benchmarks tailored to the unique needs of the initiative, ongoing audio-conferences, newsletters, and varied opportunities for active mutual support and learning from "top performers"...all at discounted annual subscription pricing. Some initiatives focus on state-wide needs while others are defined by service delivery specialization. For a complete listing of organized benchmarking initiatives, visit the BPS web site at [www.bpsys.org](http://www.bpsys.org) or write to [info@bpsys.org](mailto:info@bpsys.org).

## Benchmarking: Catalyst for Reduction in Restraints of Children

As a new feature of *BPS Insights*, we will share benchmarking "success stories" as we become aware of them. The compelling and inspiring report that follows was submitted by **Steve Hampton, Director, Quality Assurance, The Children's Shelter, San Antonio, Texas**. The Children's Center is involved in one of the formalized BPS Benchmarking Initiatives.

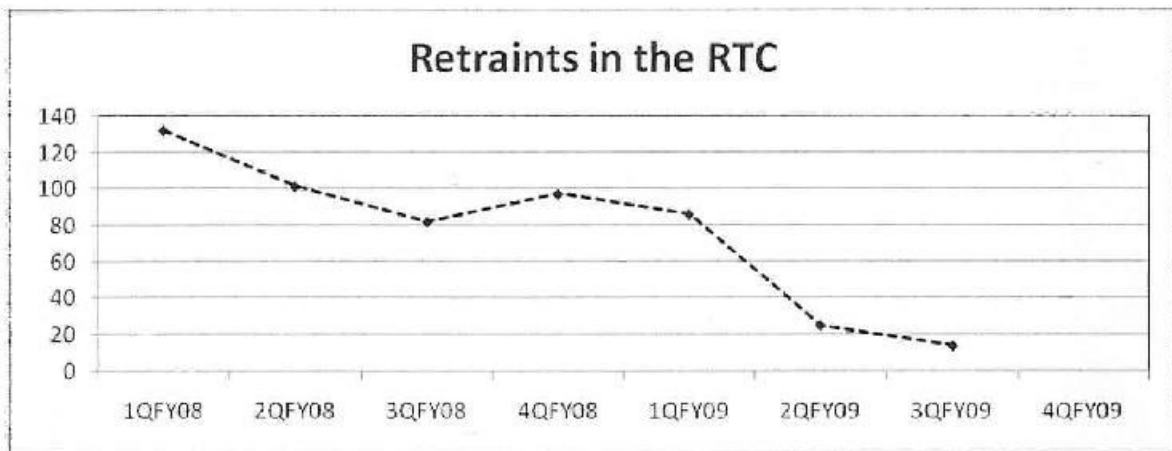
The Children's Shelter provides an array of services to children. Most notable are our residential child care programs: emergency shelter, therapeutic foster home and residential treatment center. The physical restraint of children is and has been of major import to us and to child care agencies throughout Texas.

Restraint of a child is almost negligible in our emergency shelter and foster care programs-care provided to child victims of abuse, neglect, abandonment. Moreover, approximately 70% of the children in these programs are under age five years. As with other agencies providing residential treatment center (RTC) care, the number of physical restraints in the RTC was anticipated to be higher than our other programs due to the diagnosed emotional and developmental disorders these children present.

The RTC is a relatively new program within The Children's Shelter. The first child was admitted in March, 2006. It is licensed to provide care to a maximum 36 male/female children, age 5 to 12 years. During our current fiscal year (Jul-Jun) our average daily census is slightly over 30 children per day. RTC caregivers are tasked to achieve a minimum 50 hours of related training annually. We employ SAMA (Satori Alternatives for Managing Aggression) as our primary prevention and intervention tool. Staff receives 16 hours SAMA at new employee orientation and a 4-hour refresher each six months thereafter.

The benchmarking initiative we have been involved in proved to be an eye-opener! Here in Texas, there is limited comparative statistical data between like-organizations. The Benchmarking Initiative we have been involved in through BPS has provided our direct-care staff, senior management and board of trustees with 'not so favorable' data in the number of restraints in our RTC compared with peer agencies. It was at this time senior management initiated a concerted effort to address the issue. A broad range of actions, including an emphasis from the 'top,' more training on prevention, de-escalation, frequent refresher training, de-briefing, reporting, corrective feedback to staff and celebrating results resulted in the following significant decrease in the use of physical restraint:

The table below illustrates that the rate of restraints was reduced by approximately 90%, from almost 140 occurrences per quarter to the upper-teens. Of the many factors influencing improvement in the RTC environment of care, we credit our involvement in BPS benchmarking as a major catalyst that we needed to address physical restraints.



## May Events

BPS President, Paul Lefkowitz will be a workshop presenter at an upcoming conference sponsored by the Michigan Association of Community Mental Health Boards. In the session, a process benchmarking exercise on favorable changes in employment status will be conducted. The objective will be to identify organizational strategies that are most effective in promoting employment among those with serious impairment. BPS will also be an exhibitor at that conference which will take place in Kalamazoo May 19-20.

## 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).