



Benchmarking Insights

New Year's Resolutions for Performance Management

The arrival of the New Year brings with it resolutions for personal and professional betterment. Why not apply the concept to organizational improvement? The New Year is a perfect time to take stock of the challenges and opportunities that lie ahead. This is especially true for behavioral health and human services leaders this year as all organizations are confronted with the most serious national economic debacle in decades. Data-driven management of these challenges can make a considerable difference. So this may be a great time for each leader to make a few “data-driven” New Year’s resolutions. How about the following possibilities?

- I will increase my PERSONAL attention to the performance data that is being generated within my organization or program
- If performance data does not drive decisions in my organization or program, I will endeavor to determine the causes and actively address them
- I will communicate my firm expectation that others take performance data very seriously
- I will use data regularly to identify opportunities for improvement and affirm the good work we do
- I will ask for data to support the recommendations and proposals presented to me

Human Services/Behavioral Healthcare Information Systems Survey

As a BPS Newsletter reader, you are invited to participate in an unprecedented survey of the human services and behavioral health industry to help uncover insights into the use of technology and its impact on quality of care and organizational efficiency. This research is sponsored jointly by the National Council for Community Behavioral Healthcare, Mental Health Corporations of America (MHCA), National Association of Psychiatric Health Systems (NAPHS) and Software and Technology Vendors’ Association (SATVA).

The results of this on-line survey will be extremely important, and will help the sponsoring associations gain a better understanding of the industry as they work at the national, state and local levels to promote quality consumer care and generate awareness to assist with opening up grant funding and incentives to facilitate the implementation and use of clinical technology in that effort.

By completing the on-line survey, you are not only providing information that will help further the awareness of our industry within the overall healthcare landscape, but you will also receive an executive summary of the report that will include a wealth of information and selected key metrics that you can use to benchmark your own organization against. The survey is being conducted by Centerstone Research Institute, which is affiliated with Behavioral Pathway Systems. Paul Lefkovitz, BPS President, is serving as the principal investigator.

To participate in this important on-line survey and receive an executive summary of the findings, visit this link:

http://www.surveymonkey.com/s.aspx?sm=qcTwQYZA_2ffu6SIADbXTfVQ_3d_3d



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The survey should be submitted by 2/16/09 to ensure your answers are incorporated into the results. Please contact help@bpsys.org or call 877-330-9870 if you have any questions. Thank you in advance for your participation.

New Addictions Benchmarking Initiative

A national benchmarking Initiative is about to be implemented by BPS, in partnership with SAAS (State Associations of Addiction Services) and NIATx. The initiative will be known as “Benchmarking for Excellence in Substance Abuse Treatment”. This ground-breaking endeavor will make comprehensive benchmarking data readily and affordably available to community-based substance abuse providers throughout the United States. The resultant benchmarking data will also galvanize advocacy efforts conducted by SAAS and state associations.

SAAS, BPS, and NIATx each bring unique perspectives and competencies to this project. SAAS actively represents over 1,000 providers of substance abuse services throughout the US. Behavioral Pathway Systems is the industry leader in the provision of behavioral health benchmarking. NIATx brings its distinguished competencies in the realm of performance improvement. Together, they possess the capacity to help establish benchmarking as a vital management tool in community-based substance abuse treatment.

BPS is very excited to co-sponsor this important initiative. We expect this initiative to make a very meaningful contribution to the organizational performance of participating agencies.

“Hooking People Up”

No, we’re not referring to arranging blind-dates. But through the BPS benchmarking initiatives, we can help set up very beneficial liaisons between those seeking information and those possessing it. If your organization is struggling with a performance issue, you might be inclined to call a peer in some other agency and ask for advice. The problem is that your friend’s agency may not be faring any better than yours! How do you get to those with the answers? By using the power of benchmarking to connect with top performers. If you are interested, find out about ongoing BPS Benchmarking Initiatives that might be appropriate for your organization.

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.