



Benchmarking Insights

Performance Management Webinar

The performance management model developed by BPS will be presented at a webinar sponsored by the National Council for Community Behavioral Healthcare on July 29, 2008. Paul Lefkowitz, BPS President, will be the speaker. The model embraces six key principles of performance measurement and performance management. An assessment tool known as the Performance Management System Inventory will be reviewed in conjunction with the presentation. This inventory allows any organization to assess the strengths and weaknesses of their performance management system. For a free copy of the tool, just contact info@bpsys.org.

Process Benchmarking in Texas

The third installment in a series of process benchmarking initiatives being conducted by BPS and the Texas Council of Community MH/MR Centers will soon be rolled out. The topic is retention of QMHP (qualified mental health professionals) personnel. This process benchmarking series features in-depth investigations of the topic to be studied and extended preparation of questions to be posed about potential best practices. Previous exercises have proven to yield very helpful insights. Paul Lefkowitz will facilitate this workshop in Austin, Texas on August 6.

Using “Process Benchmarking” in Your Daily Work

Process benchmarking is typically associated with formalized workshops that use benchmarking data to identify potential “best practices”. Yet the underlying principles of process benchmarking can be applied in your day-to-day endeavors. These principles can be beneficial any time a group of individuals finds itself grappling with a common problem. If it can be determined that some members of the group are actually struggling less than others, an opportunity exists for informal process benchmarking.

It is uncommon for a group to explore whether some are dealing with a problem more effectively than others. Pride and modesty are the main obstacles. Typically, problems are discussed as though all experience the issue to the same degree. Yet this is often not the case. If a few moments are taken to determine whether some are addressing the issue more effectively than others, an opportunity for new learning can emerge. The methods used by the “top performers” in the group can be systematically compared with the approaches used by others. In many instances, the differences in tactics will become readily apparent. The methods uniquely used by top performers may be regarded as potential “best practices”. These tactics can then be considered for adoption by the others to address the issue more effectively.



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Position Available

Title: Departmental Analyst 12

Employer: State of Michigan, Community Health/Mental Health and Substance Abuse Administration, Performance Evaluation Section

Location: Lansing

Contact: DCH Human Resources; Attn: Lori Little; 320 S. Walnut, Lansing, MI 48913

Position Description: The individual is responsible for and has expertise to conduct complex analyses that require programming logic and query development. Data systems include the state's Data Warehouse, the Quality Improvement file, and other data systems as needed for producing data tables, reports, materials for the Web and other presentations as appropriate. The individual will be expected to work closely with others, both within and outside of the Department, to provide technical expertise and information on the data systems. Duties will also include determining data sources useful for linkage for comparison/validation purposes and for data analysis. Also, the individual will work closely with other Section staff to monitor data submissions from the Pre-Paid Inpatient Health Plans (PIHPs) and Community Mental Health Service Programs (CMHSPs). The individual will apply expertise to make determinations as to whether reporting, logic or programming changes are needed to 837 submissions, the translator, warehouse elements, or the Quality Improvement file. The individual will also apply expertise in User Acceptance Testing (UAT) for all changes made to the Data Warehouse for public mental health. The individual will work with other staff to provide assistance to PIHPs and CMHSPs via e-mail, phone, and face-to-face regarding edits and reporting requirements. Understand the data usage requirements from the Health Insurance Portability and Protection Act (HIPAA), the Mental Health Code, and the Code of Federal Regulations as is necessary for performing this job.

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.