

# Newsletter



July, 2007

## Data: Getting the Message Across

The CFO of a BPS client-organization requested that we offer some guidance regarding the best ways to present data to non-technical audiences. For example, are narrative summaries more effective than charts? How about data tables versus graphs? When is there too much information? We thought it might be beneficial to systematically address this question by asking non-technical folks what they think. Therefore, BPS will be conducting a national survey to clarify what recipients of technical data find helpful—and what drives them to distraction. We will create a simple on-line survey that non-technical leaders (managers, CEO's, directors, supervisors, etc.) can complete to shed light on this interesting question. We will focus on the presentation of technical information such as financial data, safety data, and performance improvement data.

To get us started, we need to hear from those of you that provide such data to others. How do you present such information? Do you provide tables, charts, graphs, narrative summaries? All of the above? Have you tried other types of approaches? What about the value of reports versus meetings? To weigh in on these things, please just reply to this note. We will incorporate the reported practices into the survey. Then we will ask the non-technical leaders out there to complete the survey and shed light on this important issue. We will share the results with you in a future issue of the BPS Newsletter.

## MHCA Applies IOM Model

The Mental Health Corporations of America (MHCA), a highly respected national association of community-based mental health providers, has embarked upon a project to implement the model for improving systems of care outlined in the Institute of Medicine's publication, *Improving the Quality of Health Care for Mental and Substance Use Conditions*. One of the authors of this publication, Alan Daniels, is providing leadership for this endeavor. The project will be making use of MHCA benchmarks to help operationalize the IOM recommendations. As a benchmarking partner of MHCA, BPS will be actively participating in this project. The next planning meeting will take place at the MHCA summer conference in San Diego on August 7.

## New Web Host

BPS has migrated to a new web host, Verio. A member of the NTT Communications Company family, Verio is one of the most respected and trusted in the industry. Our new web host offers the strongest assurance of stability and speed available.

## Upcoming Conference

Paul Lefkovitz, Ph.D. will be presenting a workshop at the Association for Ambulatory Behavioral Health Care (AABH) Annual Conference in Boston on July 29. It will be a two-part presentation with the first segment being a general introduction to benchmarking and the second a process benchmarking workshop focusing on census growth.

## Request for Assistance: Please Help if You Can

We received a request for assistance from one of our client organizations and are happy to pass it along for your consideration:

The ROLES (restrictiveness of living environment) scale is being revised by a multidisciplinary team from Pressley Ridge, Girls and Boys Town, and Casey Family Programs. At this stage in the process, they are trying to obtain restrictiveness data on a wide variety of settings across North America.

They are asking that individuals who work in environments with children and youth to go to a website and complete a survey describing the environment. The website address is: [www.girlsandboystown.org/REMY2](http://www.girlsandboystown.org/REMY2). There are instructions

and it is very easy to complete the survey. Most people have completed it in 10 to 15 minutes. It is best completed by someone who is in a position responsible for managing direct child-care staff.

If you have any questions, please email Mary Beth Rauktis at [mrauktis@pressleyridge.org](mailto:mrauktis@pressleyridge.org) or Jon Huefner at [huefnerj@girlsandboystown.org](mailto:huefnerj@girlsandboystown.org). They will send a 10 page summary which explains this project in greater detail and obtain your contact information in order to send you any articles and the final revision of the ROLES.

## **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).

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