

Newsletter

May, 2005



Adventures in Process Benchmarking

The recent experiences of BPS in conducting process benchmarking affirm its value as a powerful tool in the identification of "best practices". These exercises also served to illustrate that the technique is just as well-suited to internal applications within a single agency as it is with multiple organizations.

Process benchmarking is a method that has been developed by Behavioral Pathway Systems to take benchmarking to the next level. Benchmark data points out opportunities for improvement but offers no insights as to how to achieve better performance. That's where process benchmarking comes in. Process benchmarking systematically contrasts the methods used by best performers with others to identify potential "best practices".

A process benchmarking exercise was recently conducted by BPS within a community mental health setting to explore case management productivity. Twenty case managers participated in systematically examining various methods used to enhance productivity. An Excel application developed by BPS for this purpose was used to quantify the results. The exercise produced some fascinating and illuminating findings. As is often the case with process benchmarking, there were also some real surprises. One was the finding that top performers were much more likely to regard themselves as "Type A" personalities than the others. This unexpected finding could have implications for staff selection. Virtually all participants found the exercise to be interesting and there was a firm belief that the exercise would help them improve their productivity. Follow-up studies of impact will be conducted.

Another exercise was recently conducted at the MHCA conference in Charlotte, NC on May 18. The topic was no-shows for the initial appointment. Representatives of twenty-nine organizations actively participated, although there were approximately 70 attendees. Again, the exercise resulted in the identification of several methods that distinguished the top performers from the rest. Participants discussed their approaches, both successful and otherwise, to the benefit of all. There was strong concurrence that the exercise was very beneficial and it was decided that process benchmarking exercises will be offered at future MHCA conferences.

If you would like to inquire about the improvements that your organization can make with process benchmarking, contact us at info@bpsys.org.

BPS to Meet with Alaska Providers

BPS President Paul Lefkovitz, Ph.D. will be conducting a presentation on benchmarking at the annual meeting of the Alaska Behavioral Health Association. The meeting will take place just outside of Anchorage on June 7. Bill Hogan, Director of the Alaska Division of Behavioral Health will also be in attendance.

New Alliance Announced

Behavioral Pathway Systems and John Barry associates have announced a strategic alliance designed to bring behavioral health salary survey data to a broader audience. Barry Associates has been conducting salary surveys in the Midwest for a number of years. Through this new relationship, BPS is now making that data available to its clients nationally. The Year 2004 Behavioral Healthcare Compensation and Benefit reports (Great Lakes Region) contain a broad range of salary and benefit data displayed according to type of organization (e.g. mental health), location (e.g. urban/suburban, rural), as well as size of the organization (i.e. annual budget). The report summarizes pay and benefit data from over one hundred seventy five organizations in Illinois, Indiana, Michigan, and Ohio. The Standard report provides salary range and current pay data for more than 80 positions representing a full top to bottom hierarchy. An additional report focuses on more detailed compensation and benefits for behavioral health executive employees. These two reports are available for \$175 and \$75 respectively. For further information, call us.

Newsletter

May, 2005

Page 2



Contact Us!

We want to create an active and vibrant community of individuals and organizations interested in performance management, outcomes, and benchmarking. 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.

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