

# Newsletter

November, 2005



## Asking the Right Questions

In many of the consultations being carried out by BPS, alignment between organizational priorities and performance measurement is an important area of focus. What do you think happens in most circumstances when leaders are asked to list their top organizational priorities and their key performance measures? If you guessed that there is often little alignment between the two, you are absolutely correct. We find that only about 40% of key organizational priorities are being systematically monitored in some manner. That means much of the performance data that is reviewed by leadership is not seen as being very meaningful. This disconnect between organizational priorities and available data takes a heavily toll upon performance management. This is one of the six domains that are addressed in the Strategy-Driven Performance Management Model developed and utilized by Behavioral Pathway Systems. For further information, call 877-330-9870 or write to [info@bpsys.org](mailto:info@bpsys.org).

## Benchmarking Grant

A grant in support of the PCPA benchmarking initiative, being conducted in collaboration with BPS, was awarded by the Pennsylvania Department of Public Welfare, Office of Mental Health and Substance Abuse Services (OMHSAS). This grant is an expression in the State's belief in the importance and value of benchmarking as a means to achieve quality improvement. The grant will enable a greater number of organizations to participate in the initiative, thereby increasing the sample size and the usefulness of the data.

## Conferences and Presentations

On October 14, Paul Lefkowitz conducted a full-day process benchmarking workshop in conjunction with the New Jersey Association of Mental Health Agencies (NJAMHA) benchmarking initiative, co-sponsored by BPS. This is the first time process benchmarking was presented in a full-day format. The process benchmarking topics were outpatient counseling productivity and staff retention. The exercises proved to be fun and very beneficial. A number of potential "best practices" were identified in both areas. More importantly, the dialogue among the participants was spirited and productive. Those in attendance reported learning a great deal and requested that process benchmarking be offered on an ongoing basis.

## Ambulatory Benchmarking Initiative About to Commence

A benchmarking initiative being conducted in conjunction with the Association for Ambulatory Behavioral Healthcare (AABH) national survey carried out earlier this year is about to be rolled out. The initiative will focus on partial hospitalization and intensive outpatient programming. Participants will be able to generate reports, as often as they like, in up to 22 areas of performance spanning the clinical, operational, and financial domains. A special feature of the survey is the presence of "peer group cluster" analysis, which helps to provide "apples to apples" comparisons. For practitioners of PH and IOP, this is an unprecedented opportunity to gauge their programs' performance against national norms. An unlimited number of programs can be benchmarked for one low fee. For further information call 877-330-9870 or write to [info@bpsys.org](mailto:info@bpsys.org).

## 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](mailto:info@bpsys.org).