

# Newsletter

October, 2005



## New Article on Process Benchmarking

An article entitled "Process Benchmarking: Moving Beyond 'the Numbers'" was published in the current (October) issue of Behavioral Healthcare Tomorrow. The article was authored by BPS President, Paul M. Lefkovitz, Ph.D. The article stresses the importance of viewing benchmarking not as an end in itself, but as a vehicle to the identification of best practices. Various approaches are presented for the use of benchmarking data in enhancing the effectiveness and efficiency of service delivery. The technique of process benchmarking, which was developed by Behavioral Pathway Systems as a specific approach in exploring potential best practices is discussed in detail.

## Express Yourself to JCAHO

Many are unaware of the fact that JCAHO routinely conducts field reviews of its proposed new standards. Many would be even more surprised at the impact of the feedback that is gleaned from these reviews. Tabulated responses from behavioral health organizations are separated from that of others. The findings are reviewed by the Behavioral Health Care Professional and Technical Advisory Committee (PTAC) and JCAHO staffers. When high levels of concern about burden, relevance, or other matters are reflected in the feedback from the field, changes in the proposed standards often result. Paul Lefkovitz, Vice-Chair of the JCAHO Behavioral Health Care PTAC, states "Participation in field reviews is a very important way to express yourself to JCAHO. I encourage all JCAHO accredited organizations to monitor proposed new standards and weigh in by participating in these reviews." Proposed standards currently being reviewed are posted on the JCAHO website: [http://www.jcaho.org/accredited+organizations/field\\_reviews.htm](http://www.jcaho.org/accredited+organizations/field_reviews.htm). Easy to complete surveys accompany each set of proposed standards.

## Conferences and Presentations

BPS was represented at some recent behavioral health conferences. On September 14, Paul Lefkovitz gave the second day keynote address at the Financial Management Group conference of the Ohio Council of Community Behavioral Health Care in Columbus, Ohio. He also conducted two process benchmarking workshops in the afternoon. BPS was also an exhibitor at the Pennsylvania Community Providers Association (PCPA) annual conference October 4-7. Paul Lefkovitz also conducted a workshop on benchmarking.

On October 14, Paul Lefkovitz will conduct 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 will be presented in a full-day format. The topics to be explored will be outpatient counseling productivity and staff retention.

## 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).

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