

## AABH AMBULATORY BENCHMARKING SURVEY

AABH believes it is absolutely vital for all PHP and IOP providers to really understand their strengths and opportunities for improvement to survive and thrive in this challenging environment. For that reason, the association has taken the bold move of making benchmarking a FREE member benefit for all Program and System members.

AABH has been offering benchmarking in partnership with Behavioral Pathway Systems (BPS) for many years. However, it has been a subscription-based service. AABH has also been conducting Ambulatory Surveys every other year. However, the resultant reports were designed for industry trending purposes--not for benchmarking by individual programs. The new model adopted by AABH combines those efforts into one new annual Benchmarking process.

An on-line Ambulatory Benchmarking Survey will be conducted at periodic intervals that will closely resemble those from the past. The difference will be that all Program and System members that contributed data will receive an individualized, comprehensive benchmarking report that will provide comparative statistics (percentile rankings) gauging your program's performance against other similar programs around the country. This will be a tailored report based on the specific data you submitted--no two reports will be identical.

The benchmarking metrics include:

### **Financial Benchmarks**

- Charges per Unit of Service
- Revenue from Funding Sources

### **Staffing Benchmarks**

- Staff-to-Patient Ratio
- Staff-to-Patient Ratio, Broken Out by Staff Type
- Ratio of Clinical Staff to Total Staff
- Percent of Time Spent in Direct Treatment
- Staff Productivity Expectations

### **Clinical Benchmarks**

- Number of Persons Admitted Per Year Who Drop Out Before Reaching Discharge Goals
- Suicide Rate in the Past Year
- Average Daily Absenteeism
- Hospitalization Rate
- Readmission Rate

- Readmission Rate within 30 Days
- Readmission Rate within 31-180 Days
- Readmission Rate Greater than 180 Days

### **Operational Benchmarks**

- Daily Capacity
- Average Daily Census
- Occupancy Rate
- Average Length of Stay in Treatment Days
- Average Number of Business Days between Initial Call for Intake and Entry to Program
- Number of Persons Admitted per Year
- Programming Components (Percentage of Time Allocated)

The market value of this type of individualized report in most industries, including health care, is thousands of dollars per year. BPS charges a very modest \$1,000 per year elsewhere in the behavioral health and human services industry. Because of AABH's sponsorship, Program and System members receive this report at no cost for all of their PHP and IOP programs.

If you are an AABH member, you will receive an email notification when the survey is being rolled out. For further information, contact BPS at 877-330-9870.