



# Benchmarking Initiative

Subscription Order Form

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One Year Subscription Fee

CBHA Member: \$1,000

Non-Member: \$1,200

I wish to participate in the Community Behavioral Healthcare Association of Illinois Benchmarking Initiative in accordance with the provisions outlined in this brochure.

Authorized Signature: \_\_\_\_\_

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Please return your completed and signed order form, along with payment to:

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**Questions?**

Call BPS at 877/330-9870 (Toll-Free)

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## Testimonials

"I'm excited about the opportunity that this benchmarking initiative brings to our agency and across the state. It will provide meaningful objective measurements that are useful both internally and externally for our organization."

*John Markley, Administrator/CEO  
of Franklin Williamson Human Services*

Grand Prairie Services welcomes the statewide benchmarking initiative for behavioral health. Thanks to CBHA and BPS for leading this effort.

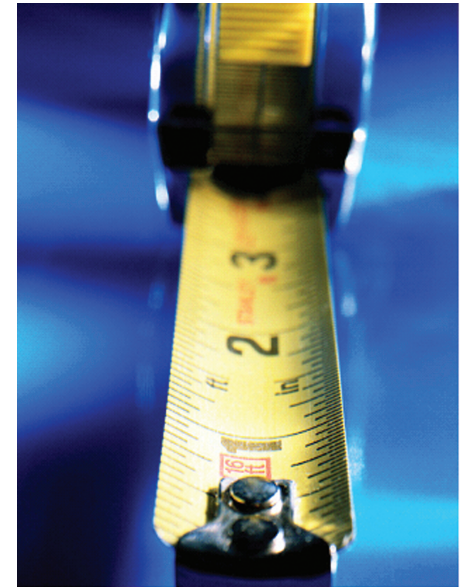
The opportunity to work with and compare ourselves to similar organizations statewide is invaluable in improving the existing system of care and creating new strategies to serve the community more effectively.

*Dennis Regnier, CEO  
of Grand Prairie Services*

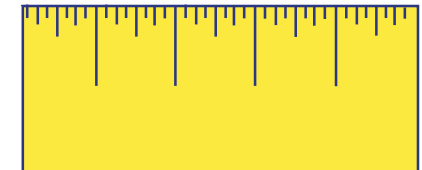
We are appreciative of CBHA's efforts to bring a state-wide benchmarking initiative to the behavioral health provider community. We are pleased to be involved in this project in its infancy. Having objective outcome measures with which to compare ourselves should be great value to our organization as we strive towards continuous quality improvement. This initiative will also provide us with data to use for external sources. Most importantly, we anticipate this initiative will help improve the quality of care we provide to individuals, families and groups.

*Diana Knaebe, CEO  
of Heritage Behavioral Health Center*

Community Behavioral Healthcare Association  
of Illinois in cooperation with  
Behavioral Pathway Systems



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**Community Behavioral  
Healthcare Association**

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The Community Behavioral Healthcare Association of Illinois is embarking upon a state-wide benchmarking initiative that is designed to illuminate and impact the delivery of behavioral health services in Illinois. This comprehensive benchmarking project is being conducted in partnership with Behavioral Pathway Systems (BPS), a national leader in behavioral health benchmarking.



## Why Benchmarking?

A fever thermometer would be of limited value as a measure of one's health without knowing that 98.6° is "normal". Similarly, measures of organizational performance require a context in order to be meaningful. Yet comparative benchmarks are extremely difficult to come by in human services. The Community Behavioral Health Association of Illinois Benchmarking Initiative will make a broad range of relevant and timely benchmarks available.

## Data Submission

Data will be submitted on-line via a secure and encrypted 128 bit SSL database. The user-friendly process will be available 24 hours per day and will feature validation fields and help messages to promote accurate data submission. All data will be regarded as strictly confidential.

## Benchmarking Reports

Benchmarking reports will be generated by the user as frequently as desired. The easy to understand reports will provide the following information for each measure: sample size, standard deviation, mean, median, the organization's submitted score, and the percentile ranking. "Peer group" percentile break-outs will also be included to provide apples-to-apples comparisons in four areas: type of organization (e.g. residential), geographic area served (e.g., rural), size of organization (based on annual budget), and region within state. The report will also include data for the most recent previous submission. Another special feature is that separate reports can be generated for an unlimited number of satellite offices or locations. For busy executives, an abbreviated Executive Summary will also be available to highlight strengths and opportunities for improvement.

## Process Benchmarking

A very special and unique component of this benchmarking initiative is process benchmarking. Process benchmarking uses benchmarking data to systematically compare the methods used by top performing organizations with others in key areas. In doing so, it is possible to identify the potential "best practices" that distinguish top performers from the rest. Process benchmarking exercises will be conducted at CBHA conferences. On-line process benchmarking will also be offered. Through participation in process benchmarking, organizations can learn from one another in a way never before possible. Participating organizations can anticipate measurable improvements in their performance as a result of participation in this initiative.

## Additional Features

A monthly newsletter will be made available to offer updates and helpful information about benchmarking and performance management. In addition, a monthly audio-conference series will take place. Areas covered will include topics such as: Understanding Your Benchmarking Report, Overcoming Benchmarking Barriers, Financial Benchmarks—the Stories They Tell, Internal Process Benchmarking; Best Practices in Your Back Yard; Driving Performance Improvement with Benchmark Data, Evaluating Performance Management within your Organization, and others. Audio-conferences also serve as a "user group" where any questions about the initiative can be addressed.

## CBHA Benchmarking Initiative Benchmarks Available

### Financial Benchmarks

- Current Ratio
- Percent Operating Revenue by Payer Source
- Days Cash on Hand
- Administrative Overhead as a Percent of Total Expenses
- Office-Based OP Cost per Client Served & per Unit
- Community OP Cost per Client Served & per Unit
- OP Psychiatric Services Cost per Client & per Unit
- Supervised Residential Cost per Client Served & per Unit
- Supported Residential Cost per Client Served & per Unit
- PSR Cost per Client Served & per Unit
- ACT Cost per Client Served & per Unit
- SASS Cost per Client Served & per Unit

### Operational Benchmarks

- Billable FTE's as a Percent of Total FTE's
- Outpatient (On-Site) Counseling Productivity
- Psychiatric Medication Management Productivity
- Community Productivity
- SASS Productivity
- Staffing Retention-Overall
- Staffing Retention by Staff Type
- Staffing Retention by Tenure
- Supervisor-to-Staff Ratio
- Number of Days from Request to Initial Appointment
- Number of Days from Intake to First Counseling Appointment

### Clinical Benchmarks

- Hospitalization Rate
- Client Self-Reported Outcome
- Overall Client Satisfaction
- Perceived Support for Recovery
- Outpatient Mental Health Counseling No-Shows/Cancellations
- Outpatient Substance Use Counseling No-Shows/Cancellations
- Community-Based Outpatient No Shows/Cancellations