

## Benchmarks Available

### Financial Benchmarks

- Current Ratio
- Management and General Expense as a Percent of Total Expenses
- Days of Cash on Hand
- Payer Mix
- Net Days in Accounts Receivable
- Accounts Receivable Over 90 Days
- Healthcare Costs per FTE
- Psychiatric Medication Management Cost per Hour of Service
- Total Cost per Person Served /Year

### Operational Benchmarks

- Initial Access to Services
- Access to Psychiatric Evaluation
- Utilization-Length of Episode of Care
- Outpatient Counseling Productivity
- Percent of Outpatient Services Delivered in Groups
- Average OP Group Attendance
- Ohio Scales Completion Percent

### Clinical Benchmarks

- No-Show Cancellation Rate
- Discharge Reason
- Ohio Scales-Problem Severity
- Ohio Scales-Functioning

### Organizational Climate Benchmarks

- Staff Turnover (by Role)
- Staffing Vacancy Rate
- Organizational Climate (25 Item Automated Staff Survey)

## Participation Form

Please sign us up to participate in the CCPA Benchmarking Initiative! Please Print

Organization \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_ Zip \_\_\_\_\_

Contact Person \_\_\_\_\_

Title \_\_\_\_\_

Phone \_\_\_\_\_

E-Mail \_\_\_\_\_

Print Name \_\_\_\_\_

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

Date \_\_\_\_\_

Please mail completed participation form, along with check for \$1,000 to cover the annual fee, payable to "BPS" to:

Behavioral Pathway Systems

P.O. Box 3121

Indianapolis, IN 46206-3121

For credit card payment, call number below

### Questions?

Call 877-330-9870 or contact help@bpsys.org

# CCPA BENCHMARKING INITIATIVE



In Collaboration With



For Further Information:

Call: 1-877-330-9870 or

Contact: info@bpsys.org

## A Pioneering Initiative!

The Connecticut Community Providers Association has partnered with Behavioral Pathway Systems in launching a comprehensive and innovative state-wide behavioral health benchmarking initiative.

## Why Benchmarking?

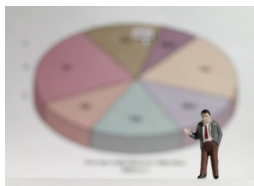
A thermometer would not be very helpful as a measure of your health if you did not know that 98.6° is normal.



Similarly, your measured outcomes are just “numbers” without a context. Benchmarking provides that context, transforming those “numbers” into vital and actionable information!

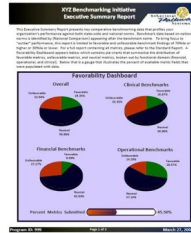
## How It Works

Data is submitted via a user-friendly on-line survey. Operational definitions are provided for each metric. Sophisticated on-line help and error messages support the validity of the data. Quarterly submissions are recommended but participants can decide upon their own reporting schedule. Quarterly reports are provided but additional reports can be generated as often as desired.



## Features

- User-friendly web-based, on-line data submission process. No software to download.
- Benchmarking reports generated throughout the year highlight a comprehensive range of performance metrics in the clinical, operational, financial, and organizational climate domains.



Benchmarking reports provide “apples-to-apples” comparisons between your organization and others around the state and the US.

- Monthly audio-conferences to maximize the benefits of benchmarking and shared learning
- Monthly informative newsletter to guide your benchmarking experience
- Confidential access to “top performers” in Connecticut and throughout the US
- Free consultative support with interpreting and understanding your benchmarking data
- Process benchmarking to identify best practices in Connecticut
- Performance improvement activities to galvanize your organization’s performance
- 25-Item Organizational Climate Survey to help manage staff morale during these difficult times. Fully automated process places no burden on the organization.

## Shared Learning

Benchmarking provides opportunities to learn from one another in ways never before possible. Benchmarking provides a vehicle to directly learn from top performers. Monthly audio-conferences and newsletters serve as channels for new learning and support. Best practices are identified through informal discussions and through formalized “process benchmarking” exercises. This innovative applied research technique is used to uncover best practices among providers in Connecticut. Adopting these best practices can greatly enhance organizational performance.

## Confidentiality

All data is treated as strictly confidential. An organization’s individual data will never be shared with any third party, including CCPA. Data is submitted directly to BPS, an independent research organization.



## For Further Information:

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