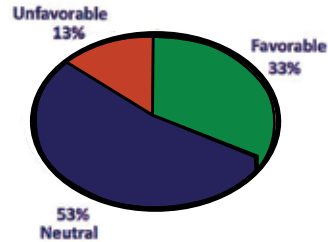


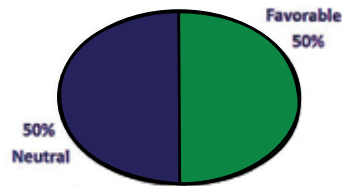
# Favorability Dashboard

A popular Executive Summary Report features a favorability dashboard. The handy graphs included in this dashboard provide a quick glimpse at your organization's strengths and opportunities for improvement

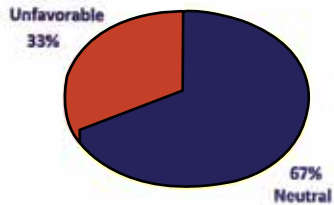
## Overall



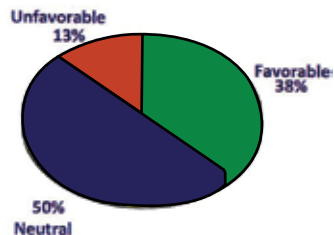
## Clinical Benchmarks



## Financial Benchmarks



## Organizational Benchmarks

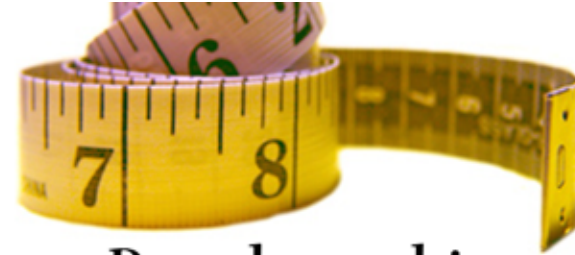


THE BEST THING IN MEASUREMENT  
SINCE THE METRIC SYSTEM!  
BUT DON'T JUST TAKE IT FROM US  
**HEAR WHAT OTHERS  
HAVE TO SAY!**

*"Participation in the NJAMHAA Benchmarking Initiative with access to comparative data has been a valuable resource as well as an interactive learning experience that enhances our capability to continuously improve and achieve performance excellence."*  
— Lenore Hildebrandt, MEd, Atlanticare Behavioral Health

*"I can't say enough about process benchmarking. We have learned so much from these exercises."*  
— Maria Marinaccio, RN  
CPC Behavioral Healthcare, Inc.

*"We are excited to be part of this benchmarking initiative. It is incumbent upon each of us to objectively review databases and set targets that demonstrate our standards of excellence."*  
— Kemsy Mackey, ACSW, LCSW  
Atlantic Health



## Benchmarking Subscription Form

Contact Person \_\_\_\_\_  
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State/Zip \_\_\_\_\_  
Phone \_\_\_\_\_  
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New Subscription Fee  
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Rate - \$800

Make checks payable to:  
Behavioral Pathway Systems  
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Authorized signature: \_\_\_\_\_  
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Please return your completed and signed form along with payment to:  
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**2011-2012  
BENCHMARKING  
FOR BEST PRACTICES**

# Invest in your Organization's Effectiveness and Viability

For a reasonable investment, you gain everything you need to unequivocally demonstrate your organization's strengths, identify areas for improvement and achieve goals to continually enhance the quality of care:

- Unlimited 24/7 access to the database for confidential data submission or reporting
- Unlimited technical support via e-mail or telephone
- Process Benchmarking exercises
- Monthly educational audio conferences
- Consultative assistance in interpreting the benchmark data
- And much more!

Performance data—your own and that of state- and nationwide peers (confidential and aggregated for comparison purposes)—is highly valuable. But, it's only the beginning. The ultimate value of benchmarking is doing something with that data.

That's where process benchmarking comes into the picture. You have the priceless opportunity to learn from other participants' successful experiences and adopt the potential best practices in your own organization.

## Benchmarks Chosen to Provide the Highest Value to Your Organizations

### Operational Benchmarks

- Automated 25-item Organizational Climate Survey
- Staff Turnover: Overall and by Job Category
- Open and Filled Positions
- Access to Outpatient Services
- Access to Psychiatric Assessment/Med Services
- Productivity-Outpatient Counseling-Actual & Expected
- Client-to-Staff Ratio for Partial Hosp/Care
- Client-to-Staff Ratio for Intensive Outpatient Program
- Inpatient Length of Stay-MH/Voluntary/Invol
- Outpatient Hours per Client
- Partial Hospitalization Days per Client
- Staff Injuries-Inpatient/Outpatient
- Assessment: Violence, Substance Abuse, Trauma, Strengths
- Discharge Assessment, Recommendations to Next Level
- Therapist Cancellation Rates
- Percent of OP Services Delivered in Groups
- Average Group Attendance

### Clinical Benchmarks

- No-Show and Client Cancellation Rates
- Client Suicide
- Hospitalization Rate
- Re-Admissions to Inpatient Unit within 30 Days
- Medication Error Rate
- Seclusion/Restraint
- Incarceration, Homelessness, Employment Rate
- Inpatient Elopement
- Client Injuries –Inpatient/Outpatient
- Patient Falls with Injury
- Evidence-Based Care
- Data-Driven Performance Improvement
- Client Self-Reported Outcome
- Client Satisfaction

### Financial Benchmarks

- Current Ratio
- Net Operating Revenue
- Total Operating Revenue by Payer Source
- OP Counseling/Psych. Cost per Client, per Unit
- OP Psychiatric Medication Cost per Client, per Unit
- Bad Debt Percentage
- Healthcare Costs per Employee
- Days Cash on Hand
- Net Days in Accounts Receivable
- Mgmt & General as a % of Total Expenses

*Participants have discounted access to an **extensive** array of additional national benchmarks available through Behavioral Pathway Systems.*



## More Enhancements

**NEW!** Recent and upcoming enhancements include:

- A new Organizational Climate Survey that measures staff morale and other important staff perceptions. The automated on-line process places no burden on the organization for data collection and submission. This has been a big hit!
- New focus on strategic benchmarks to help you plan for the future
- A narrative report profiling your organization's readiness for health care reform
- New information technology resourcing metrics (e.g., IT expenses as a Percent of Total Expenses)
- An automated survey and new report measuring the degree to which the Recovery Model is employed in your organization
- New metrics measuring degree of integration with primary health care
- Integrated control chart generator to easily track data over time



**hold the key to YOUR success**

sign up now for special discount rates!