

**Yes!** I am interested in participating in the PCPA Benchmarking Initiative!

Contact Name \_\_\_\_\_

Title \_\_\_\_\_

Agency \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Zip \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

Email \_\_\_\_\_

CEO \_\_\_\_\_

CEO Email \_\_\_\_\_

CEO Signature \_\_\_\_\_

Please return this completed brochure with check for \$1,000 payable to "BPS" to:

BPS  
P.O. Box 3121  
Indianapolis, IN 46206-3121  
877-330-9870

If you have questions about the PCPA Benchmarking Initiative, or would like to know more, contact:

Paul Lefkovitz  
Behavioral Pathway Systems  
Phone: 877-330-9870  
plefk@bpsys.org

George Kimes  
PCPA  
Phone: 717-364-3280  
george@paproviders.org

PCPA and Behavioral Pathway Systems (BPS) have partnered to provide the **PCPA Benchmarking Initiative**. By reporting agency performance measures through a simple online submission process, you can find out how your organization compares with others, regionally and nationally, and what best practices might be most helpful for optimal agency performance.

Here are some of the reasons why your agency should be a part of the PCPA Benchmarking Initiative:

- **It's affordable!** The PCPA Benchmarking Initiative costs just \$1,000 per year for new subscribers. Benchmarking services generally cost several thousand dollars per year. (A special renewal discount is available to current participants—please call for further details.)
- **It's easy!** We recognize that time is always short. This is why the online reporting system is so simple and the benchmarking metrics are readily available to you. Plus, you only need to submit the information that is important to you. Problems or questions are easily addressed with the telephone and online support.
- **It's effective!** The information you receive from this initiative will help improve your agency's performance and provide the industry with invaluable evidence to make a difference with state officials.
- **It's exciting!** Break out of your silo to learn about the methods used by other organizations around the state. Join in on energized discussions about best practices and innovative new strategies!
- **It's timely!** Additional financial metrics and activities will be made available to further enhance the value of benchmarking in addressing the financial challenges you currently face. And FREE reports are available on health care reform readiness and employee perceptions.

# PCPA Benchmarking Initiative



*In Collaboration With*  
**Behavioral Pathway  
Systems**



## So How Do You Measure Up?

The PCPA Benchmarking Initiative is a membership benefit provided **at nominal cost** to any PCPA member. This exciting opportunity allows you to measure your agency's performance and gives you a good basis for making evidence-based decisions.

By responding on a simple web-based form to a few metrics that are readily available to you, your agency will receive feedback on any of 42 benchmarks. These benchmarks provide comparisons against other agencies regionally, statewide, and nationally. All measurements are presented to you in the form of easy-to-read reports, with percentile rankings broken out by type of organization, agency size, and geographic area served (e.g. urban).

In addition to comparisons with similar agencies, this initiative features process benchmarking activities that provide you with information about best practices. Using project data, Behavioral Pathway Systems identifies the unique methods used by top performing organizations.

Other valuable benefits include:

- Monthly newsletters and audio-conferences, helpful resource tools and materials, and responsive telephonic and e-mail user support.
- A **FREE** narrative analysis of your organization's readiness for health care reform, based largely upon existing benchmarking metrics.
- A **FREE** valuable 25-item Organizational Climate Survey that provides comparative measures of

staff perceptions in key areas such as recognition and growth, staffing/co-workers, quality, leadership, and others.

Rarely are you offered such a valuable tool to help improve your agency's operations at such a reasonable cost. Take advantage of this opportunity by returning the attached form today.



*"Benchmarking has truly helped us. It has helped me as the CEO increase some of our funding streams..."*

*- PCPA benchmarking participant*

### Financial Benchmarks

Current Ratio  
 Net Operating Revenue  
 Percent Operating Revenue by Payer Source  
 Net Days in Accounts Receivable  
 Bad Debt Percent  
 Days Cash on Hand  
 Administrative Overhead as a Percentage of Total Expenses  
 Accounts Receivable over 90 days  
 Healthcare Costs per Employee  
 Salaries/Benefits as a Percent of Total Expenses  
 Workers Compensation per Employee  
 Percent of Insurance Claims Denied  
 Net Margin  
 Cost per Unit of Service: Outpatient Counseling  
 Cost for Unit of Service: Psychiatric Medication Management

### Operational Benchmarks

Staff Retention by Category  
 Staff Retention by Tenure  
 Time to Fill Open Positions  
 Salary and Fringe Benefits Per FTE  
 Access to Outpatient Services  
 Residential Length of Stay  
 Productivity-Outpatient Counseling/Psychotherapy  
 Productivity-Case Management  
 Productivity- Psychiatric Medication Management  
 Percent of Outpatient Services Delivered in Groups  
 Outpatient Volume Delivered by Incentive-Compensated Staff  
 Therapist Cancellations  
 Outpatient Follow-Up After Hospital Discharge  
 25 Item Organizational Climate Survey

### Clinical Benchmarks

Global Assessment of Functioning Change Scores  
 Outpatient Mental Health No-Show Rates  
 Outpatient Alcohol and Drug No Show Rates  
 Use of Restraint in Inpatient & Residential Programs  
 Use of Restraint in Youth Non-Residential Programs  
 Homelessness Rate  
 Incarceration Rate  
 Employment Rate  
 Youth Adjudication Rate  
 Youth School Suspension/Expulsion Rate  
 Client Self-Reported Outcome  
 Overall Client Satisfaction  
 Perceived Support for Recovery  
 Clinical Outcome-CAFAS