

This report presents comparative benchmark data that profiles your organization's performance against national norms. For each of the dimensions included in this report, the following statistics are provided:

**Sample Size:** The number of organizations that contributed data for the benchmark.

**Standard Deviation:** A measure of variability of scores within the normative group.

**Mean:** The average value within the normative group.

**Median:** The point in the distribution of scores within the normative group at which fifty percent of the values are above and fifty percent are below. (Note: Mean and median values may differ markedly, depending upon the distribution of scores. The greater the disparity between the two, the greater the likelihood of "outlier" values that distort the picture of average performance. For benchmarking purposes, the median is generally the more reliable measure.)

**Current:** Current Score and Current Overall Percentile appear in this section of the report.

**Score:** Score is your organization's value, as submitted to us for comparative benchmarking purposes.

**Overall Percentile:** Your organization's ranking with respect to the overall distribution of scores within the normative group. A percentile (%ile) ranking is a value on a scale of one hundred that indicates the percent of a distribution that is equal to or beneath it. For example, if your Total Operating Revenue places you at the 60%ile, it means your revenue is equal to or greater than 60% of the organizations within the database.

**Favorability Indicators:** Favorability Indicators are symbols that appear after each percentile ranking ( ▲, ▼ and ■ ). Each percentile ranking is also color coded. A ▲ symbol along with the background color of green signifies a favorable percentile ranking. A ▼ symbol along with the background color of red signifies an unfavorable percentile ranking. A ■ symbol, along with no color background represents a percentile ranking that is neither favorable nor unfavorable. A favorable ranking is operationally defined as either the 70th percentile or higher on a metric where a higher percentile ranking is desirable or the 30th percentile or lower on a metric where a lower percentile is desirable. An unfavorable ranking is defined as either the 70th percentile or higher on a metric where a lower percentile ranking is desirable or the 30th percentile or lower on a metric where a higher percentile is desirable.

**Comparison Groups:** Three specialized percentile rankings based upon comparison groups are included in this section of the report. These rankings compare your organization with "peer groups" that are similar to your organization. The group your organization is being compared with appears in the column heading. The three comparison groups are Setting, Geographic Area Served, and Total Annual Operating Budget. Each of the comparison group percentile rankings also feature favorability indicators, as defined above.

**Setting:** Settings are categorized as: General/Community Hospital; Community Mental Health Center/Agency; Freestanding Psychiatric/Addictions Hospital; Residential Treatment Center; Individual/Group Private Practice; and Other.

**Geographic:** Geographic area served is categorized as: Urban, Mixed Urban/Rural, and Mostly Rural.

**Budget:** Total annual operating budget is categorized as: Under \$10 Million; \$10 Million to \$20 Million; and Over \$20 Million

For questions about this report, please contact BPS at 877-330-9870 or email us at [help@bpsys.org](mailto:help@bpsys.org).

Copyright 2009 Behavioral Pathway Systems

# Benchmarking Report



<b>Fabricated Data - For illustration purposes only</b>				<b>Current</b>		<b>Comparison Group</b>		
<b>Sample Size</b>	<b>Standard Deviation</b>	<b>Mean</b>	<b>Median</b>	<b>Score</b>	<b>Overall Percentile</b>	<b>Setting: CMHC</b>	<b>Geographic: Urban</b>	<b>Budget: 10M to 20M</b>
<b>FINANCIAL BENCHMARKS</b>								
<b>Current Ratio</b>								
210	2.19	2.78	1.32	3.00	70.41 ▲	74.63 ▲	75.00 ▲	77.34 ▲
<b>Days Cash on Hand</b>								
180	61.45	56.25	54.12	19.00	26.54 ▼	33.79 ■	34.68 ■	28.97 ▼
<b>PRODUCTIVITY BENCHMARKS</b>								
<b>Expected and Actual Productivity - Outpatient Counseling/Psychotherapy</b>								
Expected Productivity (Hours per FTE per Year) – Adult								
69	169.44	1,098.45	1,058.00	1,215.15	85.90	85.90	88.24	83.08
Expected Productivity (Hours per FTE per Year) – Youth								
77	198.47	1,077.54	1,006.00	1,100.00	55.41	55.41	60.00	49.18
Actual Productivity (Hours per FTE per Year) – Adult								
168	420.54	998.35	1,035.22	1,111.11	65.75 ■	61.47 ■	71.66 ▲	61.62 ■
Actual Productivity (Hours per FTE per Year) – Youth								
112	468.46	822.57	1,002.56	1,232.15	96.18 ▲	94.57 ▲	100.00 ▲	94.51 ▲

\*\* Percentile ranking not reported due to a median value of .0000

# Benchmarking Report



Fabricated Data - For illustration purposes only				Current		Comparison Group		
Sample Size	Standard Deviation	Mean	Median	Score	Overall Percentile	Setting: CMHC	Geographic: Urban	Budget: 10M to 20M
<b>ACCESS BENCHMARKS</b>								
<b>Access to Routine Outpatient Services</b>								
Number of Days Between Request for Intake and Date of Appointment-Adult								
125	12.58	12.22	6.45	22.00	90.82 ▼	89.52 ▼	72.25 ▼	90.44 ▼
Number of Days Between Request for Intake and Date of Appointment-Youth								
156	5.88	9.87	7.87	24.00	92.63 ▼	91.53 ▼	85.37 ▼	93.33 ▼
<b>ATTENDANCE BENCHMARKS</b>								
<b>No-Shows</b>								
Percent Initial Appointment No-Shows								
155	17.89	22.56	15.52	11.00	24.56 ▲	22.78 ▲	33.33 ■	20.93 ▲
Percent Counseling/Psychotherapy No-Shows								
209	9.21	11.58	11.24	15.50	79.57 ▼	69.55 ■	72.54 ▼	66.58 ■
Percent Psychiatric Medication No-Shows								
195	9.89	17.85	12.35	13.42	54.25 ■	52.22 ■	55.87 ■	29.65 ▲

\*\* Percentile ranking not reported due to a median value of .0000